



Additional Help and Resources

Who to Contact for Further Assistance


For **opportunity / event content specific questions**, contact the City of Edmonton's Procurement representative through the [SAP Ariba Event Message Board](#).

For any general **technical support or guidance** using SAP Ariba, you may:

- Call the SAP Ariba Help Desk at **1-866-218-2155** (24 hours support Monday – Friday).
- Visit <https://support.ariba.com/help> to select an SAP Ariba Help Center For Suppliers:
 - o Ariba Discovery – Leads
 - o Ariba Sourcing – Proposals
 - o Ariba Contract Management – Contracts
 - o Ariba Network – Orders and Invoices

SAP Ariba Help Center

To access the SAP Ariba Help Center follow the steps listed.

1. Click **Help Center** located in the top right corner of SAP Ariba Sourcing.
2. The **Help Center** will pop out. The **Help Center** can be opened in a new window by clicking the symbol. 
 - a. The **Home** tab highlights popular topics.
 - b. The **Learning** tab hosts common Product Documentation and a series of Tutorials.
 - c. Click the **Support** tab to search for a specific question / topic.

Note: The **Help Center** information that appears is dependent on which SAP Ariba Supplier Network application you are currently logged into when you open the **Help Center**. For example, if you are searching for documentation regarding a Sourcing Event, make sure that you are logged into the **Ariba Sourcing - Proposals** area of the website.

SAP Ariba Supplier Webinars

SAP publishes pre-recorded webinars to assist suppliers in using their SAP Ariba Supplier account with topics such as *Introduction to SAP Ariba Discovery*, *Participating in an RFI/RFP* etc. [Click here](#) to access these recordings.