

# Multifactor Authentication (MFA) Activation and Use



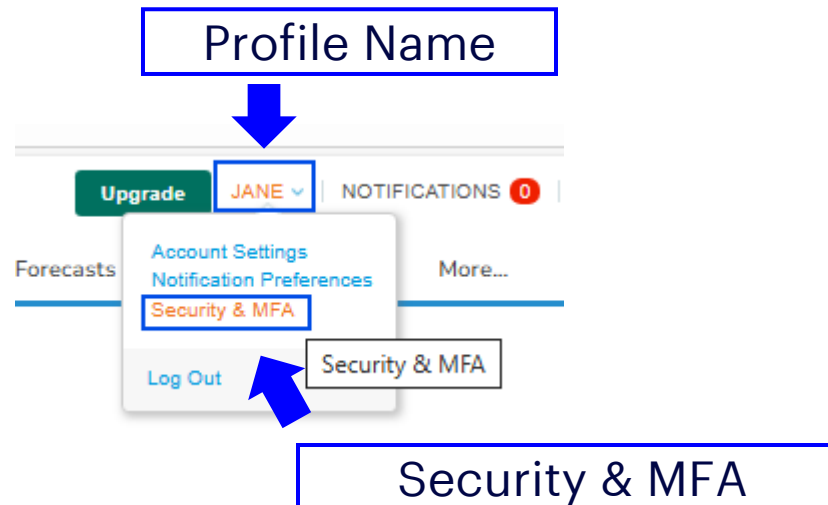
In the Coupa Supplier Portal (CSP), **MFA (Multi-Factor Authentication)** is a security feature that enhances account protection by requiring users to verify their identity using more than just a password.

It will be **required whenever you create or edit sensitive financial information, including:**

- Legal entities
- Remit-to addresses
- Bank account details
- Account users

## How to enable MFA

- ❑ Click on the dropdown next to your **profile name** in the top-right corner and select **Security & MFA**.
- ❑ You will then need to choose if you want to get the MFA codes via **Text Message** or via an **Authenticator app** (e.g. Microsoft Authenticator, Google Authenticator etc.)



# MFA Option 1: Activation and Use of Code via Text Message



- ❑ A QR code will pop up. If you want to receive the **MFA code via text message**, click **"Cancel"** or "x" to close this pop-up window. *Do not scan the code with your camera or other non-MFA QR code reading app because you will inadvertently enable it without being able to get the code!*



Multi Factor Authentication

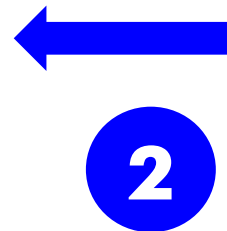
For Payment Changes (Required for changing Legal Entity or Remit-To)

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  
Use a code sent to an alternate email  
 Default



- ❑ Select the second option: **Via Text Message**

# MFA Option 1: Activation and Use of Code via Text Message



- ❑ A new pop-up window will come up. Enter your **phone number**.
- ❑ Confirm **"I'm not a robot"** and solve the **Recaptcha**.
- ❑ Click **"Send Code"**.
- ❑ Check your mobile phone for the 6-digit code and enter it in the appropriate field
- ❑ Click **"Enable"**. Your MFA is now enabled. Upon every subsequent attempt to access a section in your CSP account that requires MFA authentication, you will receive a new code on the mobile number you provided.

The screenshot shows a pop-up window titled "Multi Factor Authentication via SMS" with a close button (X) in the top right corner. The window contains the following steps and fields:

- 1** A code will be sent to your phone as an SMS Text Message (SMS rates may apply). A "Phone Number" field contains "+351 234 567 891". A blue circle with the number 3 and an arrow points to this field.
- 2** Confirm Recaptcha. A checkbox labeled "I'm not a robot" is next to a reCAPTCHA logo. A blue circle with the number 4 and an arrow points to the checkbox. Below it is a "Send Code" button. A blue circle with the number 5 and an arrow points to this button.
- 3** Enter the 6-digit verification code sent to your phone. A text input field is provided. A blue circle with the number 6 and an arrow points to this field.

At the bottom of the window, there are two buttons: "Cancel" and "Enable". A blue circle with the number 7 and an arrow points to the "Enable" button.

# MFA Option 1: Activation and Use of Code via Text Message



The system will then provide some emergency recovery codes which:

- ❑ You can use to **restore access to the CSP** in the cases indicated in the screenshot.
- ❑ You should **keep safe** in case you need them and once you save them, close this window.

8



# MFA Option 2: Activation and Use of Code via Authenticator App



- ❑ Scan the QR code with your Multi-Factor Authentication app (e.g. **Google Authenticator**, **Microsoft Authenticator** etc.). *Do not scan the code with your camera or other non-MFA QR code reading app because you will inadvertently enable it without being able to get the code!*
- ❑ If you don't have an MFA app, download it on your mobile device from Play Store/App Store.
- ❑ Enter the 6-digit verification code received on your mobile device from the MFA app and click **Enable**.

**1**

Multi Factor Authentication via App

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

**QR code**

XMYQEG2ERFKSYH6IHHQ3LTF6  
S25TYZR5

Click to copy Security Key

**2**

2 Enter the 6-digit verification code from your device.

278714

**6-digit code**

Cancel Enable

**3**

**Enable**

## MFA Option 2: Activation and Use of Code via Authenticator App



The system will then provide some emergency recovery codes which:

- ❑ You can use to **restore access to the CSP** in the cases indicated in the screenshot.
- ❑ You should **keep safe** in case you need them and once you save them, close this window.

4



# Multifactor Authentication (MFA) Activation and Use



Your MFA is now enabled. Upon every subsequent **attempt to access a section in your CSP account that requires MFA authentication**, the system will require you to enter the MFA code either from the **text message** received on your mobile phone **or from your Authenticator app**, depending on the MFA method you selected:

Multi Factor Authentication

Enter the 6-digit verification code from your authenticator app.

\* Multi Factor Authentication

Cancel OK

**MFA code**

# Multifactor Authentication (MFA) Troubleshooting and Reset



- ❑ If the MFA **appears to be already enabled** in your account because it is already requesting you the code, but you are **unable to identify the recipient**, you must write an email to [supplier@coupa.com](mailto:supplier@coupa.com) stating the name of your company and asking for your MFA to be reset.
- ❑ **Once it is reset, follow the instructions** in the previous slides to properly enable MFA.