

## Supplier Playbook: Coupa Supplier Portal Multi-Factor Authentication (MFA) Setup

### A. Introduction and Why This is Important

To enhance the security of your Coupa Supplier account and protect your financial data, Coupa requires all the suppliers to implement Multi-Factor Authentication (MFA) within the Coupa Supplier Portal (CSP).

MFA adds a critical layer of security that requires you to provide a second verification factor (in addition to your password) **when logging in or making sensitive changes**. This significantly reduces the risk of unauthorized access to your account.

#### Key Benefits for You:

- Enhanced Security: Protects your account from unauthorized access, even if your password is compromised.
- Data Protection: **MFA is required when creating or editing sensitive financial information, such as Legal Entities, Remit-To details, and bank accounts.**
- Peace of Mind: Ensures that only authorized users from your organization can access your data.

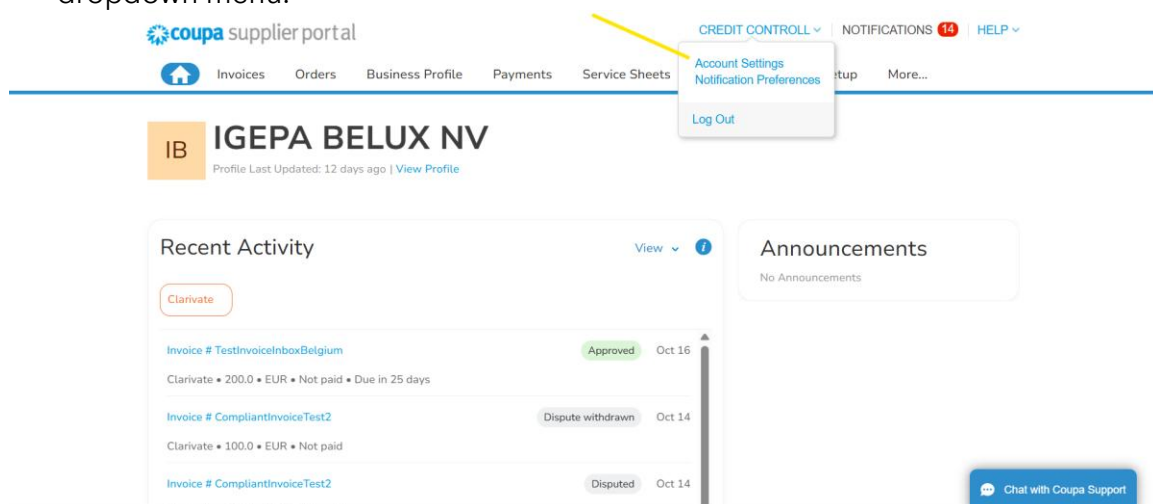
### B. Step-by-Step Instructions: Enabling MFA

#### Step 1: Install an Authenticator App

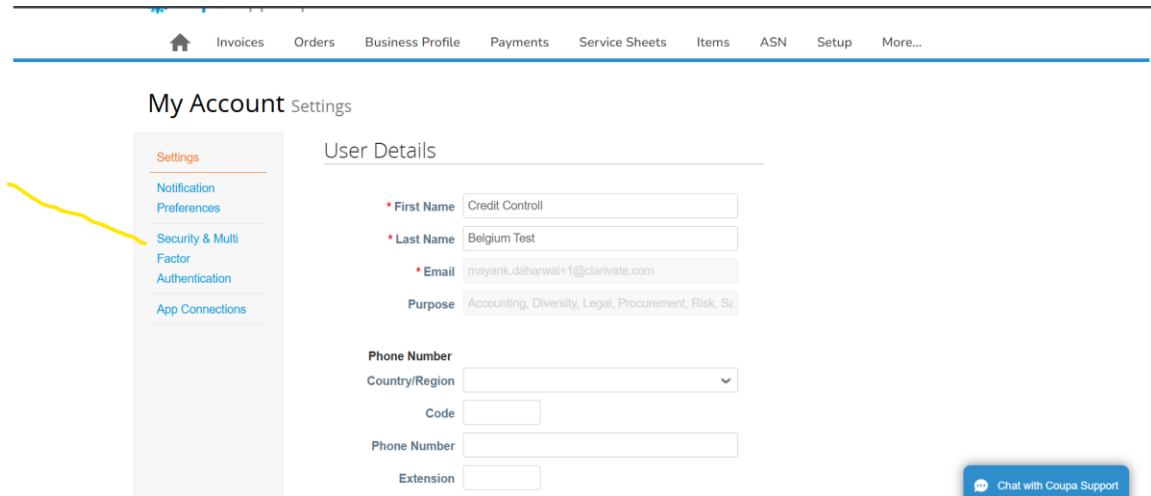
Before you begin, download and install an authenticator app on your mobile device. We recommend Google Authenticator, which is available for free on the Apple App Store and Google Play Store.

