

Job Aid – Multi-Factor Authentication in the Coupa Supplier Portal – Coupa Tool

How to Enable and Manage Multi-Factor Authentication in the CSP

In this job aid:

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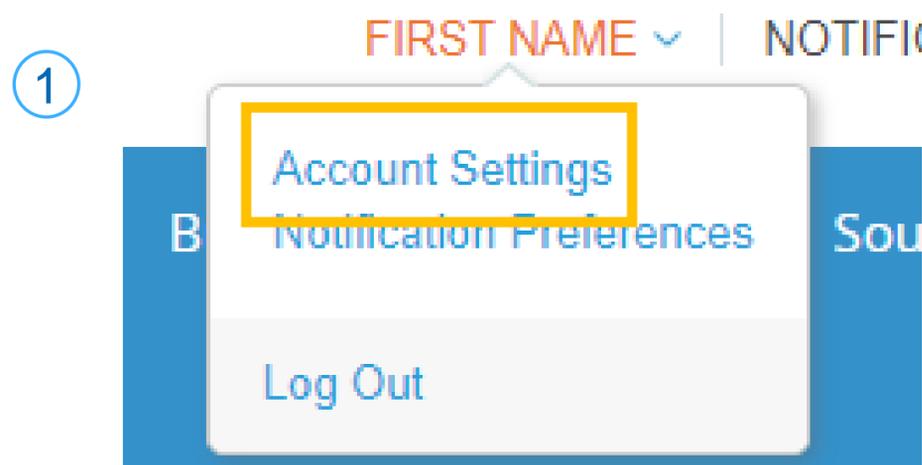
This guide demonstrates how to enable the security feature Multi-Factor Authentication within the Coupa Supplier Portal. Much like bank accounts, and other secure profiles, Multi-Factor Authentication adds an additional layer of protection to company sensitive data that is stored within the Coupa Supplier Portal.

Multi-Factor Authentication Overview

- Multi-Factor Authentication provides an additional level of security to suppliers' CSP accounts.
- Suppliers can choose to enable this feature for Payment Changes only OR for Account Login Access AND Payment Changes.

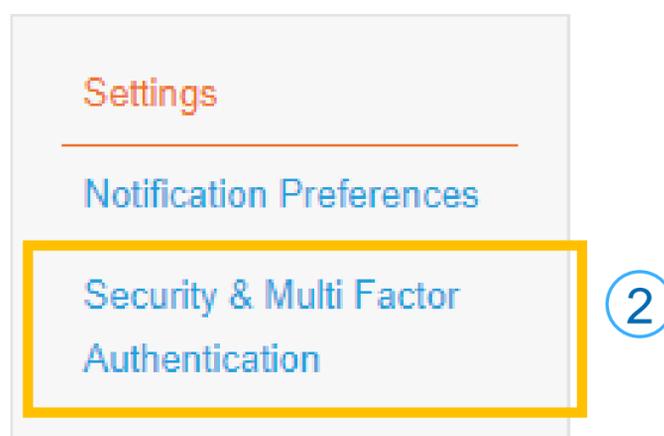
Process – Enabling Multi-Factor Authentication for Additional Security

1. All Coupa Supplier Portal users can enable Multi-Factor Authentication in their CSP Account Settings for additional account security. Upon logging in, navigate to your profile name in the upper righthand corner of the CSP page. Once you hover over your name, a drop-down menu will appear. Select "Account Settings".



