Multi Factor Authentication in Coupa Supplier Portal

Supplier instructions

GFSS Procurement – January 2026

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How to enable the Multi Factor Authentication in CSP

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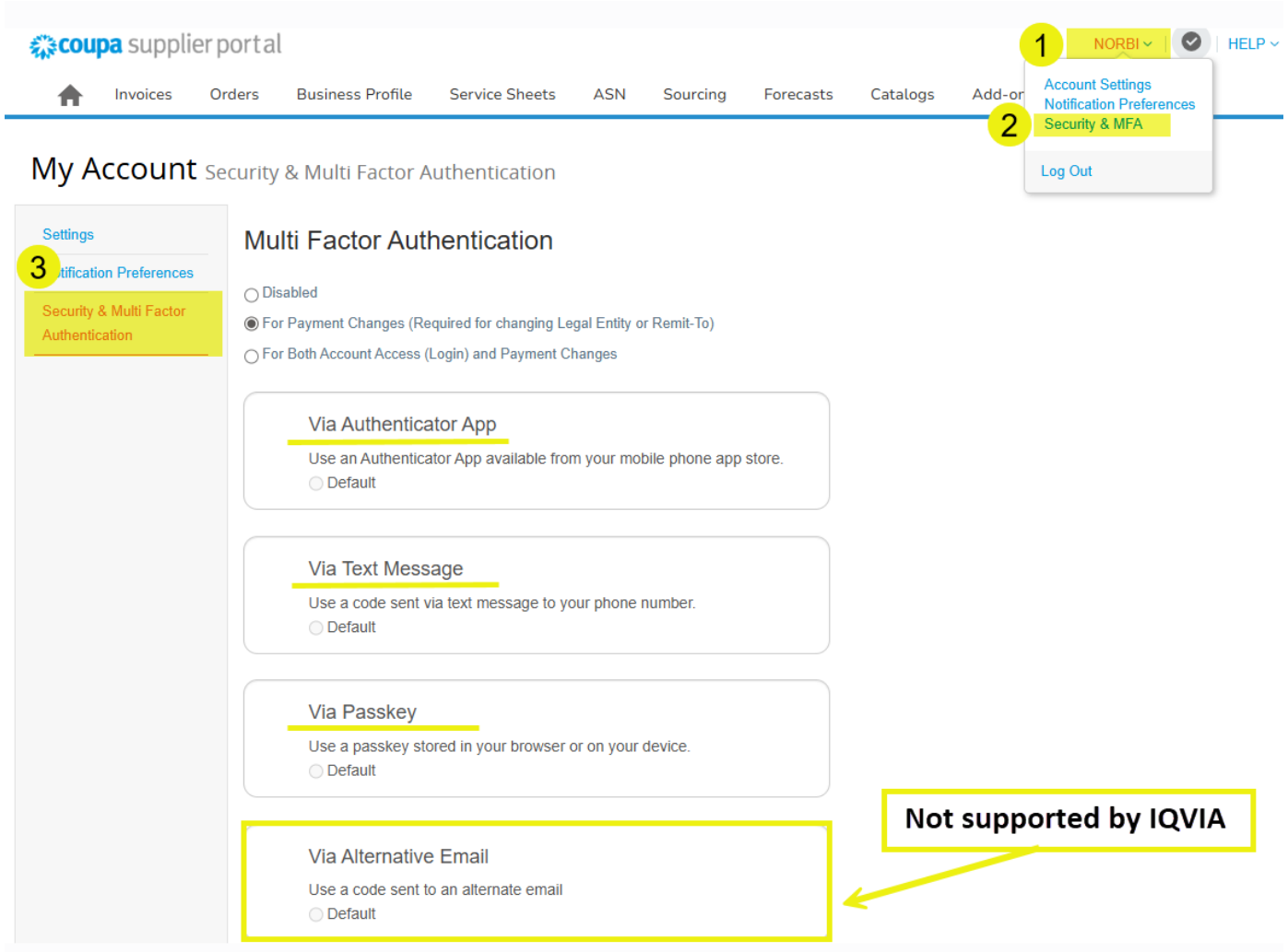

To enable the multi factor authentication in CSP, log in to your Supplier account:
https://supplier.coupahost.com
Go to your Name > Account Settings > Security & Multi Factor Authentication tab
Select your preferred option:

- **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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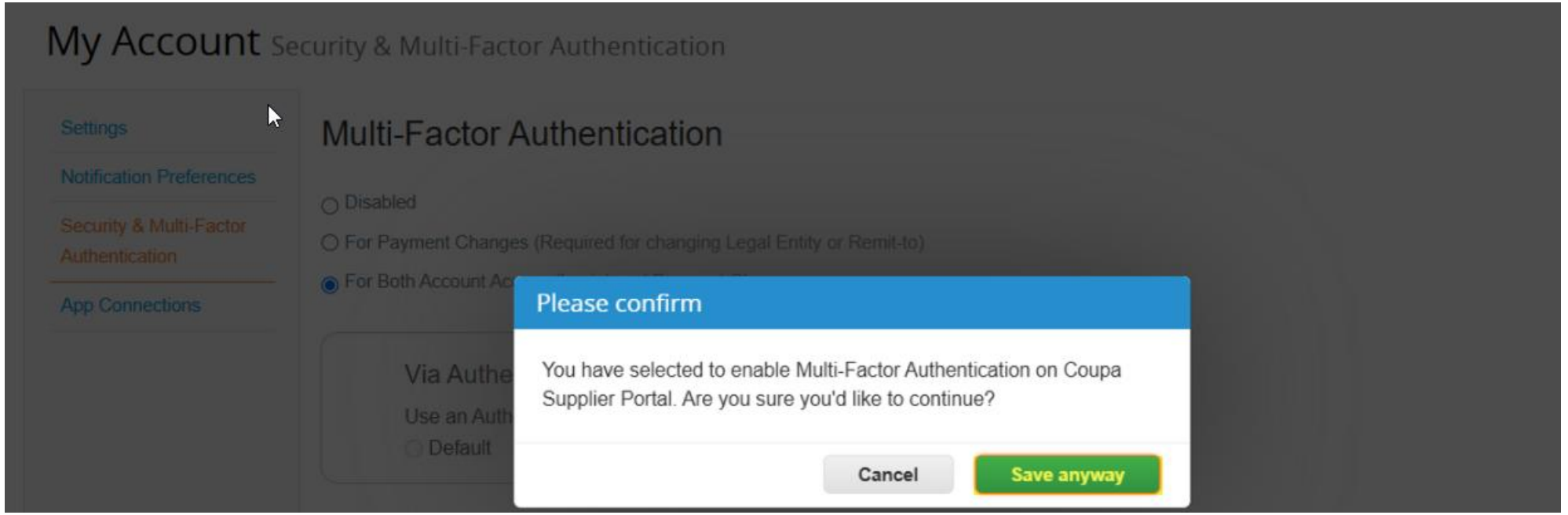
Confirm your selection and click on Save anyway.



