



Multi Factor Authentication in Coupa Supplier Portal

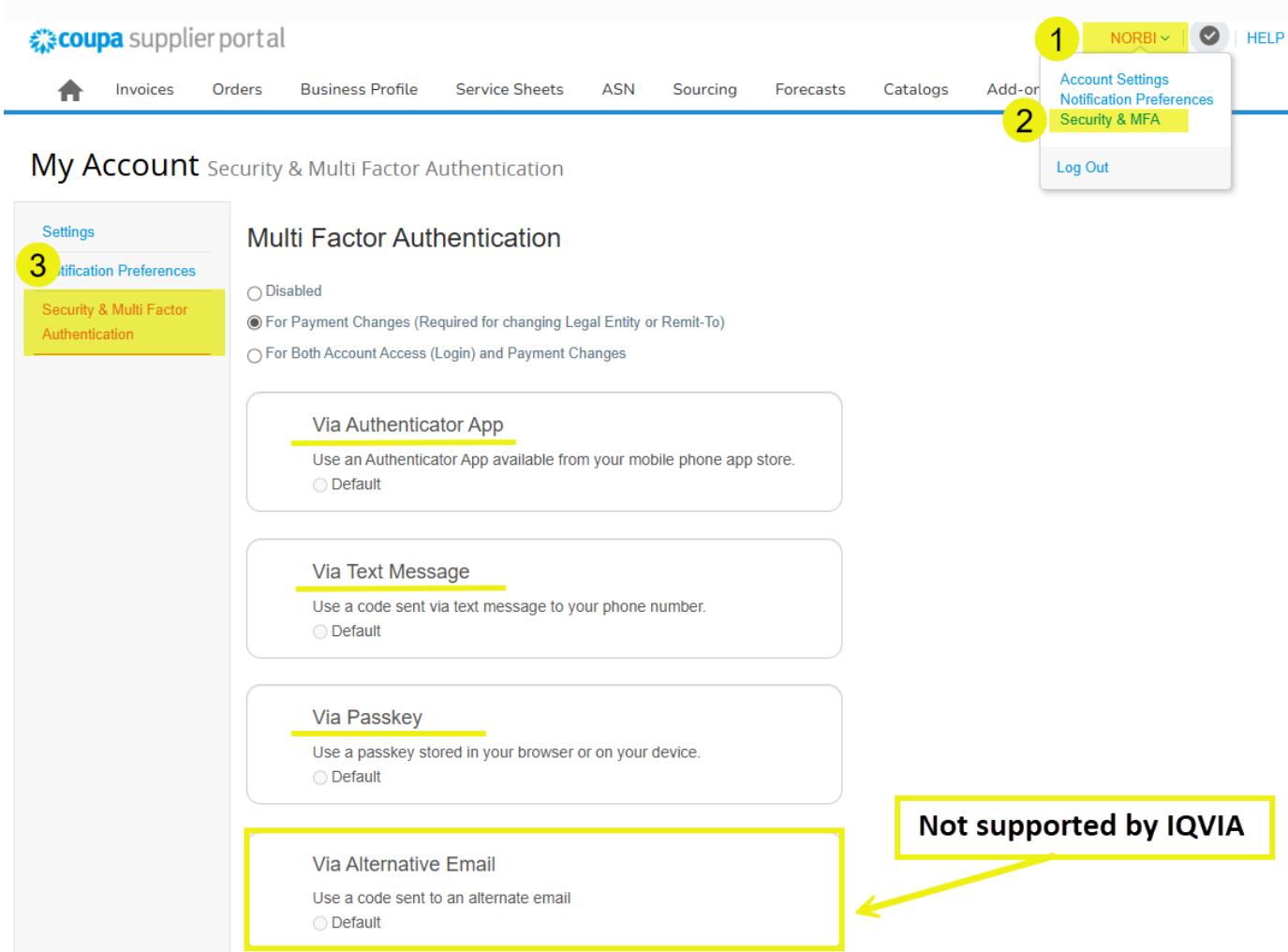
Supplier instructions

GFSS Procurement – January 2026



How to enable the Multi Factor Authentication in CSP

How to enable the multi factor authentication in CSP



The screenshot shows the Coupa supplier portal interface. The top navigation bar includes links for Invoices, Orders, Business Profile, Service Sheets, ASN, Sourcing, Forecasts, Catalogs, and Add-ons. The user's name 'NORBI' is displayed with a dropdown menu containing Account Settings, Notification Preferences, Security & MFA, and Log Out. The 'Security & Multi Factor Authentication' tab is selected in the left sidebar. The main content area displays four options for Multi Factor Authentication: Via Authenticator App, Via Text Message, Via Passkey, and Via Alternative Email. The 'Via Alternative Email' option is highlighted with a yellow box and a callout box containing the text 'Not supported by IQVIA' with an arrow pointing to it.

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

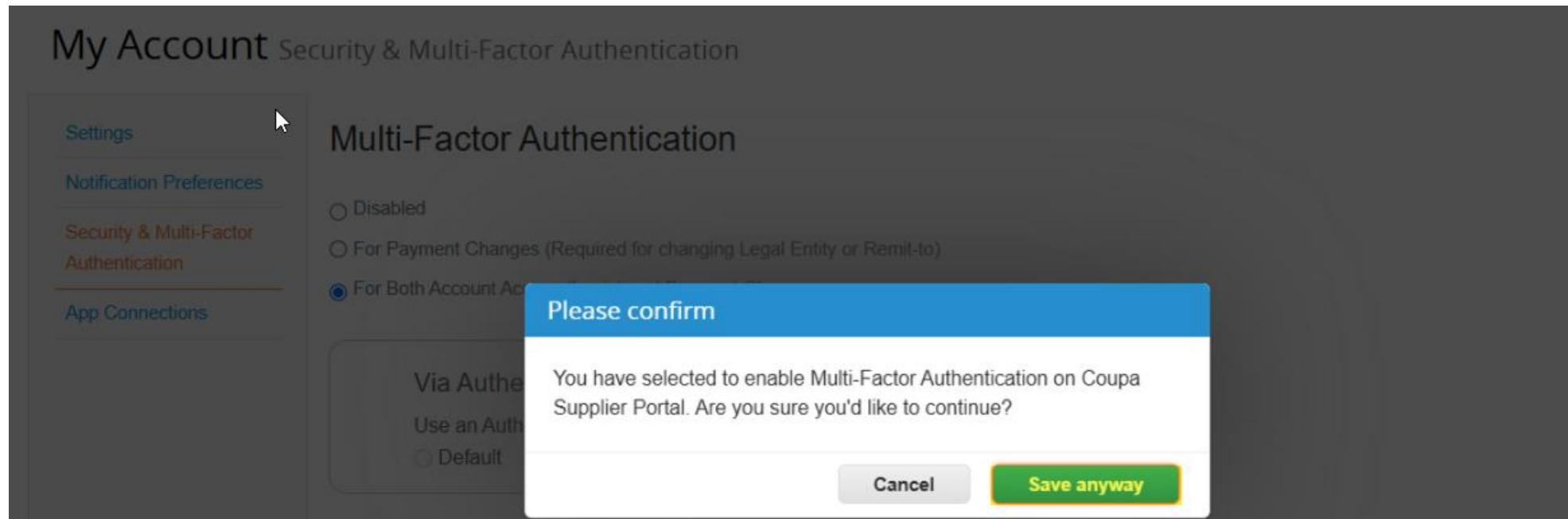
<https://supplier.couphost.com>

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

How to enable the multi factor authentication in CSP

Confirm your selection and click on Save anyway.