2. Once there, select "Security & Multi-Factor Authentication".

My Account Settings

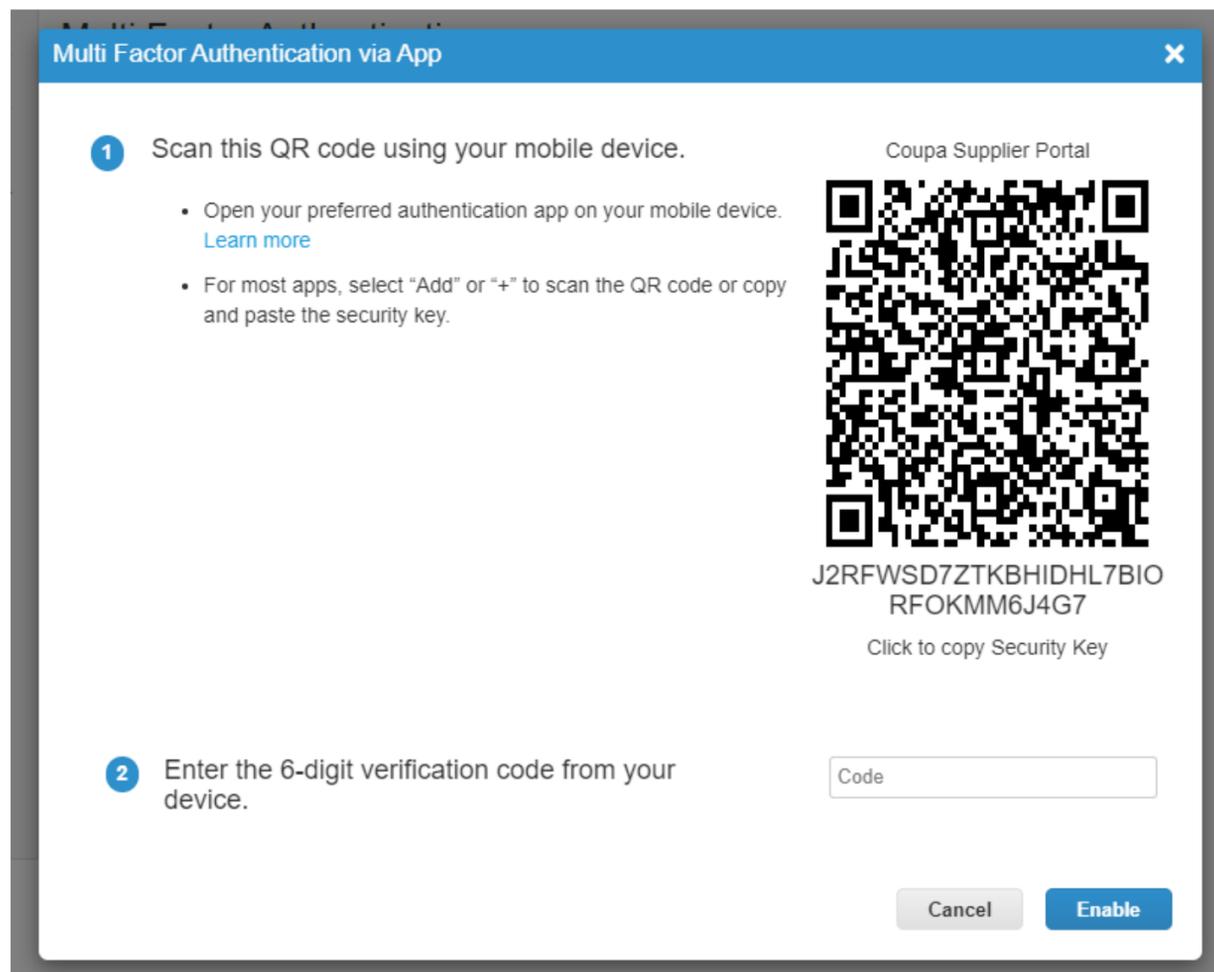


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Process – Enabling Multi-Factor Authentication for Additional Security

The page will display the following pop-up window:



NOTE: Coupa’s recommended method of authentication is via an authentication app on your mobile phone or web browser. For additional information about this method, please proceed to *page 4*.

The option to authenticate via text message is also available. If you prefer to authentication via text message, please click the X in the upper right-hand corner of the pop-up window OR the “Cancel” button.

Please proceed to the next page.

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Process – Enabling Multi-Factor Authentication for Additional Security

Clicking out of the pop-up window will display the following:

My Account Security & Multi Factor Authentication

Settings

Notification Preferences

Security & Multi Factor Authentication

Multi Factor Authentication

Disabled

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

Recent Login Activity

[...View More](#)

When enabling 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 as well as when one is creating or editing legal entities, remit-to, and payment information. **NOTE:** You don't have to reauthenticate when working with financial data because you already authenticated on when logging in.

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Process – Enabling Multi-Factor Authentication for Additional Security