#### Step 2: Navigate to Security Settings in Coupa

- Log in to the Coupa Supplier Portal.
- Click your name in the top-right corner and select Account Settings from the dropdown menu.

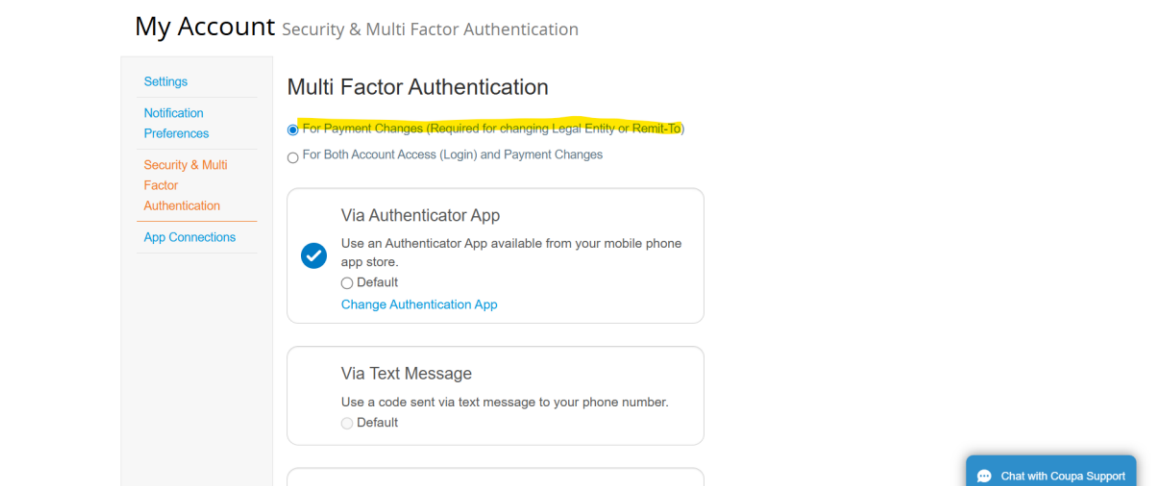


On the left navigation bar, click the Security & Multi Factor Authentication tab.

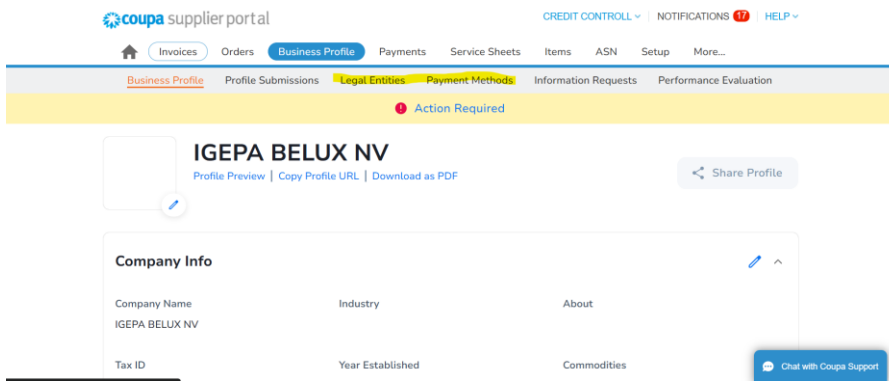


**Step 3: Set your preferred default MFA method by selecting the radio button under their descriptions.**

- **For Payment Changes (Required for Changing Legal Entity or Remit-To):**  
MFA is required when creating or editing legal entities, remit-to, and bank account information.