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

Please confirm

You have selected to enable Multi-Factor Authentication on Coupa Supplier Portal. Are you sure you'd like to continue?

Cancel

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

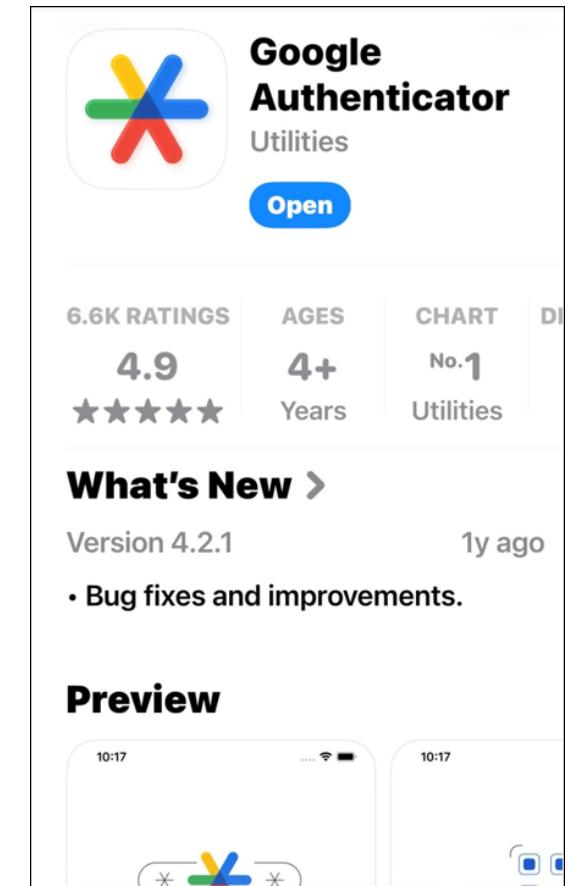
Use a code sent via text message to your phone number.

- Default

Via Passkey

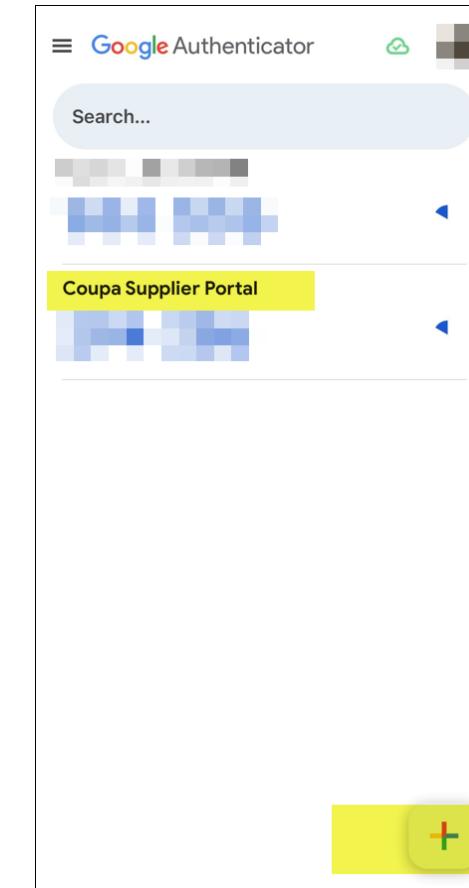
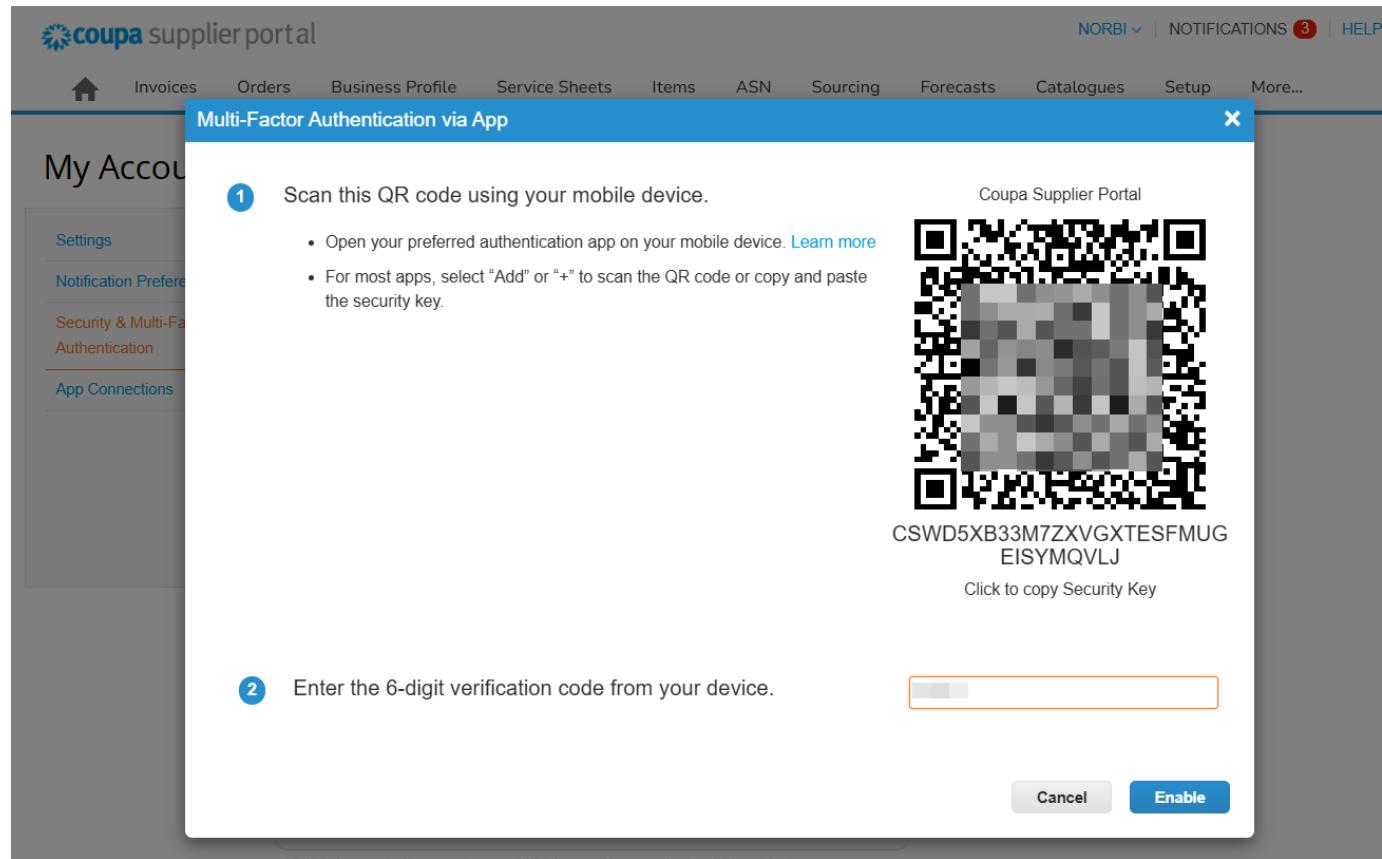
Use a passkey stored in your browser or on your device.

