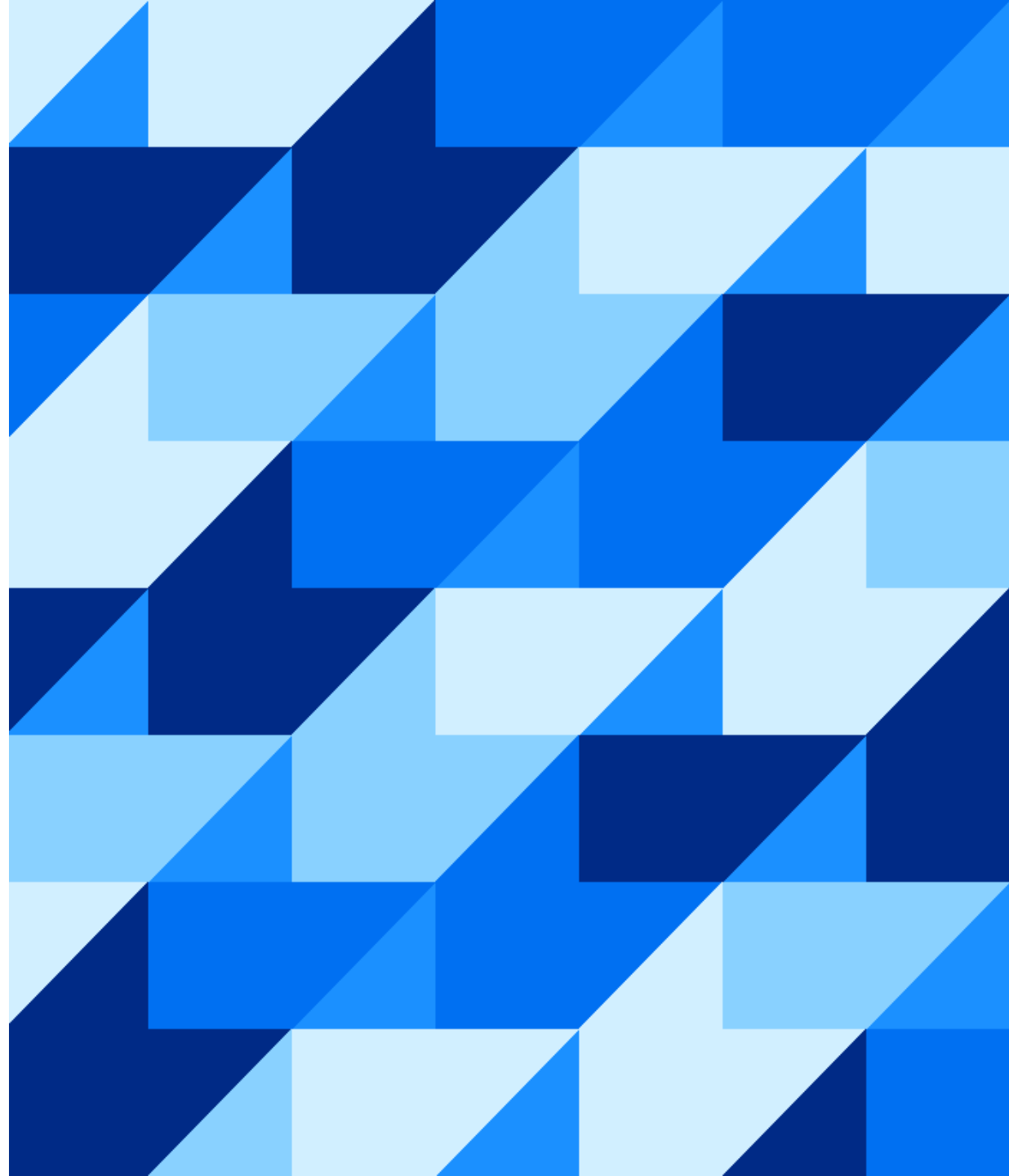


Guidance on Supplier ANID Access and Recovery

HALLIBURTON



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- Admin rights reassignment is always, strictly through Support and there is no direct phone number to reach out to Support.
- Supplier must open a Support case, by visiting [Help Center](#) and a Support rep will contact them. A quick video: [How to Contact SAP Business Network Support Team](#)
- Gaining access to a supplier account is a time-consuming process due to GDPR and supplier needs to be patient, attentive, and willing to cooperate to expedite the process.
- Supplier needs to answer these question to begin with: **What supplier account ANID do you have, who is the account admin is, and are you a user or admin on the existing account?**

If it is the admin who needs access to the account:

- They can reset password from the pre-login page: [SAP Business Network Supplier](#). A quick video: [SAP Video - Forgot Username or Password](#)
- If the admin needs further assistance, they need to open a Support case from the pre-login page, by clicking on the question mark at the top right corner. If they have trouble opening a case, let them fill out a respective enablement inquiry form provided on the next slide to get assistance from Enablement Helpdesk.

If it is a user or future user who needs access to the account:

- They need to contact the existing account admin to confirm if they have a username created and a role assigned to the user.
- If the admin left company and the supplier wants to use the existing account and have the admin rights reassigned, they need to open a Support case from the pre-login page.

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- The links below are Halliburton-specific and regional, across the globe to reach out to Enablement Helpdesk.
- Enablement Helpdesk supports 17 languages and suppliers can choose from a list of question category.
- Suppliers can select the *Technical Issues* category if they wish to get assistance with opening a Support case or navigate through SAP Business Network.
- Enablement Helpdesk team, however, will not assist them with admin reassignment; again, it is strictly through Support.

[Halliburton Asia, Pacific, Japan Enablement Inquiry](#)

[Halliburton Africa, Europe, Middle East Enablement Inquiry](#)

[Halliburton Brazil Enablement Inquiry](#)

[Halliburton Latin America Enablement Inquiry](#)

[Halliburton North America Enablement Inquiry](#)

[Halliburton Supply Chain Collaboration Enablement Inquiry](#)

Thank you.

