Disabling Multi-Factor Authentication

To request Multi-Factor Authentication (MFA) is removed from the supplier's account, the supplier should contact the support team at suppliers@coupa.com . Coupa Support can only assist a supplier in disabling Multi-Factor Authentication (MFA) if a specific process is followed.

The supplier is required to complete and submit the required declaration form along with identification proof.

1. Two of the supplier's coworkers with the same email domain as the supplier must submit consent to suppliers@coupa.com confirming that the request is legitimate.
   "I verify that [email address of locked out user] *is not compromised and take responsibility for the security of this account."*
2. The supplier should complete a signed declaration form and send it to suppliers@coupa.com.

NOTE: If the process outlined above is not followed, Coupa Support cannot disable two-factor authentication. The supplier's only option would then be to create a new Coupa Supplier Portal (CSP) account and relink with Coupa using the new account. Documentation and messages on CSP clearly state that suppliers need to keep their backup codes to prevent this type of lockout. Visit https://compass.coupa.com/en-us/products/product-documentation/supplier-resources/for-suppliers/core-supplier-onboarding/get-started-with-the-csp/your-account/manage-multi-factor-authentication

For additional support, please contact the Procurement Buyer Support Team.