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Frequently Asked Questions





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1.0 Why am I seeing an "Expired link" Message?

If you encounter an expired link, we recommend trying the following steps to resolve the issue:

- 1-Clear your browser cache and try accessing the link again.
- 2-If clearing the cache doesn't work, please use an incognito or InPrivate browser window to access the link.
- 3-If the issue persists, please contact us at vendors@dgda.gov.sa

2.0 What should I do if I receive a "User Already Exists" message?

If you already have an account with Ariba, please log in using your existing user ID instead of creating a new account. If you encounter any difficulties, please contact us at vendors@dgda.gov.sa

3.0 I have registered on the site, but I am unable to log in. What should I do?

If you are experiencing difficulties logging in after registration, we recommend trying the following steps:

- 1-Clear your browser cache and try logging in again.
- 2-If clearing the cache doesn't work, please use an incognito or InPrivate browser window to log in.
- 3-If the issue persists, please contact Ariba Support Service for further assistance.





4.0 What should I do if I am having a password issue?

If you already have an account with Ariba and are experiencing password-related issues, please follow these steps:

- Instead of signing up for a new account, please log in using your existing user ID.
- If you have forgotten your password, click on the "Forget Password" option to reset it.
- If you continue to experience issues, please contact us at vendors@dgda.gov.sa

5.0 I have previously registered with another system. What should I do now?

If you have registered with a previous system and are now joining Ariba Network, please register your company using the provided link. The previous registration was for a different internal system, and we are now using SAP Ariba.

6.0 I do not have the Bank ID and Bank Key. What should I do?

The Bank ID and Bank Key are default details. Please provide the other required bank details. You can refer to the Registration Manual, which is accessible through the provided link, for more information.

7.0 How can I access tutorial videos and the guidebook?

You can access the tutorial videos and guidebook through the provided [link](#)

8.0 The system shows a maximum of 10 partners, but we have more than that. What should we do?

Please attach the Article of Association in section 6.13 of the questionnaire to include all your partners.





9.0 We have not received any emails from the Ariba system. What should we check?

If you have not received any emails from the Ariba system, please check the following:

- Check your junk mail folder, as the invitation email may have been auto generated and filtered as spam.
- Contact your IT department to ensure that emails from the Ariba system are not being blocked.
- If the Issue persists, please contact us at vendors@dgda.gov.sa

10.0 We are already registered as an Ariba vendor. Do we need to register again?

You have the option to create a new account, or you can log in using your existing username and password. Please follow these steps:

- Go to Ariba proposal and questionnaire.
- Complete the Supplier Registration Questionnaire and submit it.

11.0 I completed the vendor registration, but I'm still receiving registration requests. What should I do?

If you have completed the vendor registration, but continue to receive registration requests, it means the supplier registration questionnaire is still pending for your action. Please complete and submit the questionnaire by following these steps:

- Log in to Ariba.
- Click on Ariba Network.
- Go to Ariba proposals & questionnaire and choose DGDA.
- Complete the questionnaire and submit it.





12.0 We have already registered, but we have not received any RFPs yet. What should we do?

Vendors are invited as per the categories provided in the vendor registration questionnaires; you can revise your responses with additional categories within your scope. Please refer to the tutorials [link](#) to support you in revising the questionnaires.