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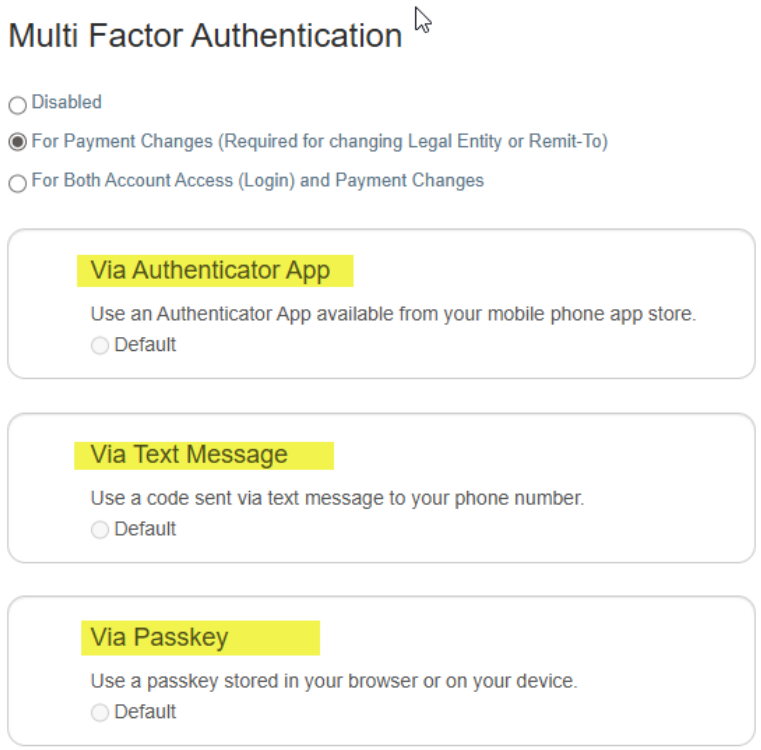
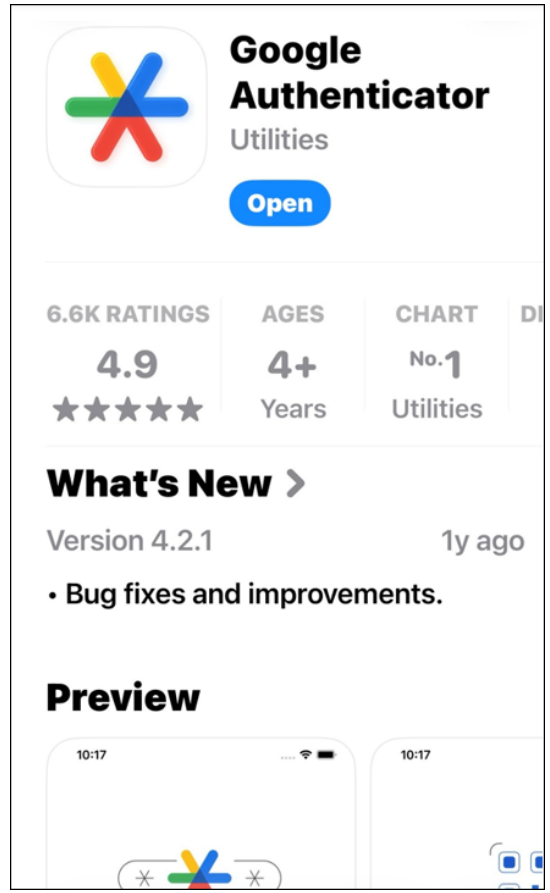
Select your preferred method. Authenticator App or Text Message.

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





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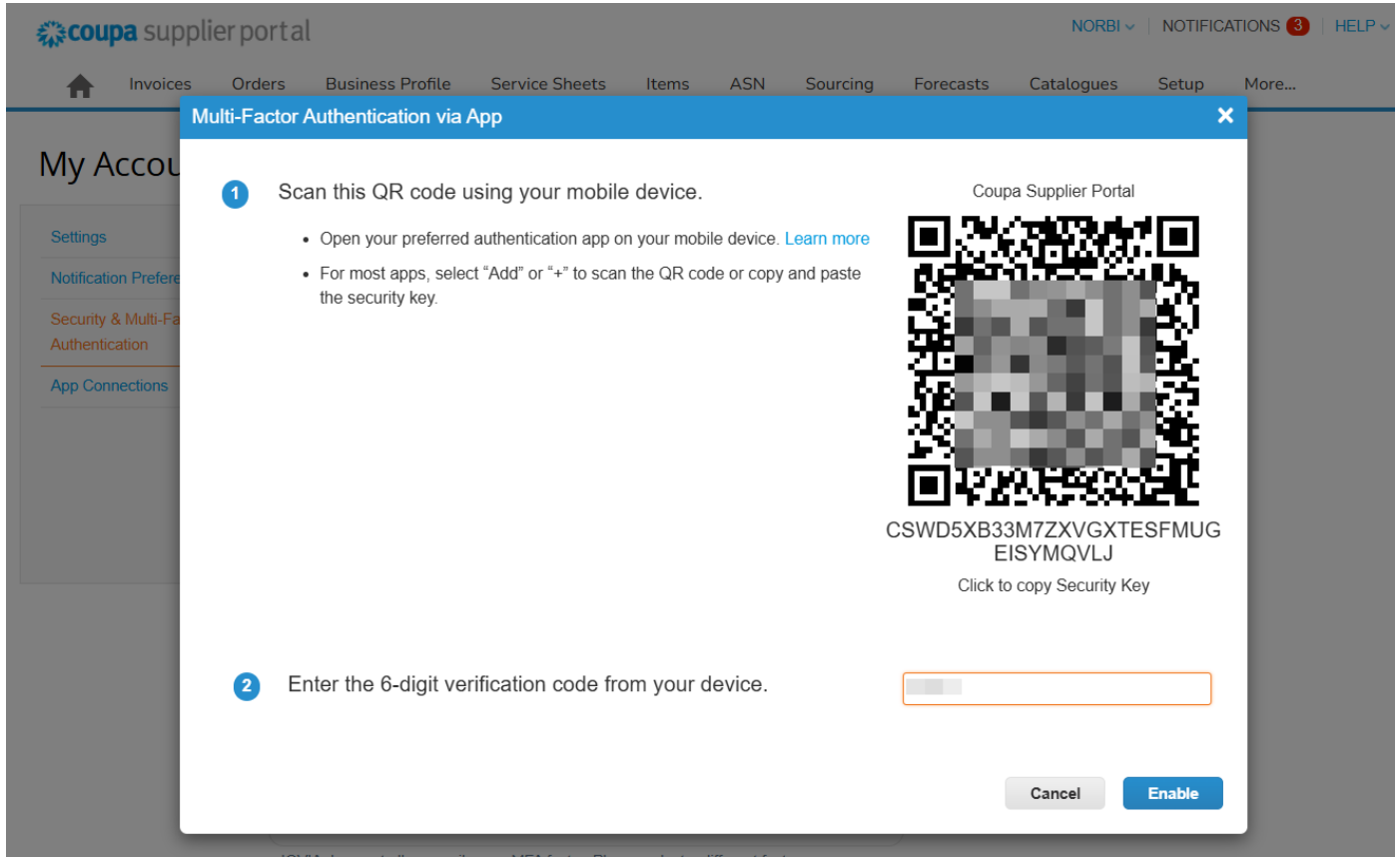
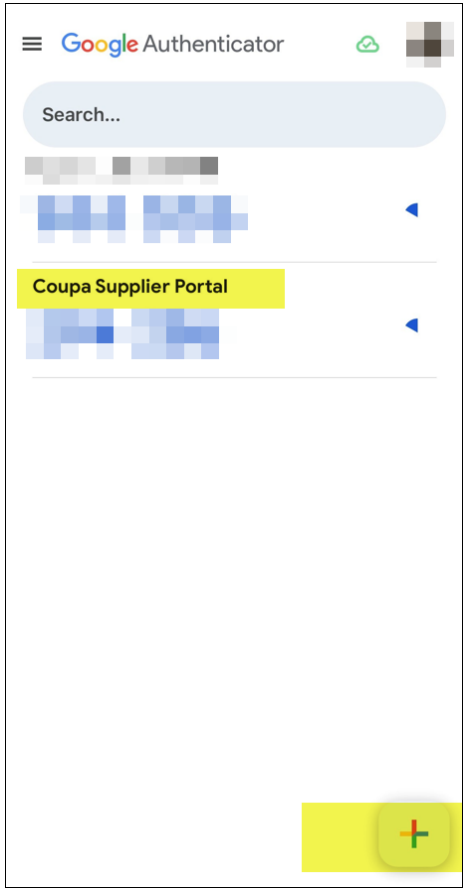
Via Authenticator App: open the app on your mobile, click on the Plus button in the right bottom corner and select Scan a QR Code. Scan the QR code showing in your CSP. Your app will show Coupa Supplier Portal and a 6-digit code that will refresh every 30 seconds.





