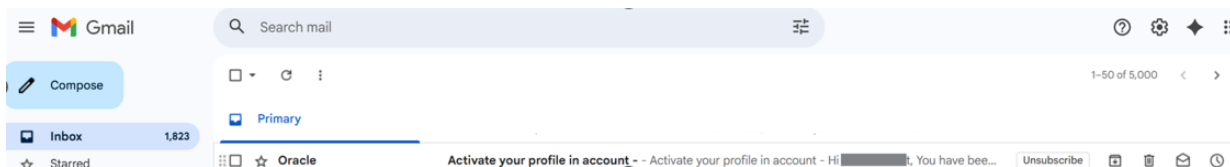


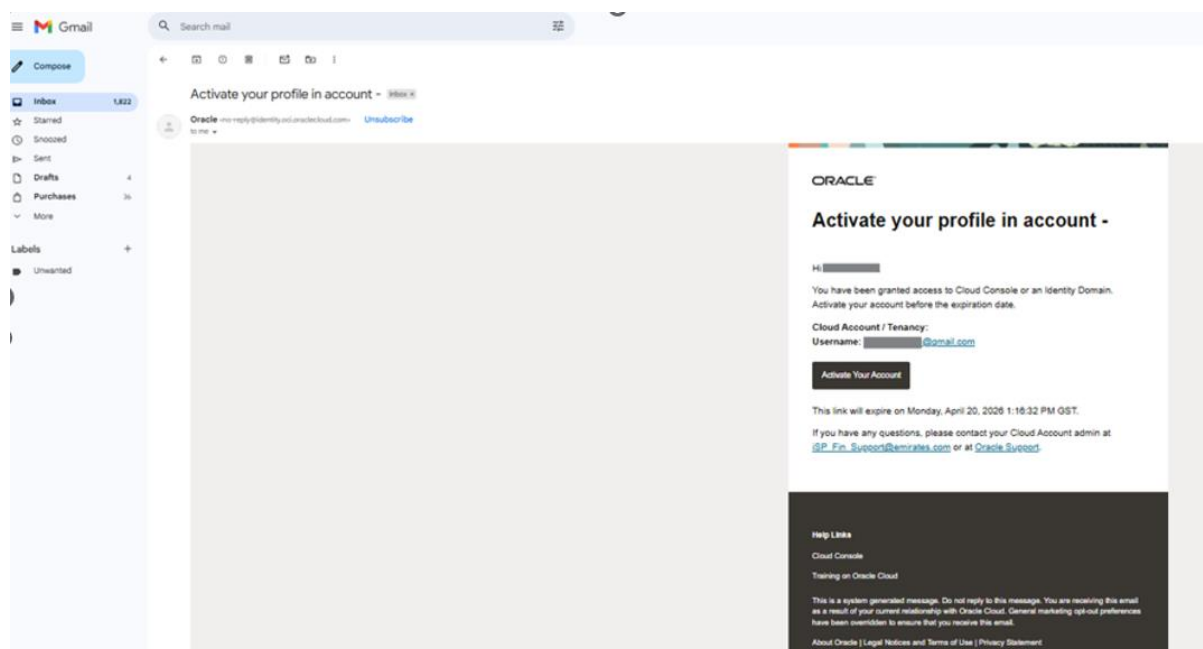
## MFA – iSupplier Portal User Guide

In line with UAE and Emirates Group Cyber Security standards, MFA(Multi-Factor-Authentication) has been enabled for your iSupplier Portal account. You will receive an email from Oracle with instructions to activate your account and complete MFA setup. Follow the steps below to configure successfully.

1. Check the email account used to log in to the iSupplier Portal and locate the email from Oracle with the subject **“Activate Your Profile in Account.”**



2. The email will appear as shown below when opened. Clicking on **“Activate Your Account”** will prompt you to create a new strong password.



[redacted]@gmail.com

Identity domain ⓘ  
Emirates-iSuppliers

Reset your password.

Set a password for your user account.

New Password

Confirm New Password

Reset Password

3. Click on **“Reset Password”** to successfully complete integration with OCI IAM (Oracle Cloud Infrastructure Identity and Access Management).

reset your password.

Set a password for your user account.

