

Multi Factor Authentication in Coupa Supplier Portal

Supplier instructions

GFSS Procurement – January 2026



How to enable the Multi Factor Authentication in CSP

How to enable the multi factor authentication in CSP

1 NORBI **2** Account Settings Notification Preferences Security & MFA Log Out

3 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

Via Passkey

Use a passkey stored in your browser or on your device.

☐ Default

Via Alternative Email

Use a code sent to an alternate email

☐ Default

Not supported by IQVIA

To enable the multi factor authentication in CSP, log in to your Supplier account:

<https://supplier.coupahost.com>

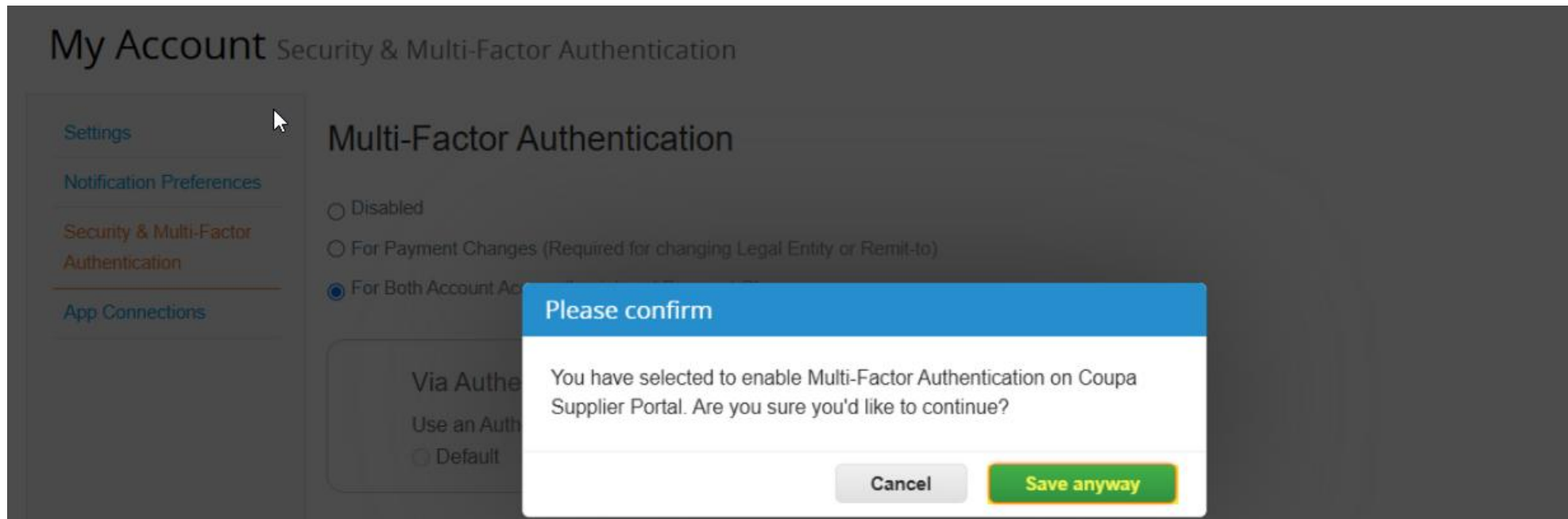
Go to your Name > Account Settings > Security & Multi Factor Authentication tab

Select your preferred option:

- **For Payment Changes (Required for Changing Legal Entity or Remit-To):** Multi-factor authentication is required when creating or editing legal entities, payment method and bank account information
- **For Both Account Access (Login) and Payment Changes:** Multi-factor authentication is required when logging in to the CSP. You will not need to reauthenticate when working with financial data because authentication occurs during login

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Confirm your selection and click on Save anyway.



How to enable the multi factor authentication in CSP

Select your preferred method. Authenticator App or Text Message.

Via Authenticator App: Free Google Authenticator app available in your mobile phone app stores. This app will generate 6-digit codes.

Via Text Message: Receive a code sent by text message to your phone.

VIA Pass Key: Set the pass key function in Microsoft

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

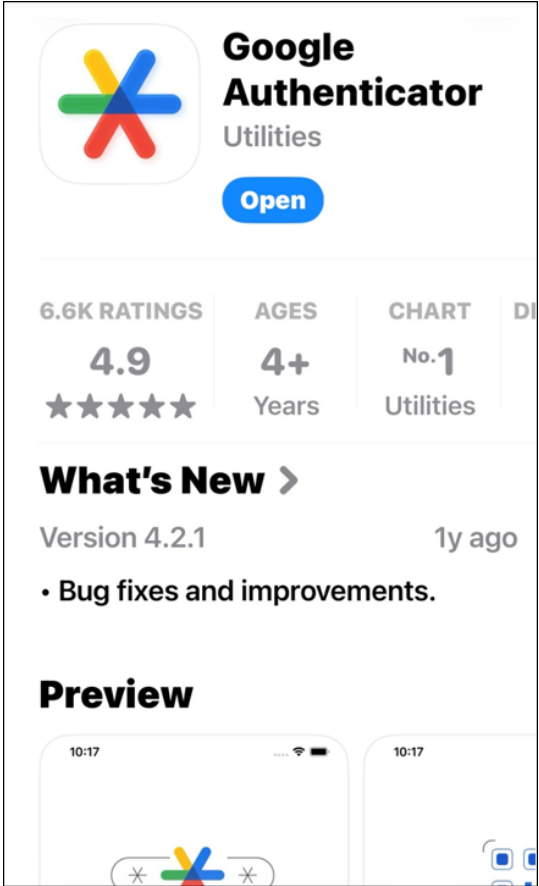
Use an Authenticator App available from your mobile phone app store.
☐ Default

