

CERTIFICATION FAQs - HOW TO ACCESS YOUR APPLICATION

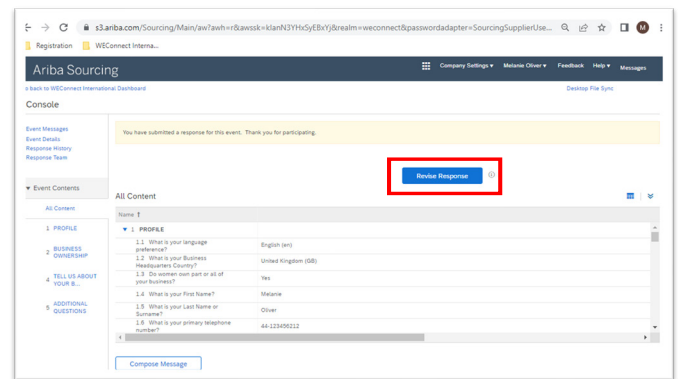
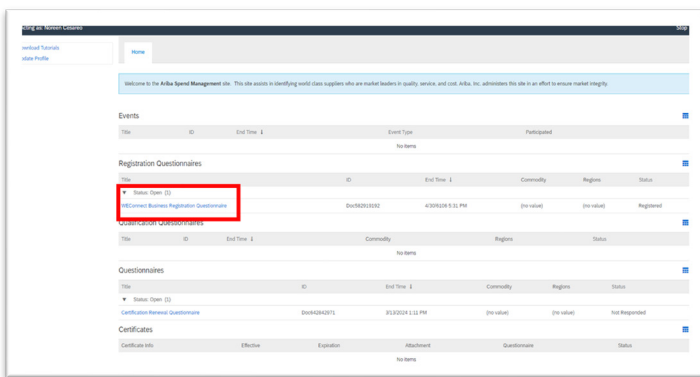
HOW TO ACCESS YOUR ACCOUNT

To access your account and upload additional documents to support certification application.

Simply log back into the WEConnect Business Registration Questionnaire and take the following steps:

1. Log back in from this [link](#). By default your email address would be your user log in name.
2. Click the blue **'Revise Response'**

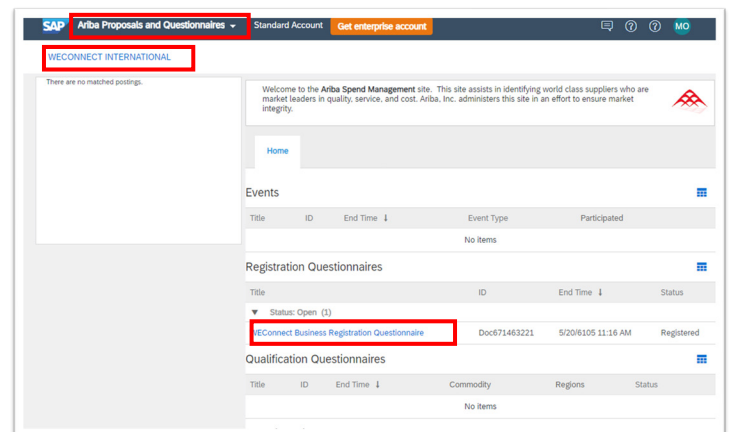
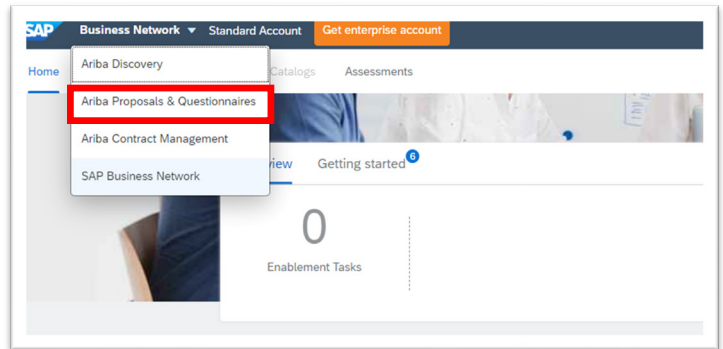
If you are unable to see **WEConnect Business Registration Questionnaire**, please see succeeding slides on 'How to access certification application.'



HOW TO ACCESS YOUR CERTIFICATION APPLICATION

When logged in and you do not have access to **WEConnect Business Registration Questionnaire**, simply take the following steps to access your registration or certification application on the Ariba Dashboard.

1. On the main tool bar from drop down select **'Ariba Proposals & Questionnaires'**, just in case you are in Ariba Discovery or SAP Business Network.
2. **WEConnect International** should appear on tool bar or in drop down under 'More'.
3. Select **'WEConnect Business Registration Questionnaire'** to access registration or certification application.



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>.