New Password

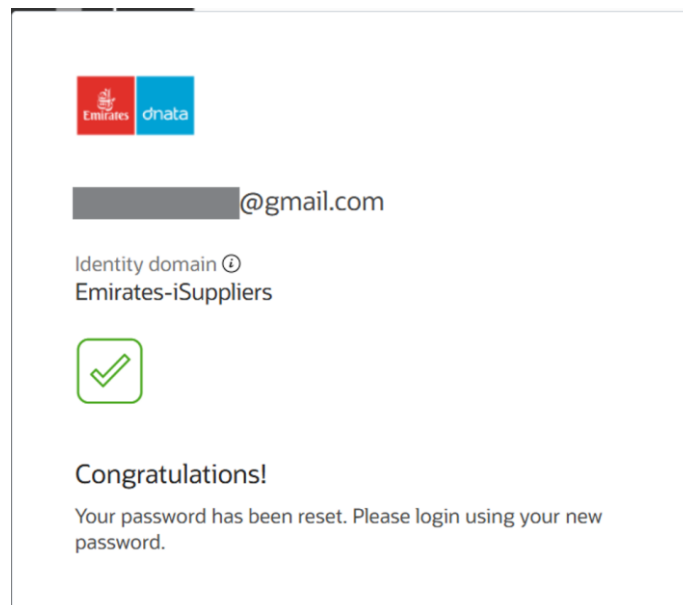
.....

- The password must have at least 8 characters.
- The password cannot contain the First Name of the user.
- The password cannot contain the Last Name of the user.
- The password cannot contain the user name.
- The password must have at least 1 lowercase characters.
- The password must have at least 1 uppercase characters.
- The password must have at least 1 numeric characters.
- The password must have at least 1 alphabetic characters.
- The password must have at least 1 special characters.
- Cannot repeat last 24 passwords
- The password must not contain dictionary words.
- The password cannot contain the whitespaces.

Confirm New Password

.....

Reset Password




4. Login to iSupplier Portal using the link below.

<https://erp.emirates.group/>

You will be redirected to the OCI Login Console as shown below. Enter credentials (newly changed) to begin the secure authentication process.





The Emirates Group - iSupplier Login Page

**Important Notice: MFA Enabled**  
Multi-Factor Authentication (MFA) has been enabled for your profile. Please follow the instructions in the email from Oracle ([reply@identity.oraclecloud.com](mailto:reply@identity.oraclecloud.com)) to activate your account. Alternatively, you may select "Forgot Password" and follow the steps to complete the setup.  
For any issues, please contact [isp\\_fin\\_support@emirates.com](mailto:isp_fin_support@emirates.com).

User Name

Password

[Forgot Password?](#)

5. Click on 'Enable Secure Verification'.



@gmail.com

Identity domain ⓘ  
Emirates-iSuppliers

### Enable Secure Verification

Secure verification methods prove who you are. Two types of verification methods are passwordless and multi-factor authentication (MFA). Passwordless verification allows you to verify your identity without requiring you to remember a password. MFA is an extra security step to the authentication process. Your administrator might have set up one or both verification methods and require that you enroll in them before accessing your account.



Click below to enable secure verification methods for your account.

[What is Secure Verification?](#)

6. Configure MFA using either email or a mobile app.

██████████@gmail.com

Identity domain ⓘ  
Emirates-iSuppliers

### Select Your Default Secure Verification Method

You have already set up one or more recovery methods. We will use these same methods for Secure Verification.

