RTX

Supplier Ariba Navigation Guide
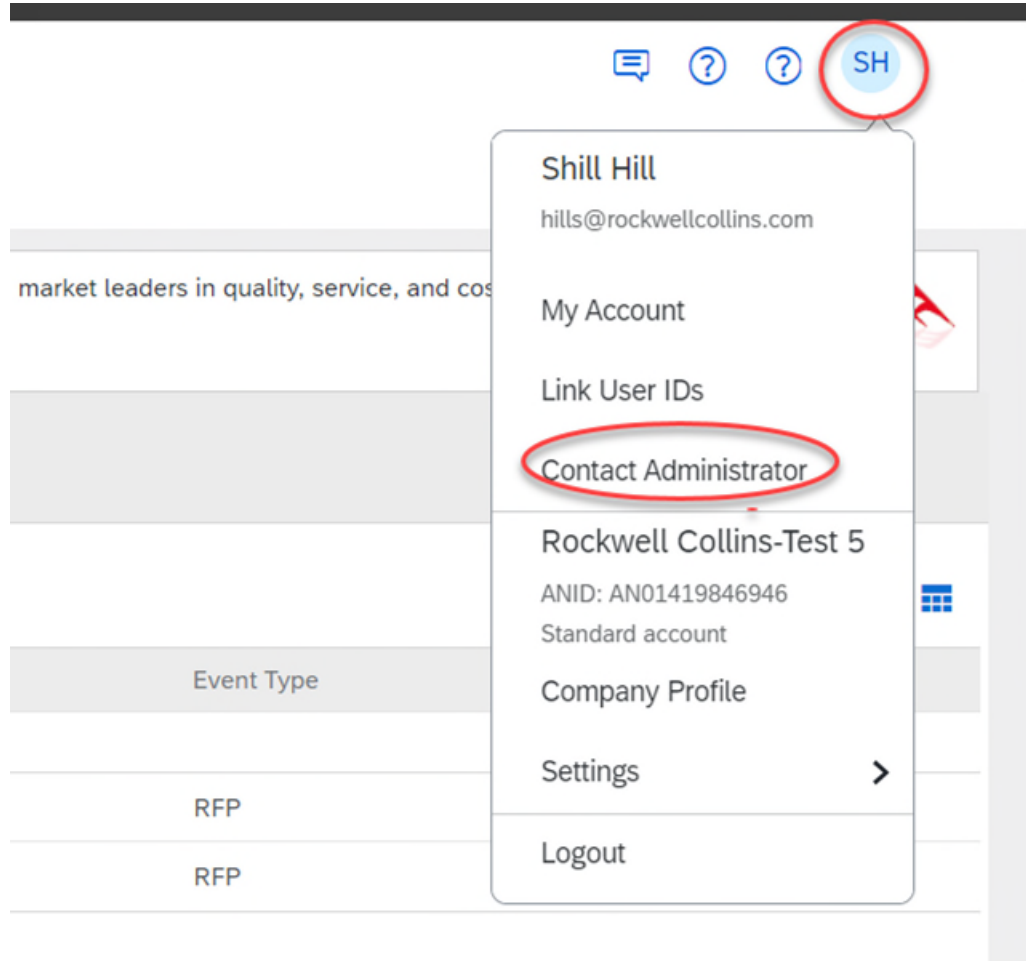
Use the following Table of contents to troubleshoot common issues navigating Collins Ariba

Table of Contents

IF YOU RECEIVE MARKING PROFILE ISN'T PUBLIC (CHECK YOUR ADMINISTRATOR)

1. Login to your Ariba account (http://supplier.ariba.com/)
2. Click on initials in the upper right then on contact administrator to see who your admin is

IF YOU DO NOT WANT TO BE THE ADMINISTRATOR (TRANSFERRING ADMINISTRATOR ROLE)

(Use case: If the current administrator is still current with the company and has access to Ariba)