With this option enabled, you will be prompted to enter the MFA code whenever you click on the **“Legal Entities”** or **“Payment Methods”** tabs.



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CREDIT CONTROLL | NOTIFICATIONS 17 | HELP

Home Invoices Orders **Business Profile** Payments Service Sheets Items ASN Setup More...

**Business Profile** Profile Submissions **Legal Entities** Payment Methods Information Requests Performance Evaluation

**Action Required**

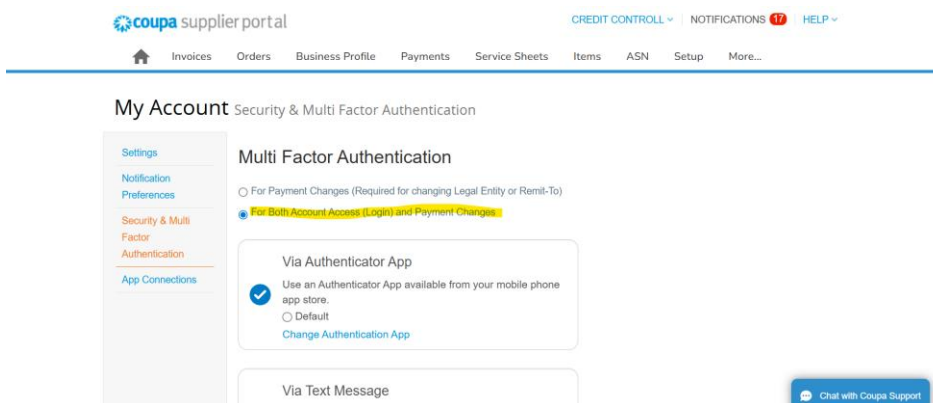
**IGEPA BELUX NV**  
Profile Preview | Copy Profile URL | Download as PDF | Share Profile

**Company Info**

Company Name IGEPA BELUX NV	Industry	About
Tax ID	Year Established	Commodities

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- **For Account Access (Login) and Payment Changes:**  
MFA 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.



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Home Invoices Orders Business Profile Payments Service Sheets Items ASN Setup More...

**My Account** Security & Multi Factor Authentication

**Multi Factor Authentication**

☐ For Payment Changes (Required for changing Legal Entity or Remit-To)

☒ **For Both Account Access (Login) and Payment Changes**

**Via Authenticator App**

☒ Use an Authenticator App available from your mobile phone app store.  
☐ Default  
[Change Authentication App](#)

**Via Text Message**

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#### Step 4: Configure the Authenticator App

In the **'Set your preferred MFA method'** section, select the option Via Authenticator App.

## My Account Security & Multi Factor Authentication

[Settings](#)  
[Notification Preferences](#)  
[Security & Multi Factor Authentication](#)  
[App Connections](#)

### Multi Factor Authentication

☐ For Payment Changes (Required for changing Legal Entity or Remit-To)  
☒ For Both Account Access (Login) and Payment Changes

Via Authenticator App

Use an Authenticator App available from your mobile phone app store.

☐ Default

Via Text Message

Use a code sent via text message to your phone number.

☐ Default

Via Alternative Email

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A setup window will appear.

1

Scan this QR code using your mobile device.

- Open your preferred authentication app on your mobile device. [Learn more](#)
- For most apps, select "Add" or "+" to scan the QR code or copy and paste the security key.

Coupa Supplier Portal



074BPJ3OB6OQSDTQHFR7ETFT  
07HQS2NO

Click to copy Security Key

2

Enter the 6-digit verification code from your device.

Code

Cancel

Enable

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- Open the authenticator app on your mobile device. Tap the '+' or 'Add' icon or Scan option.
- Use your phone's camera to scan the QR code displayed on your computer screen.

