



Multi Factor Authentication (MFA)

February 26

The future of high-performing places



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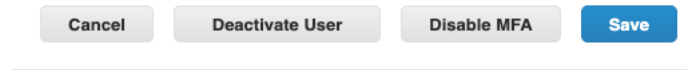
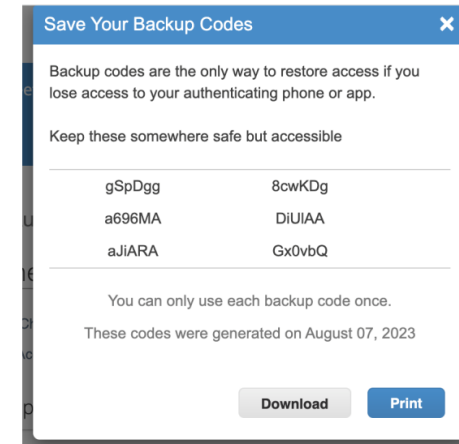
Please Note: Multi-Factor Authentication (MFA) is a mandatory requirement by Coupa. Mitie Group PLC have no control over this setting.

My MFA is not working, can Mitie reset it?

Multi Factor Authentication (MFA) is a Coupa requirement. If your MFA code is not recognised, please try the options below,

- Use One of your Backup codes, these would have popped up during the MFA setup process, which you saved in a safe place.
- If you have more than one user on your companies CSP account, ask the other user to go to setup, find your user account, click edit and see if you have the “Disable MFA” option at the bottom.
- If you cannot use any of the above, you will need to contact Coupa Support directly to have your MFA reset. Use the Chat icon in the bottom righthand corner of your CSP screen

Please Note: Mitie does not have access to reset MFA for suppliers



Setting up Multi-Factor Authentication (MFA)

Multi Factor Authentication is to protect your companies data.

To help ensure that only authorized users add or edit financial data in the CSP, Coupa has introduced Multi-Factor Authentication when adding and editing legal entity or Payment Methods.


Suppliers can go to My Account > Security MFA to enable two-factor authentication for payment changes only or for login and payment changes.

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



L3YZAS3PLEV5SNGI43GZ52WFL
WA74RDG

Click to copy Security Key

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

Cancel Enable

Setting up Multi-Factor Authentication (MFA)

If you're setting up new or amending

Security & Multi-Factor Authentication can be found by going to your name at the top right-hand corner.