- Default



How to enable the multi factor authentication in CSP

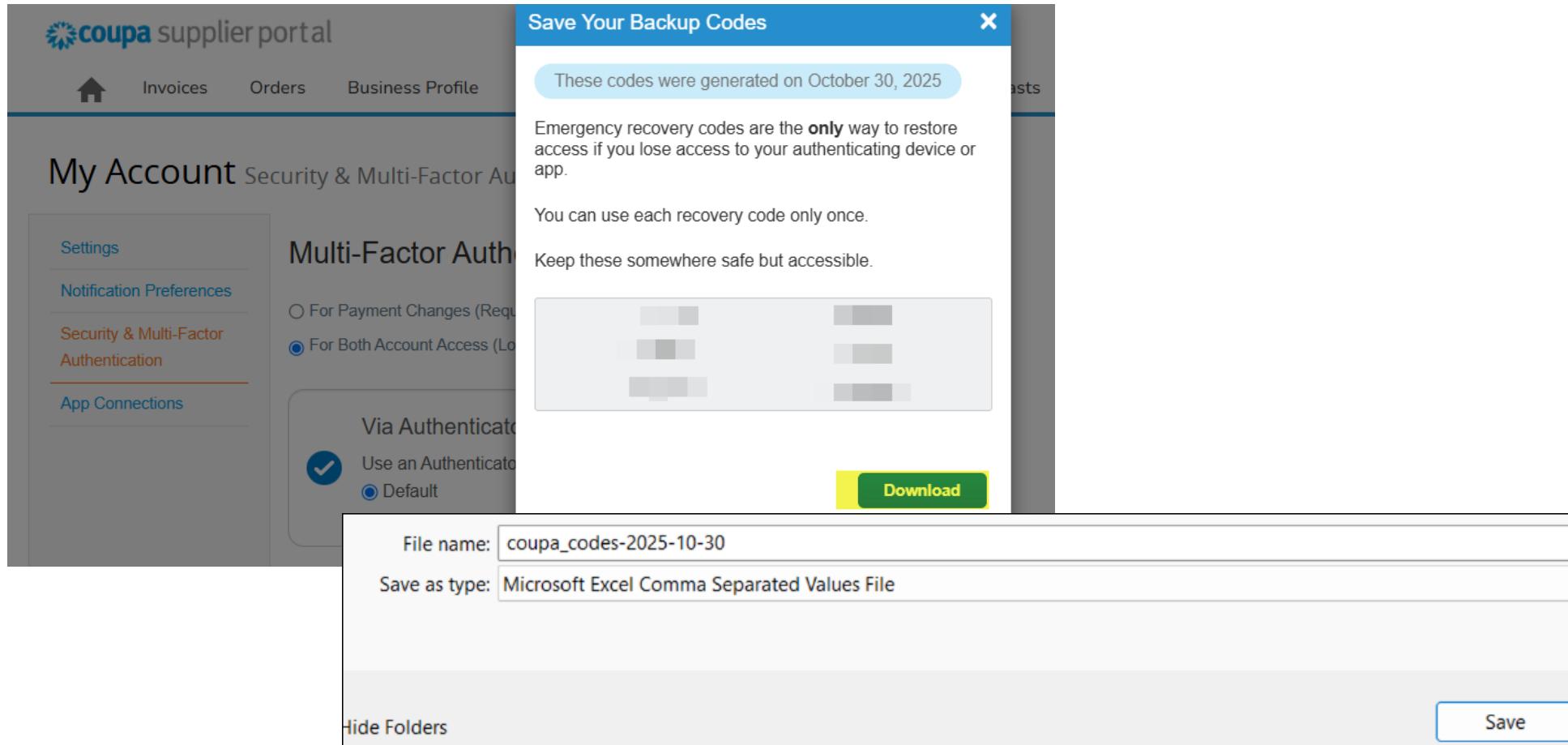
Via Authenticator App: open the app on your mobile, click on the Plus button in the right bottom corner and select Scan a QR Code. Scan the QR code showing in your CSP. Your app will show Coupa Supplier Portal and a 6-digit code that will refresh every 30 seconds.



