

Purpose

The purpose of this document is to assist suppliers when trying to access a TAFE NSW RFP.

- [Issues Accessing the Link in the Invitation Email](#)
If you see "Account already registered with given buyer..." error message on the screen
- [How to Link Multiple Accounts to Your Main Account](#)
If you have more than one account, you can link your accounts to the main one so that you can login to the main account and toggle to the other accounts easily
- ['Pending approval' status appears after logging into your account](#)
If you see "You requested profile has been submitted to TAFE Checkout and is pending approval..." after logging into your account
- [How to clear cache from your browser](#)
This is normally required if you have more than one account and you are trying to login to both one after the other with the same browser.
- [Additional Sourcing Support Channels](#)
If you need further assistance or encounter any other issues (for example, you are still unable to see the RFP after login and there is no error message on the screen)

Note:

- Business Network account was previously called Ariba Network Account
- At TAFE NSW, SAP Ariba is referred to as 'TAFE Checkout'
- You will need to use the link in the RFP invitation email and either create a new Business Network account or use an existing Business Network account to connect with TAFE Checkout via an ANID (Ariba Network ID), if you are not yet connected to TAFE Checkout.

Issues Accessing the Link in the Invitation Email

1. If you see the below error message after clicking on the link in the invitation email and clicking on 'Use Existing Account' to try to login, click on "Back" and then click 'Create new account' instead.

The screenshot shows the SAP Business Network login interface. On the left, a message states: "Account already registered with given buyer. Use another account to complete registration or create a new account." Below this are fields for Username (vivian.Dummy@tafensw.edu.au) and Password. On the right, a section titled "Connect with TAFE NSW on SAP Business Network to collaborate." shows the user was invited by "TAFE Checkout - TEST". It lists existing accounts and provides buttons for "Review accounts", "Use existing account", and "Create new account". The "Back" button at the top left and the "Create new account" button at the bottom right are highlighted with red boxes.

Note: TAFE NSW has invited you under an ANID (Ariba Network ID) which is different from the one you are trying to login with and thus it is not allowing you to access it.

2. If you see the below error message (screenshot on the left) when trying to create a new account, ensure 'Use my email as my username' is not ticked and use a different username such as adding a 1 in front of the @ sign (e.g. vivian.Dummy1@tafensw.edu.au) as shown below (on the right screenshot)

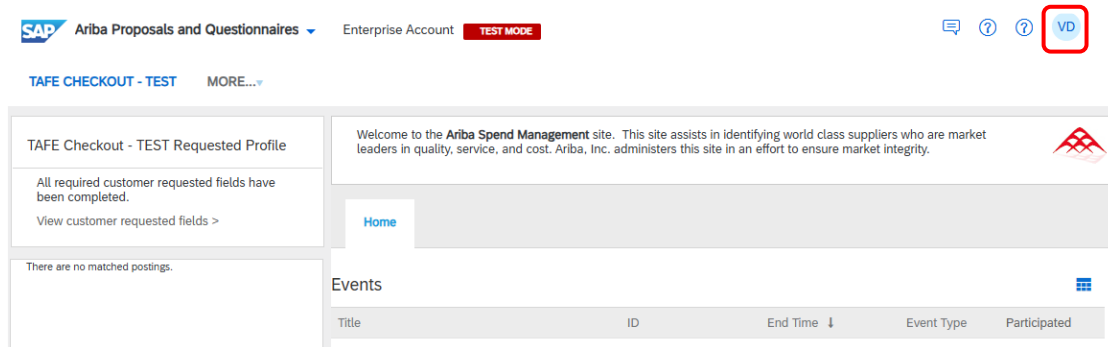
The left screenshot shows the "Administrator account information" form with the following details: First name: Vivian, Last name: Wagner, Email: vivian.Dummy@tafensw.edu.au. The checkbox "Use my email as my username" is unchecked. The Username field contains "vivian.Dummy@tafensw.edu.au" and displays a red error message: "This username already exists, please choose a new one". The right screenshot shows the same form with the checkbox "Use my email as my username" unchecked. The Username field now contains "vivian.Dummy1@tafensw.edu.au". Both screenshots have the "Create account" button at the bottom.