Click on your name and a pop up will appear, select Security and MFA

My Account security & Multi-factor Authentication will open

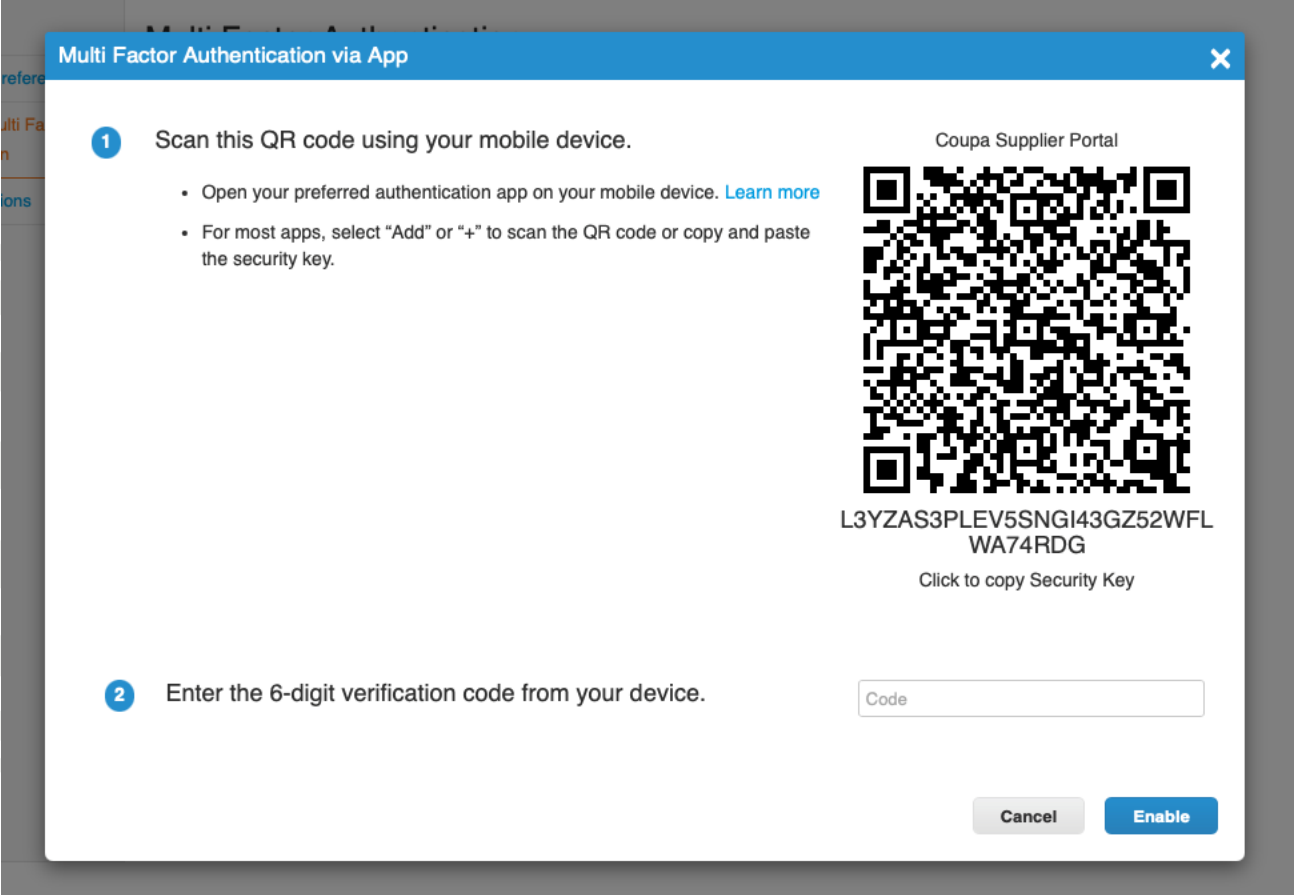
The screenshot displays the 'coupa supplier portal' interface. At the top right, the user's name 'SIMON' is shown with a dropdown menu open, containing options for 'Account Settings', 'Notification Preferences', 'Security & MFA', and 'Log Out'. The 'Security & MFA' option is highlighted. Below this, the 'My Account Settings' page is visible, featuring a sidebar with 'Settings', 'Notification Preferences', 'Security & Multi-Factor Authentication', and 'App Connections'. The main content area is titled 'User Details' and includes input fields for 'First Name' (Simon), 'Last Name' (Hunt), 'Email' (coupa.system.admin@mitie.com), 'Purpose', 'Phone Number', 'Country/Region', 'Code', and 'Extension'. A 'Save' button is located at the bottom right of the 'User Details' section. Below this is a 'Change Password' section with a 'Change Password' link.

Setting up Multi-Factor Authentication (MFA)

Once you have selected Security & MFA, the Multi-Factor Authentication App page opens.

If you have or want to set up the Authentication App on your mobile phone, please follow the instructions (you must have the app open before you can scan the QR code)

If you don't want to use the App and want to use SMS click the cancel button.




Multi Factor Authentication via App

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- 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



L3YZAS3PLEV5SNGI43GZ52WFL
WA74RDG

Click to copy Security Key

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

Cancel Enable

Setting up Multi-Factor Authentication (MFA)

The Multi Factor Authentication options screen opens,

Select Via Text message on this screen.

By Text Message

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

Default

My Account Security & Multi-Factor Authentication

[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

By Text Message

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

Default

By Alternative Email

Use a code sent to an alternative email

Default

Mitie Group Plc does not allow email as an MFA factor. Please select a different factor.

Setting up Multi-Factor Authentication (MFA)

The Multi Factor Authentication via SMS screen opens.

Section 1

In the phone number box, click on the small downward arrow.

This will open the Country dialing prefixes. Select your country prefix i.e. united kingdom.

Add your mobile number without the pre-leading Zero.

Section 2

Tick the box I'm Not a robot and thus may take you through ReCAPTCHA process.

Once completed,

Click

Send Code

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.

Phone Number

- ^ +1
- United States +1
- United Kingdom +44
- Afghanistan (افغانستان) +93
- Albania (Shqipëri) +355
- Algeria (الجزائر) +213
- American Samoa +1
- Andorra +376

Send Code

Cancel Enable

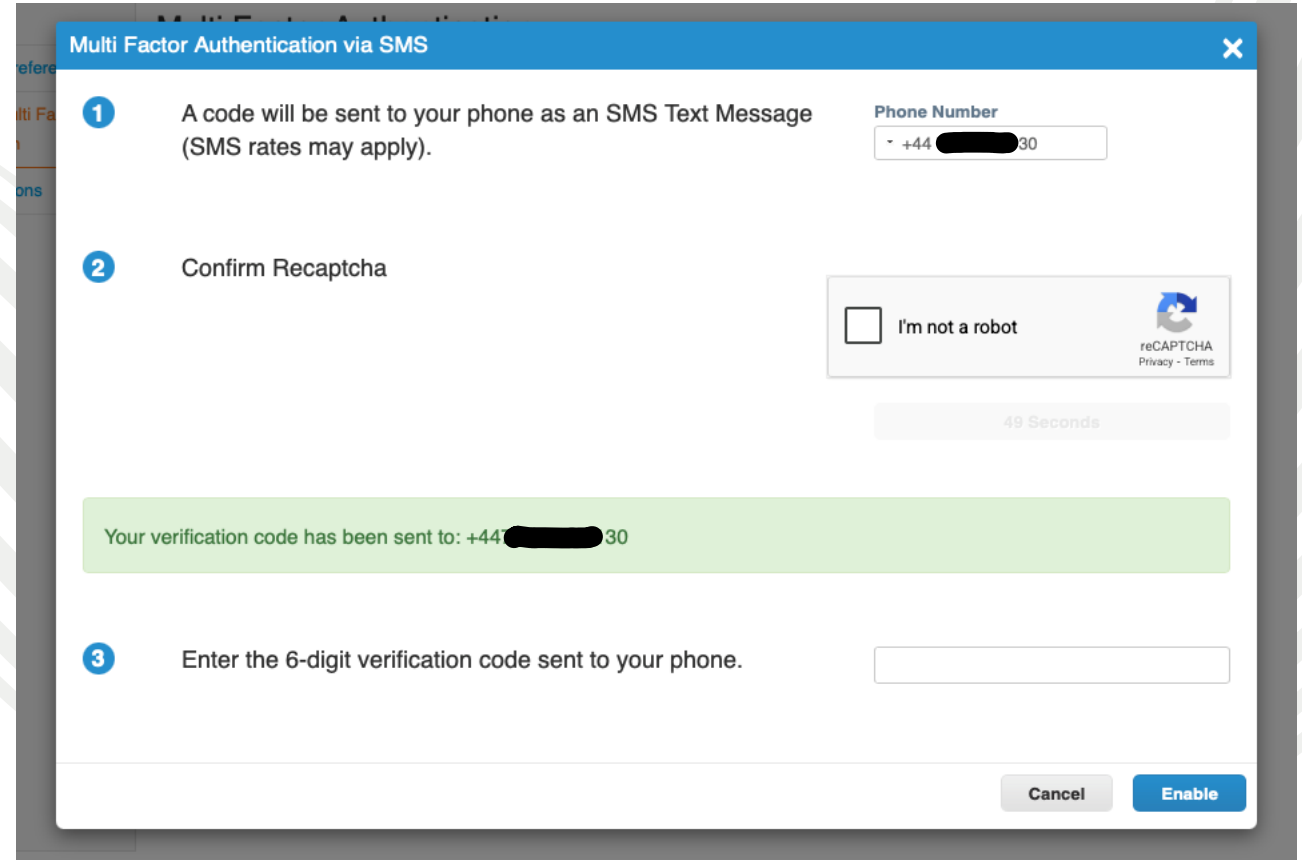
Setting up Multi-Factor Authentication (MFA)