How to enable the multi factor authentication in CSP

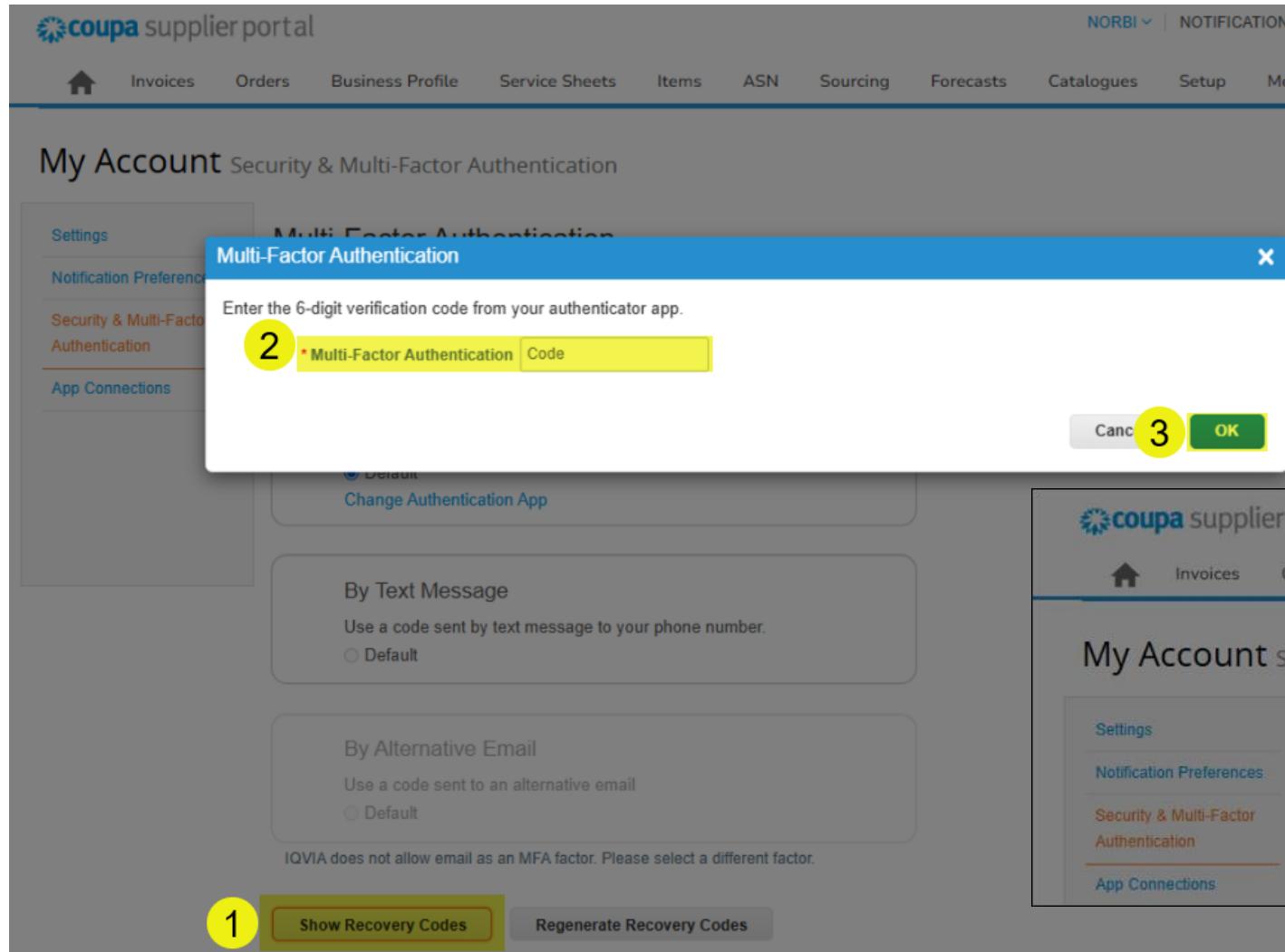
Coupa will generate 6 back up codes that will show on the next page. Download them. The format will be coupa_codes-YYYY-MM-DD
These codes are the ONLY way to restore access if you lose access to your authenticating device or app.

NOTE: Each code can be used only once.



The screenshot shows the Coupa supplier portal interface. On the left, the navigation menu includes 'Invoices', 'Orders', 'Business Profile', 'My Account', 'Security & Multi-Factor Authentication' (which is selected and highlighted in orange), and 'App Connections'. The main content area is titled 'Multi-Factor Authentication' and shows two radio button options: 'For Payment Changes (Required)' and 'For Both Account Access (Optional)'. The 'For Both Account Access' option is selected. Below this, there are two sections: 'Via Authentication' (with 'Use an Authenticator' checked) and 'Default'. A 'Download' button is located at the bottom of this section. A modal dialog box titled 'Save Your Backup Codes' is overlaid. It contains the following text:
These codes were generated on October 30, 2025
Emergency recovery codes are the **only** way to restore access if you lose access to your authenticating device or app.
You can use each recovery code only once.
Keep these somewhere safe but accessible.
Below this text is a grid of six placeholder boxes for the backup codes. At the bottom of the modal is a 'Download' button. The main page below the modal shows a download dialog with the file name 'coupa_codes-2025-10-30' and 'Save as type: Microsoft Excel Comma Separated Values File'. At the bottom of the page are 'Hide Folders' and 'Save' buttons.

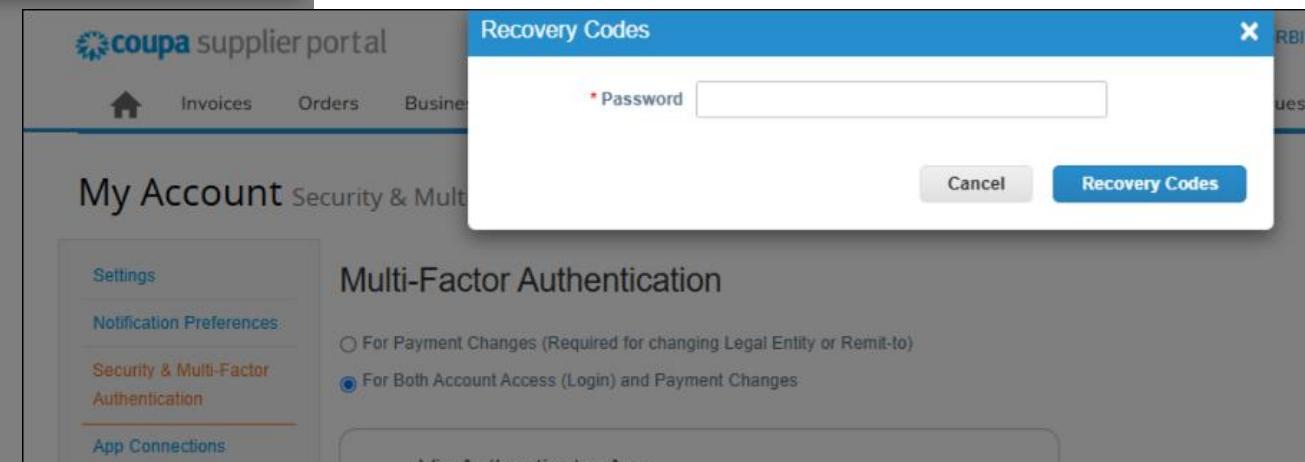
How to enable multi factor authentication in CSP



