



JAGGAER Supplier Identity Management: Best Practices



Announcement

In order to make your JAGGAER account more secure, your supplier account will be upgraded to a JAGGAER Global Identity account, and Multi-Factor Authentication will be activated. The new supplier authentication process will be activated gradually for all supplier user accounts starting July 2023.

Who is JAGGAER?

JAGGAER is a leading provider of digital procurement software and solutions, and the procurement platform of choice for your customer(s). To learn more, visit <https://www.jaggaer.com/>.

What is a JAGGAER Global Identity?

The JAGGAER Global Identity is a supplier's account managed by JAGGAER. It is called "global", because it works across all JAGGAER solutions and all customers using them. If supplier users already had multiple JAGGAER accounts that they used to collaborate with different customers, all these accounts will need to be linked (or "paired") to one JAGGAER Global Identity that utilizes the user's email address as the username. This can be easily done by following the instructions sent via e-mail and/or the guided process in the JAGGAER solution interface.

What is 2-factor (or multi-factor) authentication (2FA, MFA)?

Starting in July 2023, multi-factor authentication will be gradually activated for supplier users having a JAGGAER Global Identity. As a result, supplier users will go through a 2-step verification process when they access their account: in the first step, they will have to provide their e-mail address and password, and in the second step, they will have to provide a one-time password that is generated automatically for them and sent to their email address. The activation of MFA will be done automatically by JAGGAER.

Why is JAGGAER making these changes?

JAGGAER wants to help suppliers in keeping their accounts secure when doing business with their customers.

As a supplier, what do I have to do?

For setting up your JAGGAER Global Identity:

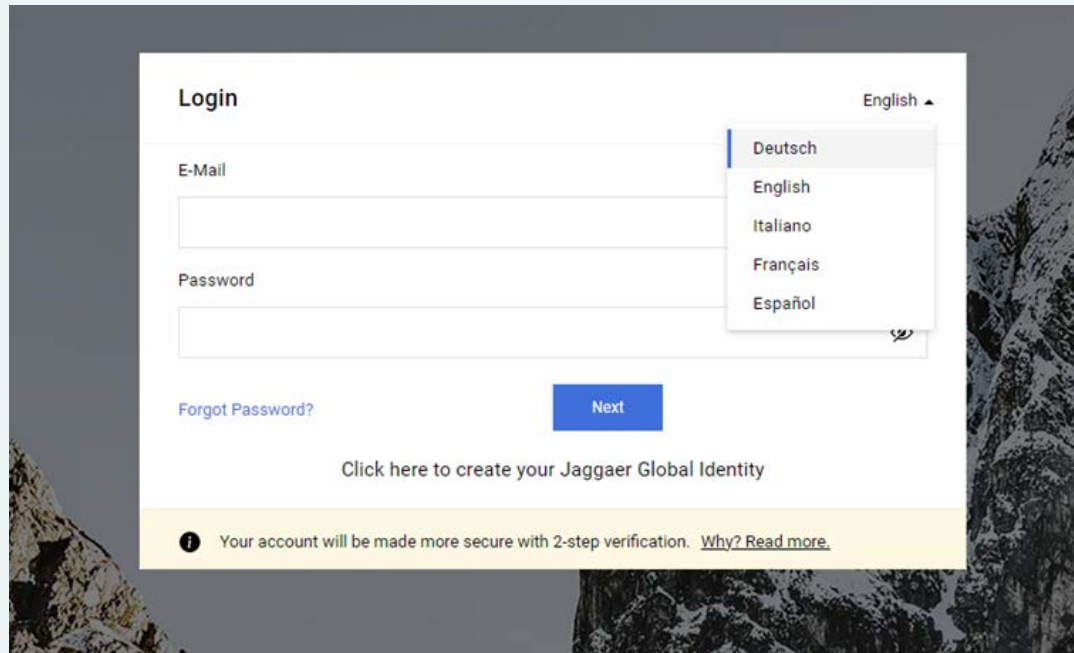
Depending on the customers you are working with, and the configuration of the JAGGAER solution they are using, the process of setting up a JAGGAER Global Identity can vary slightly. If supplier users already had multiple JAGGAER accounts that they used to collaborate with different customers, all these accounts will need to be linked (or “paired”) to one JAGGAER Global Identity that utilizes the user’s email address as the username. In most cases, you will simply be asked via e-mail and/or the guided process in the JAGGAER solution interface to define a new JAGGAER password for your JAGGAER Global identity. This will complete the upgrade of your user account to the new JAGGAER Global Identity. In some rare cases, you might be required to take additional actions which will be communicated to you via an automatic e-mail notification. (for example, if multiple e-mail addresses are associated to a single user account, the user needs to select the primary one to be used as username)



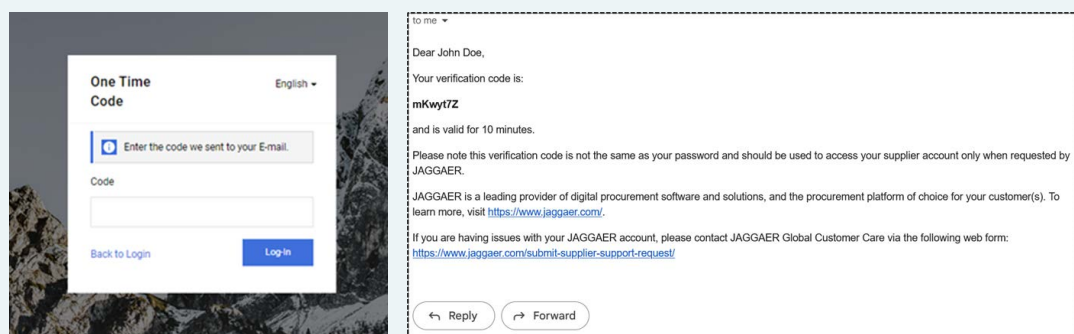
For setting up the 2-step verification process:

This will be automatically activated for you starting from July 2023, assuming you have successfully set up your JAGGAER Global Identity. Once active, you will go through a 2-step verification process when you access your account:

01 | In the first step, you will have to provide your e-mail address and password:



02 | In the second step, you will have to provide a one-time password that is generated automatically for you and sent to your email address.



Best practices for ensuring a smooth transition to JAGGAER Global Identity and 2-step verification

- Make sure the e-mail address you have specified in the JAGGAER solution is accessible only to you (e.g. *john.doe@acme.com* instead of *contact@acme.com*), since any email communication about your account credentials will be sent to this address.
- If additional colleagues need to be involved in the collaboration with a customer, it is recommended to set each person with a separate supplier user account, instead of sharing the same account.
- Do not ignore e-mails coming directly from JAGGAER. Any information about your credentials (password resetting, one-time-passwords, etc.) will be sent directly by JAGGAER, instead of your customers. Please make sure to also check Spam or Junk folders of your inbox and make sure these e-mails are not blocked by any firewalls you may be using. You may need to ask your IT department to whitelist the jaggaer.com domain and/or the noreply@app.jaggaer.com e-mail address, which is used to send these automatic e-mails.

Need Assistance?

If you are still having trouble setting up your JAGGAER Global Identity and/or 2-step verification, please contact JAGGAER Global Customer Care using the following web form: <https://www.jaggaer.com/submit-supplier-support-request/>