



What is Ariba Sourcing?

Ariba Sourcing is an internet application designed to facilitate the collection of business information. You are invited to participate in an online event by a business that wants to purchase goods or services.

Accessing Ariba Sourcing

You will receive a registration email from the Ariba system. Open the URL in the email to go to a page where you will:

- Set your password
- Provide a secret question and answer pair, to be used to verify your identity if you forget your password.

Accept the Terms of Use, and you are ready to enter the sourcing event and submit business information. If you need to change the language you see the site in, adjust your preferences.

Step 1: Registration Email

The email contains a URL that allows you to create an account on the Ariba Sourcing site.

If you have problems doing this, see the **Common Problems** section at the end of this document for troubleshooting information.

Step 2: Choosing a Password and Secret Question

Important facts about Ariba passwords:

- Passwords must be at least 8 characters long.
- Passwords are case sensitive.
- Passwords must contain a mix of numbers and letters. Each password must have at least one number and one letter.
- Passwords must contain one number that is not at the beginning or end of the word.

Examples of Valid and Invalid Passwords

<u>Example</u>	<u>Why is the example invalid?</u>
password	Contains no numbers.
31415926	Contains no letters.
2password	Does not contain a number that is not at the beginning or end of the word.
pass2word	Valid password
31415a926	Valid password

Write your logon information here for safekeeping:

Username: _____ Password: _____

Getting Help

Video Tutorials

You can access introductory Ariba Sourcing video tutorials by clicking the **Help** link in the upper right hand corner of the application.

Contacting Product Support

For support within the United States and Canada, call toll-free 1 866 218 2155.

For support within the United Kingdom (Freephone), call 0800 358 3556.

For support in Europe, call +44 20 7187 4144.

For support in Asia, call +65 6311 4745.

For support in other locations, call +1 412 222 6153.

Email: help.sourcing@ariba.com

Common Problems

You see an error when trying to access the URL in your registration email:



Ariba On-Demand

You have reached the Ariba On-Demand site, but the URL entered is incomplete. Please correct and refresh your browser.

Solution 1 - Copy and Paste the Ariba Invitation URL Into Your Browser's Address Bar:

1) In your email program, carefully highlight the URL by clicking and dragging the mouse, or holding down the shift key. It may be too long to fit on one line, and wrap onto multiple lines. Be sure to highlight the entire URL.

1. Access <https://s1.ariba.com/Sourcing/Main/ad/webjumper?passwordadapter=SourcingSupplierUser&realm=Sandbox&itemID=AAEQAHSDJESH&awcharset=UTF-8>.
2. Log on using your user name (mtrowbridge) and password.
3. View the event details and if you choose to participate in the event, you must Review and Accept agreement.

Note: Do not copy the period at the end of the URL. That is part of the punctuation of the sentence, not the URL:

Correct:

[arset=UTF-8](#).

Incorrect:

[arset=UTF-8.](#)

2) In your browser, click in the **Address Bar** to place the cursor focus there:



3) Highlight and delete the old address:

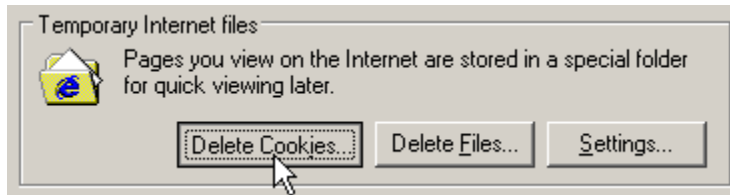
4) Click **Edit > Paste** to paste the URL into the Address Bar. Make sure you copy the entire URL. Also, ensure that you do not inadvertently add spaces or other extraneous characters while copying and pasting.

5) Press **Enter**. Now you should successfully access the **Change Password** page.

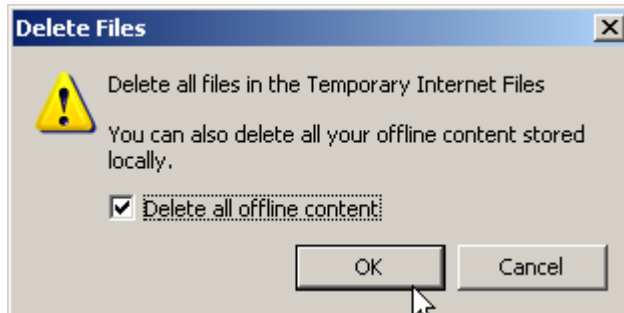
Solution 2 – Delete Internet Explorer’s Temporary Files and Cookies:

1) In Internet Explorer, click **Tools > Internet Options**.

2) On the General tab, choose **Delete Cookies**.



3) Also on the General tab, choose **Delete Files**. Enable the checkbox to **Delete all offline content**.



4) Click **OK**, and click **OK**, to exit from the **Internet Options** menu.

Solution 3 – Ensure That Settings Related to Cookies Are Set Up Properly:

1) In Internet Explorer, click **Tools > Internet Options**.

2) Click the **Privacy** tab.

3) Click the **Advanced** button.

4) Enable the checkbox **Override automatic cookie handling**. Choose to **Accept First-Party Cookies**. Enable the checkbox **Always allow session cookies**.

5) Click **OK**, and click **OK** to exit from the dialog box.



You accidentally submit information or a bid that you do not intend to or cannot honor:

Once you have submitted a bid, you cannot withdraw it using the software. Communicate with your buyer and with Ariba Product Support (at the contact information contained in this document). If you accidentally submit an erroneous bid in an auction, let your buyer and Product Support know immediately so that they can delete it and allow the auction to proceed normally.

You cannot bid because there no bid buttons; the event seems stuck

Look for the word Paused in the upper right corner of the screen. When the event owner pauses the event you cannot bid. Pausing an event stops the clock so that no bidding time is lost.

You cannot bid because the lot has closed

When you are in an event with serial lots, they open in sequence, rather than simultaneously. When the lot you are in closes because the bidding period expires, the screen does not change automatically to the next lot. Look for the square, blinking indicator next to the open lot in the list on the left. If it has moved to the next lot, you need to click on that lot to see it on screen.

If you have chosen to not bid on certain lots, they do not appear in the list on the left. In that situation, there may be periods during which the only lots that are open for bidding are ones on which you have chosen not to bid. During these periods, you do not see any blinking indicator; the page appears to be dormant. When the next lot on which you chose to bid opens, the blinking indicator returns and you can open that lot and start bidding. If you will not be bidding again, then you must wait to reconcile lots or whatever the next phase is in which you can participate.