1. Login to your Ariba account (http://supplier.ariba.com/)
2. Click on your initials in the upper right and then on setting and finally users
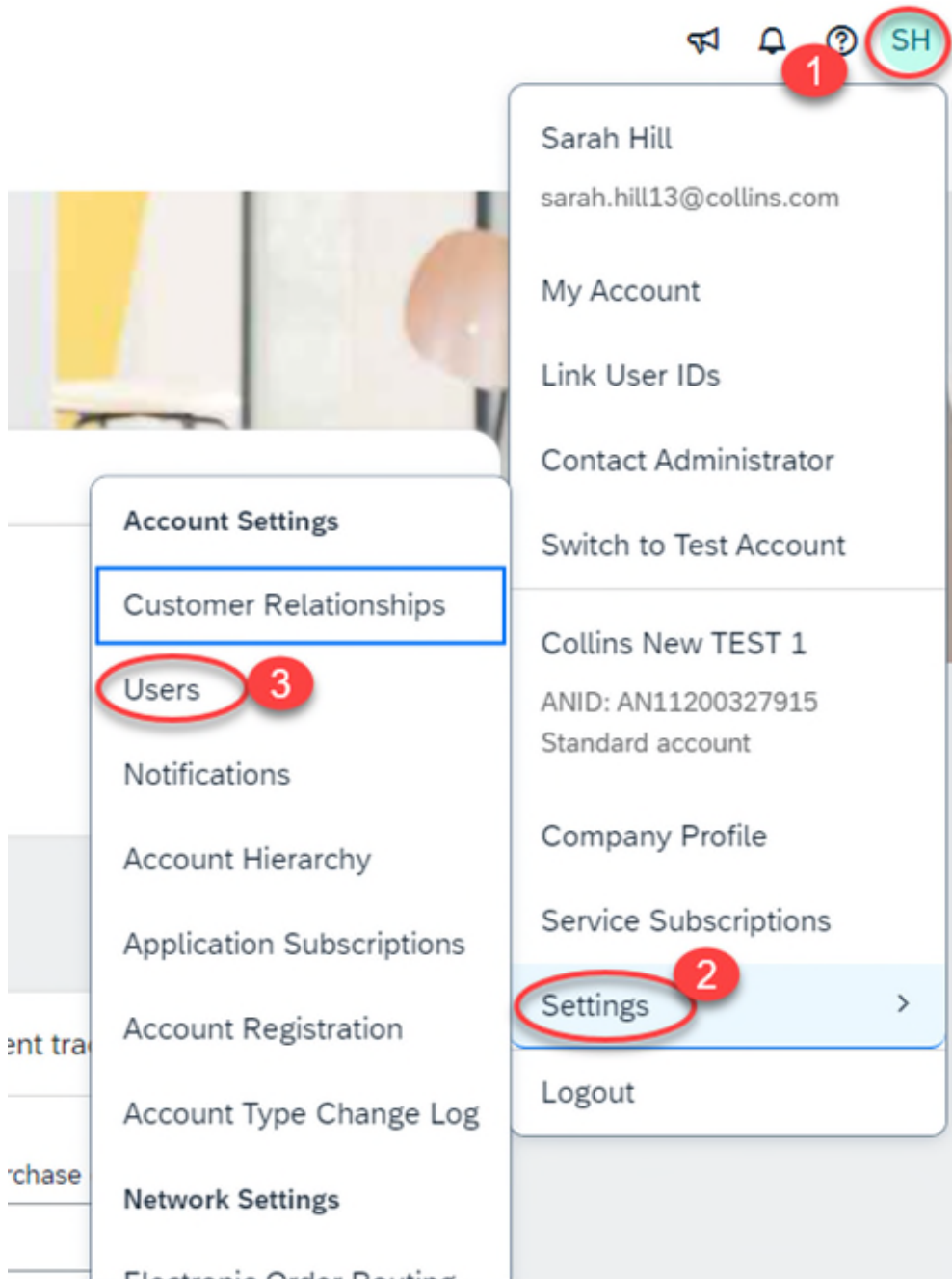
3. Go to manage users, if the user has not been approved approve them (you will see Manage Unapproved Users in your list of headers). Go to that tab, Check the box next to the username and click approve. Then check yes on the pop up.

| | Customer Relationships | Users | Notifications | Account Hierarchy | Application Subscriptions | Account Registration | Account Type Change L |

Manage Roles   Manage Users   **Manage Unapproved Users**   Manage User Authentication   More...▾

Approve users created from Sourcing migration. Once the users are approved, you can manage the users in Manage Users and assign additional roles to the users.

	Username ↑	Email Address	First Name	Last Name	Role Assigned
☐	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	Proposals and Contracts A

↳   **Approve**   Delete

APPROVE USER

Are you certain you want to approve the user(s)?