Via Text Message

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

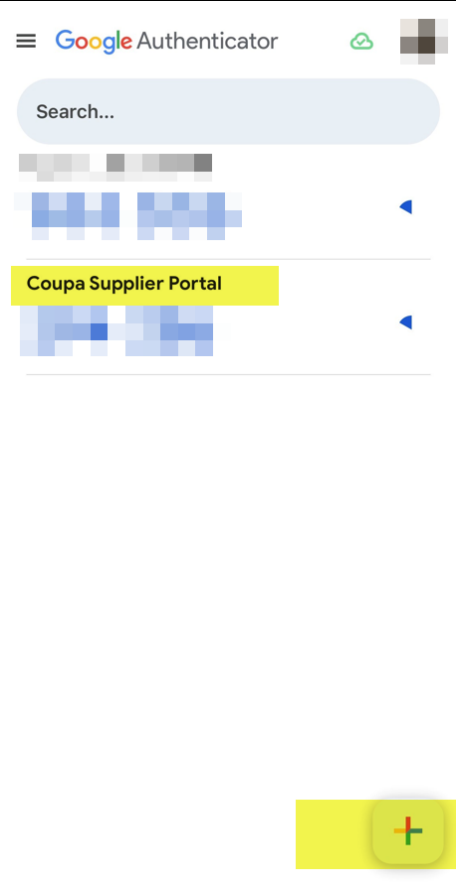
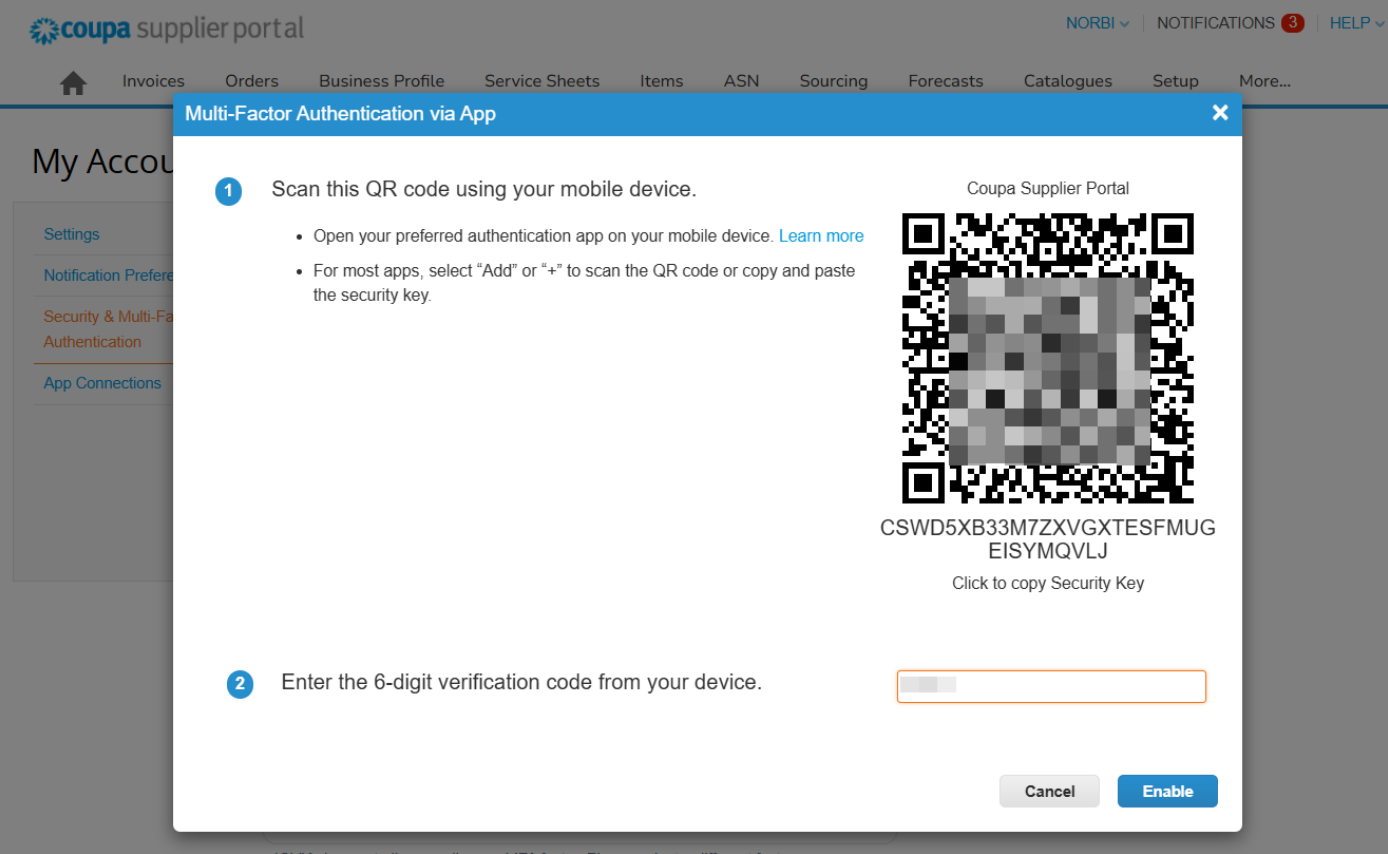
Via Passkey

