

Multi-Factor Authenticator instruction

August 2025

Introduction

Why Multi-Factor Authentication is Needed in Coupa

Coupa manages sensitive financial and procurement data, making it a target for cyber threats. Multi-Factor Authentication (MFA) adds an extra layer of protection by requiring users to verify their identity beyond just a password. This helps prevent unauthorized access, reduces the risk of fraud, and strengthens overall system security.

Multi-Factor Authentication (MFA) Options for Coupa Supplier Portal (CSP)

Suppliers using the CSP can enhance account security by enabling MFA.

Coupa supports the following MFA options:

- Google Authenticator: Available for iOS and Android.
Install the app on your mobile device to generate verification codes.
- Text Message (SMS): Receive codes via SMS. Note: Available only in select countries.
- Email: Get verification codes sent directly to your inbox.

Important:

- Only the person who sets up MFA will receive the codes on their device.
- Recovery codes required in case you lose access to your MFA method;
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.

Location to enable MFA

You can find the MFA if you go to your name > account settings > **Security & Multi Factor Authentication** tab on the left navigation bar.

Choose the types of changes that require MFA from the following options:

- For Payment Changes (Required for Changing Legal Entity or Remit-To):**
MFA is required when creating or editing legal entities, remit-to, and bank account information.
- For Both Account Access (Login) and Payment Changes:**
MFA is required when logging in to the CSP. You don't have to reauthenticate when working with financial data because you already authenticated when logging in.

Select the MFA option depending on how you want to receive the verification codes:

- 1. Using an Authenticator App** – to use an authenticator app available from the app store on your mobile phone.
- 2. Using a Text Message** – to use a code sent by text message to your phone number.
- 3. Using Email** – to receive the verification code directly in your email inbox.

When you enable MFA, you get an email notification of the change. Set your preferred default method by selecting the radio button under their descriptions.

The screenshot shows the 'coupa supplier portal' interface. The top navigation bar includes 'Invoices', 'Orders', 'Business Profile', 'Service Sheets', 'Items', 'ASN', 'Sourcing', and 'Forecasts'. A user profile dropdown for 'ANNA' is visible in the top right, with 'Account Settings' and 'Notification Preferences' highlighted. The main content area is titled 'My Account Security & Multi Factor Authentication'. On the left, a sidebar menu has 'Security & Multi Factor Authentication' highlighted. The main settings 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 are three numbered options for receiving verification codes: 1. 'Via Authenticator App' (Default), 2. 'Via Text Message' (Default), and 3. 'Via Alternative Email' (Default). A 'Recent Login Activity' section is partially visible at the bottom.

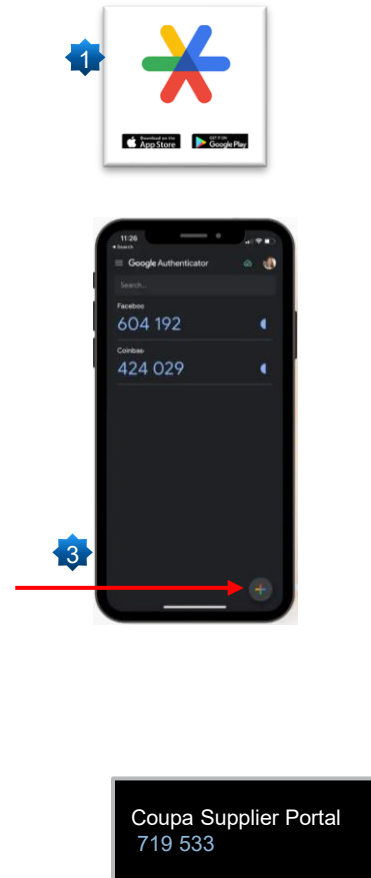
Option 1 - Enable MFA via Authenticator app

Enabling MFA through an authentication app is the recommended option. The first time you visit the Security & Multi Factor Authentication page, the system displays a window with instructions to configure this option. Follow the instructions in the window to configure MFA through an authentication app:

1. Visit the the [Google Play store](#) or the [Apple app store](#).
 - Look for an authenticator app. The recommended option is to use Google Authenticator, which is available for iOS and Android devices.
 - Download and install your preferred authenticator app.
2. Go to Coupa **Security & Multi Factor Authentication** tab and select Via Authenticator App
3. Open the authenticator app on your mobile phone and click select "Add" or "+"
4. Scan the QR code.
5. A new code will appear in your authenticator app for the Coupa Supplier portal. Enter this 6-digit verification code in the Coupa entry field and click enable.

Please note that the 6-digit code is constantly renewed. Be sure to enter the most recent code

Do not uninstall the authenticator app once the MFA set up is done: you will need the same app in future each time you encounter the MFA popup (for example when logging in or making some changes in the platform).



Multi Factor Authentication

- For Payment Changes (Required for changing Legal Entity or Remit-To)
- For Both Account Access (Login) and Payment Changes

2 Via Authenticator App

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

Default

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.

4

HODGENLX14HKZHBMZB3
DGDE2DLAOP3N
Click to copy Security Key

5 **2** Enter the 6-digit verification code from your device.

Code

Cancel

Option 2 - Enable MFA via SMS

Multi Factor Authentication

1. Select the **Security & Multi Factor Authentication** tab on the left navigation bar.
2. Select **Via Text Message** option:
Follow the instructions that appear on the next screen.
3. Input the phone number where you want to receive the SMS text.
4. Select the box I'm not a robot
5. Complete the quiz and click verify
6. Enter the 6-digit verification code sent to your phone in the field.
7. Select the **Enable** button at the bottom right of the modal.

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

2 Via Text Message

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

Default

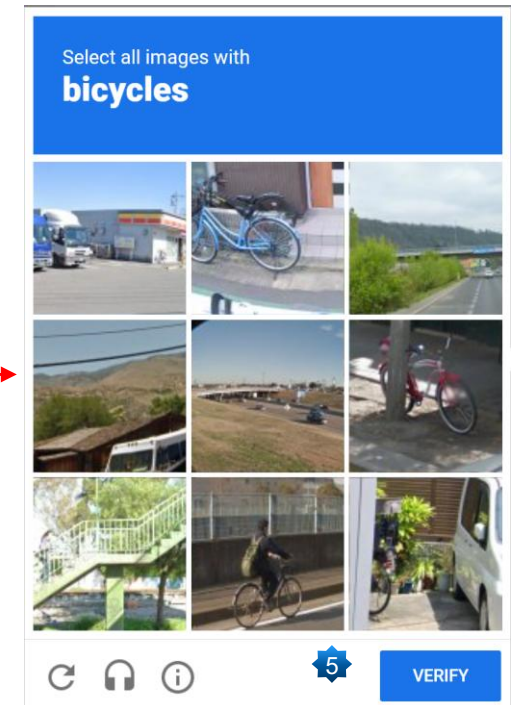
Multi Factor Authentication via SMS

1 A code will be sent to your phone as an SMS Text Message (SMS rates may apply). Phone Number **3**

2 Confirm Recaptcha

4 I'm not a robot reCAPTCHA Privacy - Terms

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



Option 3 - Enable MFA via Email

1. Select **Via Alternative Email** option:
Follow the on-screen instructions.
2. Click **OK** to confirm and activate Email MFA.
3. Enter the email address where you want to receive the MFA code, then click "Send Code."

➤ **Note:** This must be different from your login email address
4. Check your email for the 6 digit verification code.
5. Enter the code and click "**Enable**" to complete the setup.
6. You will receive a confirmation email indicating that MFA via email has been successfully enabled.

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

1 Via Alternative Email
Use a code sent to an alternate email
 Default

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

Are you sure?
Email MFA is considered less secure than SMS or Authenticator.
Proceed at your own risk.

Cancel OK

Multi Factor Authentication via Email

1 A code will be sent to an alternate email. Note: this email cannot be the same as your login email.

Email: test@akzonobel.com

Send Code

2 Enter the 6-digit verification code sent to your email.

Cancel Enable

Your Coupa Login code: 240206

Coupa Supplier Portal <do_not_reply@supplier-test.coupa.com>
To: Cheryl Chow

BEWARE! This is an external email. Think before you click!

coupa

Your Coupa Login code: 240206

Hi Nu,

Your Multi Factor Authentication code for the Coupa Supplier Portal is 240206. Please enter this code in the Portal to continue. If you did not request this code, please reach out to Coupa Support immediately.

Review Security Settings

coupa
Business Spend Management

Multi Factor Authentication via Email

1 A code will be sent to an alternate email. Note: this email cannot be the same as your login email.

Email: XXXXXXXX@akzonobel.com

Your verification code has been sent to XXXXXXXX@akzonobel.com

2 Enter the 6-digit verification code sent to your email.

5

Cancel Enable

coupa

Multi Factor Authentication Enabled

Hi Nu,

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:

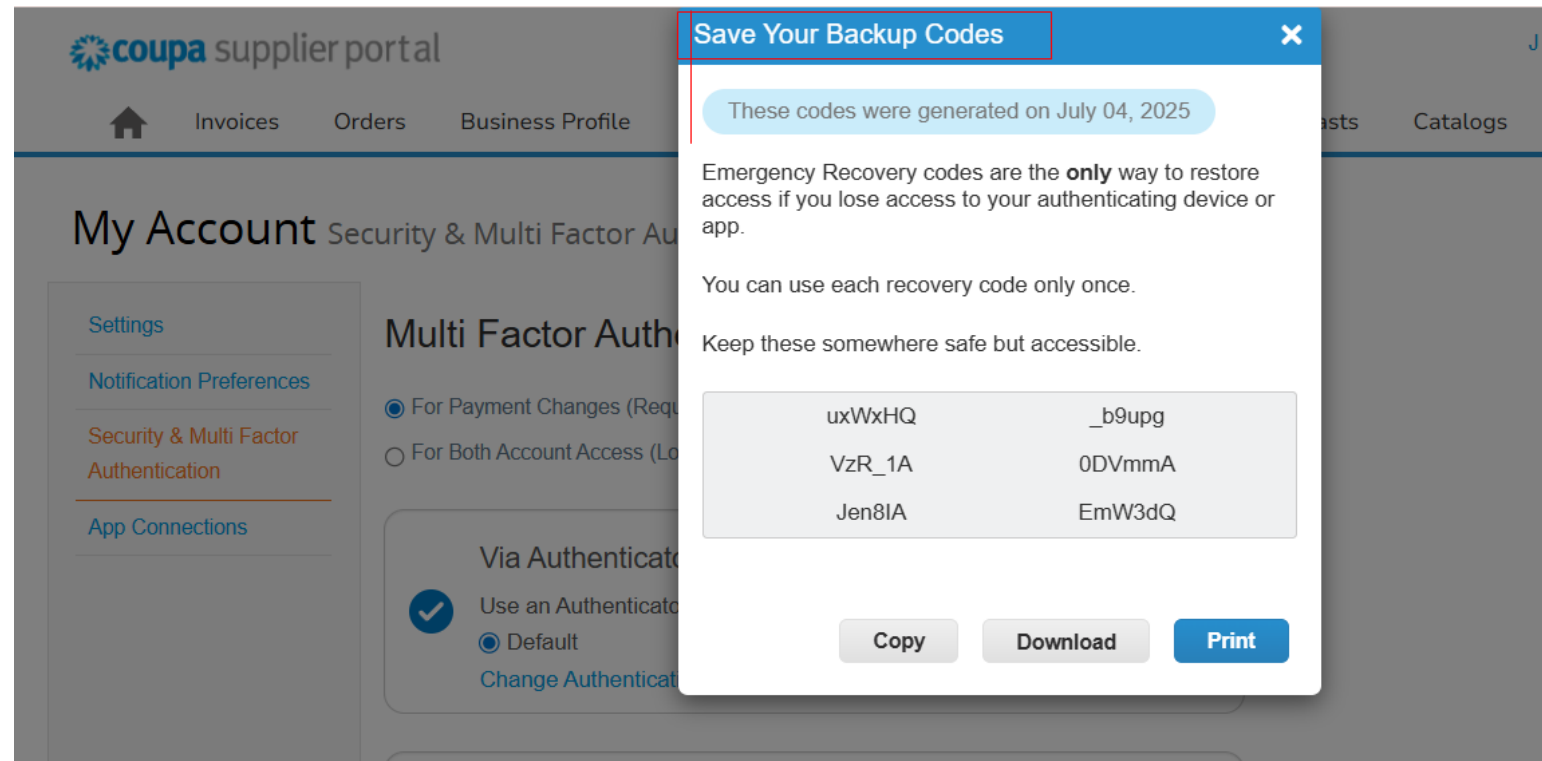
1. Download or print your backup codes in case you lose your phone or delete the app. Create backup codes by clicking Review Settings below.
2. Be prepared to enter new verification code when prompted any time you're viewing or modifying your financial account settings or log in.

Review Security Settings

coupa
Business Spend Management

Save the Backup code

Save your backup codes or email them to yourself before you delete the message. If you ever lose your device, you need these to regain access to your CSP account.



The screenshot shows the Coupa supplier portal interface. A modal dialog box titled "Save Your Backup Codes" is displayed in the foreground. The dialog box contains the following text:

These codes were generated on July 04, 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.

uxWxHQ	_b9upg
VzR_1A	0DVmmA
Jen8IA	EmW3dQ

At the bottom of the dialog box, there are three buttons: "Copy", "Download", and "Print".

What to do if the MFA code is not working?

If you are unable to access Coupa because your MFA code is not working, you can resolve the issue using the following options:

1. Use the Recovery code.
2. Contact your CSP admin user to disable MFA
3. Unlock MFA via Coupa:
If you or your user are locked out and don't have the six-digit backup validation code, contact Coupa Support via email supplier@coupa.com from the registered email address, and provide the [declaration form](#)

Disabling MFA for users in your supplier account

Admin users now have the ability to disable MFA for the other users of the same account. If you're part of a multi-user supplier account, and you're locked out due to MFA, an admin within your account can now disable MFA on your behalf.

If your account has an active admin, reach out to them and ask them to temporarily disable MFA on your user account by following these steps:

Steps for the Admin User:

1. Log in to your Coupa account
2. Go to the **Setup** tab
3. Navigate to the **Users** section
4. Search for the affected user and click **Edit User**
5. Scroll down and select **Disable MFA**
6. Once MFA is disabled, the locked user will automatically receive an email to reset MFA and set it up again on a new device.



Note

The reset email is valid for only 24 hours. If no action is taken before that time, the process needs to start from the beginning. If there are no other admins in your account or if you need further assistance, feel free to contact our support team.

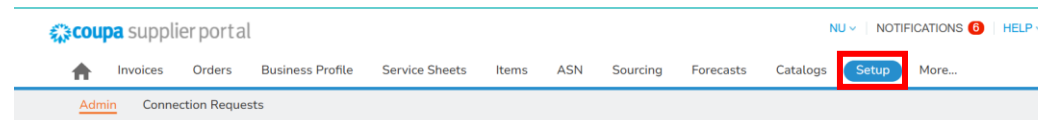
Coupa recommendation

Create Second Admin User in CSP

It is recommended to **create a secondary Admin user in CSP**. This ensures that if needed, another admin can temporarily disable Multi-Factor Authentication (MFA) for all users for up to 24 hours, allowing them to reset their MFA during that time.

Follow instruction how to create a second admin:

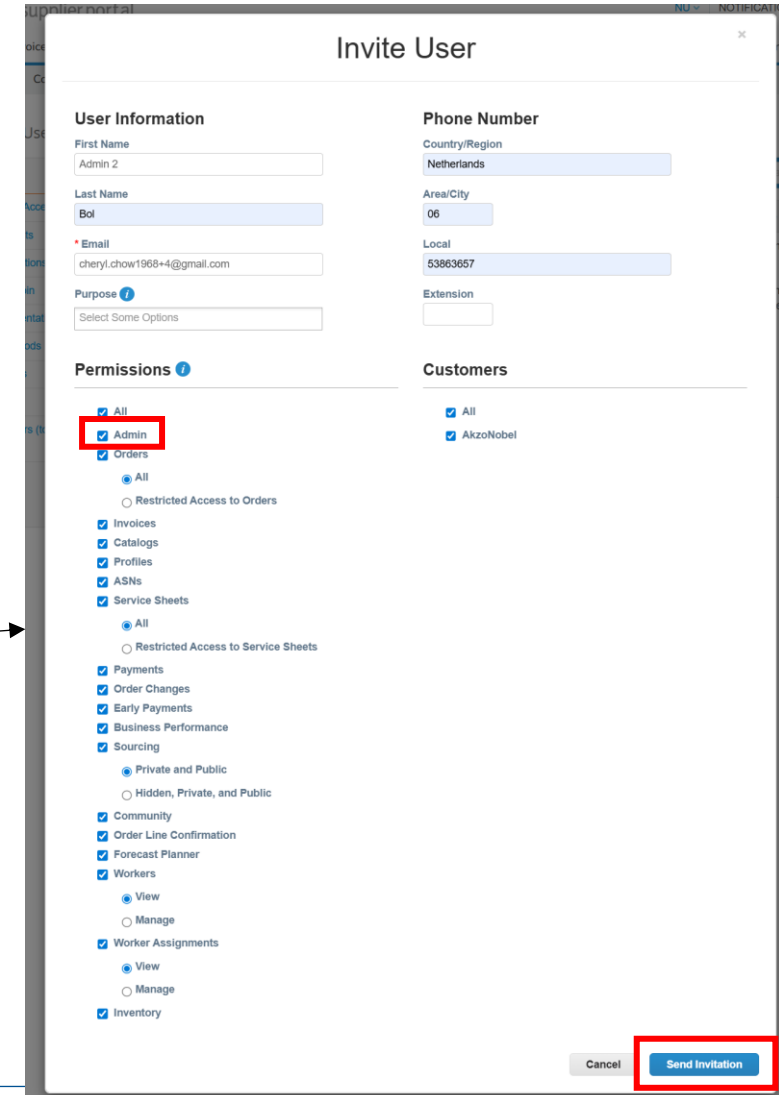
1. From your homepage Go to >> Setup >> click "Invite User"
2. Fill in the info of the 2nd admin; Make sure that "Admin" box is selected!
3. Then click Send Invitation



The screenshot shows the Coupa Supplier Portal navigation bar. The 'Setup' button is highlighted with a red box. Below the navigation bar, the 'Admin Users' section is visible, with the 'Invite User' button also highlighted with a red box. An arrow points from the 'Invite User' button to the 'Invite User' form on the right.

User Name	Email	Status	Permissions	Customer Access	Purpose	Actions
Nu Bol	Cheryl.chow1968+1@gmail.com	Active	ASNs Admin Business Performance Catalogs Community Early Payments Forecast Planner Hidden, Private, and Public Inventory Invoices Order Changes Order Line Confirmation Orders Payments Profiles Service Sheets Sourcing	AkzoNobel	Accounting, Diversity, Legal, Procurement, Risk, Sales, Sourcing	Edit

Per page 5 | 10 | 15

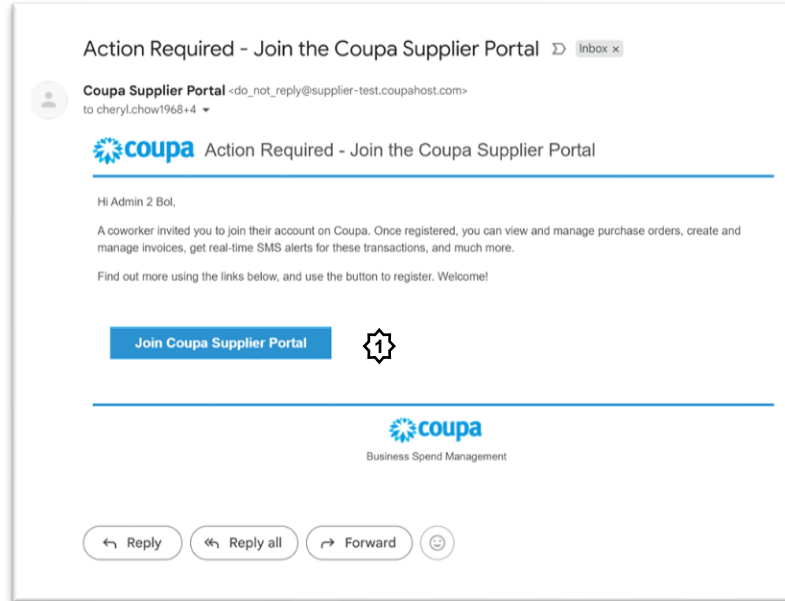


The 'Invite User' form is shown with the following fields and options:

- User Information:** First Name (Admin 2), Last Name (Bol), Email (cheryl.chow1968+4@gmail.com), Purpose (Select Some Options).
- Phone Number:** Country/Region (Netherlands), Area/City (06), Local (53863657), Extension.
- Permissions:** All, Admin (highlighted with a red box), Orders, Invoices, Catalogs, Profiles, ASNs, Service Sheets, Payments, Order Changes, Early Payments, Business Performance, Sourcing, Community, Order Line Confirmation, Forecast Planner, Workers, Worker Assignments, Inventory.
- Customers:** All, AkzoNobel.

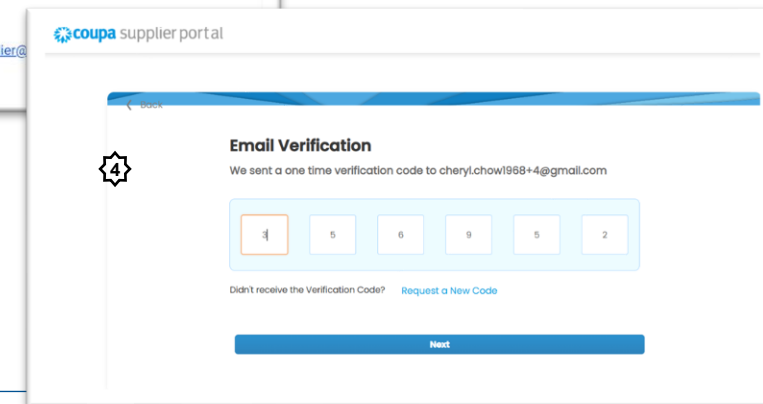
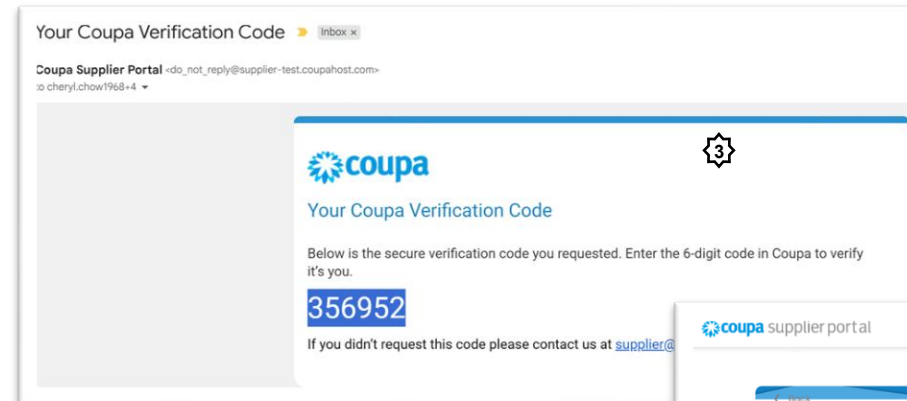
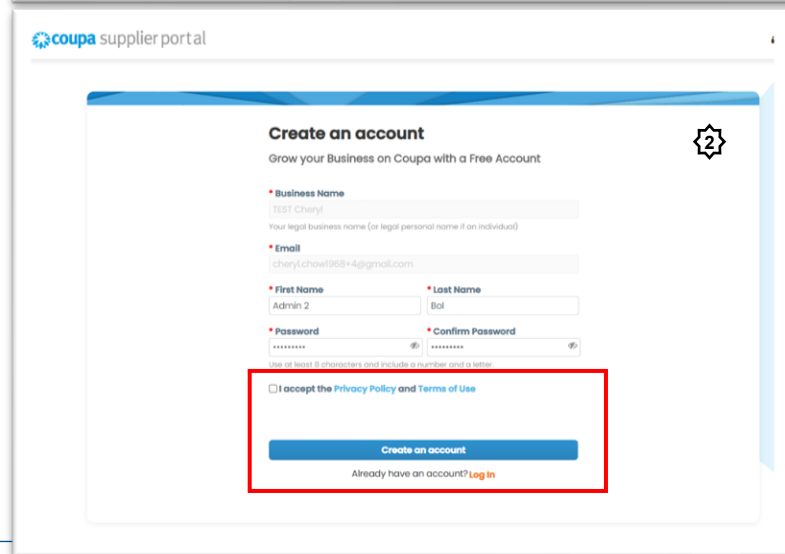
Buttons: Cancel, Send Invitation (highlighted with a red box).

Steps for New Admin User to Join CSP



The new admin user will receive an invitation to join the Coupa Supplier Portal by email:

1. Click "Join Coupa Supplier Portal"
2. Complete the registration and fill in all required fields
Check the box to agree to the Privacy Policy and Terms of Use.
Click "Create an Account"
3. A Coupa verification code will be sent to your email.
4. Enter the code in Coupa and click Next

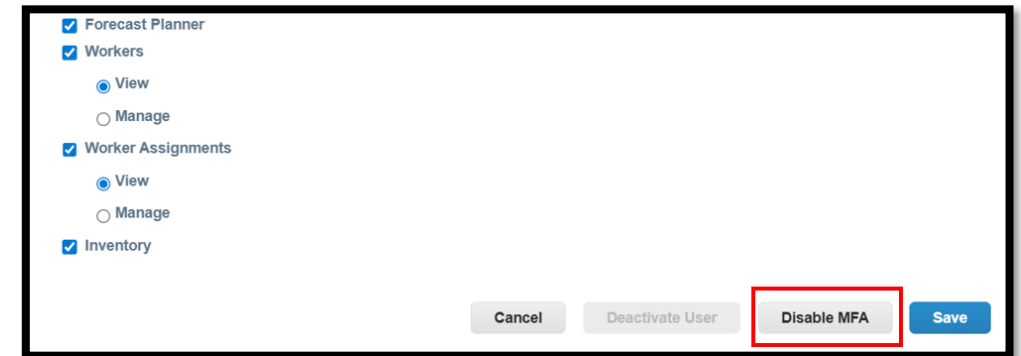


Disabling MFA Admin Users

If the Admin user is locked out and does not have the six-digit backup validation code or recovery code, they can ask the second Admin to disable MFA using the same method described in the previous slide (Disabling MFA for users in your supplier account)

Steps to disable MFA:

1. Log in to your Coupa account
2. Go to the **Setup** tab
3. Navigate to the **Users** section
4. Search for the affected admin user and click **Edit User**
5. Scroll down and select **Disable MFA**
6. Once MFA is disabled, the locked user will automatically receive an email to reset MFA and set it up again on a new device.



Note:

The reset email is valid for only 24 hours. If no action is taken before that time, the process needs to start from the beginning. If there are no other admins in your account or if you need further assistance, feel free to contact our support team.

Support MFA issues

Coupa support:

For further assistance with Coupa, please contact Coupa via the online chat available in the Coupa Supplier Portal (CSP).

- Fill in the required fields
- Select “Two Factor Authentication” under “Issue Related To,”
- click “Start Chat.”



Or send an email to supplier@coupa.com to raise a support ticket.

Click [here](#) for more Coupa MFA information

A screenshot of a web form titled "Chat with Coupa Support". The form has a blue header with a close button. It contains several input fields: "First Name" (John), "Last Name" (Doe), "Email" (John@akzonobel.com), and "Phone" (0261235686). Below these is a dropdown menu for "Issue Related To" with "Select Issue" as the current selection. A red arrow points to the dropdown menu, which is open, showing options: "Notifications", "Two Factor Authentication" (highlighted with a red box), and "Payment Preferences (Static Discounti...". At the bottom of the form is a blue "Start Chat" button.

Chat with Coupa Support

* First Name: John

* Last Name: Doe

* Email: John@akzonobel.com

Phone: 0261235686

* Issue Related To: Select Issue

Notifications

Two Factor Authentication

Payment Preferences (Static Discounti...

Start Chat