[Yes]   [No]
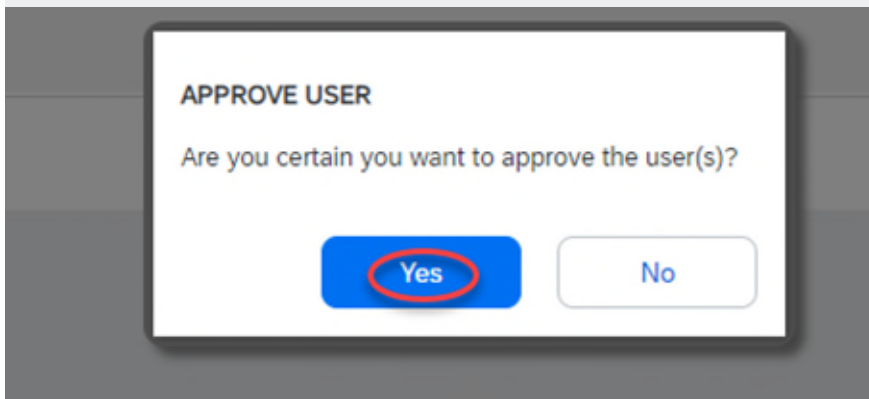
4. Go to Manage users and then to actions next to the user you want to make the admin. Click Make Administrator

Manage Roles   **Manage Users**   ge User Authentication   Revoked Users   More...▾

Users (2)

☐ Enable assignment of orders to users with limited access to SAP Business Network. ⓘ

Filter

Users (You can only search on one attribute at a time)

Username ▾   Enter username   [+]

[Apply]   [Reset]

	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
☐	sarah.hill13@collins.com	sarah.hill@collins.com	Sarah	Hill	No	MARKETPLACE_SUPPLIER_MASTERACCOUNT, +7		All(0)	Yes	
☐	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	No	Proposals and Contracts Access		All(0)	Yes	Actions ▾

↳   [Add to Contact List]   [Remove from Contact List]

Edit
Delete
Make Administrator

5. Check the box next to the Assign a role and click assign and then okay on the next warning pop up about transferring Admin rights to the new users and hit okay. The admin role will be transferred to the new user.

Assign a Role   Assign   C

Select a new role for your account.

	Name	Description
✓	Proposals and Contracts Access	Access Proposals and Contracts

Assign   C

Assign a New Administrator   OK   Cancel

⚠ WARNING: You are about to transfer your administrator role to Sarah Hill. After you assign the administrator role to another user, you will be logged out of your account.
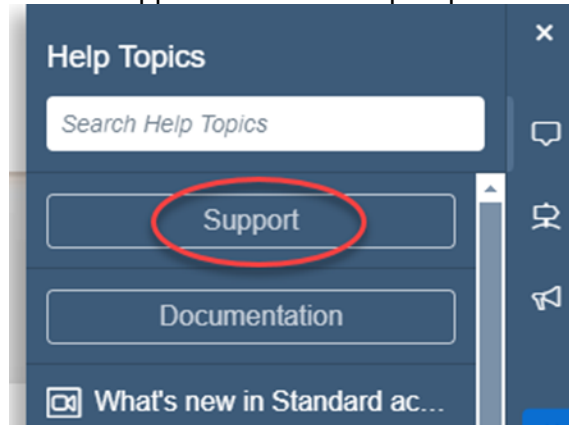
OK   Cancel

IF YOUR ADMINSTRATOR IS NO LONGER WITH THE COMPANY (CONTACT ARIBA SUPPORT)

(use case: if the current administrator has left the company)
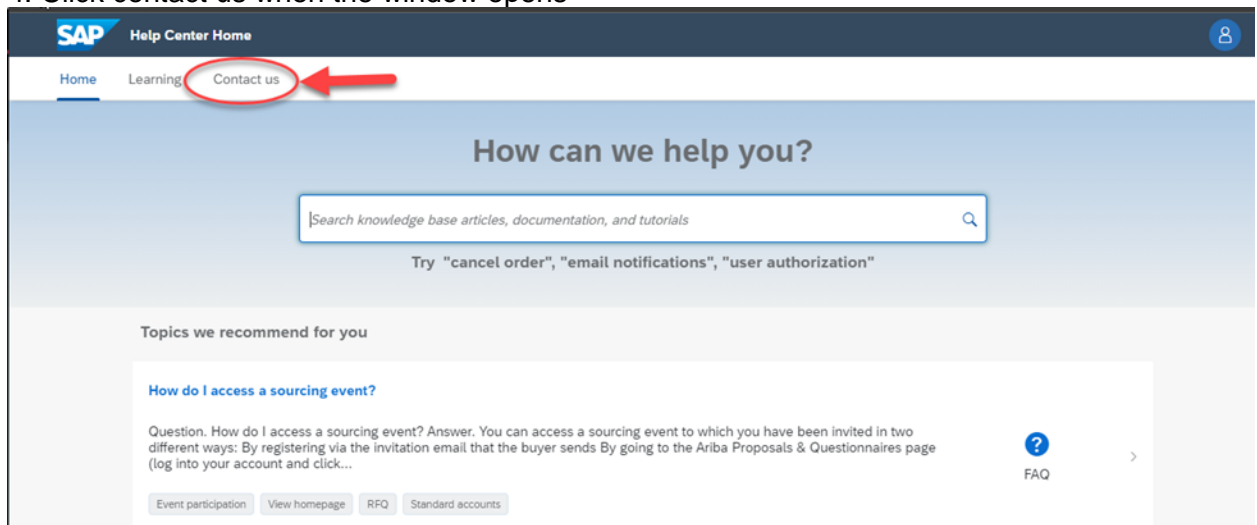
1. Browse to Ariba (**supplier.ariba.com**) and login

