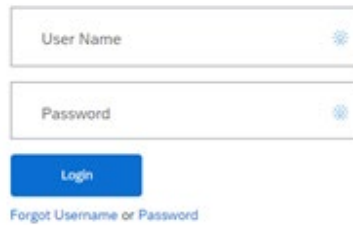


## Restoring Username and/or Password

If you have lost track of username or password for a specific account, restoring them can be done using the following steps:

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### Supplier Login

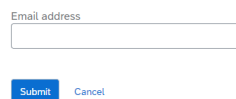


Go to the Ariba supplier login page at <https://supplier.ariba.com/>. If you wish to recover your username, click the **Forgot Username** hyperlink. If you wish to reset your password, click the **Password** hyperlink.

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### Recover your username

Enter the email address you used to register with SAP Business Network.



You will be requested **Recover your username** or **reset your password** page, where you will need to input your email address and click **Submit**.

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### Request for your Ariba Commerce Cloud username

Dear SAP Business Network User,

This email message has been sent in response to your request to retrieve your Ariba Commerce Cloud username.

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud usernames are associated with your email address:

Note: Ariba Commerce Cloud usernames are in email format. The following Ariba Commerce Cloud Test account usernames are associated with your email address:

Sincerely,

SAP Business Network team

If you do not want to receive future notifications, update the email address for your account or discuss this with your company's SAP Business Network account administrator.

[SAP Business Network Privacy Statement](#) | [Terms of Use](#) | [Help Center](#)

If you chose to recover your username, you will receive an email from Ariba listing all the usernames associated with the email account you gave.

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### Reset your password

Dear SAP Business Network user,

You have multiple accounts associated with your email address. Choose the account you want to reset the password for:



If you chose to reset your password, you will receive an email from Ariba listing all accounts associated with your email. To reset the password, simply click on the blue arrow next to the account username and choose a new password.

Note: The link will expire in

**24 hours**

If an error occurred when trying to reset this user's password using the email address provided, reset this user's password using this user ID.

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