



# Coupa Supplier Portal (CSP) Multi-Factor Authentication (MFA)

Troubleshooting Guide

Step by Step Guide - English

v1-March 2026

# 1. Why is MFA Important & When is it Used..

- Multi-Factor Authentication (MFA) adds an extra layer of security to protect user accounts.
- It helps prevent unauthorized access, even if passwords are compromised.
- MFA is required during:
  - User login
  - Legal entity changes
  - Payment detail updates

# 2. Xylem Supported MFA Methods

- Authenticator App
  - Uses a mobile app to generate a secure, time-based code
- Text Message (SMS)
  - Sends a one-time verification code to the registered mobile number

Please click any of the following links to skip ahead to that section...

## 3. Troubleshooting Steps

### 3a. Authenticator App

1. [Authenticator issues](#)
2. [Browser / Device issues](#)

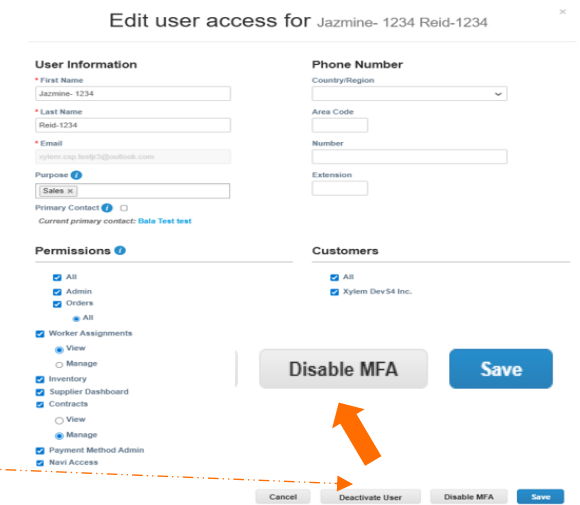
### 3b. Text Message (SMS)

1. [Not receiving OTP](#)
2. [Invalid or expired OTP](#)

If the issue is not resolved through basic troubleshooting, we advise you to reach out to Coupa directly, as Xylem does not support MFA-related issues. Please click here: [Coupa Support](#)

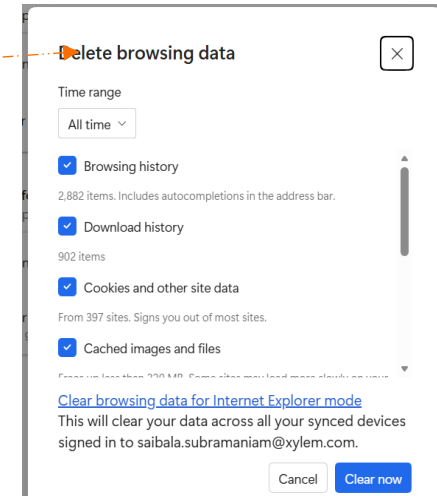
## 3a (1). Authenticator Issues

- Use correct Authenticator app
- Auto time sync
- Re-scan QR code
- Re-add account
- Disable MFA for additional users if multiple MFA enabled
- Add additional users as “Admin” at the time of Registration



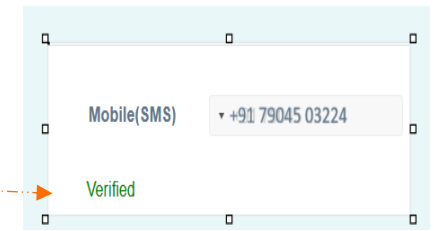
## 3a (2) . Browser / Device Issues

- Clear cache
- Try another browser
- Disable VPN



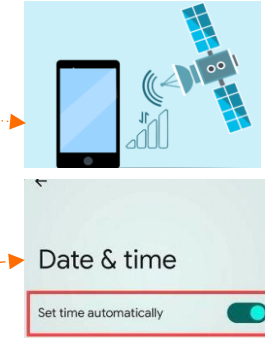
### 3b (1). Not Receiving OTP

- Check registered Mobile number / Contact details
- Ensure connectivity
- Use Resend OTP



### 3b (2). Invalid or expired OTP

- Enter immediately
- Do not reuse
- Request new OTP
- Enable auto time on your device



## Coupa Support

Contact support team at [Supplier@coupa.com](mailto:Supplier@coupa.com) along with below supporting information.

- Registered email ID
- Description of the issue
- Screenshots and timestamp

Thank You