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

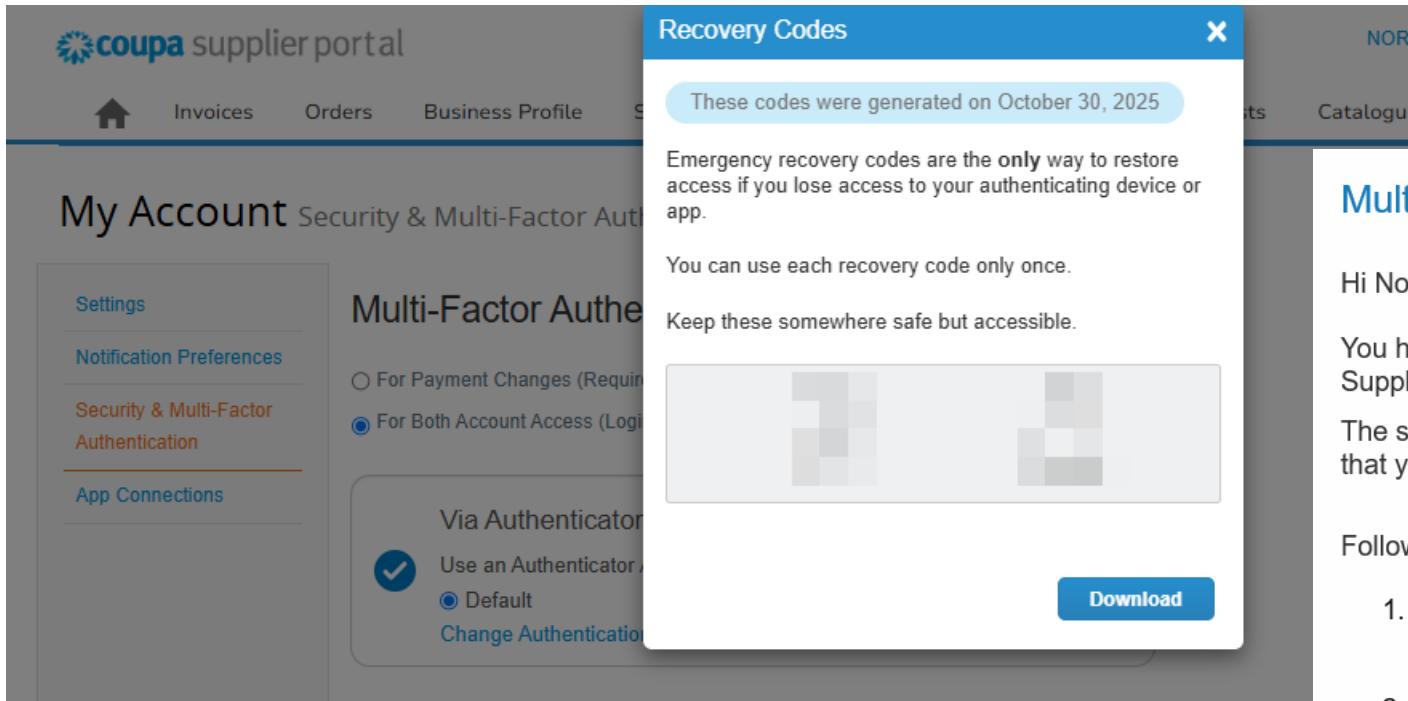
Click on Show Recovery Codes and enter the 6-digit code from your authenticator app.

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.



The screenshot shows the Coupa Supplier Portal interface. On the left, there's a sidebar with 'My Account' and 'Security & Multi-Factor Authentication' selected. The main content area has a 'Multi-Factor Authentication' section. It shows two radio button options: 'For Payment Changes (Requires 2FA)' and 'For Both Account Access (Logs in with 2FA)'. The second option is selected. Below this, there are three checkboxes: 'Via Authenticator' (checked), 'Use an Authenticator' (unchecked), and 'Default' (checked). A 'Change Authentication' link is also present. A 'Download' button is at the bottom right of the modal. The modal content includes a message about recovery codes being generated on October 30, 2025, instructions to use them once, and a note to keep them safe. It also shows two blurred code cards.

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.

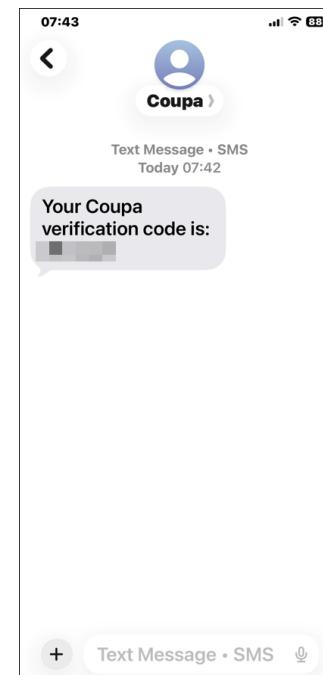
[Review Security Settings](#)

How to enable the multi factor authentication in CSP

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).