Use a passkey stored in your browser or on your device.
☐ Default



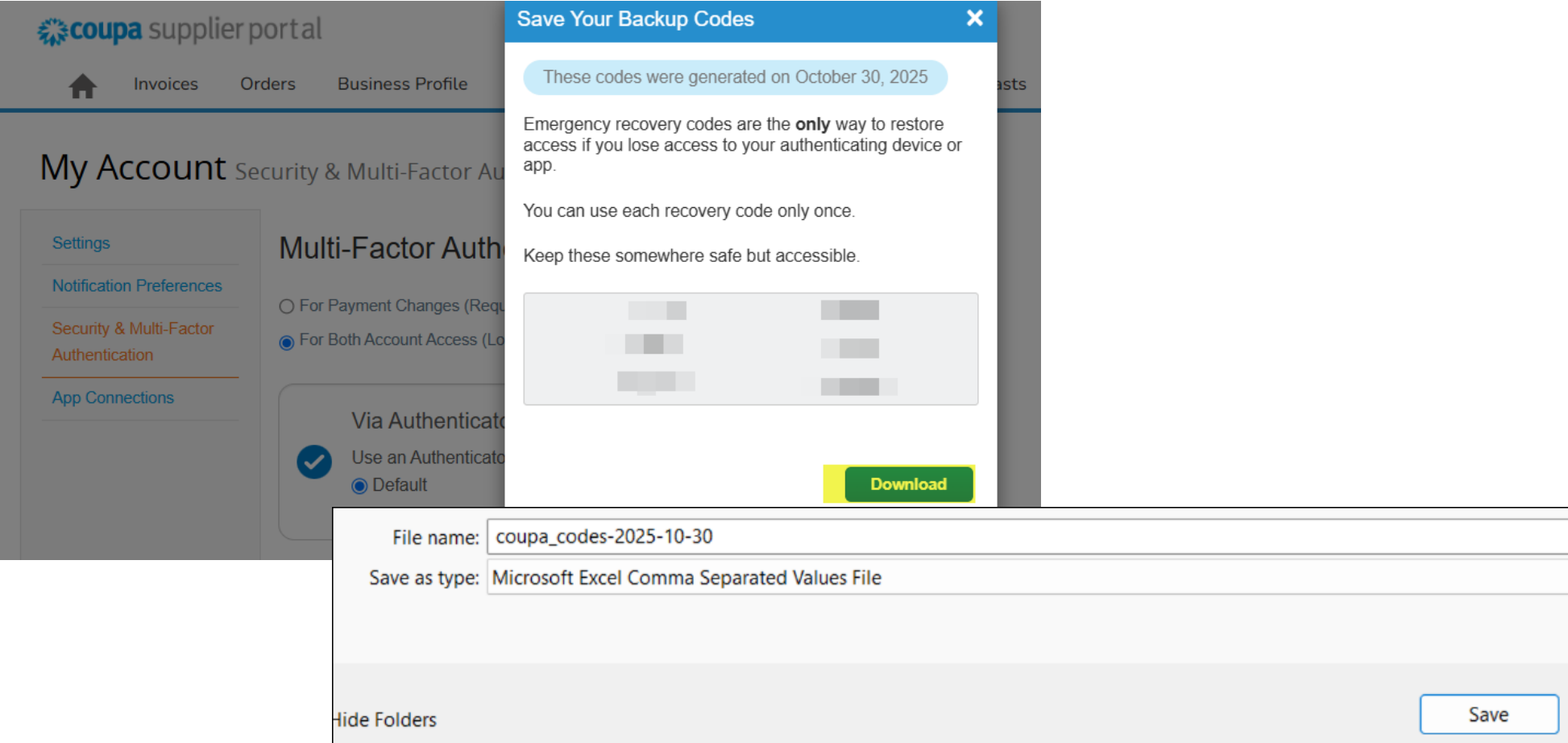
How to enable the multi factor authentication in CSP

Via Authenticator App: open the app on your mobile, click on the Plus button in the right bottom corner and select Scan a QR Code. Scan the QR code showing in your CSP. Your app will show Coupa Supplier Portal and a 6-digit code that will refresh every 30 seconds.