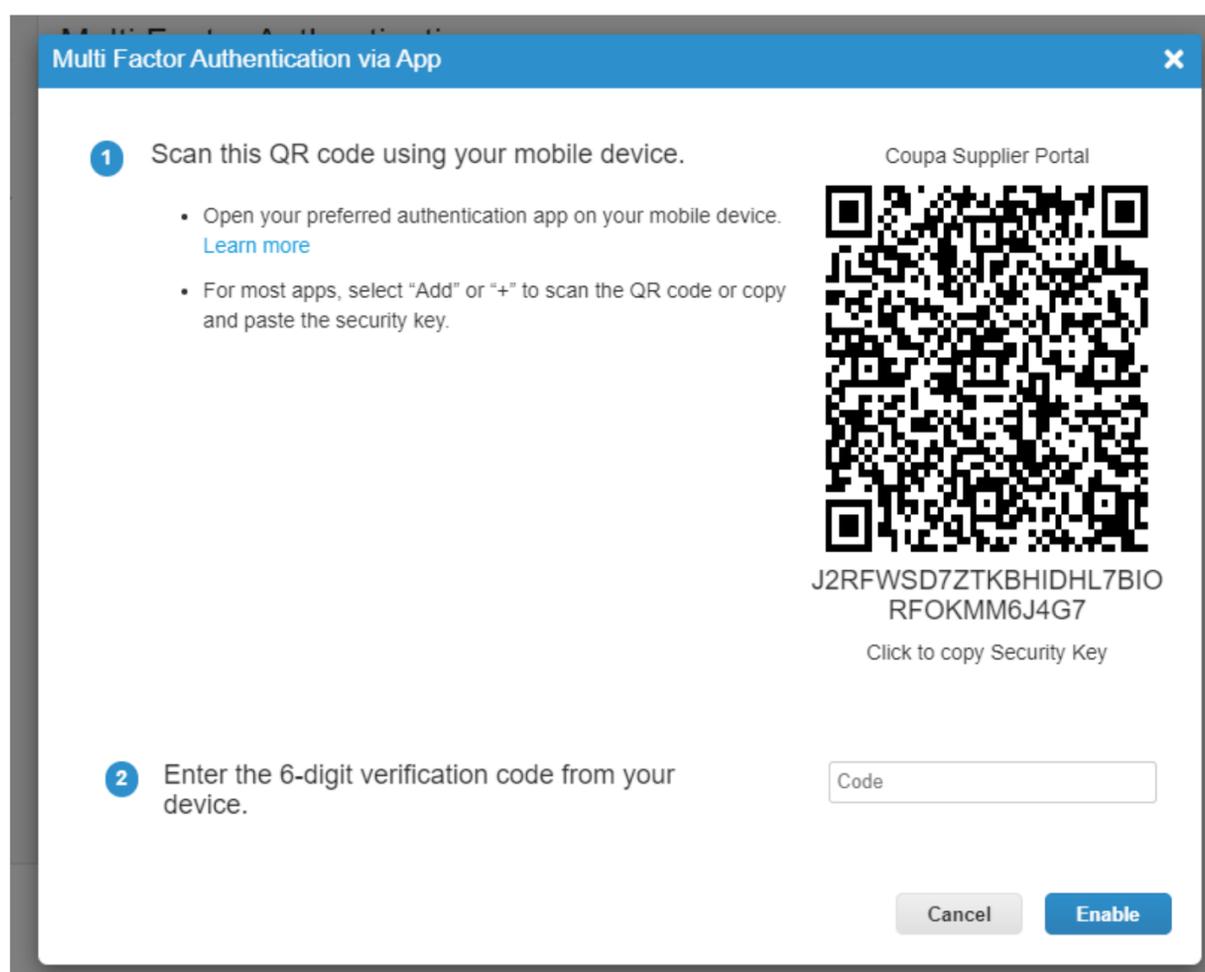
Depending on how you want to receive the verification codes, select one of the following options and set your preference as the default:

- **Via Authenticator App** to use an authenticator app available from the app store on your mobile phone OR via a browser extension on your computer browser.
- **Via Text Message (SMS)** to use a code sent via text message to your phone number.

Process – Authenticator App

To enable Multi-Factor Authentication via Authenticator App, you will first need to download/install an Authenticator App – the most common being Google Authenticator.

- After installation, follow the instructions that appear on your screen. They should look something like:



For more information, see [Install Google Authenticator](#).

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Process – Text Messaging (SMS)

To enable Multi-Factor Authentication via Text Messaging, you will need to provide a valid mobile phone number that accepts text messages and complete the following steps:

1. Enter your phone number in the following format: XXX-XXX-XXXX.
2. Confirm reCAPTCHA and click “Send Code”.
3. Enter the 6-digit code you received via text at the phone number provided and click “Enable”.

To change the primary mobile number for these notifications, users can do so via the “Change Phone Number” option in this section.

NOTE: Changing a phone number requires a backup code to be sent to the current number on file.

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Process – Browser Extension

If you do not have a mobile phone, you can enable Multi-Factor authentication only through an authenticator app by using a browser extension.

