

Coupa's Multi-factor Authentication

Sensitive account updates, such as changes to your legal entity, remit-to, and bank account information, require multi-factor authentication for added security. Even if someone knows your password, they'll need a verification code from your authenticator app or phone to log in.

To enable multi-factor authentication:

1. Go to your **Account Settings** page on the Coupa Supplier Portal
2. Select **Security & Multi Factor Authentication**. A pop-up window will appear on screen prompting you to scan a QR code using your mobile device. If you don't want to use the app, click cancel.
3. If you clicked cancel, you will be redirected to a page, where you can choose to use the Authenticator App or Text Message

The screenshot displays the Coupa Supplier Portal interface. At the top, the navigation bar includes 'coupa supplier portal', 'SUPPLIER', 'NOTIFICATIONS 5', and 'HELP'. Below this, a menu contains 'Invoices', 'Orders', 'Profile', 'Setup', 'Service/Time Sheets', 'ASN', 'Sourcing', 'Forecasts', 'Account Settings', 'Notification Preferences', and 'More...'. The 'Account Settings' option is highlighted with a red box. Below the navigation bar, the 'My Account' section is titled 'Security & Multi Factor Authentication'. A sidebar on the left shows 'Settings', 'Notification Preferences', and 'Security & Multi Factor Authentication', with the latter highlighted in red. The main content area is titled 'Multi Factor Authentication' and features two radio button options: 'For Payment Changes (Required for changing Legal Entity or Remit-to)' (selected) and 'For Both Account Access (Login) and Payment Changes'. Below these are two selection boxes: 'Via Authenticator App' (highlighted in red) and 'By Text Message' (highlighted in red). To the right, a pop-up window titled 'Multi-Factor Authentication via App' is shown. It contains instructions: '1. Scan this QR code using your mobile device.' and '2. Enter the 6-digit verification code from your device.' A QR code is displayed with the security key '7KMHN5AVWKHM4HVVRP3MRCXZNFAPUJJ' and a 'Click to copy Security Key' link. At the bottom of the pop-up are 'Cancel' and 'Enable' buttons, with 'Cancel' highlighted in red.

If you have questions throughout this process, please contact coupasupplierenablement@kantar.com

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Select one of the following options to set your default:

My Account Security & Multi Factor Authentication

The screenshot shows the 'Multi Factor Authentication' settings page. On the left, a navigation menu includes 'Settings', 'Notification Preferences', and 'Security & Multi Factor Authentication' (highlighted with a red box). The main content area has the title 'Multi Factor Authentication' and two radio button options: 'For Payment Changes (Required for changing Legal Entity or Remit-to)' (selected) and 'For Both Account Access (Login) and Payment Changes'. Below these are two selectable options, each with a red box around its title: 'Via Authenticator App' (with subtext 'Use an Authenticator App available from your mobile phone app store.') and 'By Text Message' (with subtext 'Use a code sent by text message to your phone number.').

Via Authenticator App:

1. Go to the [Google Play store](#) or the [Apple app store](#).
2. Search for an authentication app.
3. Download and install your preferred authentication app.
4. Scan the QR code with the authentication app or copy the security key to use it as the CSP authentication code.

By Text Message:

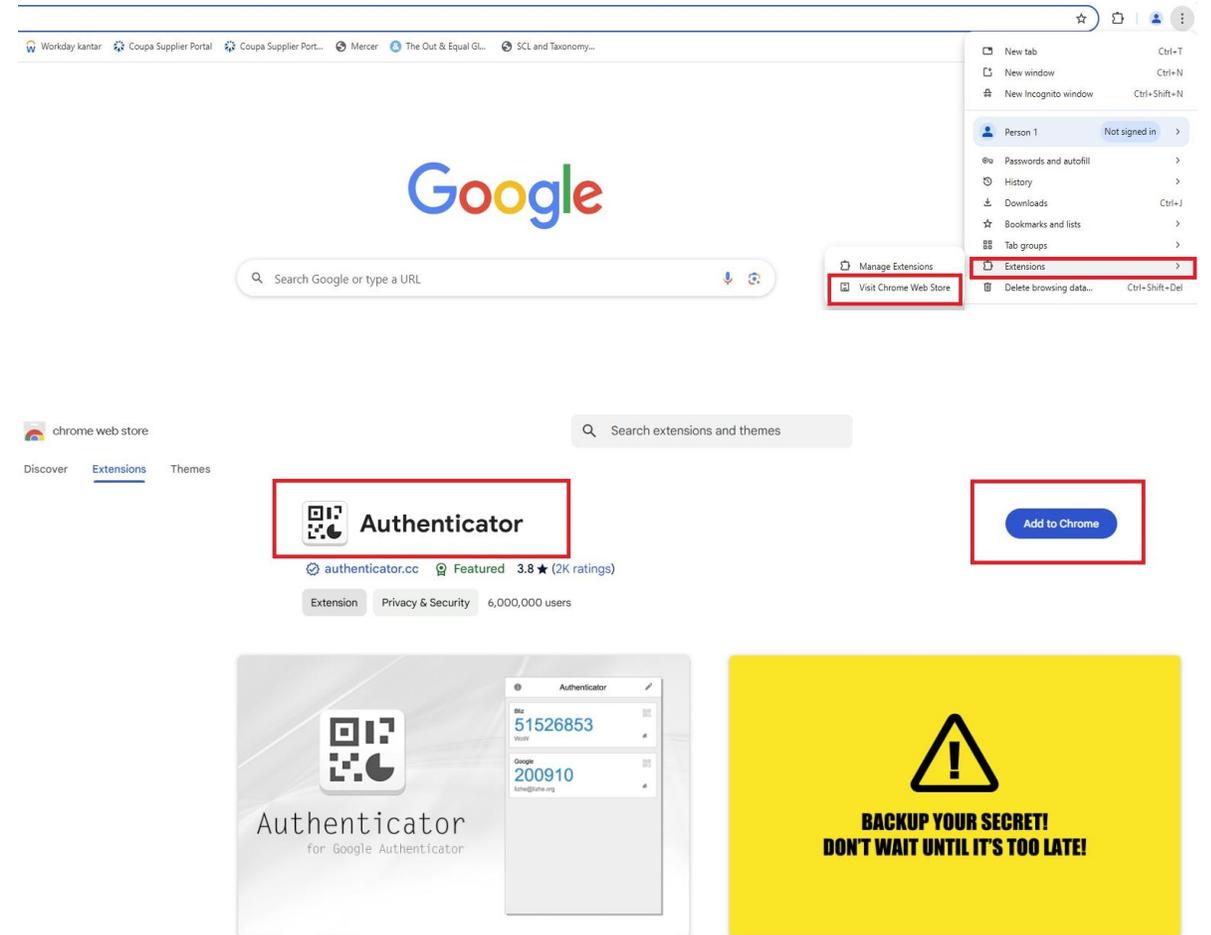
1. Enter the verification code in the pop-up window
2. After successful validation, you will receive the verification code in a text message
3. Print your backup codes or email them to yourself before you click OK. If you ever lose your device, you need these to regain access to your CSP account.
4. You can only use a recovery code once, so refresh your list if you must use a recovery code. Go to **Account Settings > Security & Multi Factor Authentication** and click **Regenerate Recovery Codes** to get a new list of codes.

The screenshot shows a pop-up window titled 'Enter the code that you received by SMS' with a close button (X). A green notification bar at the top states 'Your verification code has been sent to: +1 201-555-5555'. Below this is a text input field with a red asterisk and the label 'Code'. At the bottom, there are three buttons: 'Cancel', 'Resend Code', and 'OK'.

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Alternatively, you can also enable a Chrome extension

1. In **Chrome**, go to the **web store**.
2. At the top left of the search field, type "**Authenticator**".
3. Click on the **Authenticator app** and click **Add to Chrome**. You have successfully added the extension. Chrome now displays the icon of the Authenticator extension in the top right corner of your browser window, next to the address bar (in case you do not see it, go to extensions and pin the app).
4. Login to the CSP account. **Account settings >> 2FA >> Enable the Authenticator App**.
5. A **QR scanner** would pop up on the screen.
6. Click on the **authentication extension** in the top bar.
7. Click on the "**Scan QR Code**" icon in the extension.
8. Drag and select the **QR code** that was displayed on the screen.
9. You would then be able to see the **code** in the extension. Use this code to enable the 2 Factor Authentication (2FA)



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If you get locked out and don't have your six-digit backup validation code

1. Contact Coupa Support (found at the bottom of the

Coupa Supplier Portal Page)



Declaration

2. Fill out the attached declaration

3. Enter the email used to log in to the CSP or a copy of your photo ID/passport to verify identity.

