



TM Supplier Guideline

MANAGING USERS IN SAP BUSINESS
NETWORK ACCOUNT – ENABLE MFA

1

Getting Started

Multifactor Authenticator (MFA) Setup

This section covers how to enable MFA for your SAP Business Network Account



Multifactor Authenticator (MFA) Setup



To setup MFA in SAP Business Network account:

1. Click on your initials in the upper right corner.
2. Select 'Settings'
3. Click 'Users.'

The screenshot displays the SAP Business Network user interface. At the top right, the user's initials 'FL' are circled in red and labeled with a '1'. A dropdown menu is open, showing options like 'Fadzil Latib', 'My Account', and 'Settings'. The 'Settings' option is highlighted with a red box and labeled with a '2'. Within the 'Settings' dropdown, the 'Users' option is also highlighted with a red box and labeled with a '3'. The main dashboard shows metrics for 'Matched Leads', 'Invited Leads', and 'Enablement Tasks'.



Multifactor Authenticator (MFA) Setup

1. Go to 'Manage User Authentication' tab.
2. Check 'Require multifactor authentication for login'.
3. Click 'Yes'.

Account Settings

Save Close

Customer Relationships Users Notifications Application Subscriptions Account Registration Generative AI

Manage Roles Manage Users Manage User Authentication Revoked Users More...

Multifactor Authentication User Setup (4)

Require multifactor authentication for critical fields

Require multifactor authentication for login

[Configure multifactor authentication settings](#)

MULTIFACTOR AUTHENTICATION AT LOGIN

You are enabling multifactor authentication for login. This does not affect login immediately. Are you sure you want to continue?

Yes No



4. Select all users OR specific users to enable MFA.
5. Click on 'Enable'.
6. Select 'OK'.

Require multifactor authentication for login

[Configure multifactor authentication settings](#)

Filters

Users (You can only search on one attribute at a time)

Username +

<input type="checkbox"/>	Account Status	Username	Email Address
<input type="checkbox"/>		test-restuindus2@pwc.com	
<input type="checkbox"/>		test-restuindus3@pwc.com	
<input type="checkbox"/>		vanessa@test-restuindus.com	
<input type="checkbox"/>		test-restuindus@pwc.com	

CONFIRMATION

Are you sure that you want to perform the action for below set of users

Username ↑	Email Address	Last Name	First Name
test-restuindus3@pwc.com		Tan	Britney



7. Click on 'Save'.

Require multifactor authentication for login

[Configure multifactor authentication settings](#)

Filters

Users (You can only search on one attribute at a time)

Username + Select MFA Status

Apply

Reset

<input type="checkbox"/>	Account Status	Username	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>		test-restuindus2@pwc.com		Britney	Khoo	Sourcing
<input checked="" type="checkbox"/>		test-restuindus3@pwc.com		Britney	Tan	Sourcing
<input type="checkbox"/>		vanessa@test-restuindus.com		Vanessa	Khoo	Sourcing
<input type="checkbox"/>		test-restuindus@pwc.com		Fadzil	Latib	PROFILE_MGMT_ROLE, +5

Enable Disable Reset Send Email Reminder Unlock

Save

7

Close



Multifactor Authenticator (MFA) Setup

- When the user tries to login, they will need to scan the QR to register in their Authenticator application.
- Once registered, provide the 6 digit codes available in Authenticator application.
- Click on 'Done'.

Enable Multi-factor Authentication **Done** 10 Skip

Your organization's SAP Business Network administrator requires you to set up multifactor authentication to login to the application and/or to change passwords or change some configuration related settings. You can set up multifactor authentication either now or at a later time.

Perform the following steps to set up multifactor authentication:

- On your smart phone, download and install an authenticator application. SAP Ariba confirms that SAP Authenticator is a supported option. You can download it from: [iTunes](#) or [Google Play](#)
- Open the authenticator application and scan the bar code below, or manually enter the secure key displayed below. The authenticator application displays a time-based verification code.

Secure Key:
[Redacted]

Bar Code: **8**

Sample
QR

- On this page, in the Time-based Verification Code input field, enter the verification code that is generated and displayed by the authenticator application on your smart phone.

Your administrator has set up multifactor authentication. Type the 6 digit verification code generated by the authenticator application on your device and click on the Done button.

Time-based Verification Code: * **9**



**Authenticator App

-Please download this app on your phone

Microsoft Authenticator

Microsoft Corporation

4.8★
2.1M reviews

100M+
Downloads

3+
Rated for 3+ ⓘ

Install

Share

Add to wishlist



Support and Help

Need some help? This section explains how to get support.



Please email to SRM Helpdesk email for problems related to supplier registration issues.

SRM Helpdesk email : srm@tm.com.my

Please email to Finance Helpdesk for problems related to finance such as:

- Invoice submission status
- Payment status
- Manual payment advice request
- Early payment request
- Factoring / deed of assignment request

All enquires must be accompanied with PO number details, PO value, invoice number, invoice amount and other related documents.

Finance Helpdesk email: fssso.helpdesk@tm.com.my



Contact SAP Ariba for technical support such as:

- i. Unable to login
- ii. Unable to view a page on the SAP Business Network
- iii. Facing difficulty navigating SAP Ariba

1. On the [SAP Business Network](#) login page, click '?' icon.

2. If you have forgotten username or password, click on 'Forgot Username or Password' link.

The screenshot shows the SAP Ariba Supplier Login page. At the top left, there is a navigation bar with the SAP logo and the text 'Ariba Proposals and Questionnaires'. On the top right, there is a help icon (a question mark inside a circle) which is highlighted with a red square and a red circle containing the number '1'. The main content area features the SAP Ariba logo, the text 'Supplier Login', and a login form with fields for 'User Name' and 'Password', a blue 'Login' button, and a link for 'Forgot Username or Password'. To the right of the login form, there is a promotional banner titled 'Have you visited our supplier community?' with a photo of people and a 'Learn More' button.



1. Select 'Support'.
2. You will then be directed to the 'Help Center' page.
3. Select 'Contact Us'.

The screenshot displays the SAP Business Network interface. On the left, there is a 'Supplier sign-in' section with a 'Username' input field, a 'Next' button, and a 'Forgot username' link. Below this is a section for 'New to SAP Business Network?' with links for 'Register Now' and 'Learn more'. On the right, a 'Help Topics' sidebar is visible, featuring a search bar and a list of topics including 'Documentation', 'Support', and several sub-topics under 'Support'. A red circle with the number '1' highlights the 'Support' link in this sidebar. The main content area shows a 'Support' notification box with a red circle and the number '1' next to the 'Support' link. Below this, the 'SAP Help Center Home' navigation bar is shown, with 'Home', 'Learning', and 'Contact us' links. A red circle with the number '2' highlights the 'Contact us' link. The main content area below the navigation bar features a large heading 'How can we help you?' and a search bar with the placeholder text 'Search knowledge base articles, documentation, and tutorials'. Below the search bar, there is a suggestion: 'Try "cancel order", "email notifications", "user authorization"'. The SAP logo is visible in the top left corner of the interface.



Useful links

- Forgot password: https://sapvideo.cfapps.eu10-004.hana.ondemand.com/?entry_id=1_u00bvw26
- Registering on SAP Business Network: https://sapvideo.cfapps.eu10-004.hana.ondemand.com/?entry_id=1_6nhc63r5



THANK YOU