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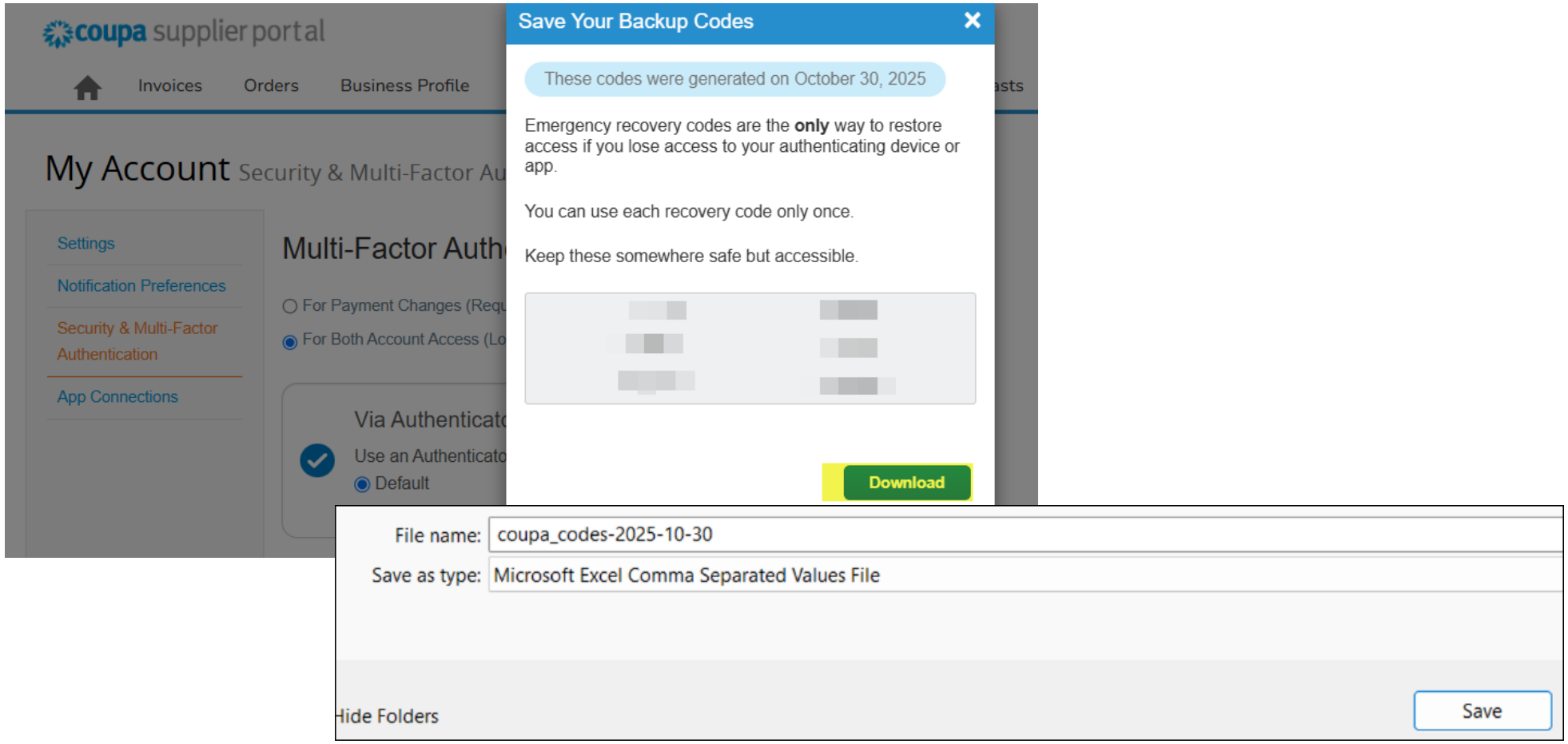
Coupa will generate 6 back up codes that will show on the next page. Download them. The format will be coupa_codes-YYYY-MM-DD
These codes are the ONLY way to restore access if you lose access to your authenticating device or app.
NOTE: Each code can be used only once.



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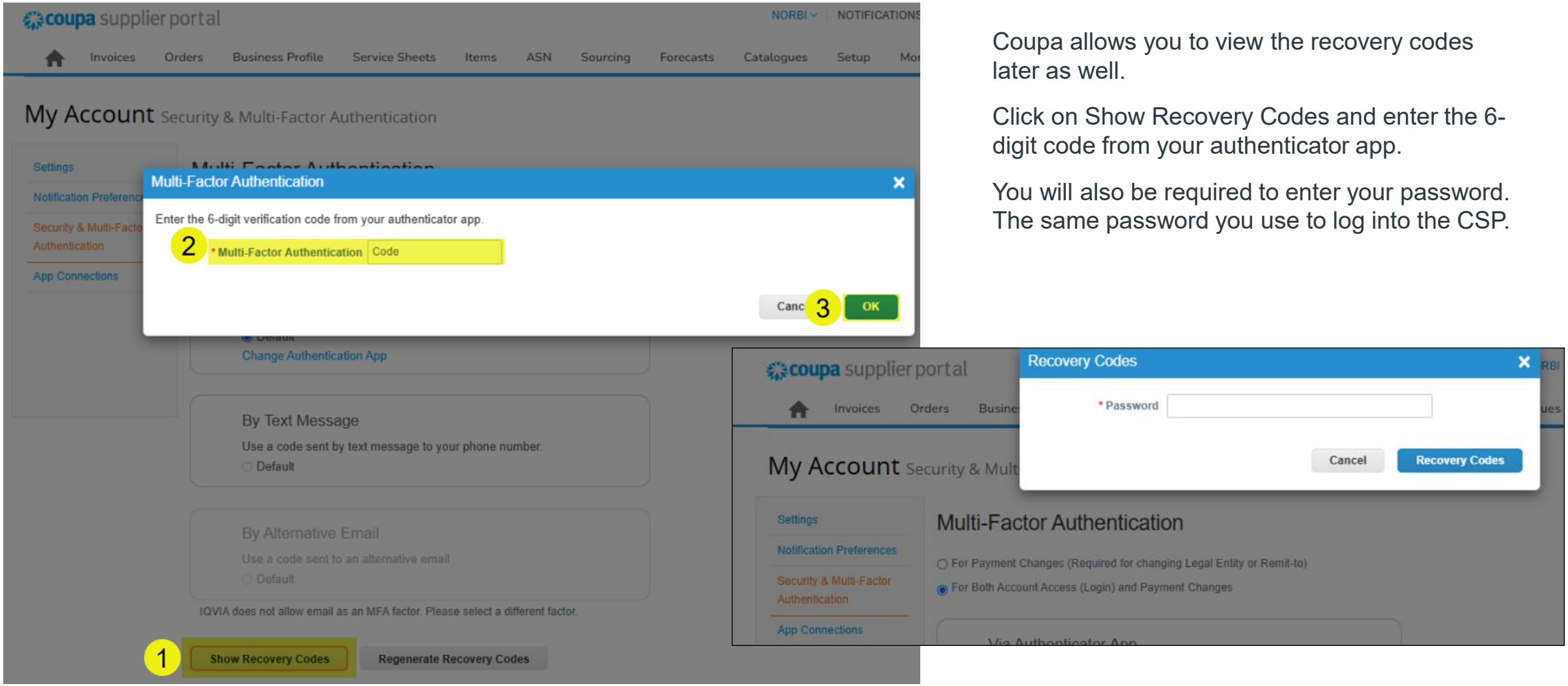

Coupa allows you to view the recovery codes later as well.

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.

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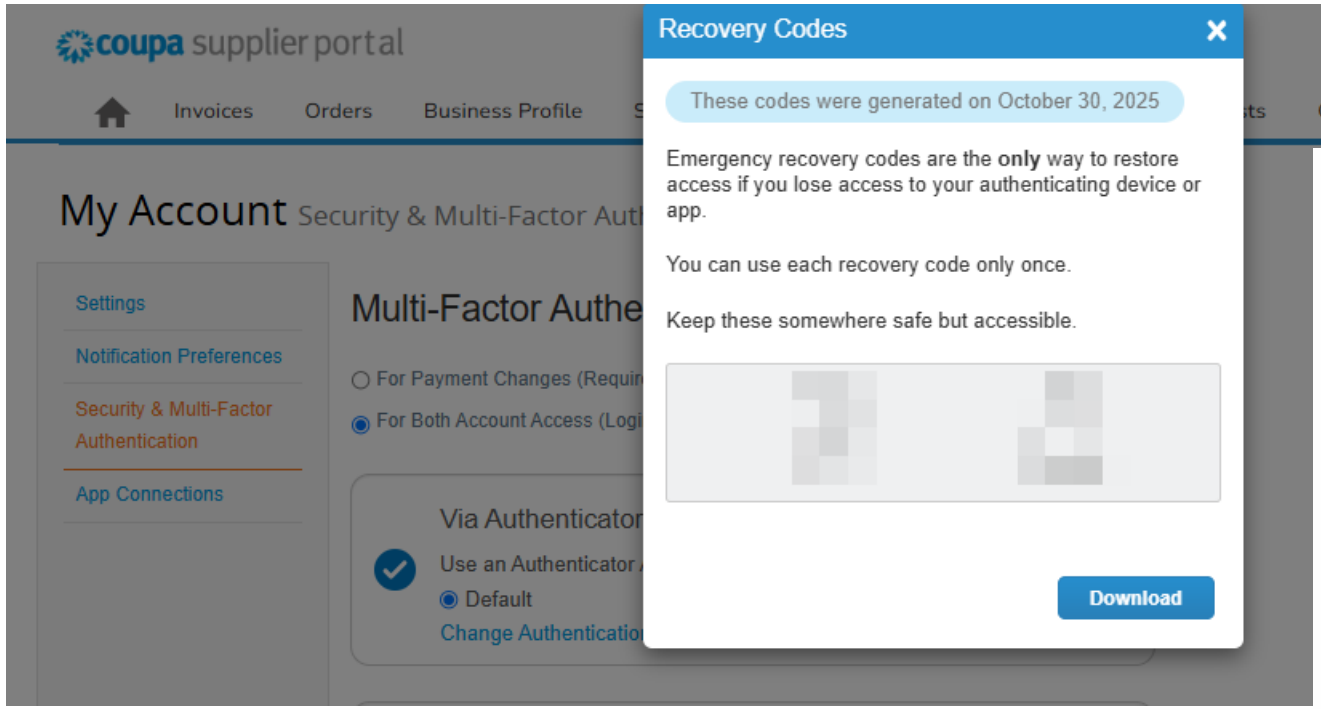
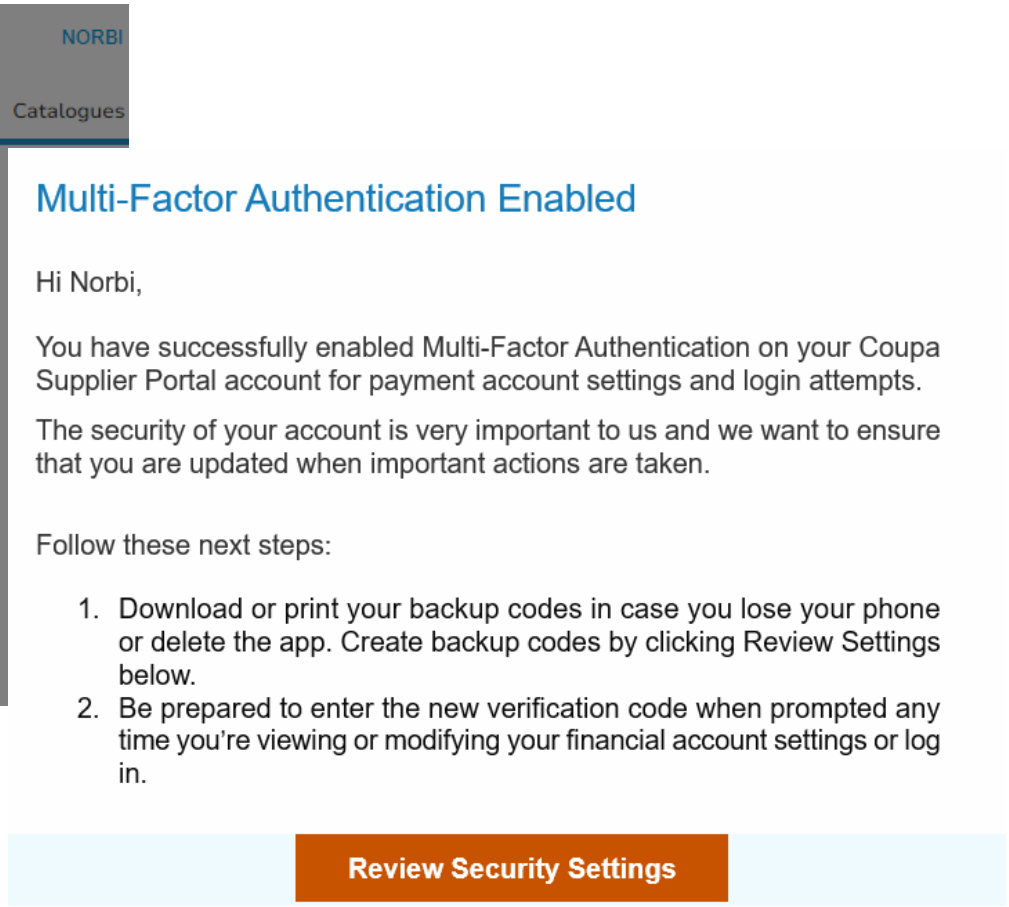
Your recovery codes will show, and you can download them again. You will also receive an email confirming the set up with the option to review the security settings on the portal.





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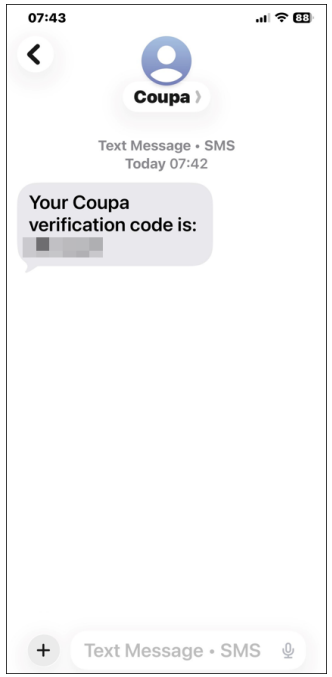
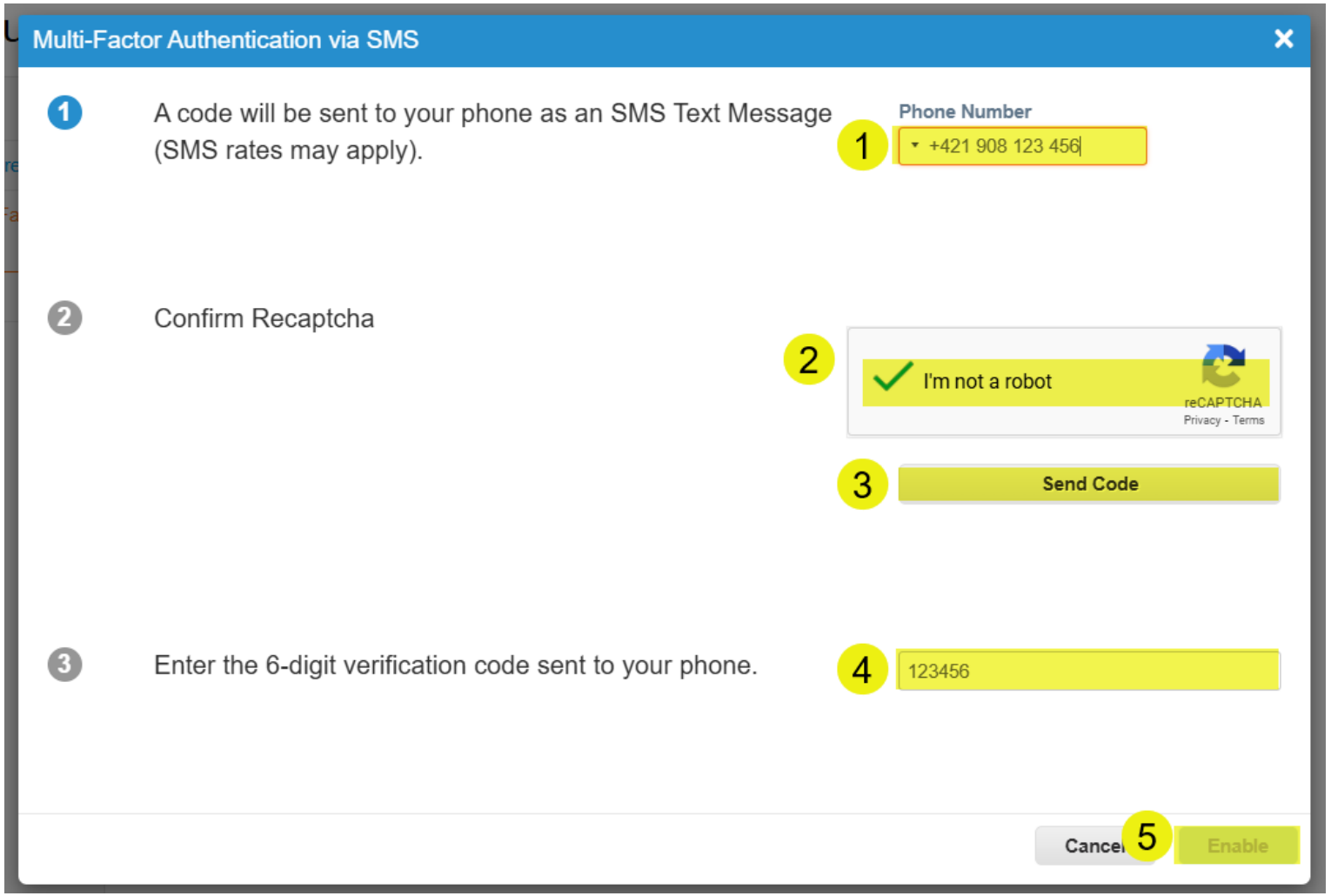
Via Text Message

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





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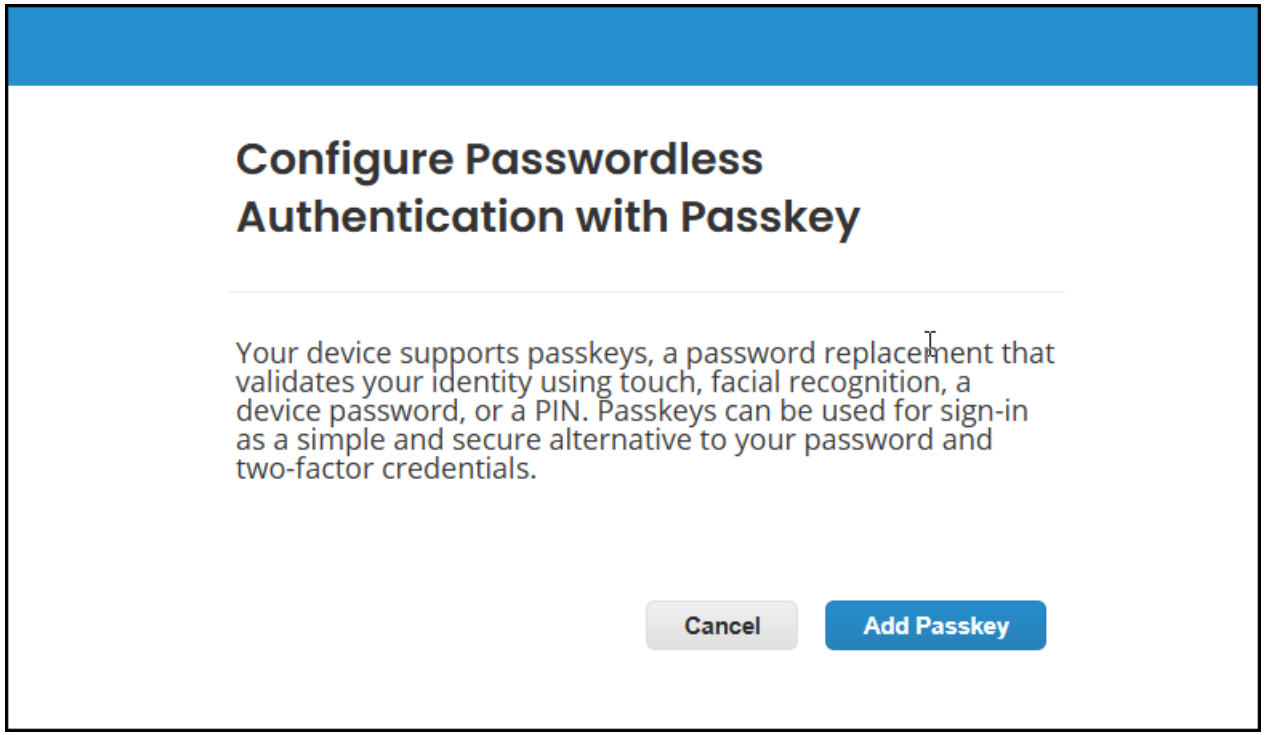
Via Pass Key

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**



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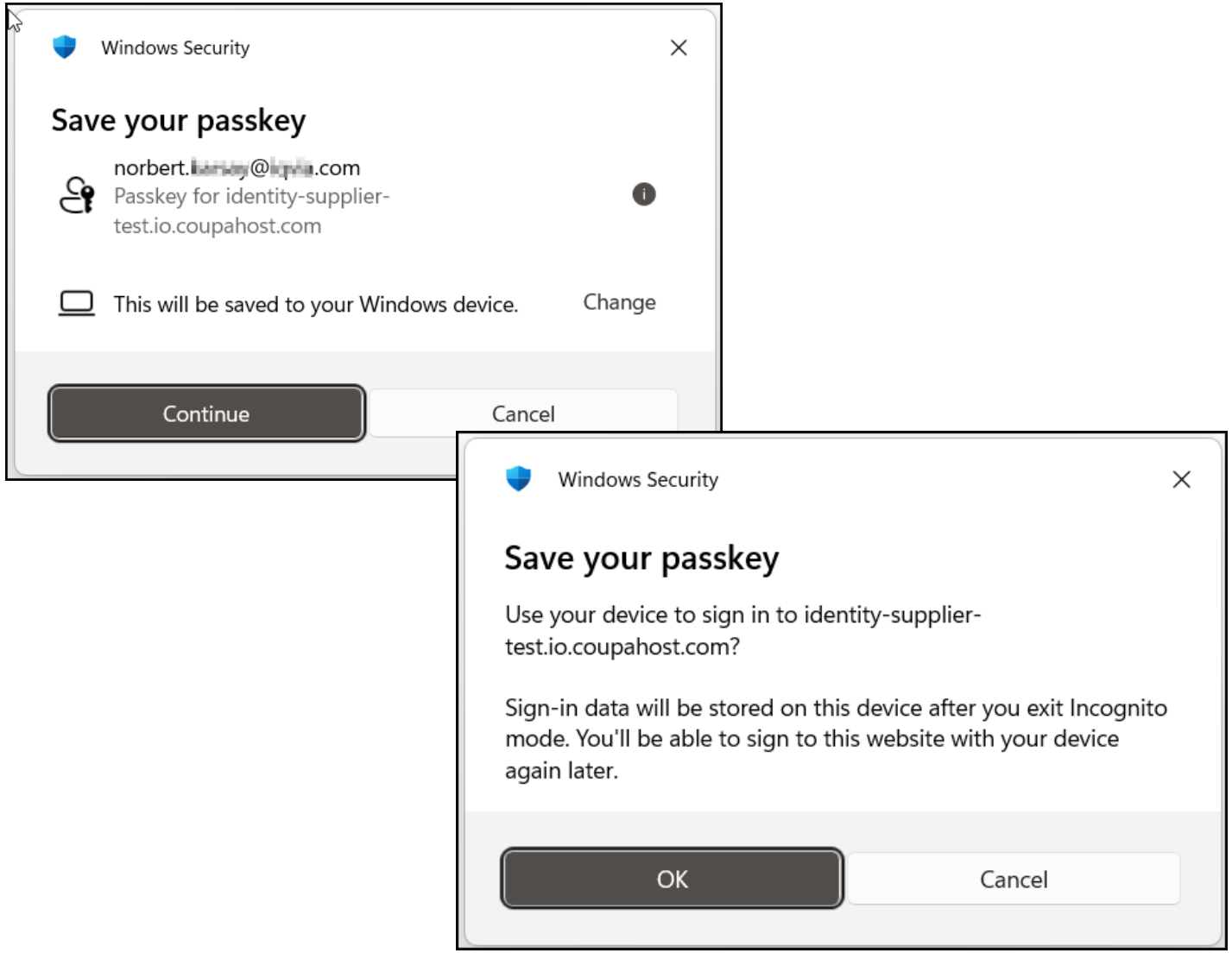
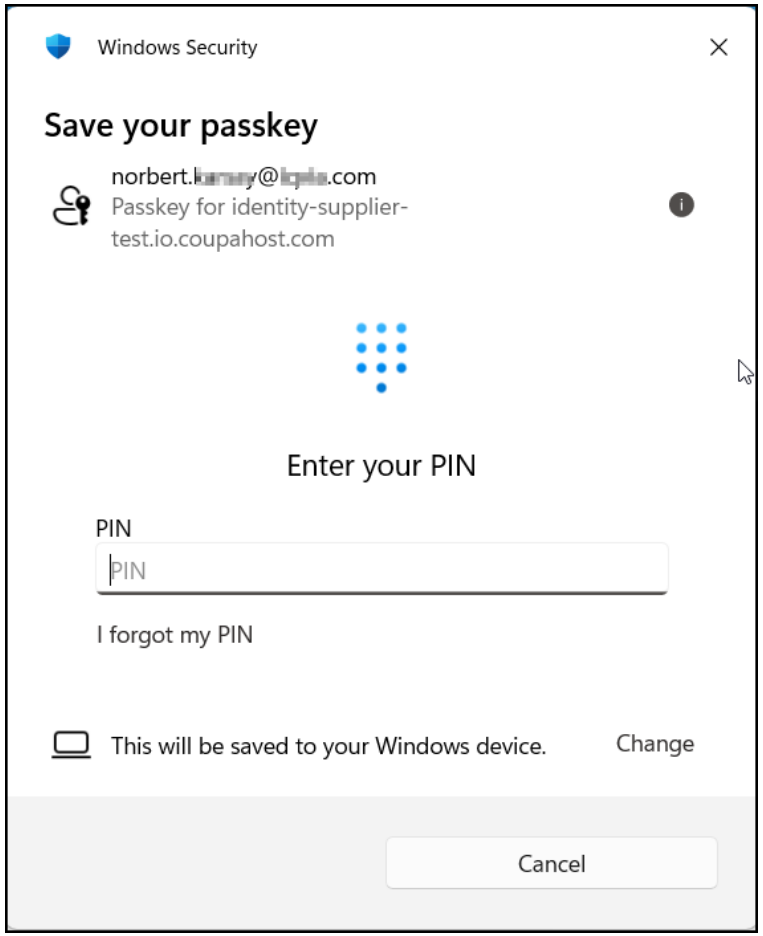
1. The operating system creates a unique key pair - a public key for the website and a private key securely stored on your device. Click on **Continue.**
2. Another confirmation window will show where you will need to confirm this passkey to be used for the Coupa Supplier Portal. Click **OK**.



How to enable the multi factor authentication in CSP

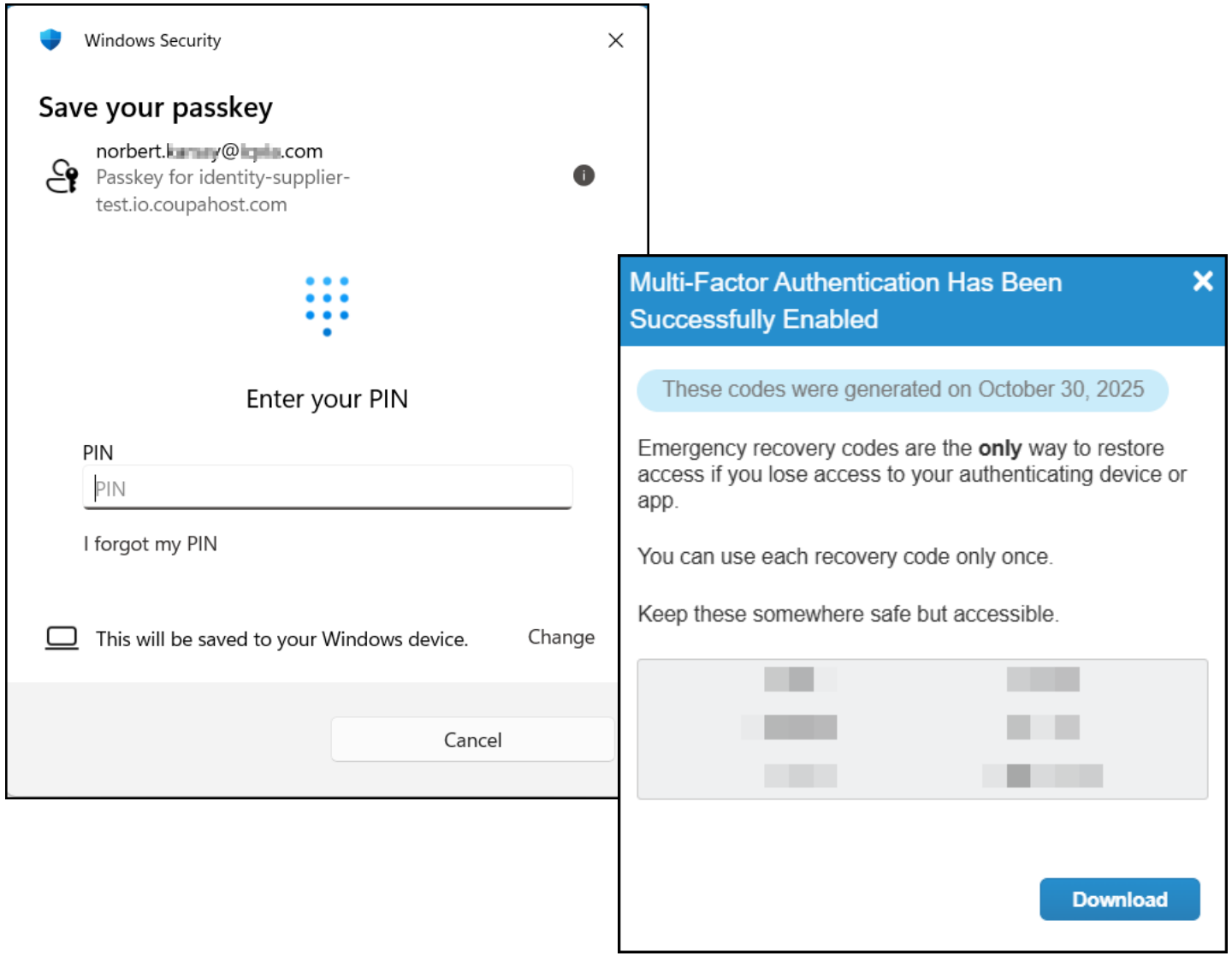
If you have set a PIN number to your computer, you will be prompted to enter the PIN number to confirm the passkey setup.