3. Click on 'Create account' and proceed.
4. 'Pending approval' status appears after logging into your account

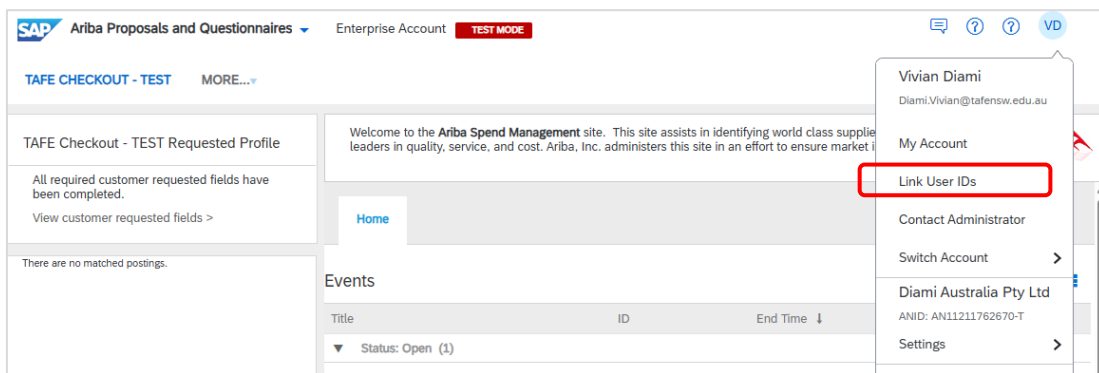
How to Link Multiple Accounts to Your Main Account

If you have more than 1 account (that is, more than one set of credentials), you can link them into your main account so that you can toggle around the accounts after login into your main account.

1. After logging into your main account, click on your initials on the top right corner of the screen:



2. Click on 'Link User IDs.'



3. Enter the username and password of the other account and click on 'Link accounts:'

Link User IDs

If you have multiple user accounts, you can link your user IDs together. By linking your user IDs you can:

- Log in to all your accounts using one username and password
- Switch between your multiple accounts

APPROVAL NEEDED

Send a link request to another account. After the request is approved by the other account, the two accounts will be linked.

Username: *

[Send link request](#)

NO APPROVAL NEEDED

Enter the username and password of another account to which you want to link.

Username: *

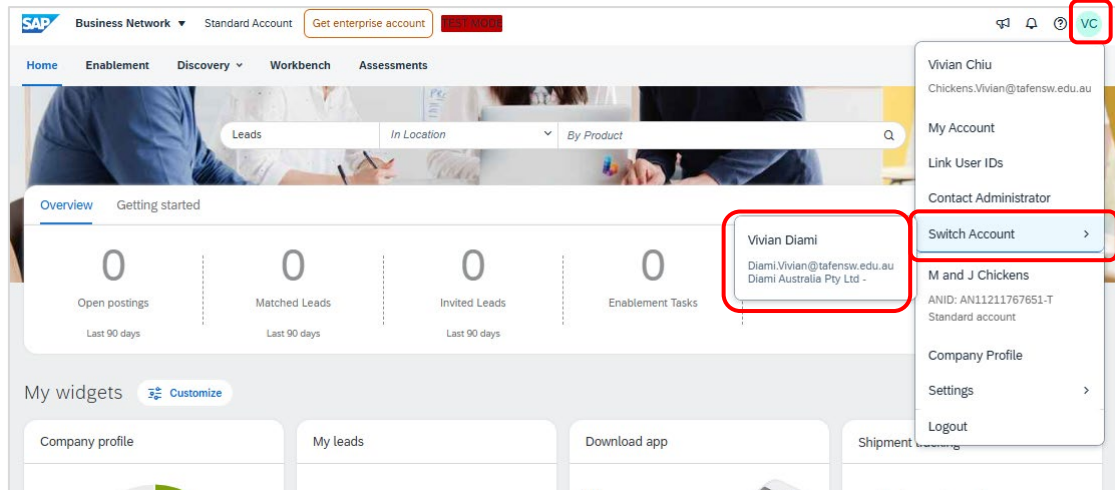
Password: *

[Link accounts](#)

[Cancel](#)