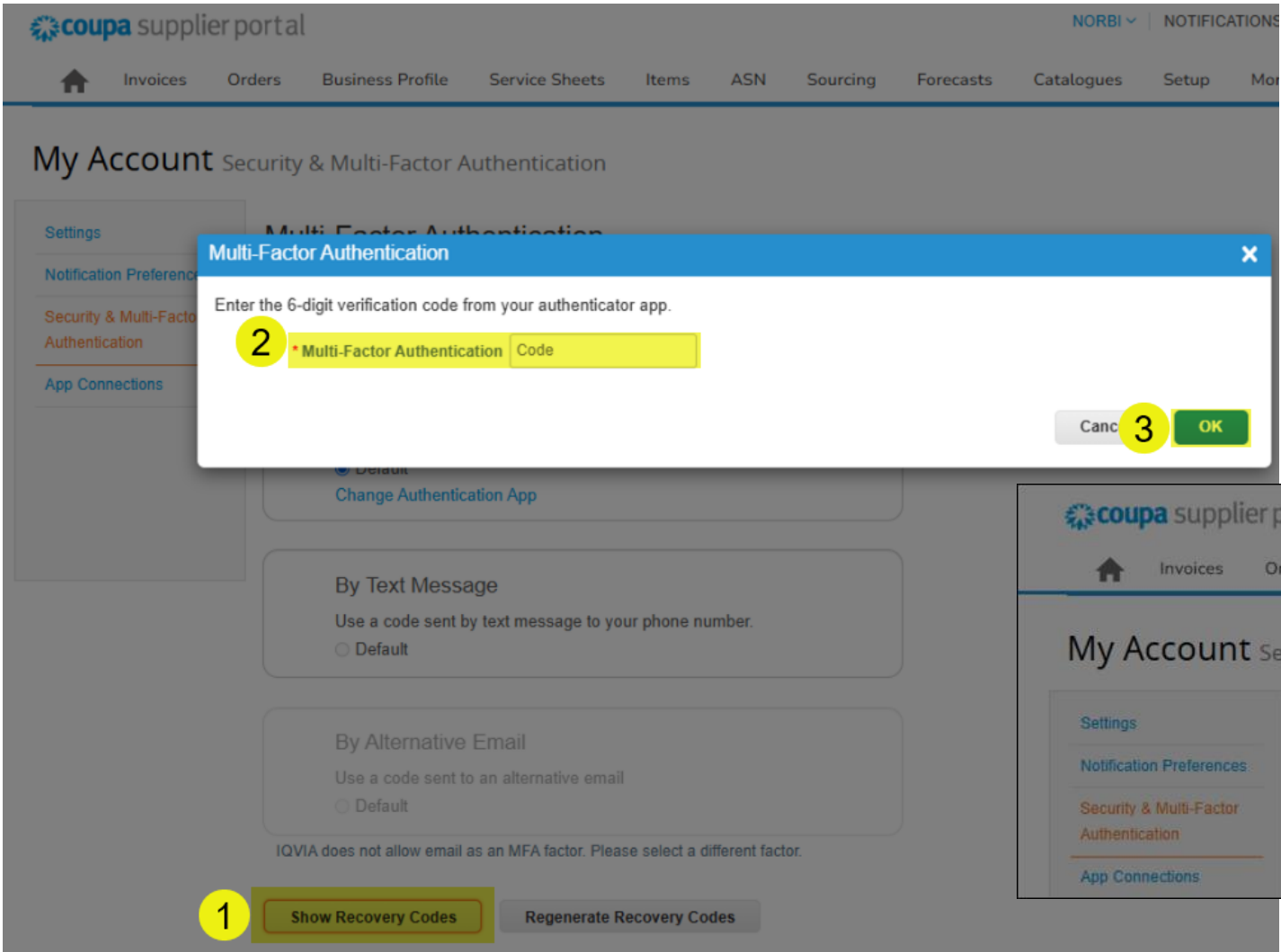


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Coupa will generate 6 back up codes that will show on the next page. Download them. The format will be coupa_codes-YYYY-MM-DD
These codes are the ONLY way to restore access if you lose access to your authenticating device or app.
NOTE: Each code can be used only once.



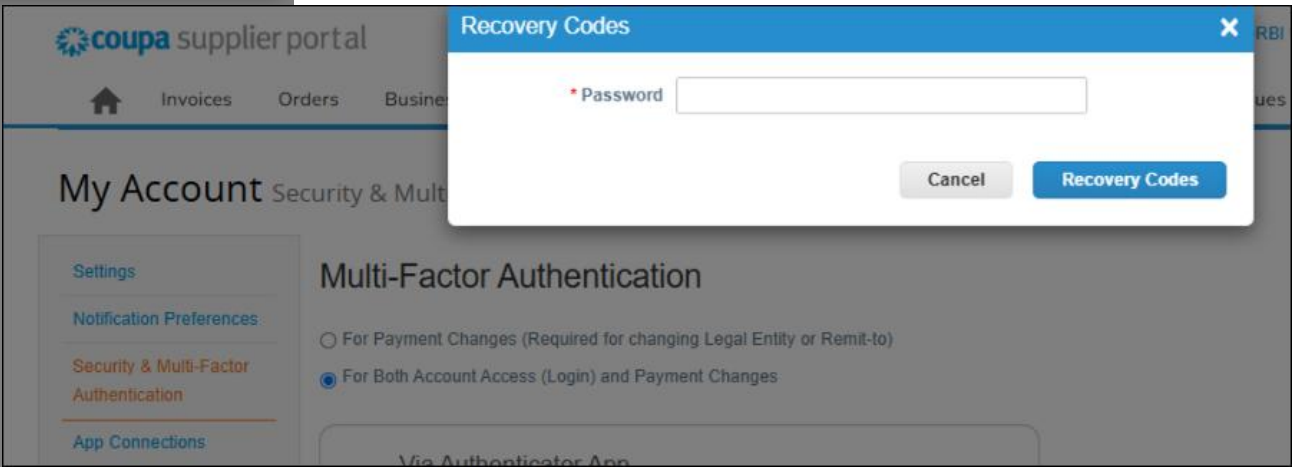
How to enable multi factor authentication in CSP



Coupa allows you to view the recovery codes later as well.