Add the relevant extension to your browser:

Google Chrome extension [authenticator](#). For more information, see [Install Google Authenticator](#).

Mozilla Firefox extension [authenticator](#)

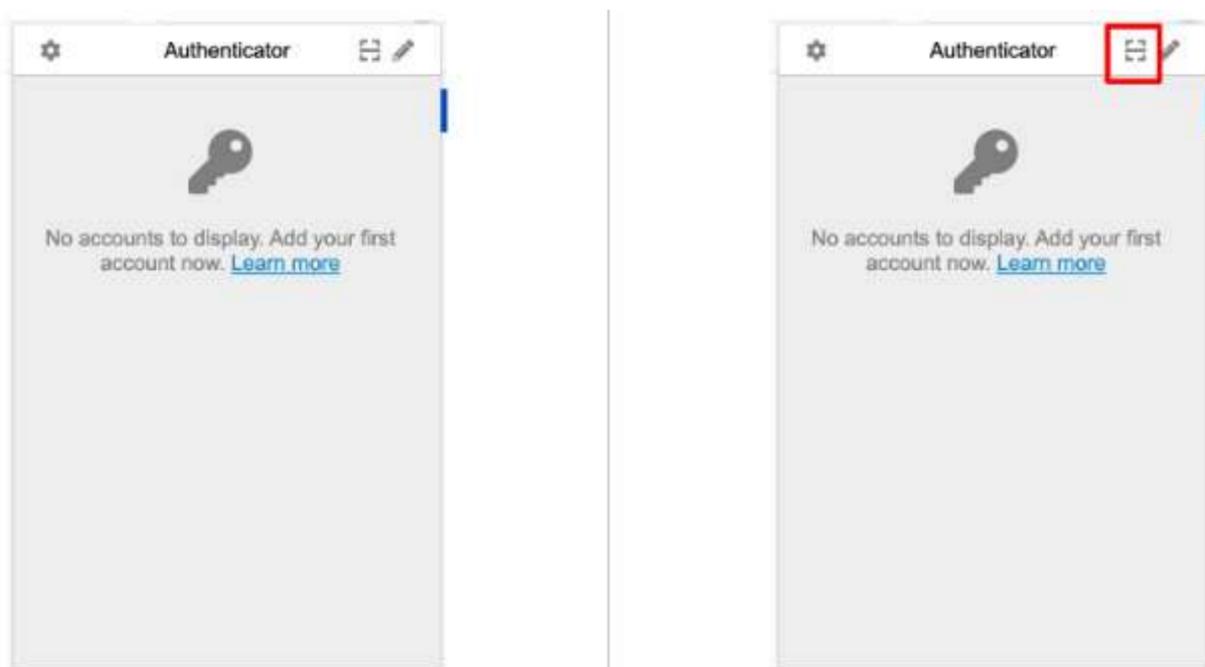
Microsoft Edge extension [authenticator](#)

Add the [authenticator](#) to your browser.

Scan the QR code or copy the security key from the CSP page to the authenticator extension.

To scan a QR code using a browser extension:

1. Download the relevant extension and pin it to your browser.
2. In the CSP, go to the **Security & Multi-Factor Authentication** page and select **Via Authenticator App**. The **Multi-Factor Authentication App** pop-up appears.
3. Click the authenticator extension and then click the QR code icon.



4. Select the QR code in the authenticator pop-up.
5. On successful scanning, the CSP is added to the authenticator extension.
6. Provide the code displayed on the authenticator extension by clicking the code and copy-pasting it into the CSP.

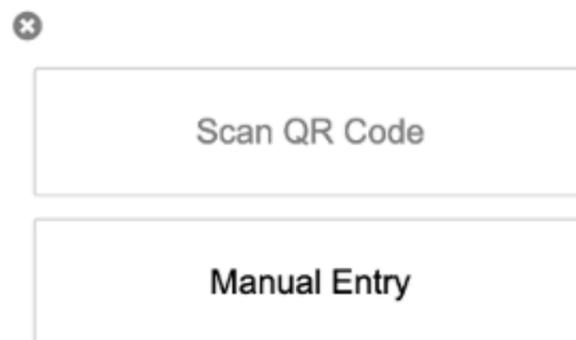
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Process – Browser Extension

To copy the security key using a browser extension:

1. In the CSP, go to the **Security & Multi-Factor Authentication** page, and select **Via Authenticator App**. The **Multi-Factor Authentication App** pop-up window appears.
2. Click the **Click to copy Security Key** link.
3. Open the authenticator extension.



