

## Connection issues

## Ariba Helpdesk

Language: English

Username: uatbuyerrm1

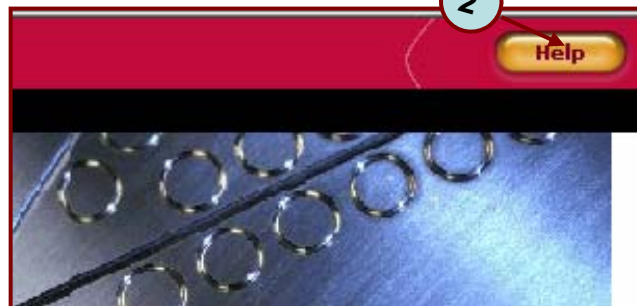
Password:

Login

[Contact Support](#)

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### Ariba Online Help

#### Tips

If you previously logged into Ariba Sourcing and set your forgotten password information, you can use the [Forgot your Password?](#) link to help you log in.

If this is your first time logging in, change your temporary password on the Preferences page, under the **Personal Info** tab.

If you do not have a username and password assigned yet, you might be able to create your own guest account by self-registering, if your site is set up to permit it. To register yourself, click [Register as a new supplier](#) on the Ariba Sourcing Login page.

#### Log in to Ariba Sourcing

Before you can use Ariba Sourcing, you must log in. To log in:

1. If the Login page is not displayed in the language you prefer, choose another language from the **Language Preference** pull-down menu.
2. Type your user name in the **Username** field.
3. Type your password in the **Password** field.
4. Click **Login** (or press Enter).

Use Ariba Sourcing with one of the following web browsers: Microsoft Internet Explorer versions 6.X, or Netscape Navigator versions 7.1 and higher. You must have Javascript enabled in your browser. In Netscape, choose Edit -> Preferences, select **Advanced**, and check **Enable JavaScript** for Navigator. In Internet Explorer, choose Tools -> **Internet Options**, and click the **Security** tab. Then select the Internet globe icon and click the **Custom Level** button. Scroll down to the heading "Scripting" and set "Active Scripting" to **Enable**.



Arriba support : [as\\_support@ariba.com](mailto:as_support@ariba.com)

The following numbers are toll free if dialed from the country.

English 24x5, other languages available during normal business hours in local time



|                                  |                  |
|----------------------------------|------------------|
| <b>North/South America</b>       | +1 412 222 6174  |
| <b>Europe/Middle East/Africa</b> | +44 20 7187 4180 |
| <b>Asia Pacific</b>              | +65 6311 4564    |
| <b>Australia</b>                 | 1800 002 421     |
| <b>Brazil</b>                    | 0800 891 4082    |
| <b>Chinese - North China</b>     | 10800 650 0208   |
| <b>Chinese - South China</b>     | 10800 265 0208   |
| <b>France</b>                    | 0800 941 461     |
| <b>Germany</b>                   | 0800 101 2110    |
| <b>Hong Kong</b>                 | 800 900 868      |
| <b>India</b>                     | 000800 660 1196  |
| <b>Indonesia *</b>               | 001803 667 590   |
| <b>Italy</b>                     | 800 126 617      |
| <b>Japan</b>                     | 00531 66 0138    |
| <b>Malaysia</b>                  | 1800 80 1471     |
| <b>Mexico</b>                    | 001 866 464 7426 |
| <b>New Zealand</b>               | 0800 44 6214     |
| <b>Portugal</b>                  | 882 780 110      |
| <b>Singapore</b>                 | 1800 311 4650    |
| <b>South Korea</b>               | 00308 661 1406   |
| <b>Spain</b>                     | 900 801 613      |
| <b>Sweden</b>                    | 020 79 2666      |
| <b>Switzerland</b>               | 0800 56192       |
| <b>Taiwan</b>                    | 00801 66 1636    |
| <b>Thailand *</b>                | 001800 666 404   |
| <b>United Kingdom</b>            | 0800 368 8882    |
| <b>United States</b>             | 1800 316 5670    |

## 18. HELP



## Online help

## Tips

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Customize

### Create RFX

Select the documents you want to load into your RFX. Documents which attachments.

If you modify any of these documents after loading them, they will NOT document, you must import it into your RFX again.

do not have their Usage Type set to RFXContent are loaded as automatically be updated in your RFX. If you wish to update a

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#### Using this help system

The topics listed in this table of contents are grouped into three categories:

**Common** – These topics describe common tasks.

**Buyers and team members** – These topics describe how to use the system as a buyer or team member.

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#### Using this help system

The topics listed in this table of contents are grouped into three categories:

**Common** – These topics describe common tasks.

**Buyers and team members** – These topics describe how to use the system as a buyer or team member.

**Suppliers** – These topics describe how to use the system as a supplier.

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## Post training support & Review

### •Project launch review

Sourcing project best practices (timeline, supplier communication...), guidance on lotting, use of TOTAL eSourcing

### •Before RFX publication

Review of your RFX: consistency, clarity and content, parameters

### •Supplier response analysis

Analyze in tool and export of data, guidance to build an award of a next stage,

## Ariba Online Help

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