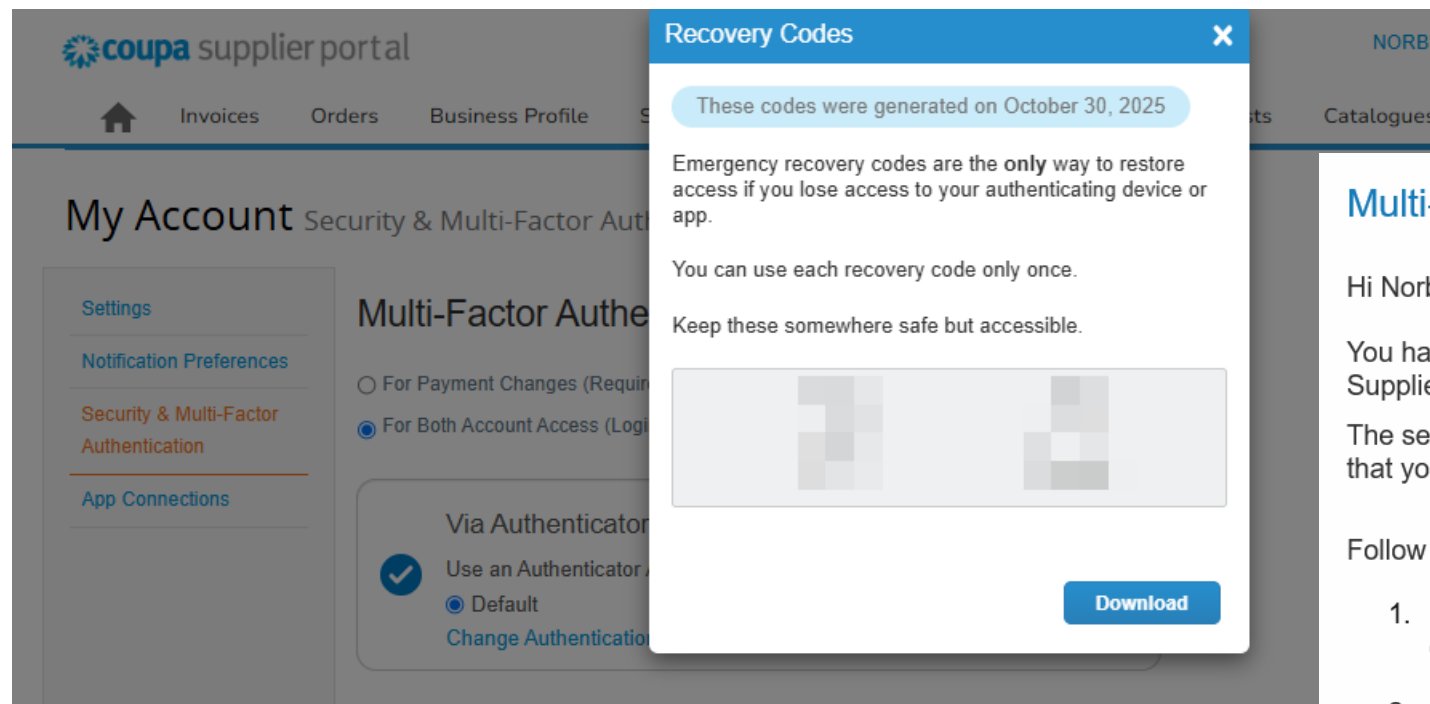
Click on Show Recovery Codes and enter the 6-digit code from your authenticator app.

You will also be required to enter your password. The same password you use to log into the CSP.



How to enable the multi factor authentication in CSP

Your recovery codes will show, and you can download them again. You will also receive an email confirming the set up with the option to review the security settings on the portal.



Multi-Factor Authentication Enabled

Hi Norbi,

You have successfully enabled Multi-Factor Authentication on your Coupa Supplier Portal account for payment account settings and login attempts.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

Follow these next steps:

1. Download or print your backup codes in case you lose your phone or delete the app. Create backup codes by clicking Review Settings below.
2. Be prepared to enter the new verification code when prompted any time you're viewing or modifying your financial account settings or log in.

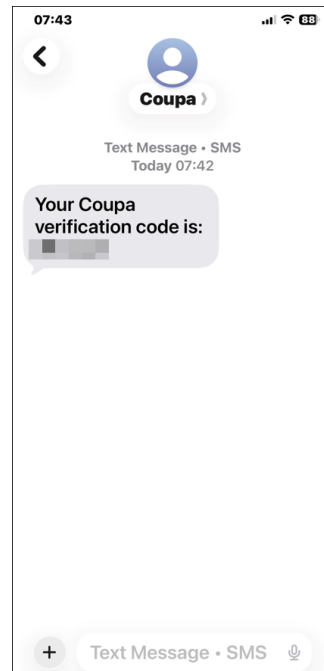
[Review Security Settings](#)

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Via Text Message

If you want to receive verification codes via text message (SMS):

1. Enter your phone number
2. Complete the CAPTCHA task
3. Click on Send Code button
4. Enter the 6-digit code sent to your mobile as text
5. Click on Enable



Multi-Factor Authentication via SMS

1

A code will be sent to your phone as an SMS Text Message (SMS rates may apply).

1

Phone Number

+421 908 123 456

2

Confirm Recaptcha

2

✓

I'm not a robot

reCAPTCHA

Privacy - Terms

3

3

Send Code

3

Enter the 6-digit verification code sent to your phone.

4

123456

Cancel

5

Enable

How to enable the multi factor authentication in CSP

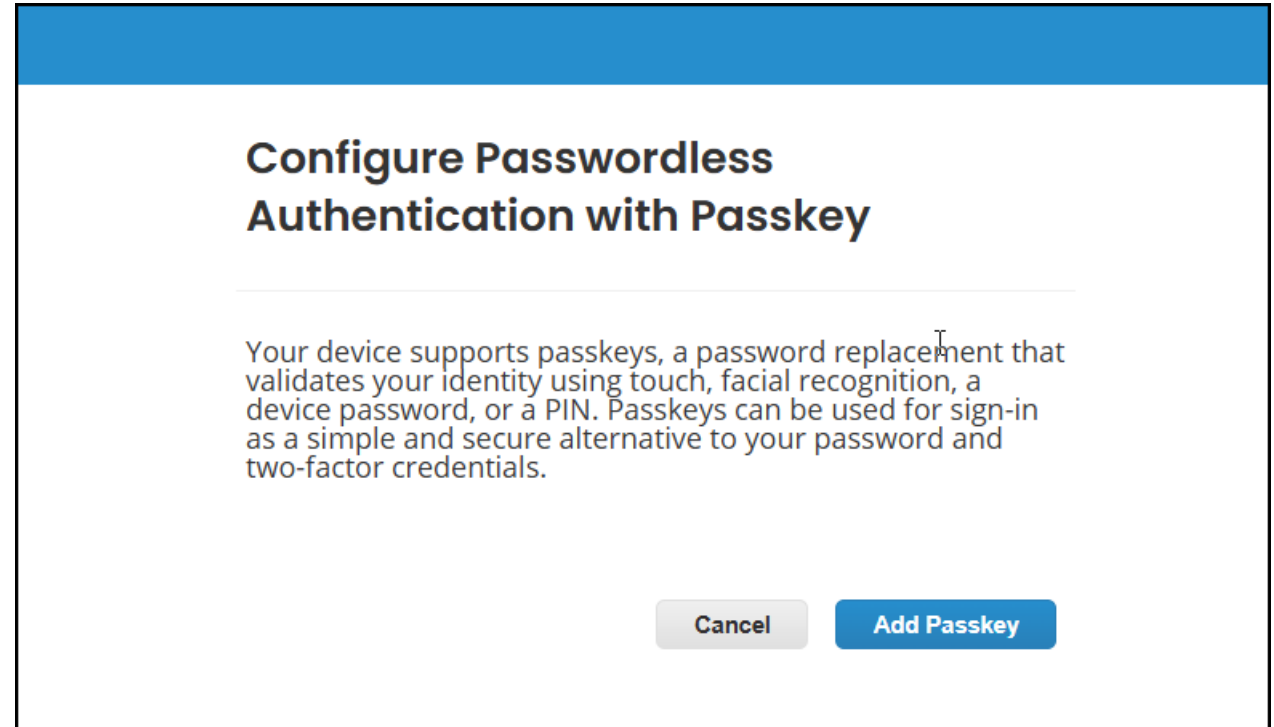
Via Pass Key

A passkey is a secure, password-less authentication method that allows users to sign in to apps and websites using device-based biometrics (fingerprint, face scan) or a PIN, instead of a traditional password.

It's built on WebAuthn (WebAuthentication) technology, using public-key cryptography to prevent phishing, as no secrets are shared with the server

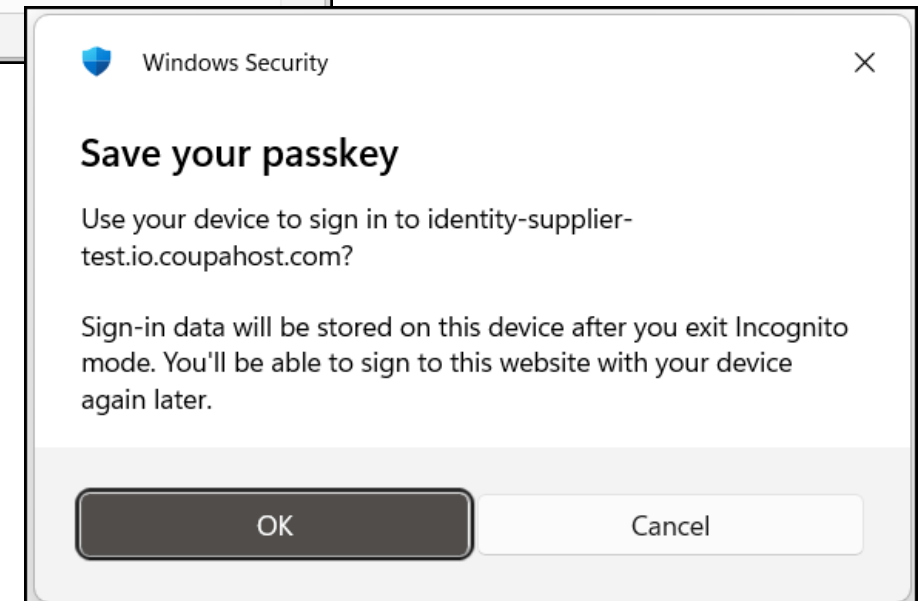
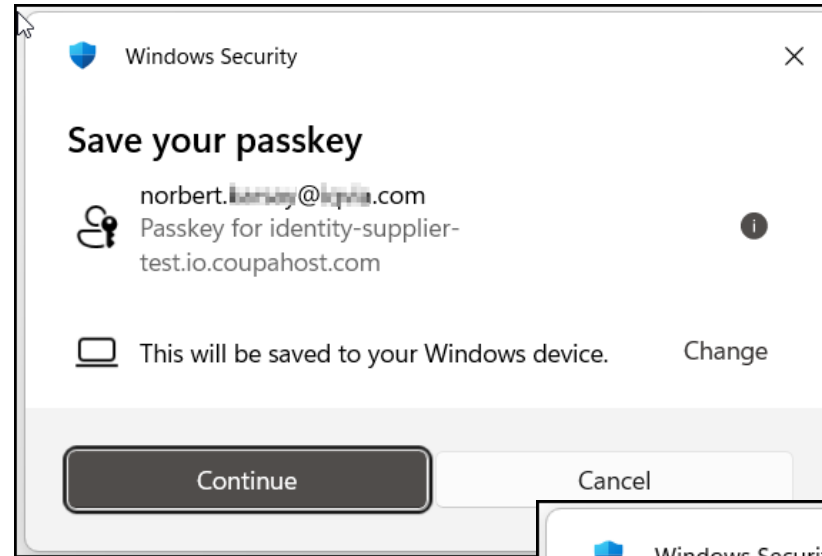
The passkey is generated by your device and stays only on your device.

To set up this option, click on **Add Passkey**



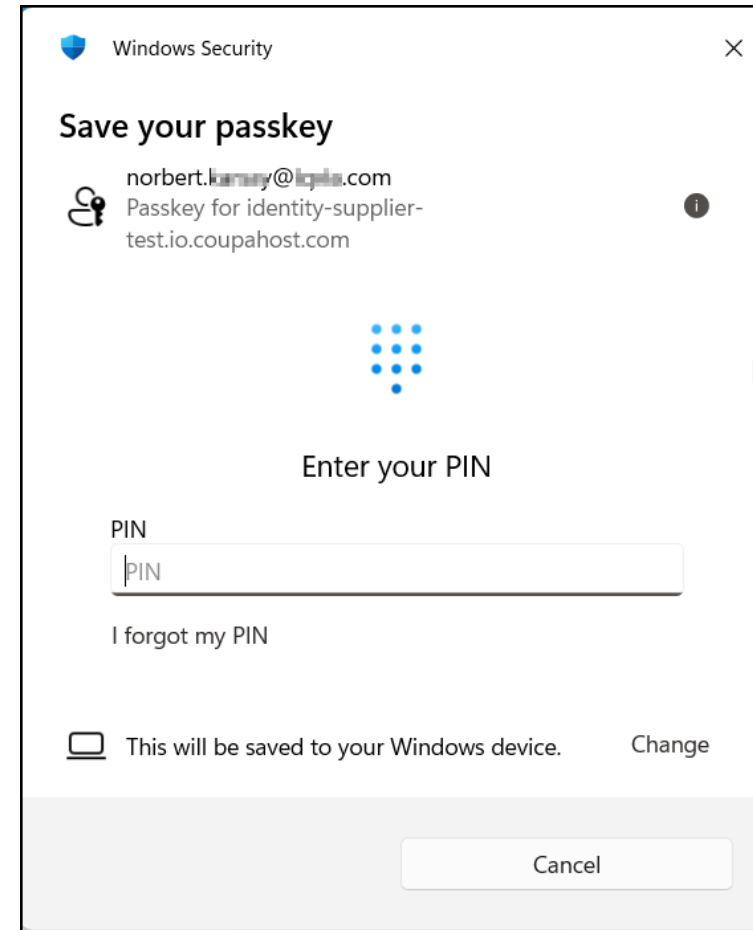
How to enable the multi factor authentication in CSP

1. The operating system creates a unique key pair - a public key for the website and a private key securely stored on your device. Click on **Continue**.
2. Another confirmation window will show where you will need to confirm this passkey to be used for the Coupa Supplier Portal. Click **OK**.



How to enable the multi factor authentication in CSP

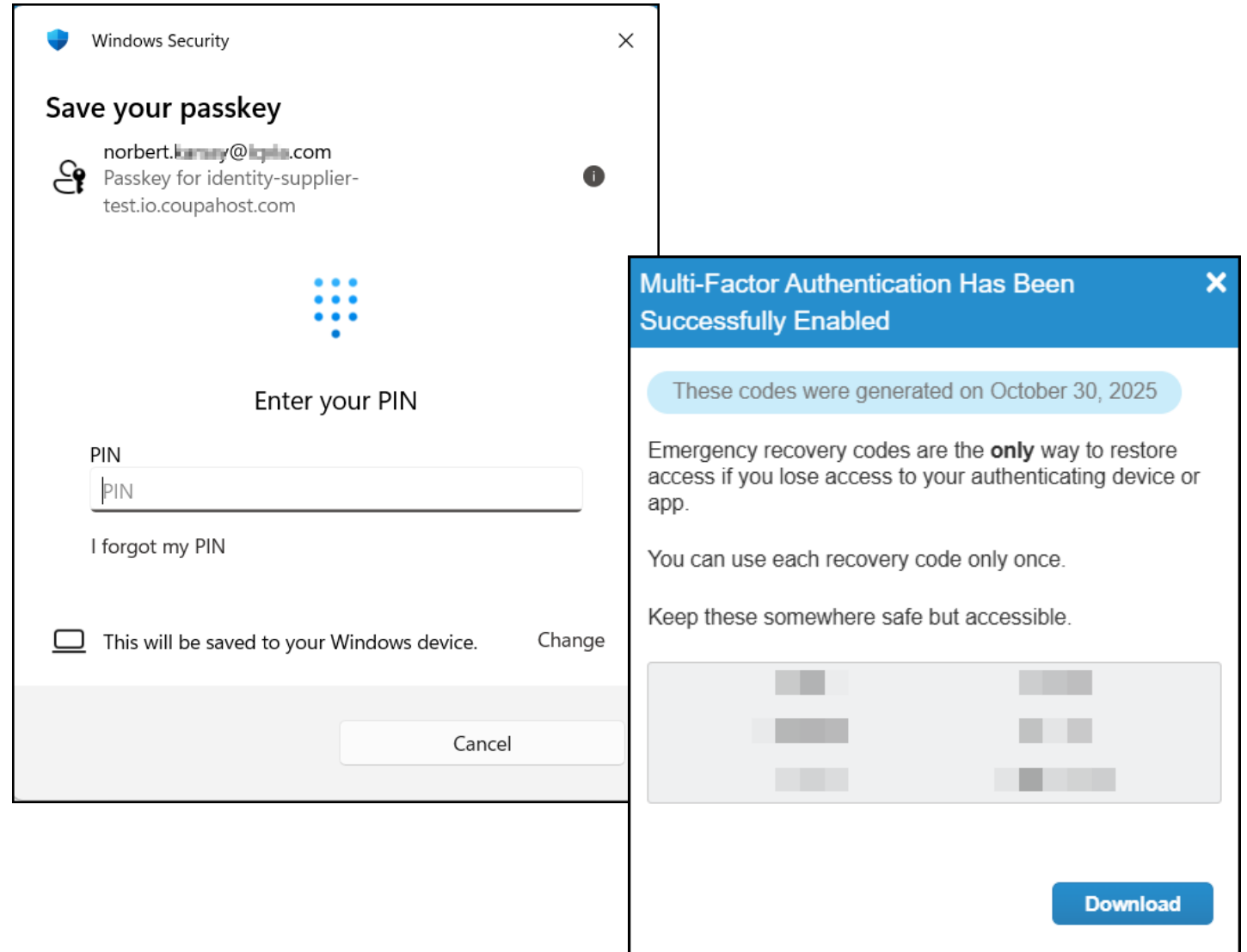
If you have set a PIN number to your computer, you will be prompted to enter the PIN number to confirm the passkey setup.



How to enable the multi factor authentication in CSP

If you have set a PIN number to your computer, you will be prompted to enter the PIN number to confirm the passkey setup.

If you have only the passkey option set up, the Coupa Supplier Portal will generate you Emergency Recovery Codes. You will need to download them at this point or save them.





How to disable the Multi Factor Authentication in CSP

How to disable the multi factor authentication in CSP

To disable the multifactor authentication in your Coupa Supplier account, log in to the CSP portal.
Go to your Name > Account Settings > Security & Multi Factor Authentication tab

The screenshot shows the Coupa Supplier Portal interface. At the top, the 'coupa supplier portal' logo is on the left, and a navigation bar contains links: Home, Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, Forecast, and a user profile dropdown. The user profile dropdown is open, showing 'NORBI' with a dropdown arrow (labeled 1), 'Account Settings' (labeled 2), 'Notification Preferences', and 'Log Out'. To the right of the dropdown is a 'NOTIFICATIONS' link with a red badge showing '3'. Below the navigation bar, the page title is 'My Account Security & Multi-Factor Authentication'. On the left is a sidebar with 'Settings' (selected), 'Notification Preferences', 'Security & Multi-Factor Authentication' (labeled 3), and 'App Connections'. The main content area is titled 'Multi-Factor Authentication' and contains two radio buttons: 'For Payment Changes (Required for changing Legal Entity or Remit-to)' and 'For Both Account Access (Login) and Payment Changes' (selected). Below these are two sections: 'Via Authenticator App' and 'By Text Message'. The 'Via Authenticator App' section has a checked status icon, a description 'Use an Authenticator App available from your mobile phone app store.', a selected 'Default' radio button, and a 'Change Authentication App' link. The 'By Text Message' section has a checked status icon, a description 'Use a code sent by text message to your phone number.', an unselected 'Default' radio button, and a 'Change Phone Number' link.

How to disable the multi factor authentication in CSP

Select which authentication method you want to disable in case you have enabled all. You will be required to enter the 6-digit code from the Google Authenticator app, send an authentication code to your mobile phone via text or disable the passkey.

The screenshot displays the Coupa Supplier Portal interface. On the left, a sidebar titled "Multi-Factor Authentication" lists three options: "Via Authenticator App", "By Text Message", and "Via Passkey". The "Via Authenticator App" option is selected, and the "Default" radio button is chosen. Below this, there are links for "Change Authentication App", "Change Phone Number", and "Change Authentication App".

The main content area shows the "My Account" page with a sub-header "Security & Multi-Factor Authentication". A modal dialog titled "Multi-Factor Authentication" is open, prompting the user to enter a 6-digit verification code from their authenticator app. The dialog includes a text input field labeled "Code" and buttons for "Cancel", "Send Code to Mobile", and "OK".

Another modal dialog titled "Please confirm" is also open, displaying a message: "You will no longer be able to use this passkey to log into this account or as a Multi-Factor Authentication option. This action will not remove the passkey from your browser, device or associated password management system." This dialog has "Cancel" and "OK" buttons.


How to disable the multi factor authentication in CSP

To confirm the deactivation, you will be required to enter the password you're using to log into your Coupa Supplier Portal.

The screenshot shows the 'My Account' page in the Coupa Supplier Portal. The left sidebar contains links for 'Settings', 'Notification Preferences', 'Security & Multi-Factor Authentication' (highlighted), and 'App Connections'. The main content area is titled 'Multi-Factor Authentication' and includes 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, there are two sections: 'Via Authenticator App' and 'By Text Message'. The 'Via Authenticator App' section has a checked checkbox and a sub-option 'Default' (selected), with a link 'Change Authentication App'. A modal dialog titled 'Disable Multi-Factor Authentication' is overlaid on the page, featuring a password input field labeled '* Password', a 'Cancel' button, and a 'Disable Multi-Factor Authentication' button.

How to disable the multi factor authentication in CSP

Your Coupa page will show all authentication methods disabled and you will receive a Coupa notification about the action. You can enable the authentications again on the Portal or by clicking on the Review Security Settings link in the email notification.

coupa supplier portal

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NOTI

Account Settings

Notification Preferences

Log Out

My Account

Security & Multi-Factor Authentication

Settings

Notification Preferences

Security & Multi-Factor Authentication

App Connections

Multi-Factor Authentication

☒ Disabled

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

☐ For Both Account Access (Login) and Payment Changes

Recent Login Activity

29/10/2025 (03:24 PM) - Chrome - Windows - 185.76.230.248

30/09/2025 (10:14 AM) - Chrome - Windows - 185.76.230.248

30/09/2025 (09:47 AM) - Chrome - Windows - 185.76.230.248

[...View More](#)

Multi-Factor Authentication Disabled (Login)

Hi Norbi,

You have successfully disabled Multi-Factor Authentication on your Coupa Supplier Portal account for logins. You will no longer be prompted to enter a verification code when logging into your CSP account.

You can re-enable this security feature by clicking "Review Security Settings" below.

The security of your account is very important to us and we want to ensure that you are updated when important actions are taken.

Review Security Settings