2 Confirm Recaptcha

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

4

5

Phone Number
+421 908 123 456

I'm not a robot

Send Code

123456

Cancel

Enable

How to enable the multi factor authentication in CSP

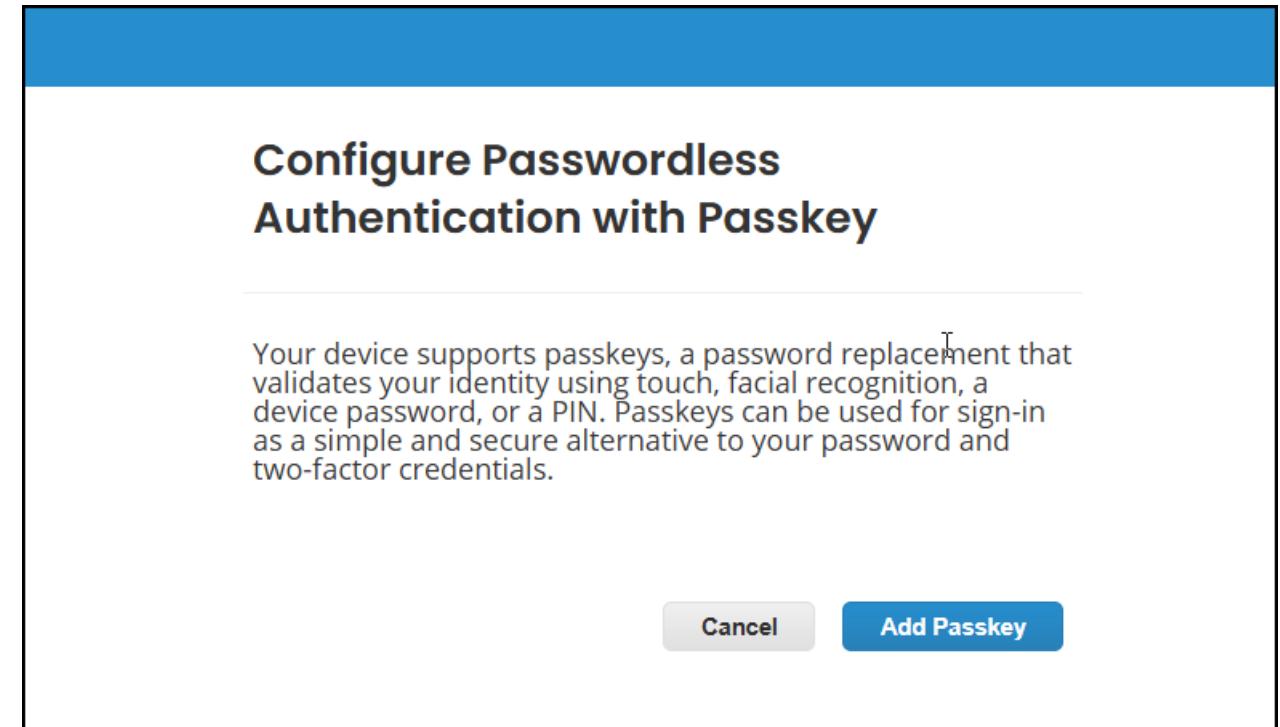
Via Pass Key

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

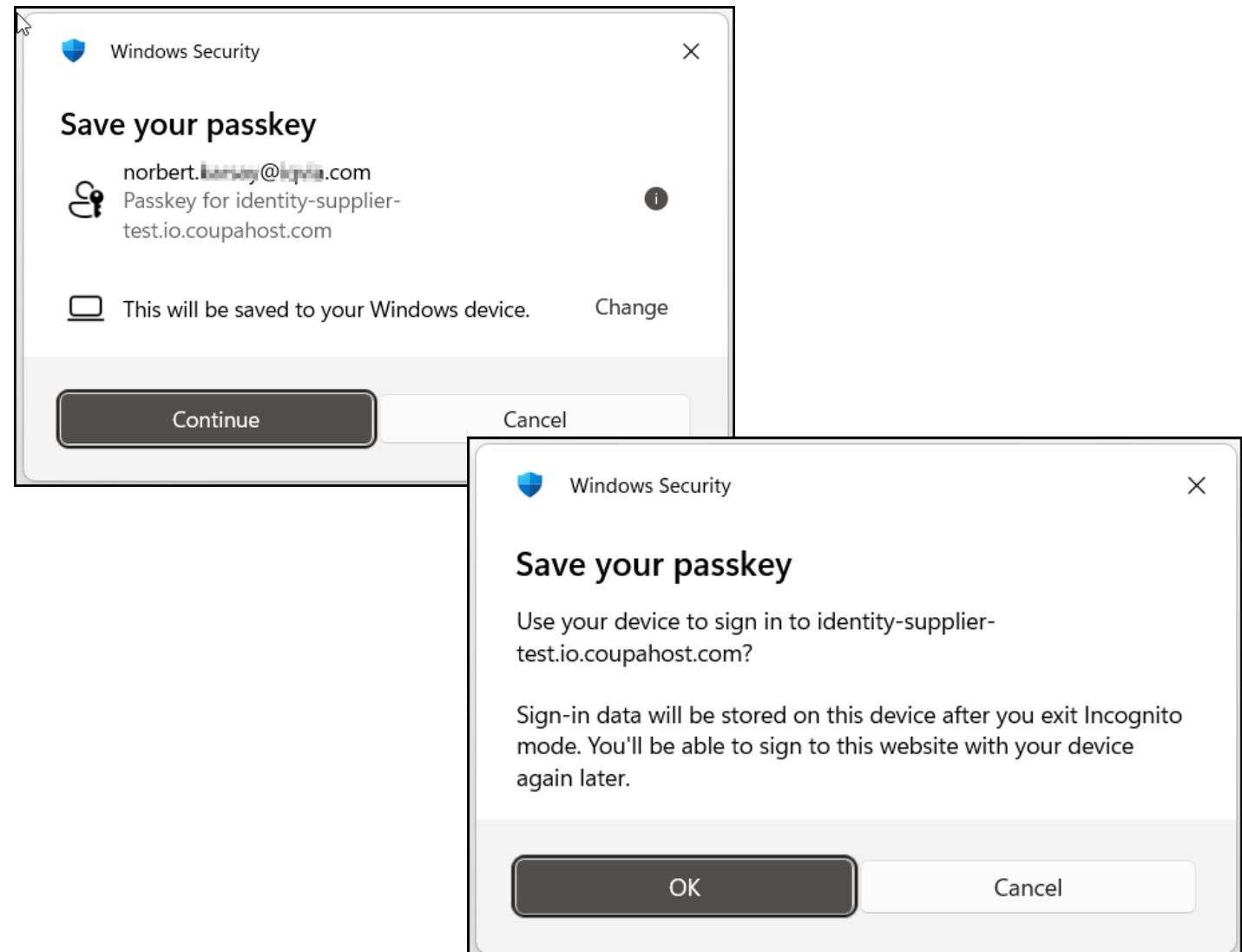
The passkey is generated by your device and stays only on your device.

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



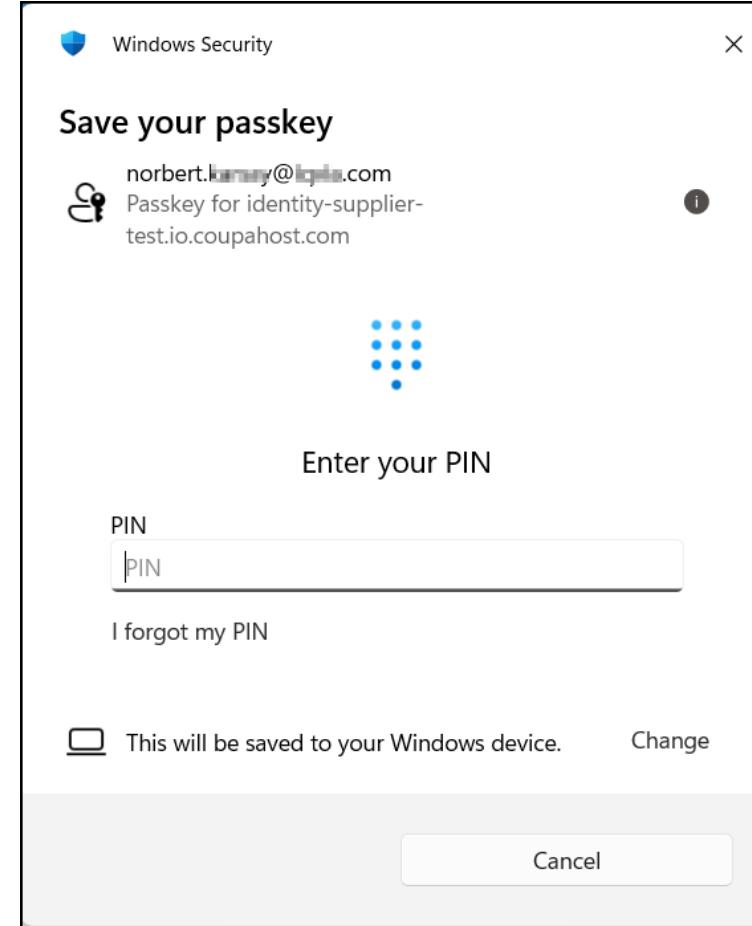
How to enable the multi factor authentication in CSP