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

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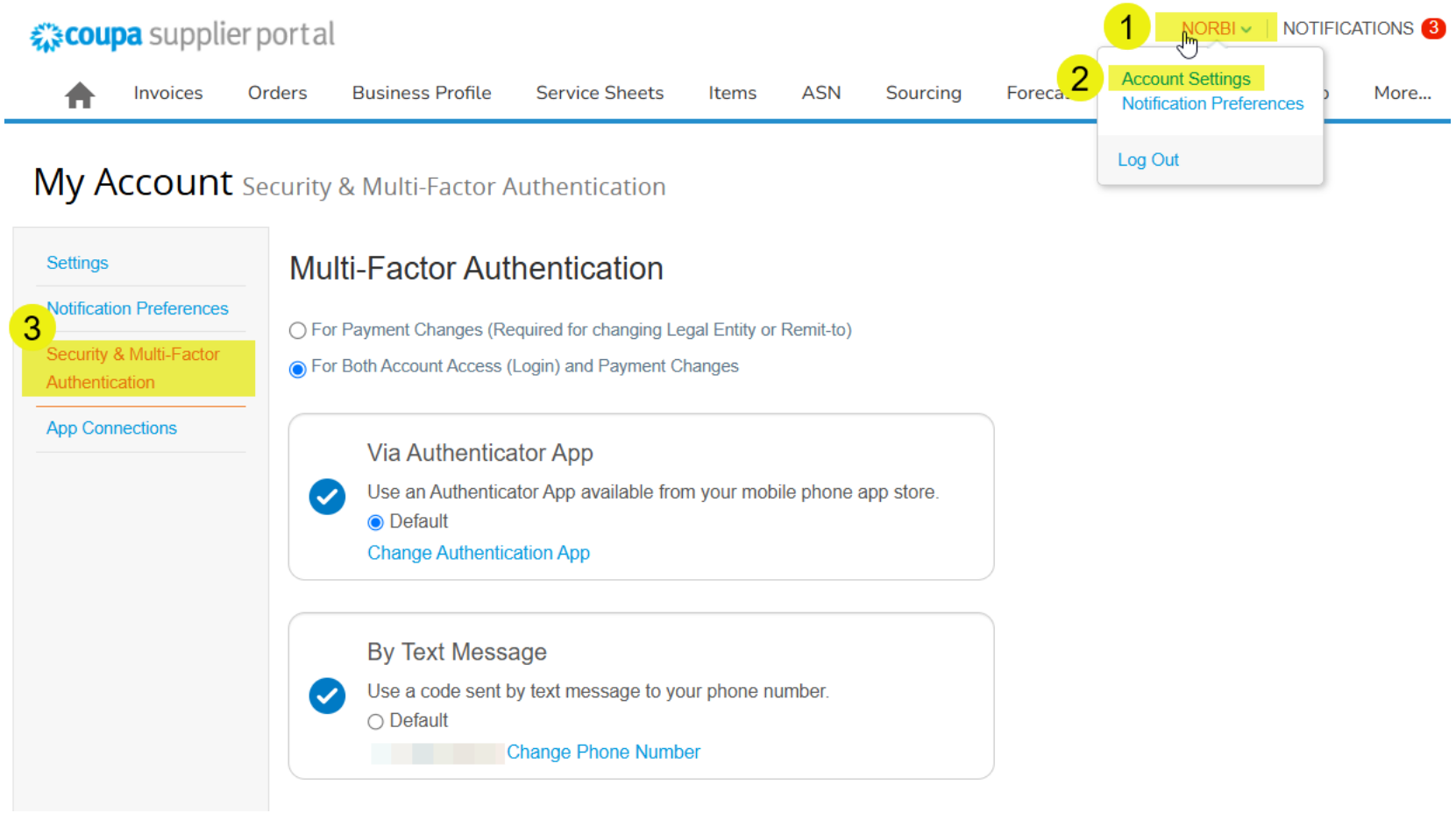
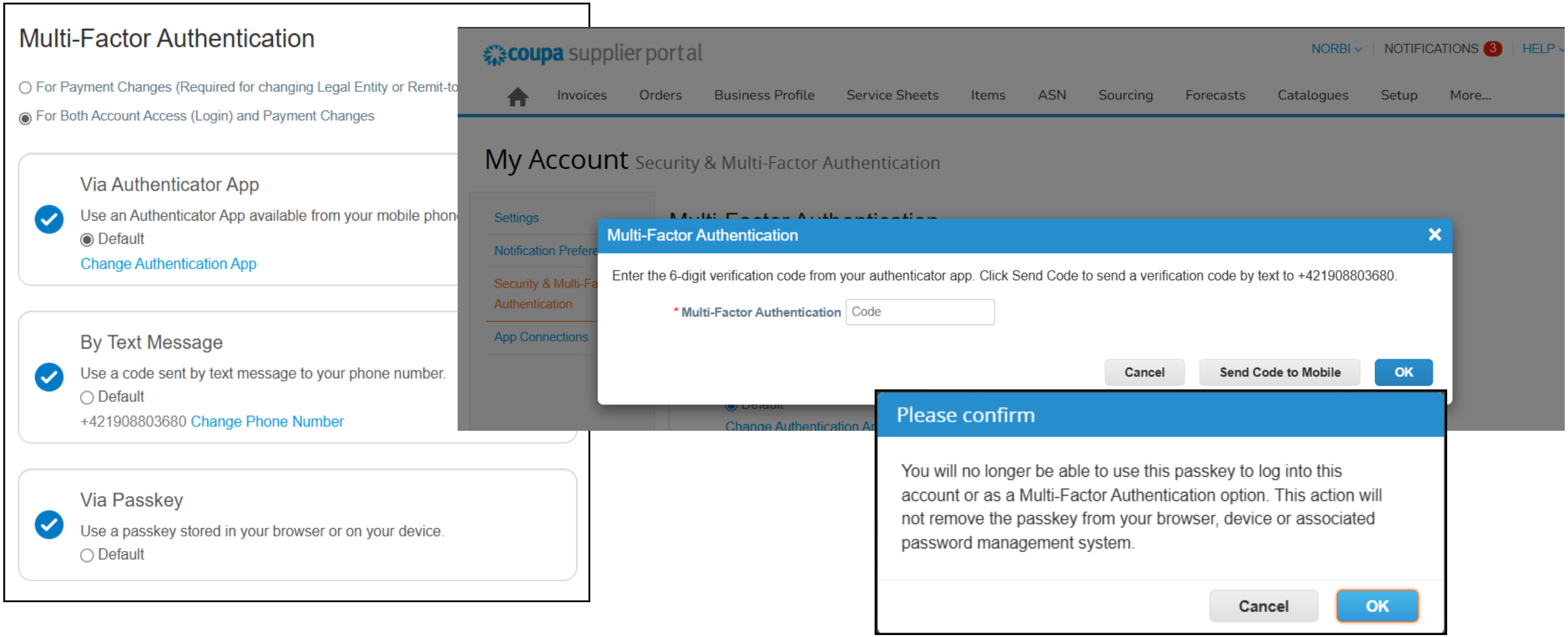
To disable the multifactor authentication in your Coupa Supplier account, log in to the CSP portal.
Go to your Name > Account Settings > Security & Multi Factor Authentication tab



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.