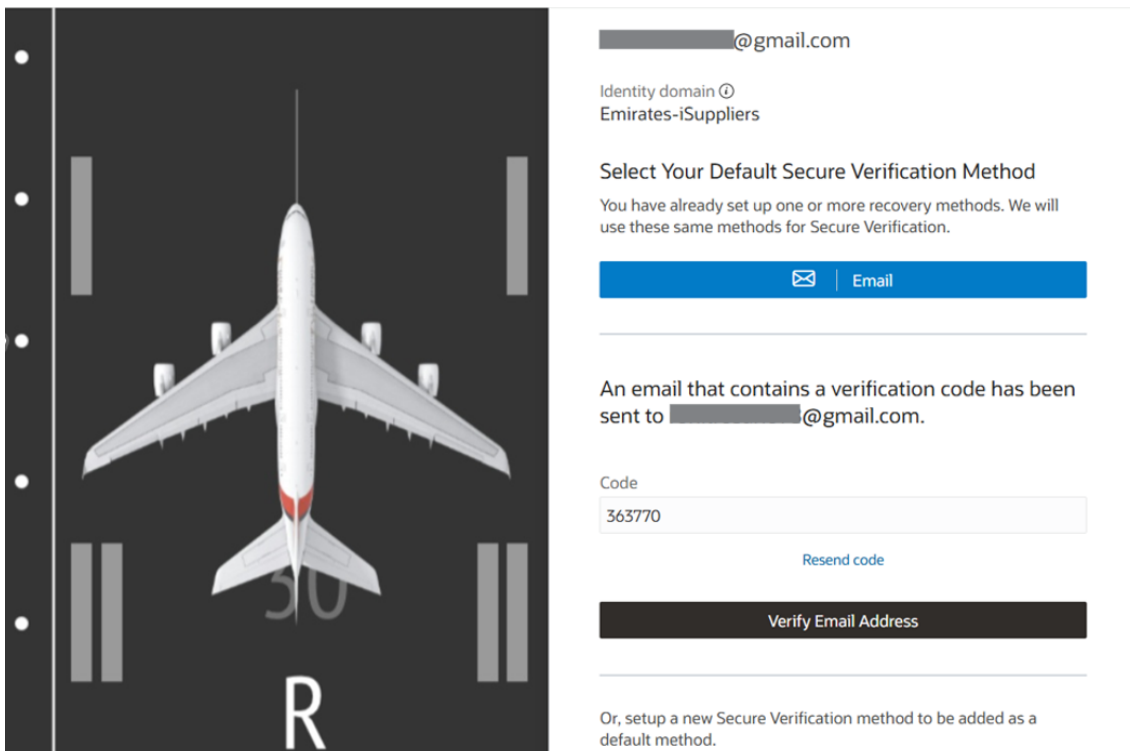
| Email

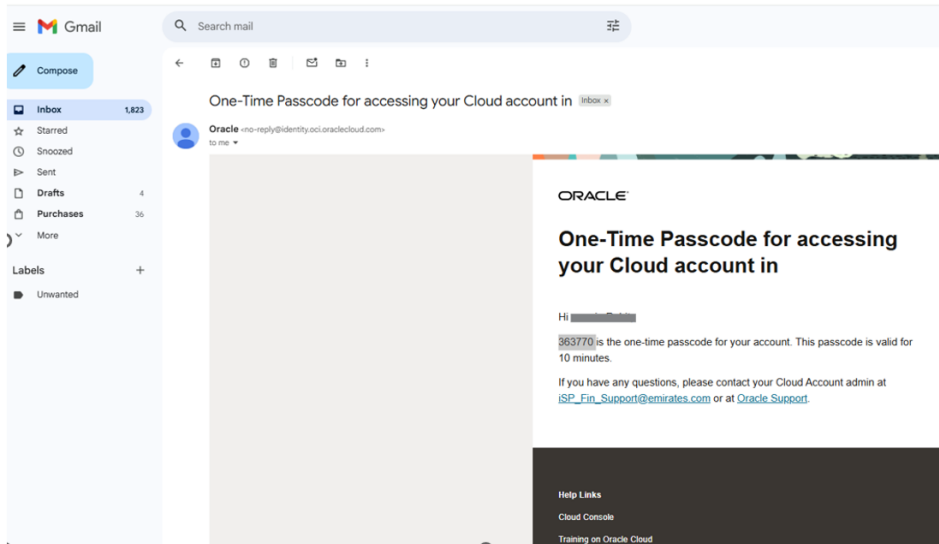
Or, setup a new Secure Verification method to be added as a default method.

| Mobile App

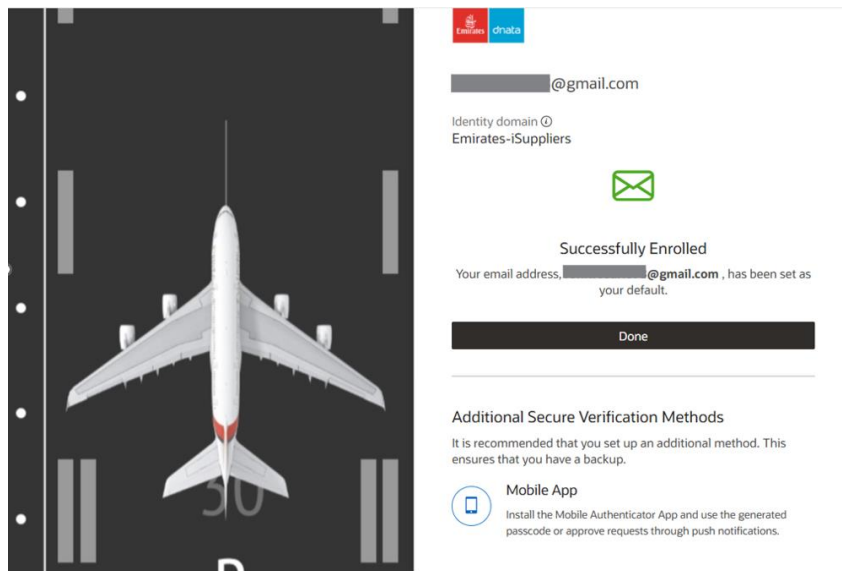
### What is Secure Verification?