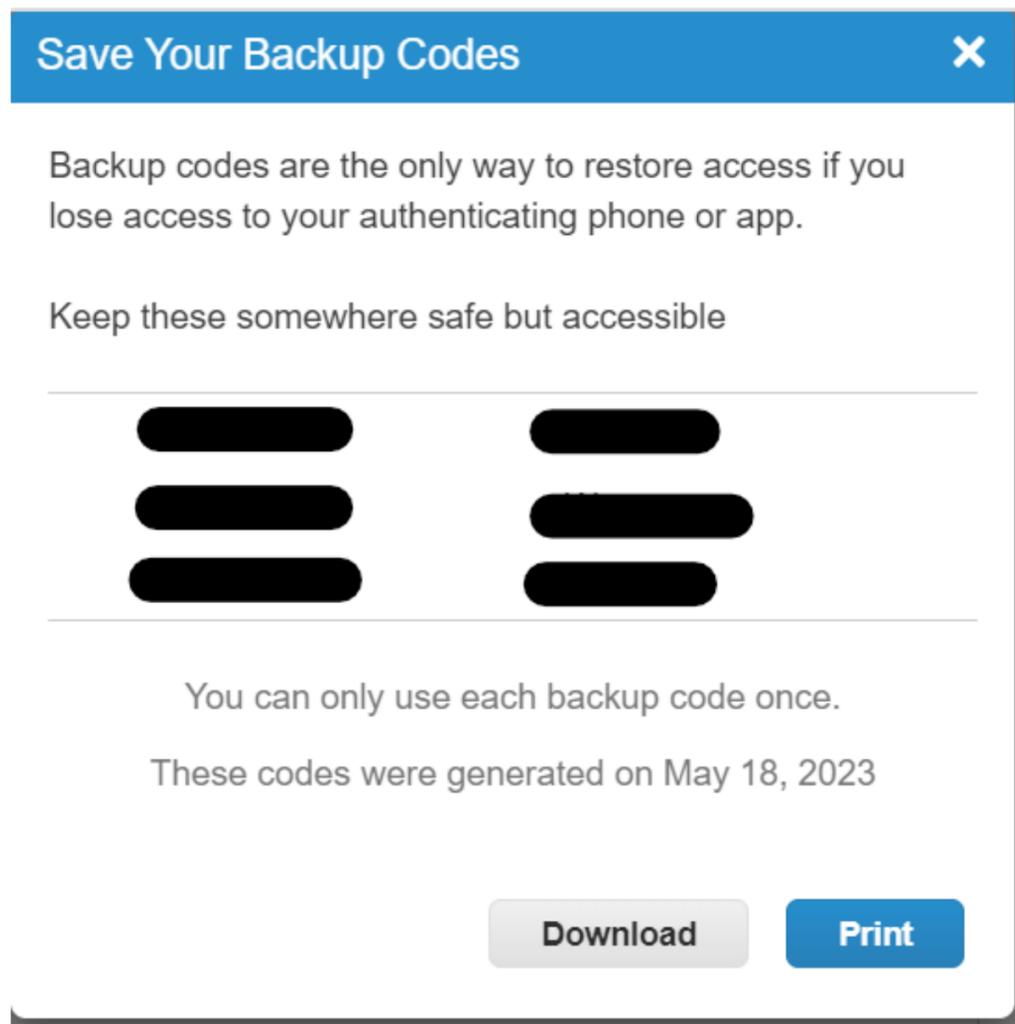
4. Click **Manual Entry** in the appearing pop-up window, enter the issuer name, and paste the secret (security key).
5. Click **OK** and copy-paste the code into the CSP.

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Overview – Backup Codes

Upon successful setup of Multi-Factor Authentication, users will be granted 6 backup codes via the following pop-up:



It is recommended to print and/or email these codes and keep them stored for emergency use.

Note: You can only use a recovery code once. Therefore, it is recommended to refresh your list after you have used one. To do so, go to Account Settings -> Security & Multi-Factor Authentication and click Regenerate Recovery Codes to get a new list.

Show Recovery Codes

Regenerate Recovery Codes

Note: DaVita cannot assist with password resets or Multi-Factor Authentication bypasses/resets of any kind. If you have followed the steps outlined in this job aid and continue to experience issues - please contact Coupa directly via the “Chat with Coupa Support” option on the bottom right corner of the Coupa Supplier Portal page OR via email at supplier@coupa.com.