

How to Manage Multi-Factor Authentication (for Suppliers)



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This icon indicates there are further policy or business process details relating to a step. Click on the provided link(s) placed throughout the QRC for more information.



Your screen in the Coupa Supply Portal (CSP) may differ slightly from this training, but the steps to complete the activity will be the same.

Purpose

This Quick Reference Card (QRC) explains the processes for suppliers to enable multi-factor authentication for additional security in accessing data in the Coupa Supplier Portal.

Manage Multi-Factor Authentication

To enable multi-factor authentication, click the Security & Multi Factor Authentication link on the My Account page.

My Account Security & Multi Factor Authentication

Settings

Notification Preferences

Security & Multi Factor Authentication

App Connections

Multi Factor Authentication

Disabled

Enable only for Payment Changes (Required for changing Legal Entity or Remit-To)

Enable for Both Account Access (Login) and Payment Changes

Via Authenticator App **Disabled**

Enable Using an Authenticator App available from your mobile phone app store

Via SMS **Disabled**

Enable Using SMS, a code will be sent to your mobile phone number. Enter verification code when prompted and select OK. SMS rates apply.

When you enable multi-factor authentication, you can choose from the following options:

- **For Payment Changes (Required for Changing Legal Entity or Remit-To):** Multi-factor authentication is required when creating or editing legal entities, remit-to, and bank account information.
- **For Both Account Access (Login) and Payment Changes:** Multi-factor authentication is required when logging in to the CSP. You don't have to reauthenticate when working with financial data because you already authenticated when logging in.

Depending on how you want to receive the verification codes, select one of the following options and set your preference as the default:

- **Via Authenticator App** to use an authenticator app available from the app store on your mobile phone or through an Internet Browser Add-on (Microsoft Edge).
- **Via Text Message** to use a code sent by text message to your phone number.

Via Authenticator App

On Mobile:

For installing and using Google Authenticator, follow the on-screen instructions.

1. Download and install an authentication app from the [Google Play store](#) or the [Apple app store](#).
2. Scan the QR code or copy the security key to use it as the CSP authentication code.

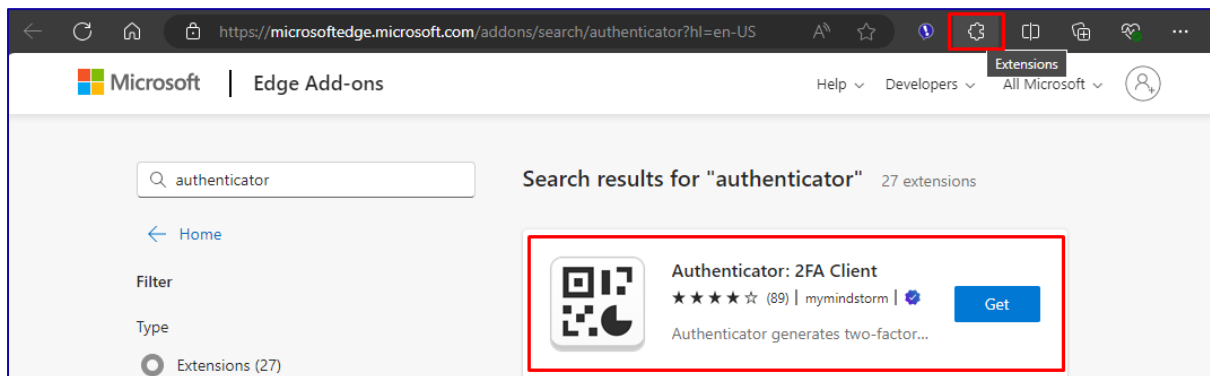
Print your backup codes or email them to yourself before you click **OK**. If you ever lose your device, you need these to regain access to your CSP account.

When you enable multi-factor authentication, you get an email notification of the change.