4. Repeat step 1 to 3 if you have more than one account to link to this main account.

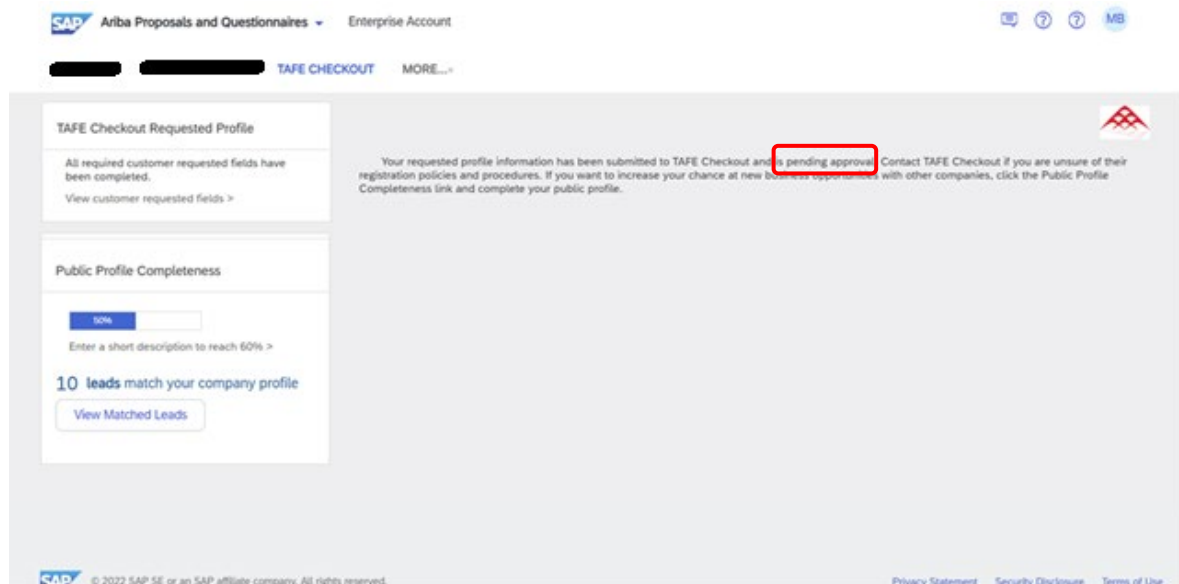
- After successfully linking the account(s), you will see the 'Switch Account' option to click on (after clicking on your initials) to toggle between/among the linked account(s).



Note: At times, SAP Ariba does not let you click on it to toggle right after login in. Log out then log back in again to try again.

'Pending approval' status appears after logging into your account

If you see the below screenshot after login into your account:



Email Suppliers@tafensw.edu.au with your company name and username and someone can approve your account.

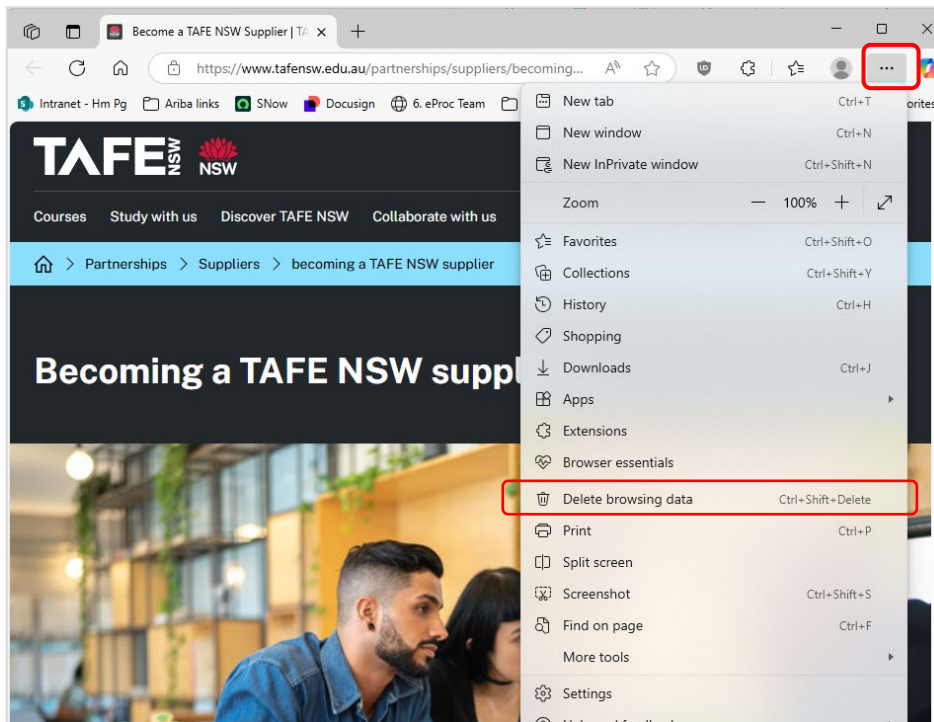
How to clear cache from your browser

If you are certain that you have logged in with the correct account to access the RFP, the issue may be related to your Browser's Cache, especially if you manage more than one Business Network account using

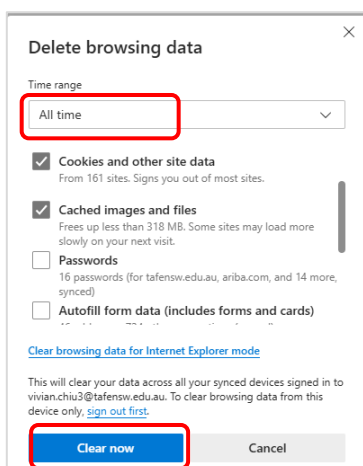
the same browser. **Cached data can sometimes prevent the questionnaire or sourcing event hyperlink from appearing.** Upon clearing your browser cache, please login again and check if the link becomes visible.