Section 3

You should have received a 6-digit Verification code,

Please add it in the box and click

Enable



The screenshot shows a web interface for setting up Multi Factor Authentication via SMS. The title bar reads "Multi Factor Authentication via SMS". The interface is divided into three numbered steps:

- 1** A code will be sent to your phone as an SMS Text Message (SMS rates may apply). This step includes a "Phone Number" field with a dropdown menu showing "+44" and a masked number "30".
- 2** Confirm Recaptcha. This step includes a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with links for "Privacy" and "Terms". Below this is a timer showing "49 Seconds".
- 3** Enter the 6-digit verification code sent to your phone. This step includes a text input field.

A green notification bar in the middle of the form states: "Your verification code has been sent to: +44 [masked] 30". At the bottom right, there are "Cancel" and "Enable" buttons.

Setting up Multi-Factor Authentication (MFA)

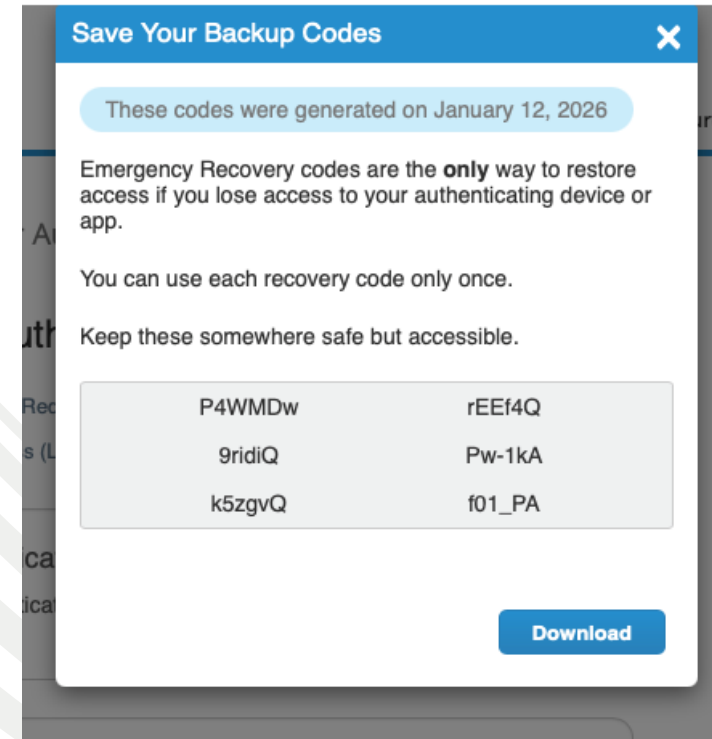
You will now see your MFA back up codes.

Please take a screenshot , Photo or use the download button.

These are one off back up codes in case your mobile / authenticator app is unavailable.

Store then in a safe place you will remember where they are.

Once saved you can click the white cross



Setting up Multi-Factor Authentication (MFA)

Multi Factor Authentication (MFA) is now set up on your account.

My Account Security & Multi Factor Authentication

[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

Via Text Message



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

Default

[Change Phone Number](#)

Via Alternative Email

Use a code sent to an alternate email

Default

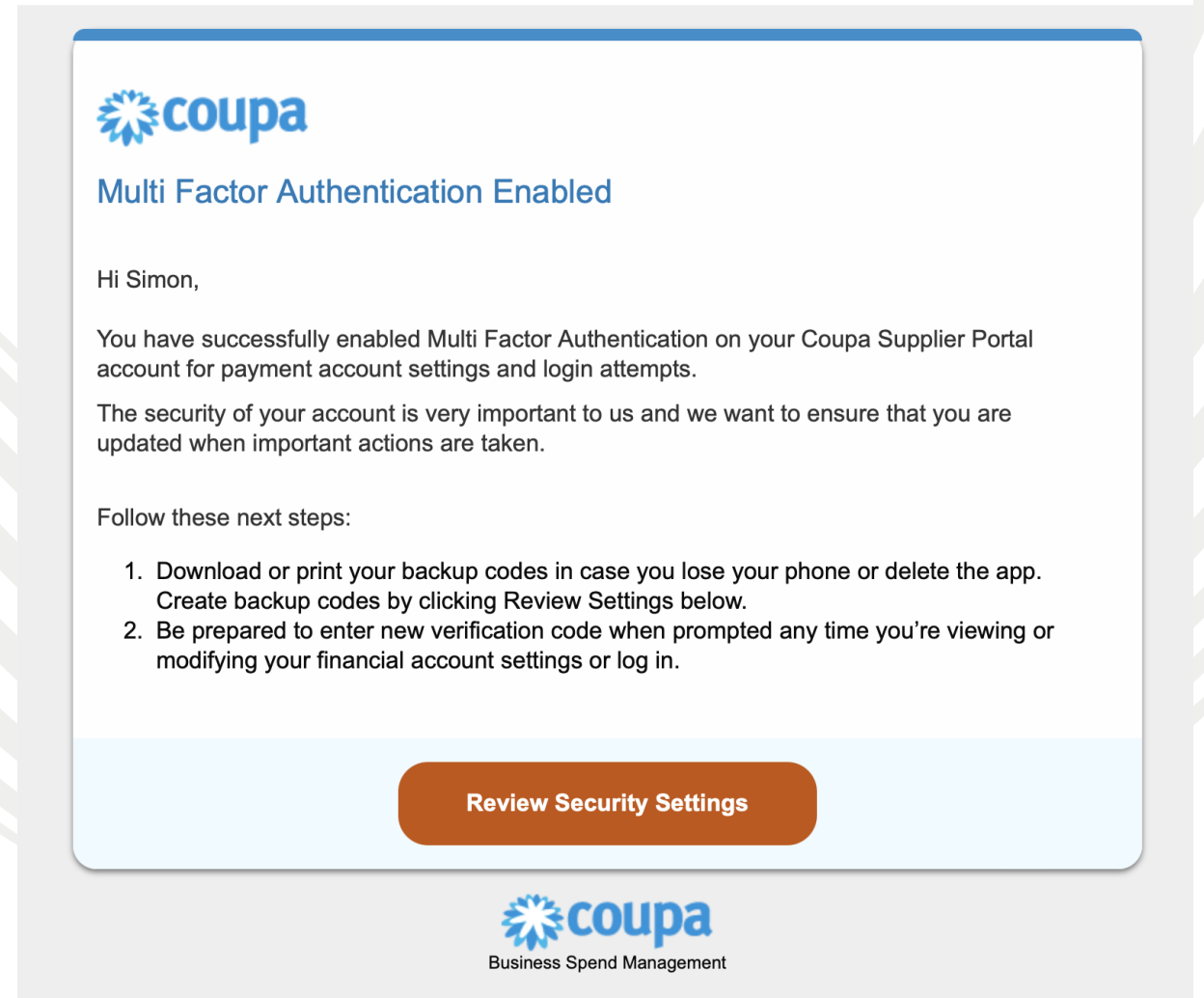
Mitie Group Plc does not allow email as an MFA factor. Please select a different factor.

