

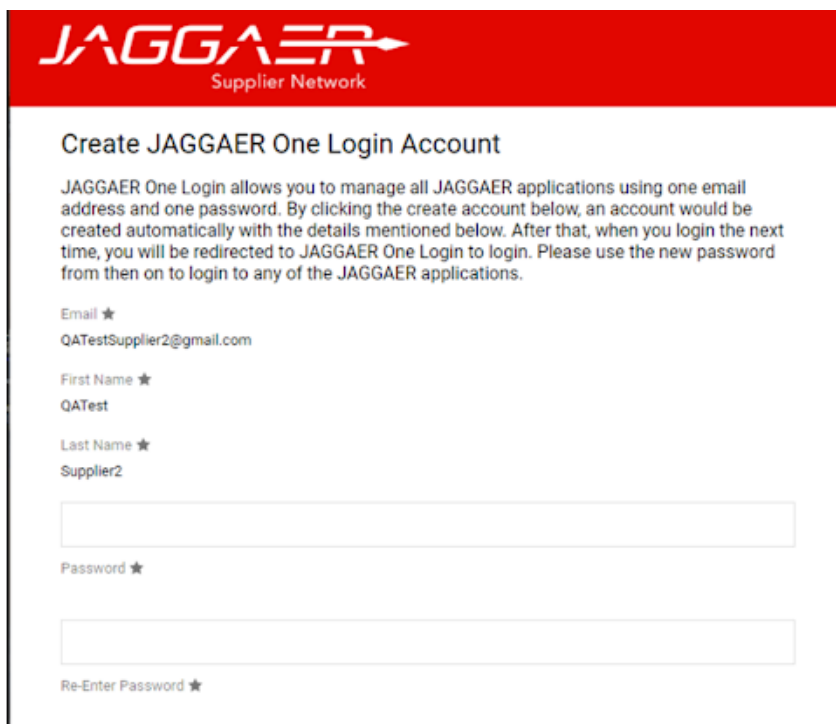
# Multco Marketplace Supplier Support: Supplier Identity Management Updates and One-Time Code Delivery Set Up

## Background

Jaggaer, the software vendor that hosts Multco Marketplace, has implemented a new approach to Supplier Identity Management to enhance security and better support Suppliers that work with multiple Jaggaer customers. As of March 20, 2024 Multnomah County's existing Suppliers will be redirected to a screen to create a Jaggaer One login account. This allows you to manage all Jaggaer customer portals using one email address and one password. Additionally you will be selecting a 2-Factor Authentication method for added security. Below are the steps that you will take to make this transition. New registrants will follow a similar process during the initial account creation.

## Process

1. From the [Multnomah County Supplier Portal](#) Login page you will be redirected to a Create JAGGAER One Login Account page. It will pre populate with your email address, first name and last name. A new password will have to be created.



**JAGGAER**  
Supplier Network

### Create JAGGAER One Login Account

JAGGAER One Login allows you to manage all JAGGAER applications using one email address and one password. By clicking the create account below, an account would be created automatically with the details mentioned below. After that, when you login the next time, you will be redirected to JAGGAER One Login to login. Please use the new password from then on to login to any of the JAGGAER applications.

Email ★  
QATestSupplier2@gmail.com

First Name ★  
QATest

Last Name ★  
Supplier2

Password ★

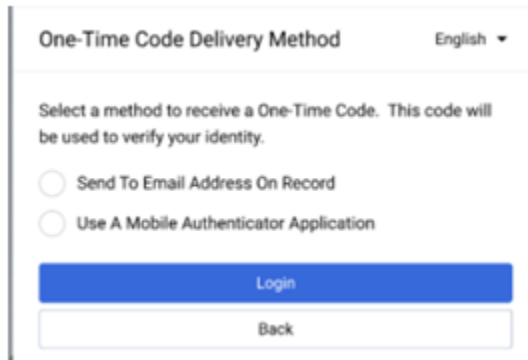
Re-Enter Password ★

Note: The new password rules require the following:

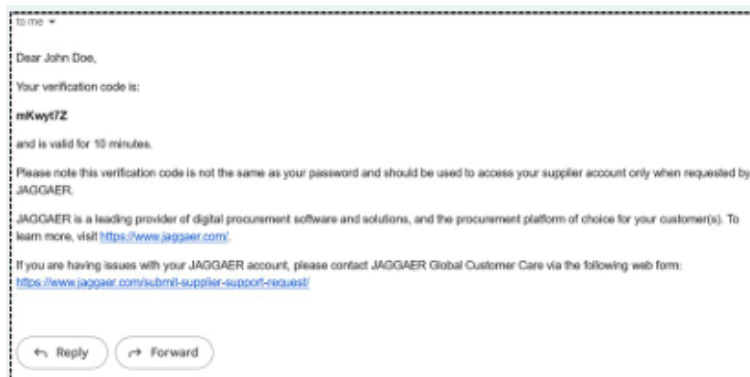
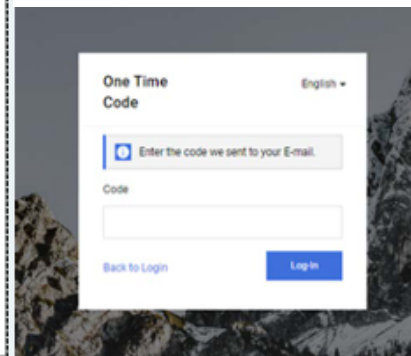
- Minimum of 12 characters
- Must be different from your email
- Minimum of 1 special character

- Minimum of 1 number
- Minimum of lower case letter
- Minimum of upper case letter

2. After a successful login with your updated password, an additional page is displayed for you to choose a 2-Factor Authentication method to generate One-Time codes to access your account.



- The first option, “Send To Email Address On Record”, is the most straightforward method, and what we would advise for most suppliers. This will send a One-time code via email that you will enter on the subsequent page to complete the authentication process.
  - The second option, “ Use A Mobile Authenticator Application”, should only be chosen if you currently use an authenticator application such as Microsoft Authenticator, Google Authenticator, Duo, etc. to manage your multi-factor authentication One-time codes for multiple apps, and feel comfortable with the set-up process. We will not be providing documentation on this process as it can be unique to the app that is chosen.
3. Once the One-Time Code Delivery Method of “Send To Email Address On Record” is chosen, a one-time verification code is generated automatically and sent to the email address on file. You will then enter the One-Time Code on the subsequent Jaggaer login page to complete the authentication process.

## Jaggaer Supplier IDM Support

The [Supplier IDM FAQ](#) website and the [Supplier IDM Best Practices PDF](#) were created by Jaggaer to provide more information about this change. Please review at your convenience.

If you have any trouble setting up your Jaggaer Global Identity/Jaggaer ONE account or setting up your 2-step verification one-time code method, please contact Jaggaer Global Customer Care using the following web form: <https://www.jaggaer.com/submit-supplier-support-request/>