Here are the steps:

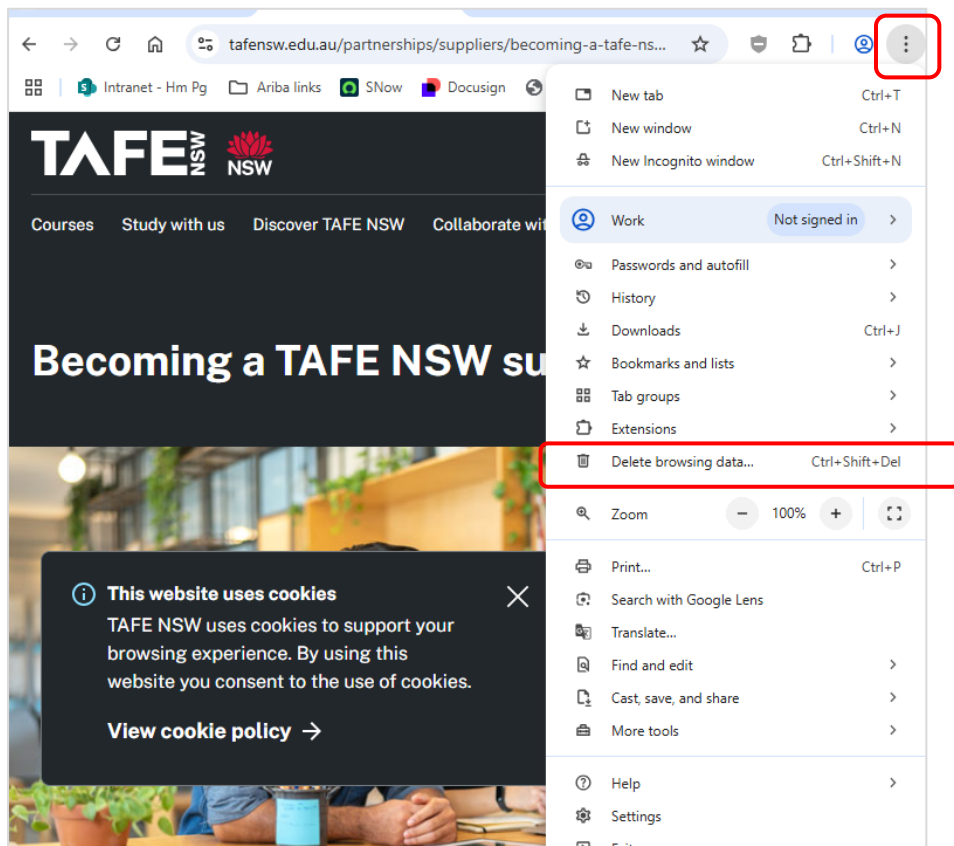
- If you are using Edge, click on “...” and select “Delete browsing data”



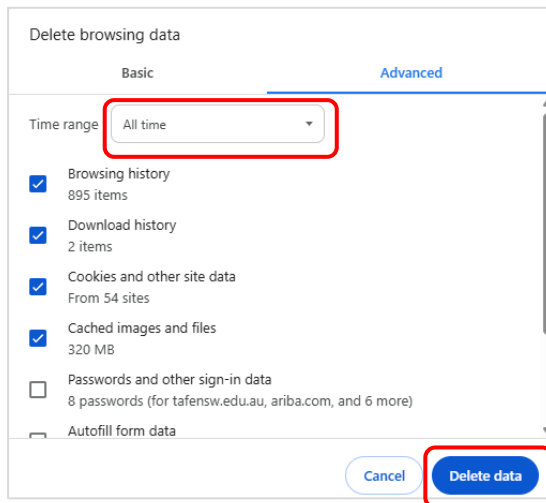
Select “All time” and click “Clear now”



- If you are using Chrome, click on  and select “Delete browsing data...”



Select “All time” and click “Delete data”



Additional Sourcing Support Channels

TAFE NSW

Email the TAFE NSW Sourcing Manager. Their email address is found in the invitation email:

