

Supplier Quick Guide: Coupa Supplier Portal Multi-Factor Authentication (MFA) Setup

Why You Need MFA for Coupa Supplier Portal

To keep your company's information secure, Coupa requires Multi-Factor Authentication (MFA) when logging in. This means you'll need two things:

1. Your email and password
2. A second method to confirm it's really you – usually a code sent to another email or your mobile phone

What's the Secondary Email or Mobile Phone and Why Is It Needed?

Coupa sends a verification code to a **secondary email address or mobile phone**. This is an extra layer of protection in case your main email is compromised.

- If you're seeing a prompt for a secondary email, it means your account has MFA turned on and Coupa is trying to verify your identity.
- The secondary email is usually set during account setup. If you don't recognize it or can't access it, you'll need to update your MFA settings.

How to Set Up MFA:

1. Download an Authenticator App
(recommend: Google Authenticator)
2. Log into Coupa Supplier Portal
 - Go to Account Settings → Security & Multi-Factor Authentication
3. Choose Your MFA Method
 - Authenticator App (recommended)
 - Text Message (SMS)
 - Secondary Email (must be different from your login email)
4. Scan the QR Code
 - Use your app to scan the code shown on screen.
5. Enter the 6-digit Code
 - Type the code from your app into Coupa and click Enable.
6. Save Your Backup Codes
 - These help you log in if you lose your phone.

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.

Logging In with MFA: (After your initial setup)

1. Enter your email + password
2. Enter the 6-digit code from your app, SMS, or email
3. (Optional) Check "Remember this browser" to skip MFA for 30 days on that device

Tips to Avoid Confusion

- **Check which email Coupa is sending the code to**, it's usually shown on the screen.
- If you no longer have access to your secondary email, you'll need to **reset your MFA settings** or contact Coupa support.
- You can also switch to using an **authenticator app** (like Google Authenticator or Microsoft Authenticator) for easier access.

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. We're happy to schedule a time to walk the supplier and you through the process