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

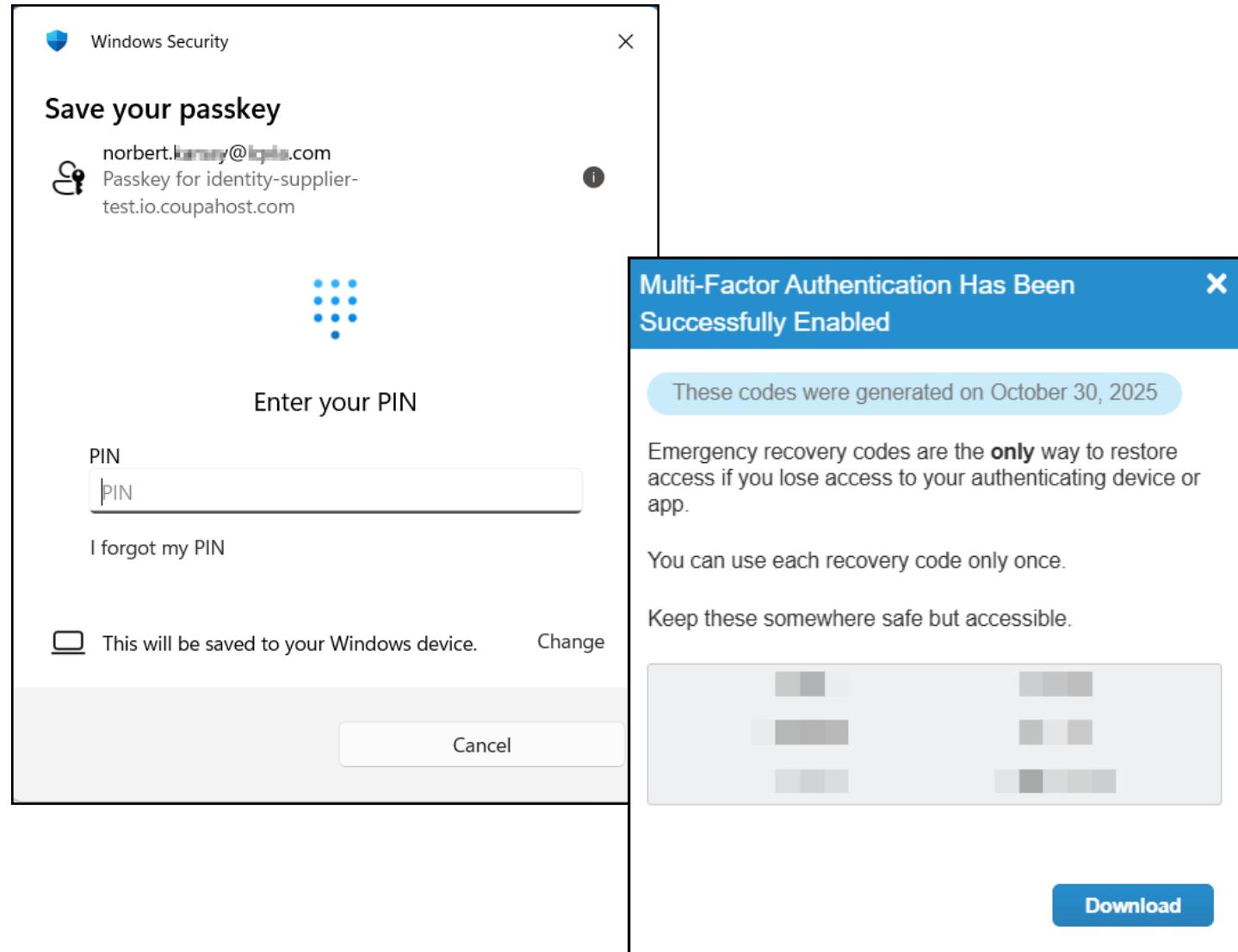
If you have set a PIN number to your computer, you will be prompted to enter the PIN number to confirm the passkey setup.



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, there is a navigation bar with a home icon, 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', 'Forecast', 'More...', and a 'Log Out' button. A dropdown menu is open over the 'More...' button, showing 'Account Settings' (highlighted with a yellow circle 1) and 'Notification Preferences' (highlighted with a yellow circle 2). The 'Log Out' button is also visible in this dropdown. On the left, a sidebar menu is open, showing 'Settings', 'Notification Preferences' (highlighted with a yellow circle 3), 'Security & Multi-Factor Authentication' (highlighted with a yellow box), and 'App Connections'. The main content area is titled 'Multi-Factor Authentication' and contains two sections: 'Via Authenticator App' and 'By Text Message'. Both sections have a checked radio button for 'Default' and a 'Change Authentication App' or 'Change Phone Number' link.

coupa supplier portal

1 NORBI NOTIFICATIONS 3

2 Account Settings
Notification Preferences

Log Out

My Account Security & Multi-Factor Authentication

3

Settings

Notification Preferences

Security & Multi-Factor Authentication

App Connections

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

[Change Authentication App](#)

By Text Message

Use a code sent by text message to your phone number.

Default

[Change Phone Number](#)

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 image shows a screenshot of the Coupa supplier portal. On the left, a sidebar titled 'Multi-Factor Authentication' lists three options: 'Via Authenticator App', 'By Text Message', and 'Via Passkey'. Each option has a radio button and a description. 'Via Authenticator App' is selected (radio button checked). 'By Text Message' and 'Via Passkey' also have checked radio buttons. On the right, the main content area shows the 'My Account' page with a 'Security & Multi-Factor Authentication' section. A modal dialog box is open, titled 'Multi-Factor Authentication'. It contains a text field labeled 'Code' with the placeholder 'Enter the 6-digit verification code from your authenticator app. Click Send Code to send a verification code by text to +421908803680.' Below the text field are 'Cancel', 'Send Code to Mobile', and 'OK' buttons. A second modal dialog box, titled 'Please confirm', is also open. It contains the 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.' with 'Cancel' and 'OK' buttons.

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
 Default
[Change Authentication App](#)

By Text Message
 Use a code sent by text message to your phone number.
 Default
+421908803680 [Change Phone Number](#)

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

coupa supplier portal

Invoices Orders Business Profile Service Sheets Items ASN Sourcing Forecasts Catalogues Setup More...

NORBI | NOTIFICATIONS 3 | HELP

My Account Security & Multi-Factor Authentication

Settings
Notification Preferences
Security & Multi-Factor Authentication
App Connections

Multi-Factor Authentication

Enter the 6-digit verification code from your authenticator app. Click Send Code to send a verification code by text to +421908803680.