2. Click on the ? in the upper right next to your initials
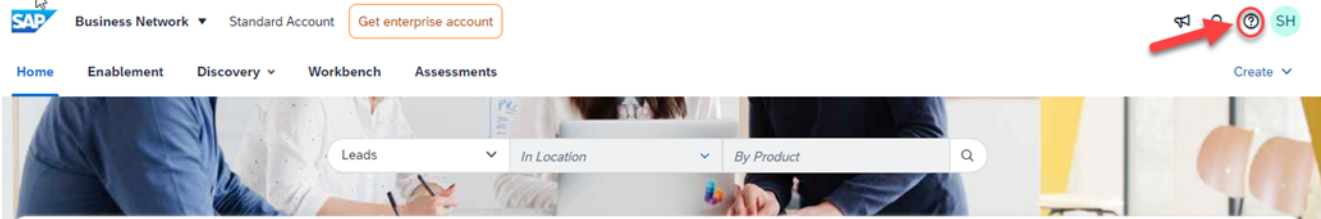
3. Click support under the Help Topics Banner

4. Click contact us when the window opens

5. Type in "**change admin**" and then hit enter. This will bring up #3 at the bottom of the screen and here click yes if you are changing the admin.

6. This will cause 2 more questions to appear, answer no to both if your admin is not with your company and if you don't have access to their email, then click 'Create a Case' on the bottom right, if you don't see it scroll down.

Administrator, Fieldglass. Since the admin will not have any items created or assigned to them the report is bl

*Powered by SAP Incident Solution Matching

3. Choose from the options below to continue.

Do you need to reassign the account administrator?

[Yes] [No] [Don't know]

Is your current administrator still with your company?

[Yes] [No] [Don't know]

Do you have access to retrieve emails sent to the listed administrator's email?

[Yes] [No] [Don't know the email]

Contact support to have the administrator information changed. You will be required to provide the following:

- ANID (Ariba Network Identification) number of your supplier account
- Previous administrator's full name
- Previous administrator's email address
- Name and email of a sub-user (if the account has sub-users)

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Can't find what you're looking for?   [Create a Case]

7. The following screen will appear, please complete all starred sections, and follow prompts/directions to submit a 'case' for Ariba Support to contact/assist you directly.

SAP Help Center Contact us

Home | Learning | Contact us

Requested language of support: English [Change?]
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: * change admin
Full description: * Affected items, expected results, etc.

3000 characters remaining

Attachment: [   ] [↑]
Issue type: * [▼]
Issue area: * [▼]
PO/Invoice Number: [   ]

Top Recommendations:
? How do I change a user?s role in the SAP Ariba API Developer Portal?
? How do I change an email message template?

2. How does this impact your normal business processes?

Business Impact: * [▼]

3. Please review your contact information for correctness:
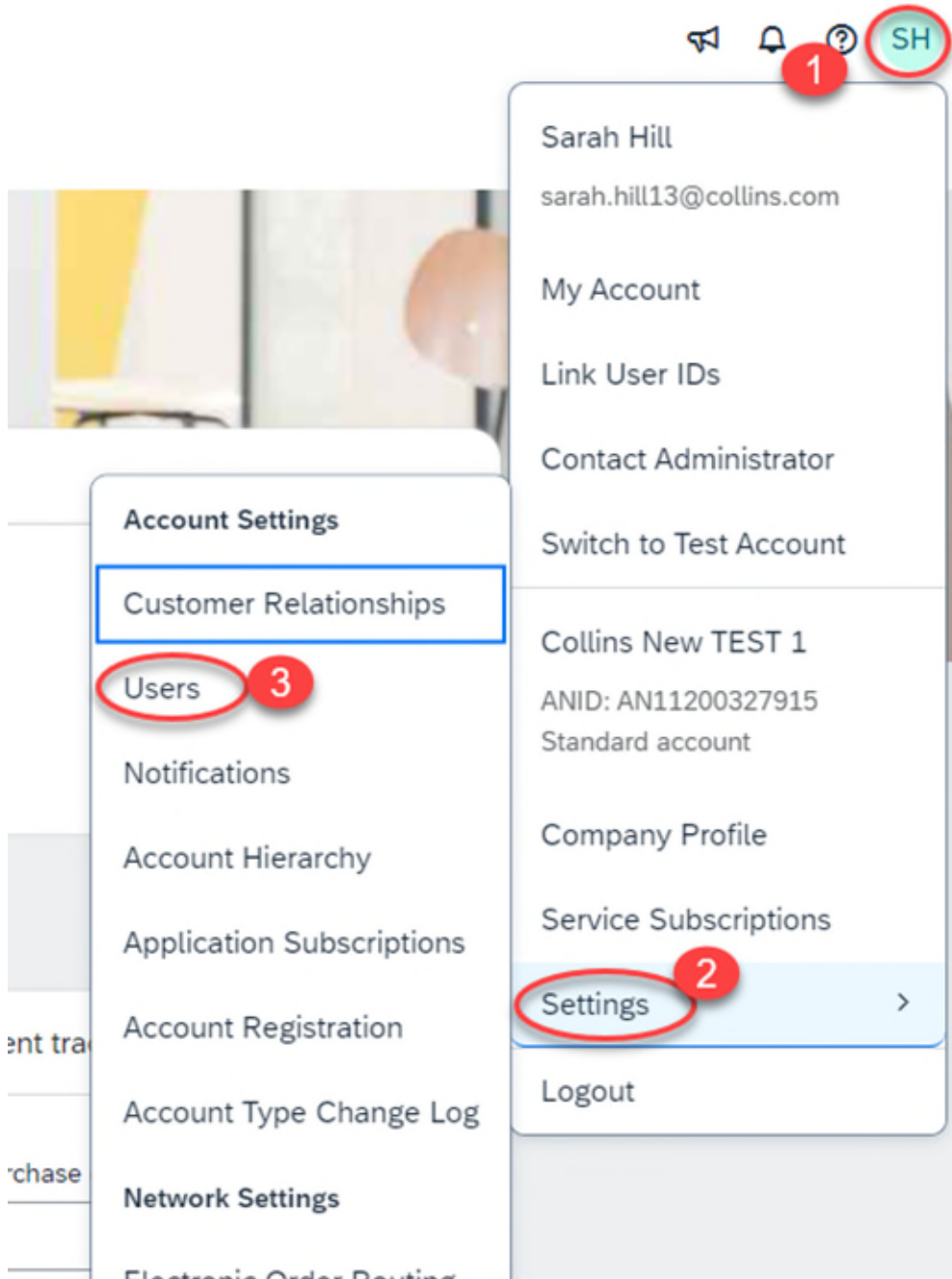
Recommendations*
[Search   🔍]

? How do I change a user?s role in the SAP Ariba API Developer Portal?
? How do I change an email message template?
? Information for new Supplier Administrators
? How to change password policy
📄 Why is my report blank?
? How to change supplier company contact person
? When editing the ShortName of a catalog item in Catalog Manager, why are my changes not saved?
? How to update SOW template rules
? Why user is not able to access SM Admin page?
? How can I enable CIG in Ariba?
? OpenAPI : Why do we receive 403 error: Access Denied. Please contact your Organization admin
📄 Catalog Too Large status for catalog upload
? Error: Define error message for Security ID, in case of mismatch
? OpenAPI: How to add my own API to the developer

[One last step]

OTHER USERS CAN'T SEE THE COMPANY PROFILE (GIVING ROLES AS THE ADMINISTRATOR)

(Use case: allows other users to see and edit the supplier profile)

1. Login to your Ariba account (http://supplier.ariba.com/)
2. Click on your initials in the upper right and then on setting and finally users

3. If the user has not been approved approve them first you will see Manage Unapproved Users in your list of headers. Go to that tab, Check the box next to the username and click approve. Then check yes on the pop up. Otherwise skip to #4

4. In Manage roles click the + on the lower right above to add a new role
5. Type in a name for the new role (To edit the profile you will need company information). Description is optional.

Create Role

' Indicates a required field

New Role Information

Name: Company Information

Description: Update Company Profile Information (Optional)

Permissions

ach role must have at least one permission.
Ipgrade your SAP Business Network, standard account to an enterprise account to enable all permissions.

	Permission	Description
☐	Access Proposals and Contracts	View your organization's Ariba Sourcing events and Ariba Contract Management contrac Contracts properties. Individual users must be approved by Ariba Sourcing buyers befor
☐	Account Hierarchy Administration	Manage your accounts to link and sign on to a child account
	Catalog Management	Set up and manage catalog-related activities
☐	Child Account Access	Sign on to access a child account
☑	Company Information	Review and update company profile information
☐	Contact Administration	Maintain information for account contact personnel
☐	Create postings on Ariba Discovery	Create postings on Ariba Discovery
☐	ID Registration Access	Register unique identifiers, like email domains
☐	Payment Profile	Configure your payment profile
☐	Premium Membership and Services Management	Manage your premium service subscriptions
☐	Respond to postings on Ariba Discovery	Respond to postings on Ariba Discovery

6. Scroll down and then hit the pull to add a user

	Transaction Configuration	Configure account for electronic transactions
	cXML Configuration	Configure account for cXML transactions

Assign Users (0)

ou can add users to this role.   ⊕

☐	Username ↑	Email Address	First Name	Last Name	Role Assigned
			No users assigned yet.		

Save Cancel

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7. In the popup you can hit the carrot next to username to search by different criteria. Then hit the + to add the user's info

Users (You can only search on one category at a time)

Username   Enter username   +

Username

Email Address   Reset

First or Last Name

Users (You can only search on one category at a time)

Username   sarah.hill14   +

Search   Reset

8. Hit search then put a check next to the user's name and hit Add and save

Search and Add Users

Users (You can only search on one category at a time)

Username ⌄	Enter username	+

sarah.hill14 X

Search   Reset

Search Results (1)

☑	Username	Email Address	Role Assigned
☑	sarah.hill14@collins.com	sarah.hill@collins.com	Proposals and Contracts Ac

Add and Save

9. Finally hit save and the new role will be assigned

Assign Users (1)

You can add users to this role.   +

|	Username ↑	Email Address	First Name	Last Name	Role Assigned
☐	sarah.hill14@collins.com	sarah.hill@collins.com	Sarah	Hill	Proposals and Contracts Access

Remove

Save   Cancel

COMPLETING THE CUSTOMER REQUESTED QUESTIONS

(Use case: Can only be done once a user is the administrator)

1. Login to your Ariba account (**supplier.ariba.com**).
   - **Note:** If you are having password issues, click the "Forgot Username or Password" link.

2. Click on your initials in the circle in the upper right, then on company profile
   Note: If you don't see "Company Profile" or are unable to follow the steps below click on "Contact Administrator" to see who your admin is and contact them to make the required updates
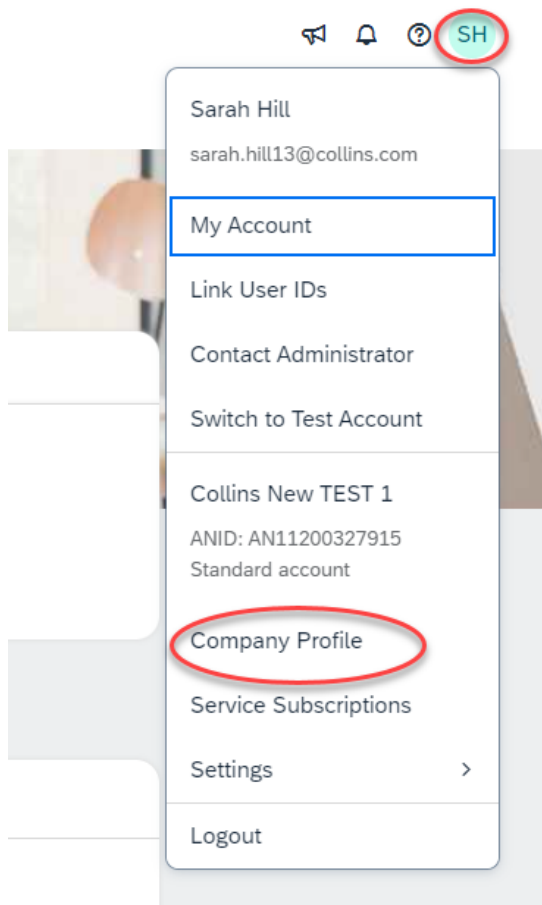

