

# Technical Help for Suppliers Using Coupa

For: JLP Suppliers using Coupa

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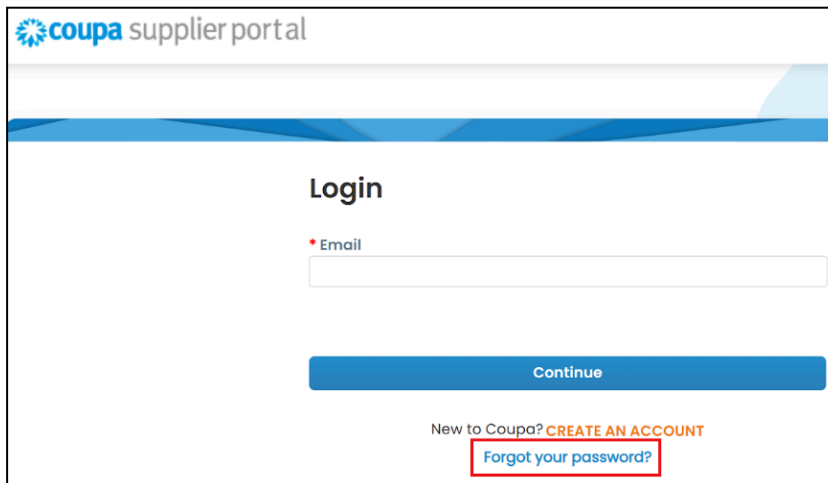
Suppliers can view and download our specially written user guides on JLP's [supplier internet page](#). Alternatively, help and guidance is also available on our [JLP Supplier Help Portal](#).

There are however certain technical queries which JLP is not always able to help suppliers with as these queries are best resolved by the supplier contacting Coupa directly. Examples of this type of query usually relate to the security settings on a supplier's payment account. The notes below will help suppliers find the help they need when they have this type of query.

## Forgotten your Password?

- Open the **Coupa Supplier Portal** Login page and click **Forgot your Password?** and follow the prompts:

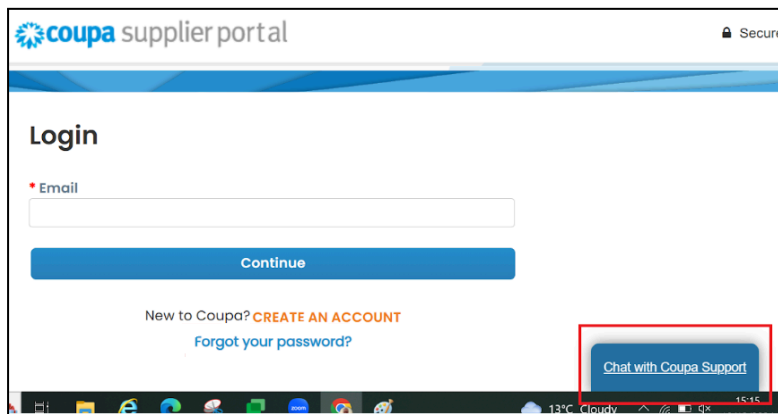
(Link: <https://supplier.coupahost.com/sessions/new>)



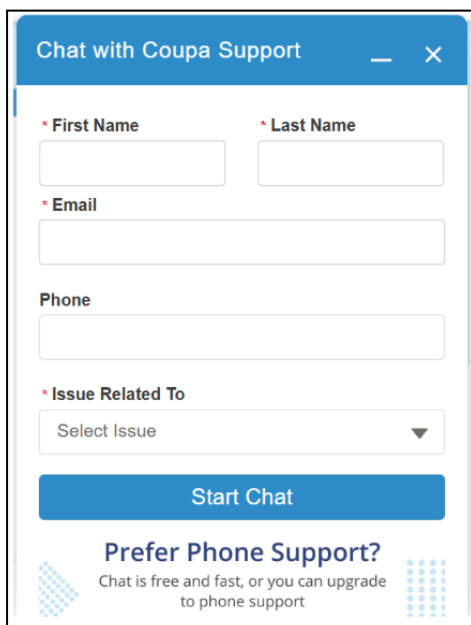
## Using the Coupa Chat Function

Coupa offers its customers the ability to Chat with its global support team. JLP suppliers can use this function directly from the [Coupa Sign On Page](#) without the need to log in.

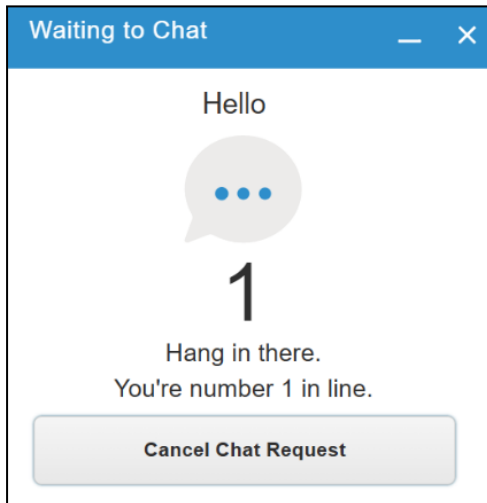
Click on the **Chat with Coupa Support** button to get started:



Next, answer a few questions to get connected with the right Coupa Support Agent. The Chat service is **free of charge** although an option for suppliers to talk directly to the Agent is available (please note that telephone support is a chargeable service):



Sometimes the Chat Line is busy, but the queue does move quickly and you will be updated of your position in the queue:



## Problems Using Two Factor Authentication?

Coupa takes the security of the information it holds for its customers very seriously so when an account is first set up, all suppliers are asked to register for two factor authentication. This usually needs the supplier to download an Authentication App on their mobile phone. Coupa recommends using 'Google Authenticator' but other Apps are available. When doing this, it is really important that:

1. Suppliers remember which **mobile phone number** they registered with Coupa - as this where the authentication codes will be sent to
2. Which **App** they choose to receive the Authentication Codes  
Coupa will send them, each time they want to access their account on the Coupa Supplier Portal

Coupa **can** help suppliers who are experiencing difficulties using Two Factor Authentication. It may be possible to use the Chat Function, but for questions about Two Factor Authentication, **Coupa recommends** that its customers **email** them so they can establish your identity before entering into detailed conversations about your account.

The email address to use is [supplier@coupa.com](mailto:supplier@coupa.com)

### **Other Issues with Coupa Security**

If you believe there has been any suspicious activity on your Coupa Supplier account, Coupa recommends that you use the Chat service or send them an email to [supplier@coupa.com](mailto:supplier@coupa.com)

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