WEConnect INTERNATIONAL

CERTIFICATION FAQS - HOW TO RESET YOUR PASSWORD

PASSWORD OR USER RESET

1. Log in from this **link**. Please ensure the top of the screen shows **'Ariba Proposals and Questionnaires.'** If it shows 'Ariba Network' chose dropdown to select appropriate page.

2. To obtain password or user name, please select **'Forgot User Name or Password'.**

3. Prompt will appear asking if you want to reset your password/user name.

4. An email will be sent from Ariba Commerce Cloud ordersender-prod@ansmtp.ariba.com with a unique url to allow main account holder to change or reset password or user name.

5. Follow the email guidelines.

Generally, the email will be sent to your inbox within 5-10 minutes.

If you are experiencing delay in receiving an email from Ariba Administrator, please check your inbox after 24-48 hours. Search by subject: Password Help Request or search through sender: Ariba Administrator <no-reply@ansmtp.ariba.com>.