3. Click on Customer Requested
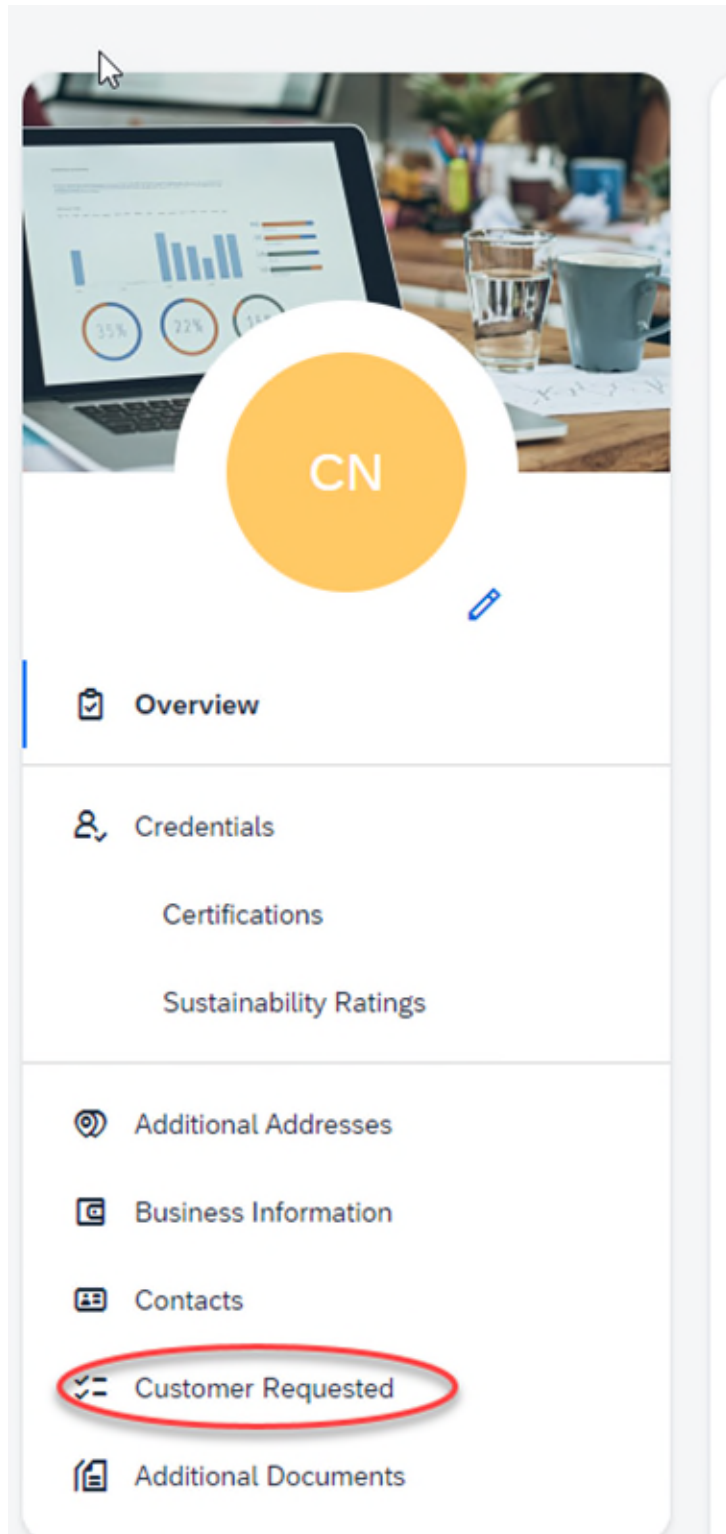
4. Click on "Collins Aerospace"
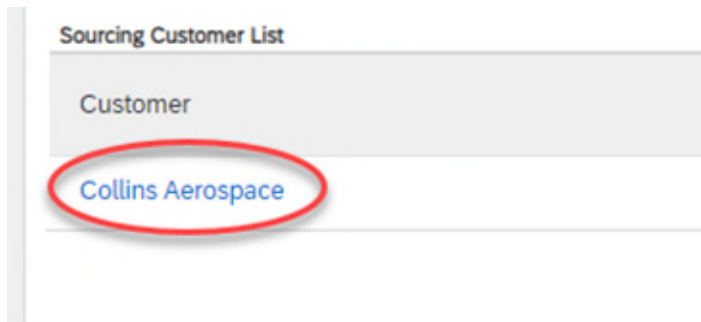
5. Click on Collins Aerospace and a popup profile questionnaire will appear (this may take 10-15 seconds). You may also click the "Save as Draft" button if you want to save your work and complete it at a different time.

- Review and complete all of the questions.
- Click the "Save as Draft" button to ensure your answers are saved properly.
- There is a 30-minute inactivity timeout in Ariba. Please make sure to "Save as Draft" often!
- Finally, click the "Submit" button

Note: If you are a supplier who needs to be on-site to carry out services, please select "Onsite Service Provider/Contractor" for question

2.23 Applicable Business Type.
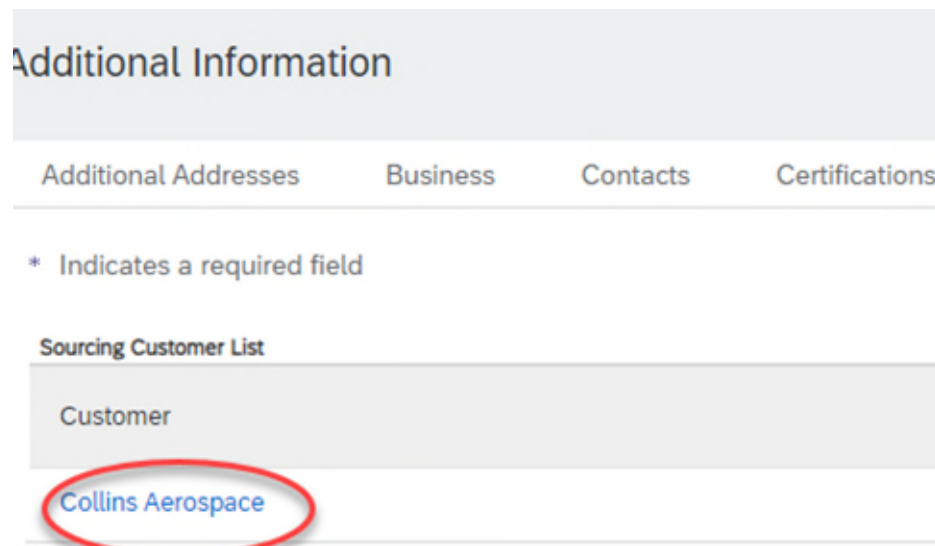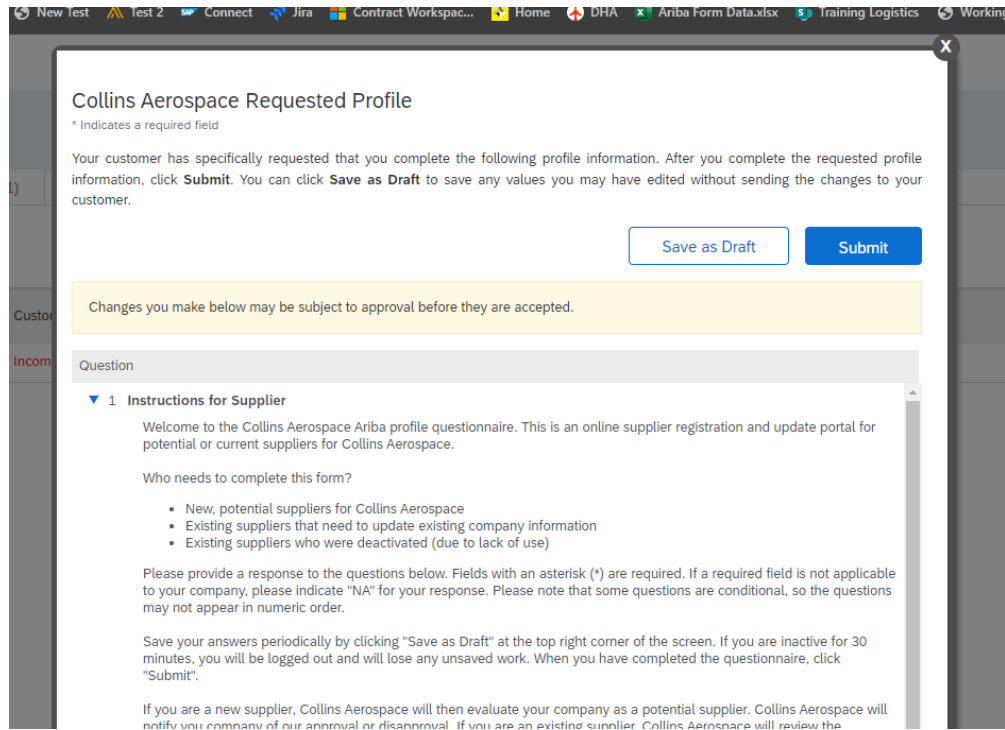
6. If you're still having difficulties registering or answering the questionnaire, you may contact the Collins Ariba team by calling the Collins helpdesk number 1-888-276-6027.

You may also reach out to the SAP Ariba Support website available **here**, then click on the Question Mark to open Help Center. You may contact the Ariba Support team by clicking "Support" at the bottom of the Help Center.