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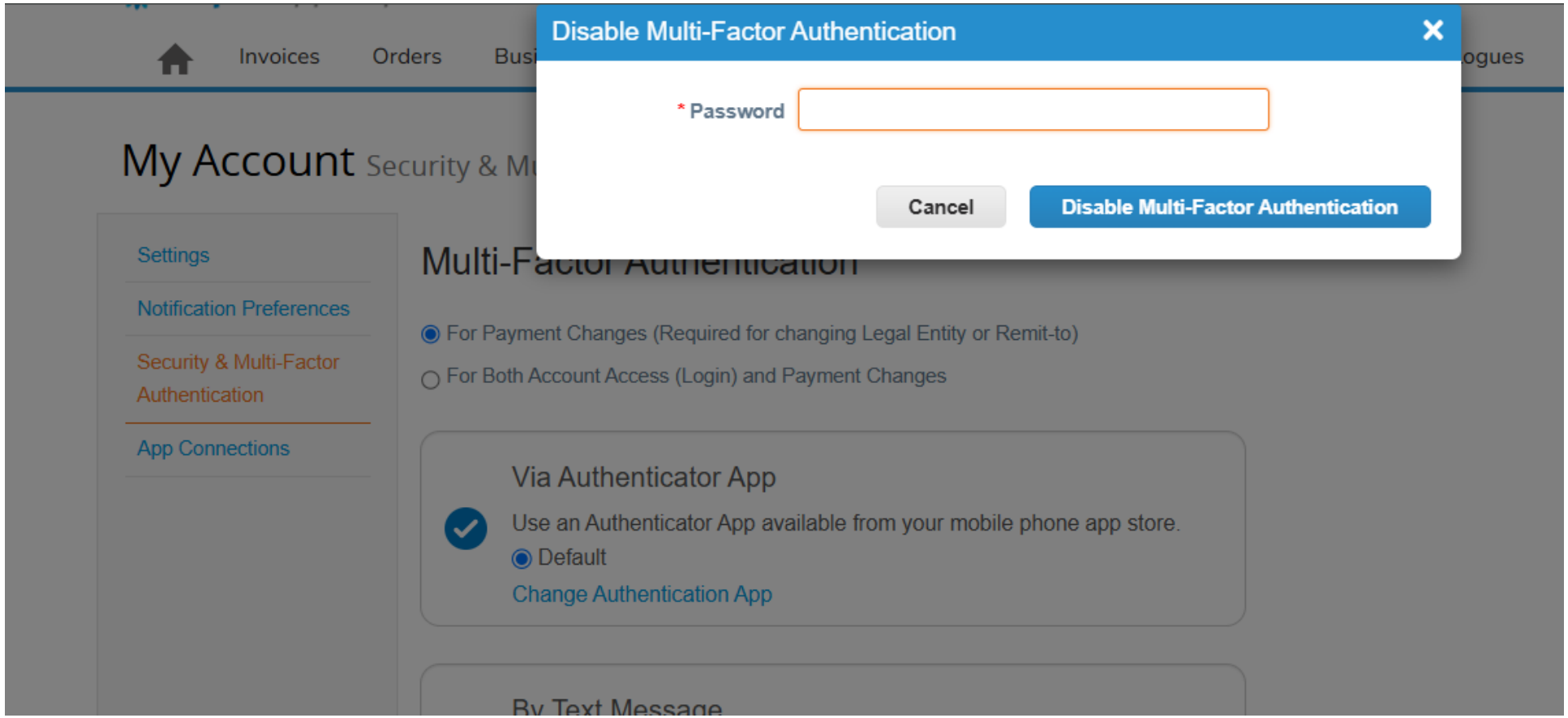
To confirm the deactivation, you will be required to enter the password you're using to log into your Coupa Supplier Portal.



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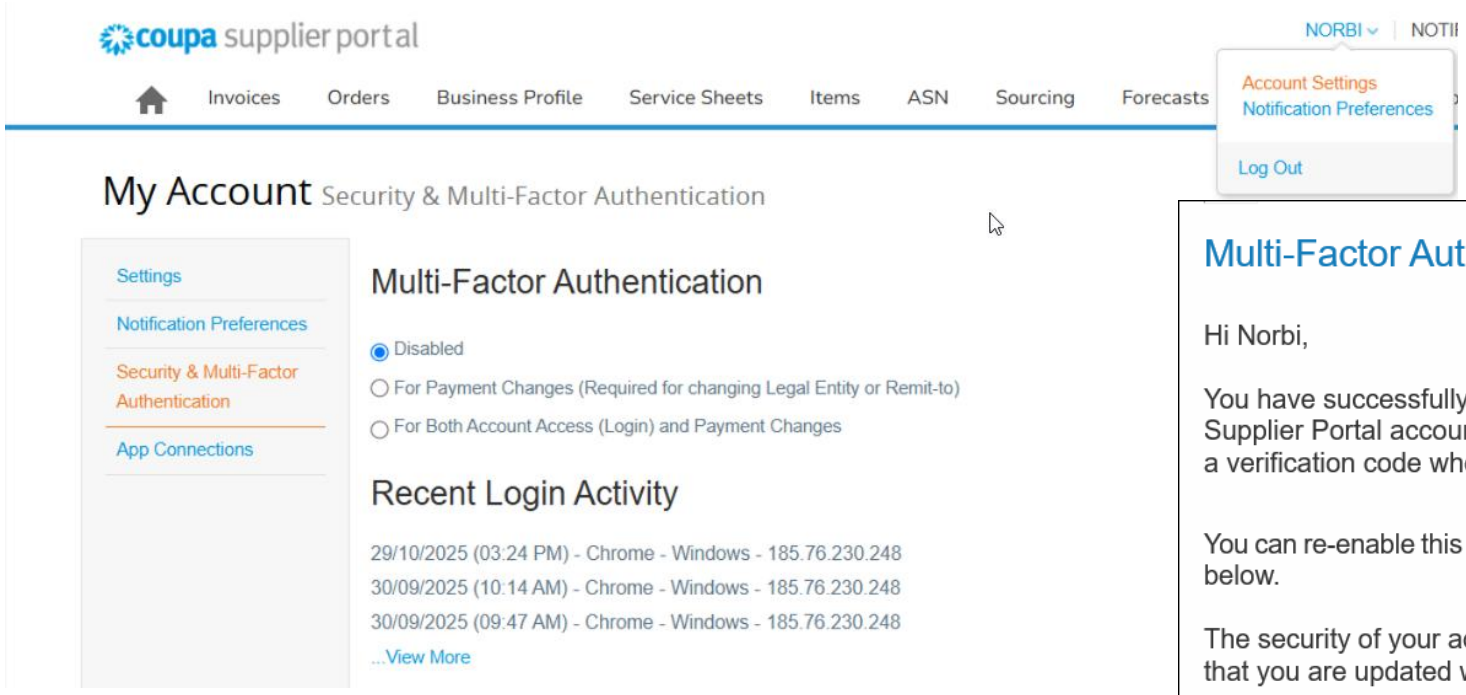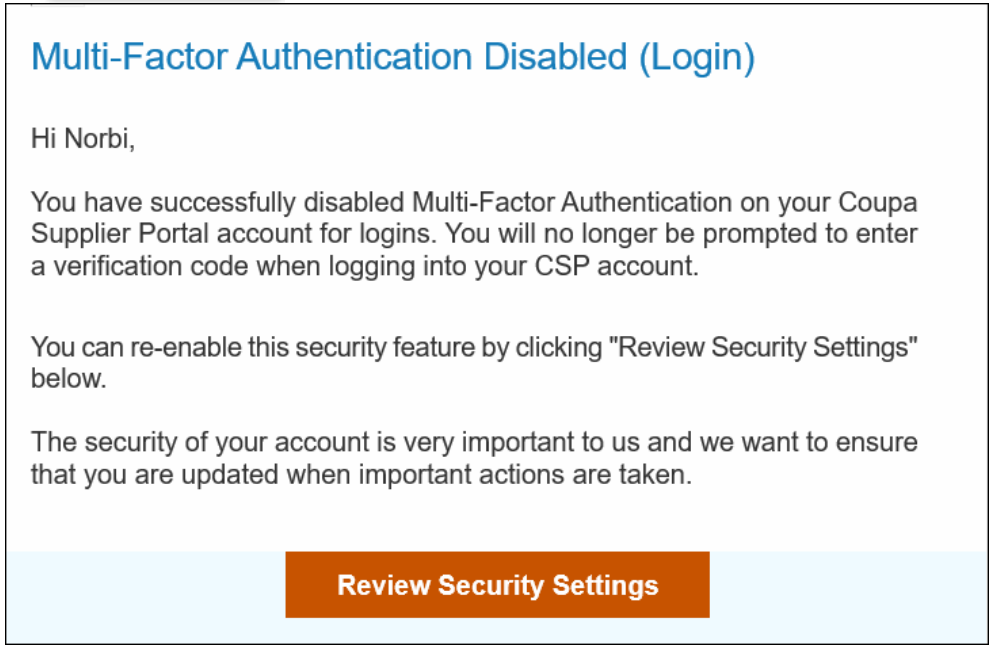
Your Coupa page will show all authentication methods disabled and you will receive a Coupa notification about the action. You can enable the authentications again on the Portal or by clicking on the Review Security Settings link in the email notification.