[Show Recovery Codes](#)

[Regenerate Recovery Codes](#)

Multi Factor Authenticator enabled conformation by Email

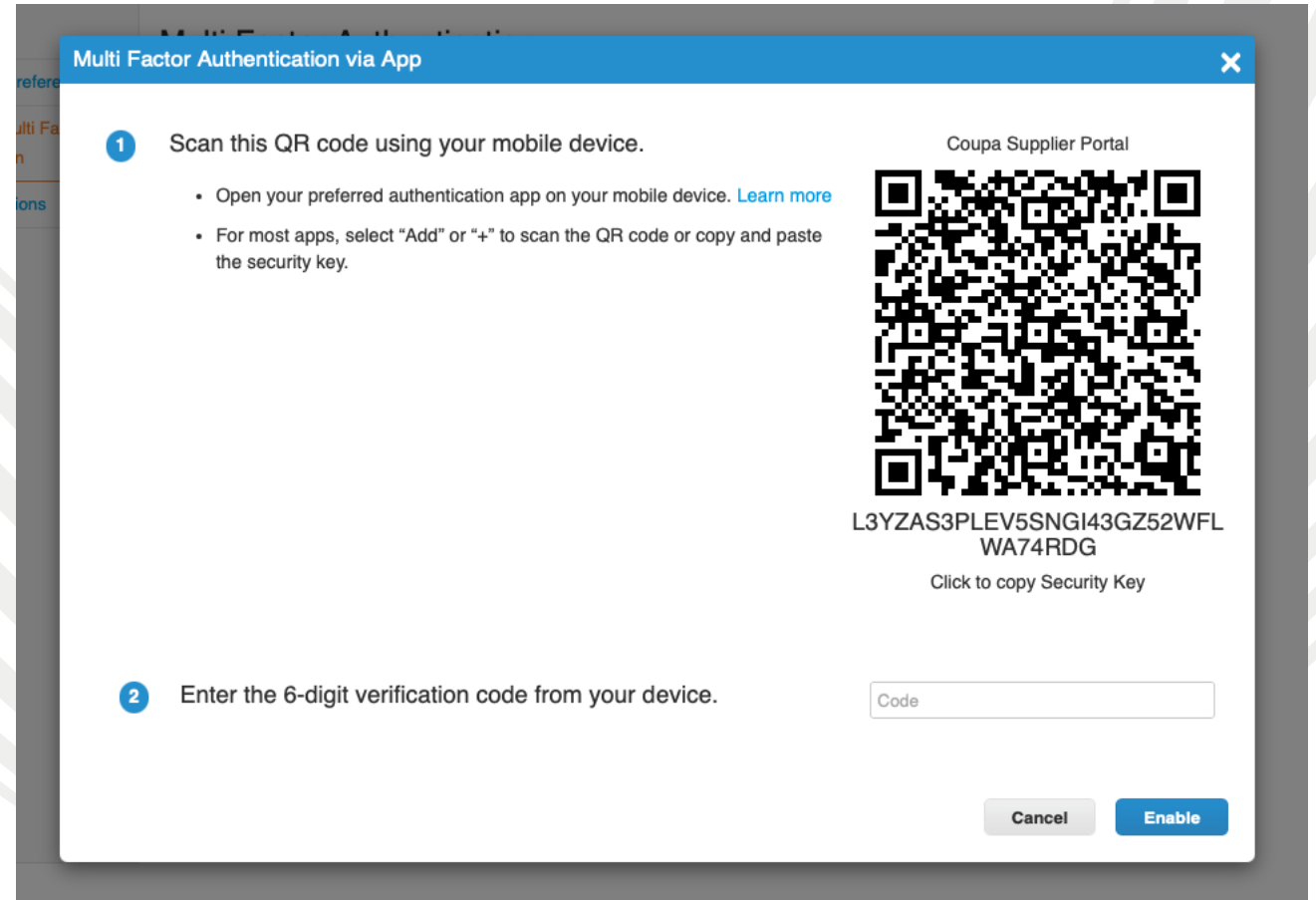
You will have received an email to advise of Multi Factor Authentication Enabled.