* Multi-Factor Authentication

Cancel Send Code to Mobile OK

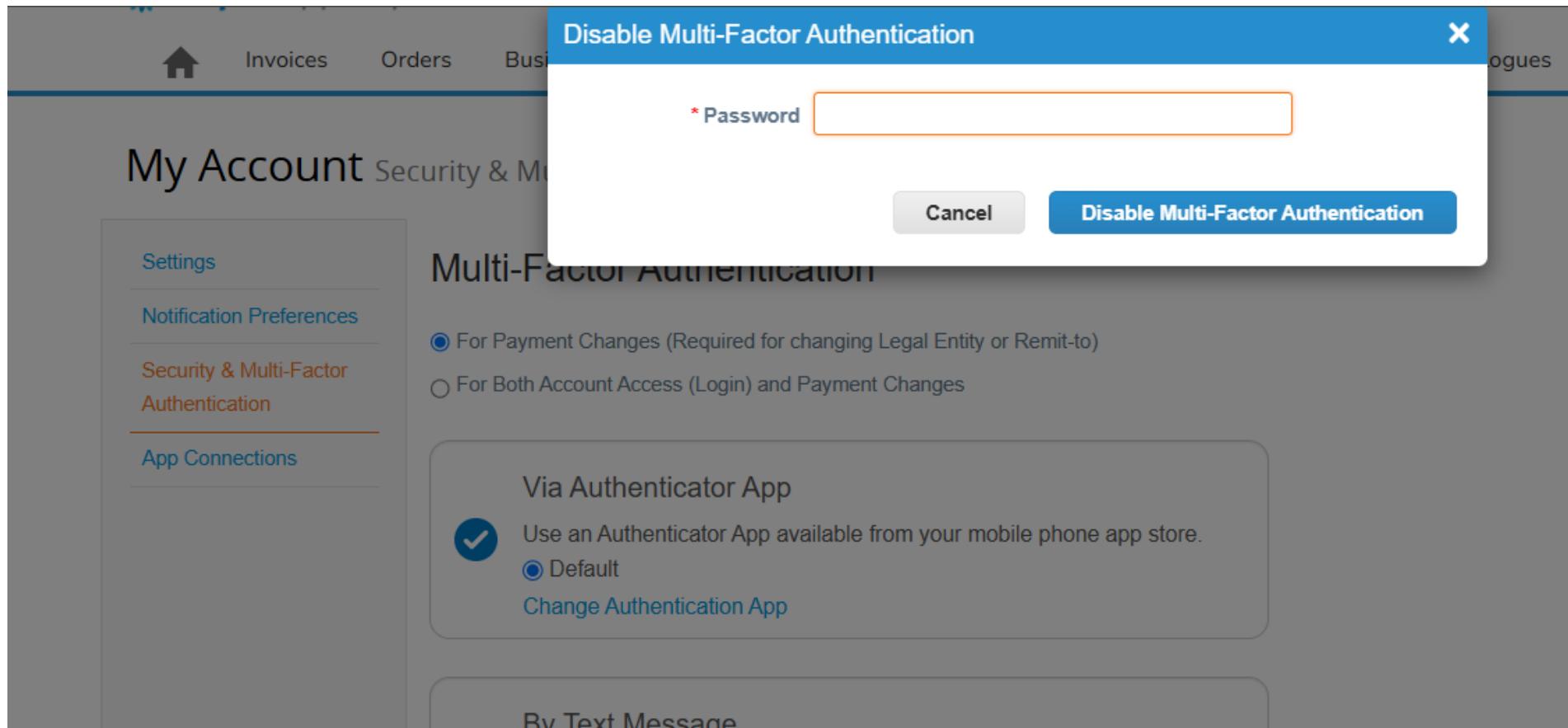
Please confirm

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.

Cancel OK

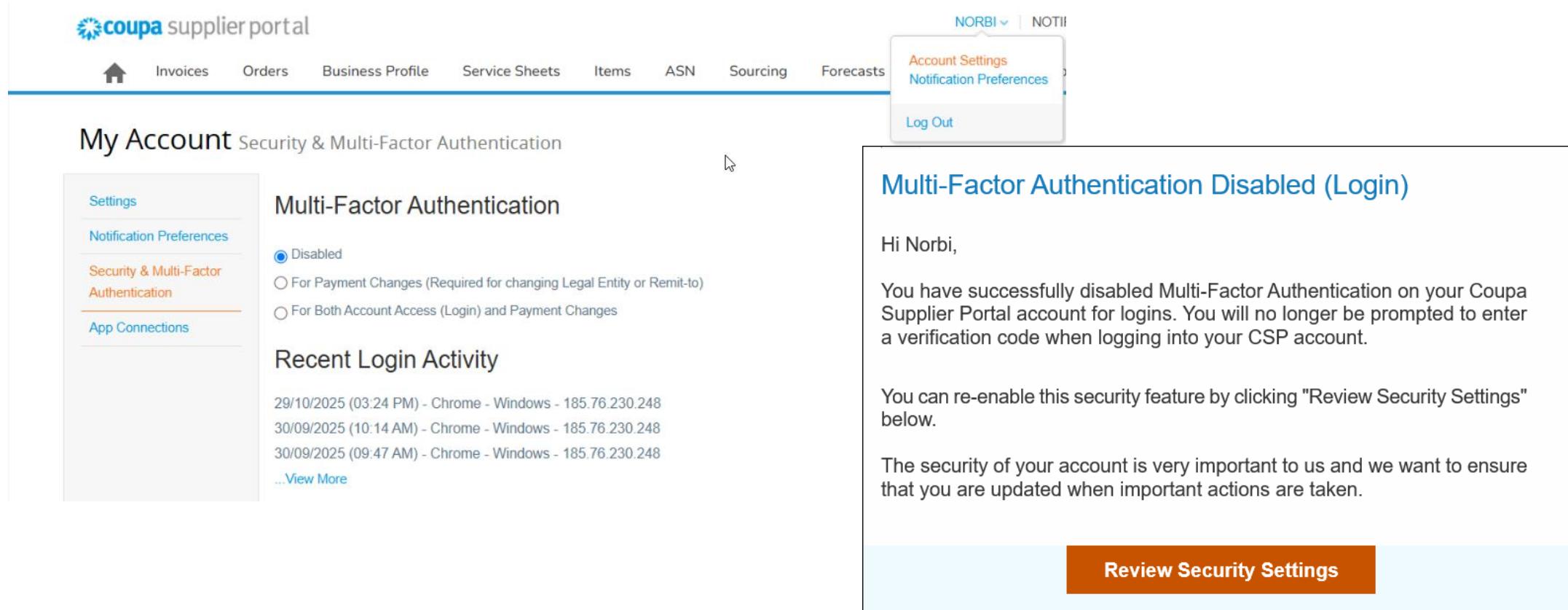
How to disable the multi factor authentication in CSP

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



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.



The image shows a screenshot of the Coupa Supplier Portal. At the top, the navigation bar includes links for Invoices, Orders, Business Profile, Service Sheets, Items, ASN, Sourcing, and Forecasts. The user's name, NORBI, is displayed with a dropdown menu for Account Settings and Notification Preferences, and a Log Out option. The main content area is titled 'My Account' and 'Security & Multi-Factor Authentication'. On the left, a sidebar menu lists Settings, Notification Preferences, Security & Multi-Factor Authentication (which is highlighted in orange), and App Connections. The 'Multi-Factor Authentication' section shows a radio button for 'Disabled' (which is selected) and two other options: 'For Payment Changes (Required for changing Legal Entity or Remit-to)' and 'For Both Account Access (Login) and Payment Changes'. Below this is a 'Recent Login Activity' section showing three logins: 29/10/2025 (03:24 PM) - Chrome - Windows - 185.76.230.248, 30/09/2025 (10:14 AM) - Chrome - Windows - 185.76.230.248, and 30/09/2025 (09:47 AM) - Chrome - Windows - 185.76.230.248, with a 'View More' link. To the right, a large box displays a success message: 'Multi-Factor Authentication Disabled (Login)'. The message reads: '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.' A 'Review Security Settings' button is located at the bottom of this message box.

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