### Step 5: Verify and Enable

- After scanning the code, your authenticator app will display a 6-digit verification code.
- This code changes every 30 seconds.
- Enter this 6-digit code into the field on the Coupa setup window.
- Click the Enable button.

### Step 6: CRITICAL - Save Your Backup Codes

- After enabling MFA, Coupa will provide you with a list of backup codes.
- These codes are essential for accessing your account if you lose your mobile device.
- Print, email, or securely save these codes immediately.

- Warning: If you lose your device and do not have your backup codes, you may be locked out of your account. **Do not skip this step.**

### C. Alternative MFA Methods

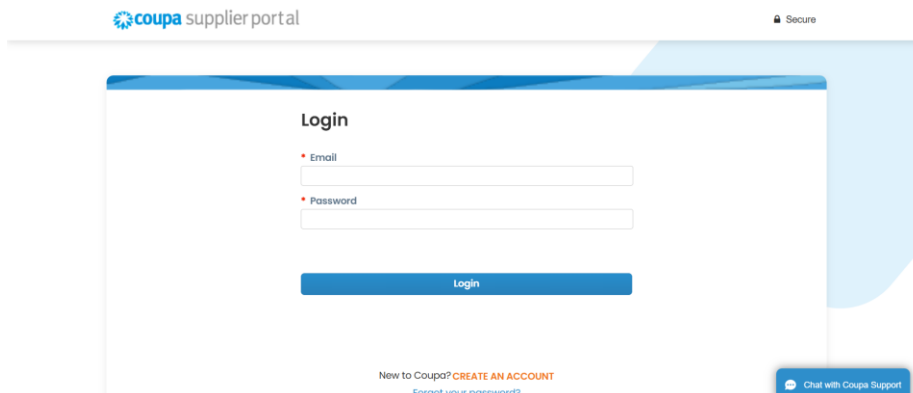
While the authenticator app is recommended, you can also enable MFA via Text Message (SMS) or an alternative email address. You can select these options on the Security & Multi Factor Authentication page.

- **Via Text Message (SMS):** You will be prompted to enter a phone number. Coupa will send a verification code via text message to that number to complete the setup.
- **Via Email:** You can enter a secondary email address (*cannot be your login email*). The verification code will be sent to this secondary address. Note: This option is only available if all your customers on Coupa have enabled it.
- **Important Note:** If multiple users need to log in to the CSP, you may use a common email address (secondary email) for email MFA setup, and the verification code will be delivered to that shared email.


### D. How to Log in Using MFA Once Fully Enabled

Once enabled, your login process will be slightly different:

- Go to the Coupa Supplier Portal and enter your email and password as usual.



- You will be prompted to provide your MFA verification code received on Authenticator app or on your alternate Email or on your phone via text message

 coupa supplier portal

Your verification code has been sent to: mayankdaharwal24@gmail.com


### Multi Factor Authentication

Enter the 6-digit verification code sent to mayankdaharwal24@gmail.com.

\* Multi Factor Authentication


☐ Remember this browser

Cancel
Send Code to Email
Log in


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- Open your authenticator app (or check for the SMS/email) to get the current 6-digit code.
- Enter the code on the Coupa login screen and click Log In.

**Note the below details once you enable the “Remember this Browser” option on this screen, the system will no longer prompt for MFA on the same device for the next 30 days**

 coupa supplier portal

Your verification code has been sent to: mayankdaharwal24@gmail.com


### Multi Factor Authentication

Enter the 6-digit verification code sent to mayankdaharwal24@gmail.com.

\* Multi Factor Authentication

☐ Remember this browser

Cancel
Send Code to Email
Log in


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### Additional Support:

[Coupa Multi-Factor Authentication Assistance](#) – Direct Coupa Assistance

[Supplier Guide to Coupa \(pdf\)](#) – Step-by-step guide

[Supplier Support | Clarivate](#) – General Supplier Support

[FAQ Guide](#) – frequently asked questions

**Still have questions?** Contact Clarivate Supplier Management team at:

[clarivate.vendor.master@Clarivate.com](mailto:clarivate.vendor.master@Clarivate.com). We're happy to schedule a time to walk the supplier and you through the process