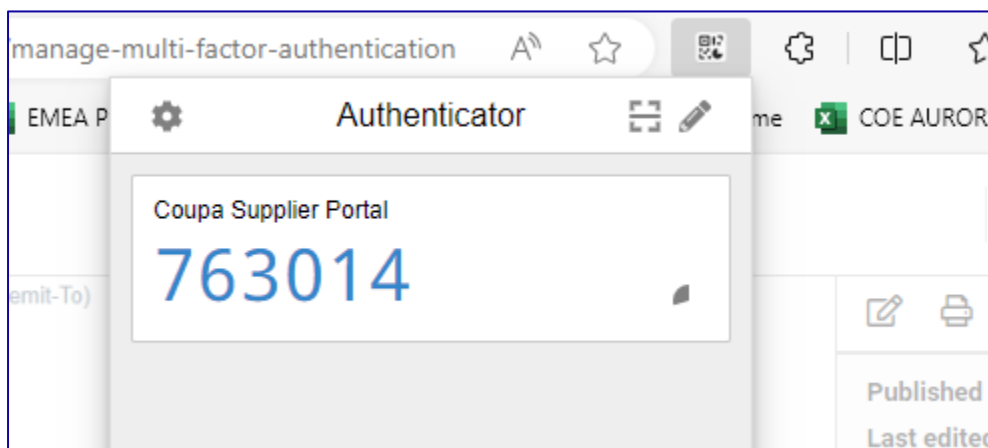
On Browser:

To install an authenticator app on Microsoft Edge, go to [Microsoft Edge Add-ons - authenticator](#) and install 'Authenticator: 2FA Client'.

1. Add the extension to your browser.
2. It will appear under the Extensions icon in the upper right corner of the browser.

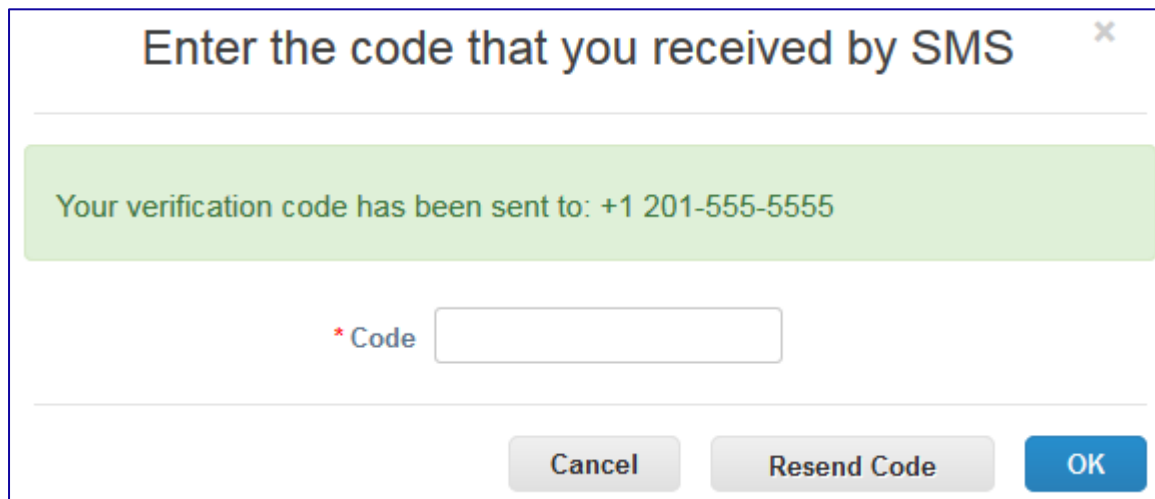


3. In the authenticator, either scan the QR code or manually enter the 6-digit key to set up the verification for the Coupa Supplier Portal.



Via Text Message

For the text message, enter the verification code in the pop-up window.



The screenshot shows a mobile verification pop-up window with a white background and a thin grey border. At the top, the title "Enter the code that you received by SMS" is displayed in a dark grey font, with a small grey 'x' icon in the top right corner. Below the title is a horizontal separator line. A green rectangular message box contains the text "Your verification code has been sent to: +1 201-555-5555" in a dark green font. Below the message box is another horizontal separator line. A label "* Code" in a dark grey font is positioned to the left of a white rectangular input field. At the bottom of the window, there are three buttons: a grey "Cancel" button, a grey "Resend Code" button, and a blue "OK" button.

Additional Resources

- [How to Navigate and Use the Coupa Supplier Portal – Quick Reference Card](#)
- [How to Respond to Risk Action Plans for Suppliers – Quick Reference Card](#)
- [Kimberly-Clark Supplier Link](#)
- [For Suppliers | Coupa](#)