6.1. For **Email** Verification, you will receive an email with One-Time Passcode (OTP), as shown below.





Enter the code sent to your registered email to complete enrolment. You will see a confirmation message as shown below.

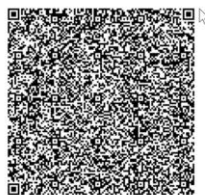


6.2. For **Mobile App** Verification, you will receive a QR code to scan from your smart phone.

**Download and Configure the Mobile App**

1. Download the **Oracle Mobile Authenticator App** from the app store. 🍏 🍎
2. Open the App, tap **Add Account**, and then scan the QR code below.

Offline Mode or Use Another Authenticator App ?



Can't Scan QR code?  
Configure the App using this URL

**Note:** Your profile is now MFA-enabled, and you require both password and OTP to login to iSupplier Portal.

7. Log in to the iSupplier Portal using the usual link: <https://erp.emirates.group/> and enter your credentials. You will receive an OTP to your registered email.



The Emirates Group - iSupplier Login Page

**Important Notice: MFA Enabled**  
Multi-Factor Authentication (MFA) has been enabled for your profile. Please follow the instructions in the email from Oracle ([no-reply@identity.oci.oraclecloud.com](mailto:reply@identity.oci.oraclecloud.com)) to activate your account. Alternatively, you may select "Forgot Password" and follow the steps to complete the setup.  
For any issues, please contact [isp\\_fin\\_support@emirates.com](mailto:isp_fin_support@emirates.com).

User Name


Password

[Forgot Password?](#)

Emirates onata

@gmail.com

Identity domain ⓘ  
Emirates-iSuppliers



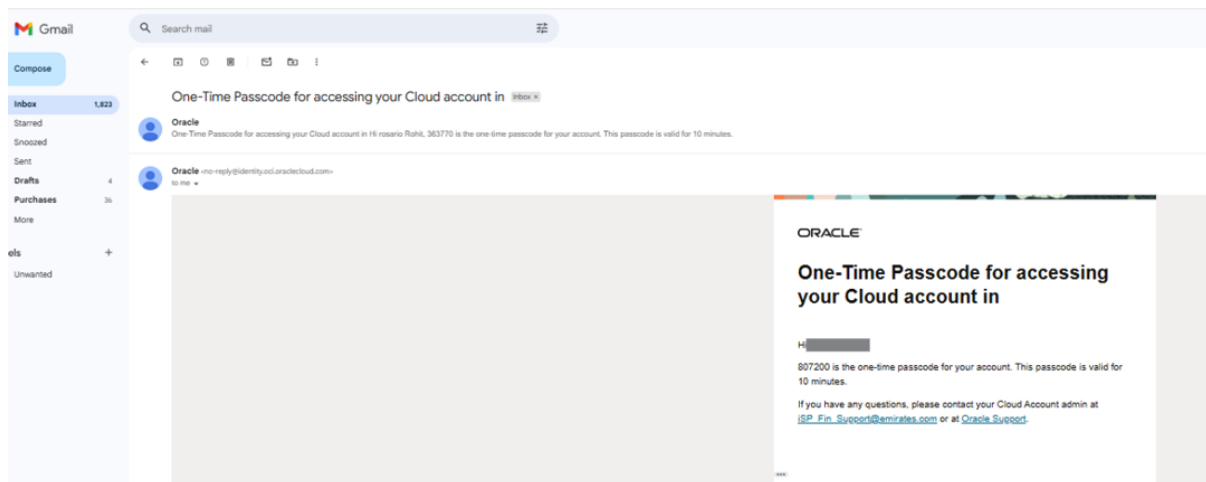
**Email Verification**

An email containing a passcode has been sent to @gmail.com.

Passcode

[Show alternative login methods](#)

OTP is received as shown below



After entering the OTP, you will be successfully logged into the iSupplier Portal and can continue with your regular operations.

**Note:** If the OTP is not received, please send email to,

DL- iSupplier\_Finance\_Support<[isp\\_fin\\_support@emirates.com](mailto:isp_fin_support@emirates.com)> with subject line "iSupplier MFA OTP not received" and team will support to resolve the issue within 2 to 3 working days.