What if I don't have a Mobile Phone or Tablet

You can enable multi factor authentication through an authenticator app by using a browser extension listed below,

1. Add the relevant extension to your browser:
2. **Google Chrome** extension [authenticator](#). For more information, see [Install Google Authenticator](#).
3. **Mozilla Firefox** extension [authenticator](#)
4. **Microsoft Edge** extension [authenticator](#)
5. Add the [authenticator](#) to your browser.
6. Scan the QR code or copy the security key from the CSP page to the authenticator extension.
7. Enter the Two Factor Code



Our Dedicated Supplier Website

Mitie has a dedicated supplier website [Mitie Suppliers](https://mitiesuppliers.com)
You will find lots of How to Guides.

Each section in this document will have reference to How to Guides

Click  **How to Guides** to expand

Introduction to the Coupa Supplier Portal (CSP)

What is the CSP?

The CSP is an easy to setup, free tool for suppliers to manage business with all customers who use Coupa, under one roof. The Coupa platform will provide you with full visibility of the status of your invoice and will enable a quicker process. No installation of hardware or software is required, and the service incurs no fee for you to pay.

How do I login to the portal?

Click on the image below to login to the CSP.

- Bookmark the link/add it to your favourites tab
- The email address used to login should be the same as the primary contact held on Mitie's Vendor Master
- If you already use Coupa with other customers, please provide an email address for your current CSP administrator.



Who can I contact for support?

Please email askmitieprocurement@mitie.com for any support using the CSP, our friendly team are happy to help guide you through the process.

You can also find help and information on the Coupa website, please [click here to visit](#).



How to manage / setup your CSP



Click for How to Guides

- How to register the CSP
- How to register and activate your CSP
- How to setup your legal entity
- How to set-up Two-factor Authentication
- How to update your details on the CSP
- How to manage user or merge requests in your CSP
- How to update Notification settings
- How to manage your preferred language in your CSP

Supplier Maintenance (SMT)

Mitie uses Coupa to manage and onboard new suppliers and undertakes validation checks to ensure our suppliers meet our minimum standards. Existing suppliers can also use Coupa to update, amend and maintain details such as their banking information and remit to address.



- New Suppliers
- Existing Suppliers
- Managing your company information with Mitie

How to Invoice Mitie

Depending on the volume and frequency of transactions there are multiple ways you can invoice via Coupa, you can either choose:

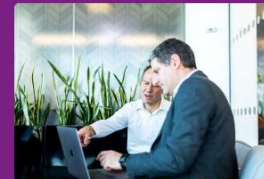
1. The Coupa Supplier Portal
2. Supplier Actionable Notifications (please refer to the how-to-guide below)

Before you invoice Mitie, please ensure that you have read the Tax guides that are listed in the menu below for your country.

Please note that the above guides are changed frequently, so please make sure that you download the most up-to-date version

You must have a Legal entity set up in your CSP to invoice Mitie Group PLC.

If you need further support regarding your invoices e.g. payment status or pending approval. Please email accountspayable@mitie.com



Click for How to Guides

- UK, CIS and VAT Guide
- Cyprus Tax Guide
- Germany VAT Guide
- Gibraltar VAT Guide
- Belgium VAT Guide
- France VAT Guide
- Netherlands VAT Guide
- How to setup your legal entity
- How to setup your business sites in the CSP
- How to submit an invoice by the CSP
- How to submit a credit note by the CSP
- How to Create and Submit an invoice via SAN
- How to manage Disputed Invoices

Contract Lifecycle Management (CLM)

Review Contracts

Coupa Contract Lifecycle Management (CLM) module enables suppliers to review and manage contracts online.



Click for How to Guides

Source to Contract (S2C)

Participate in eAuctions

Coupa eSourcing and eAuctions tools enable Suppliers to interact online with Mitie during the Sourcing and eAuction process.



Click for How to Guides

If you cannot find the help you need, please email askmitieprocurement@mitie.com

Website address: <https://mitiesuppliers.com/mitie-supplier-faq/using-coupa-2/>

The future of high-performing places

