

Purpose and Scope

This guide provides step-by-step instructions for suppliers on how activate their account, and sign in securely.

This guide applies **only to supplier contacts who have Supplier Portal user account access**. Once the registration request is approved and user account creation is initiated, the nominated contact will receive the account-related emails.

*Supplier Portal Registration is covered in a separate reference guide: **DAI Supplier Registration Guide**.*

If you would like to watch a video on how to login, please go to <https://supplier-support.dai.com> "Instructional Videos" section and select: 2. View Supplier Profile video.

Supplier Log-in

Key Terms

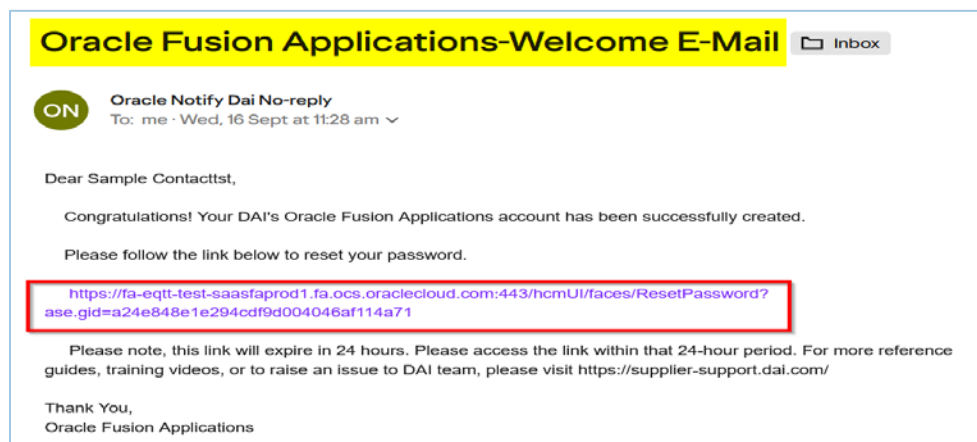
Term	Definition	Description
MFA	Multi-Factor Authentication	A second verification step (app, email code or passkey) required at sign-in.
FYI	For Your Information	A portal notification that does not require action.

1. Activate Your Account and Set Your Password

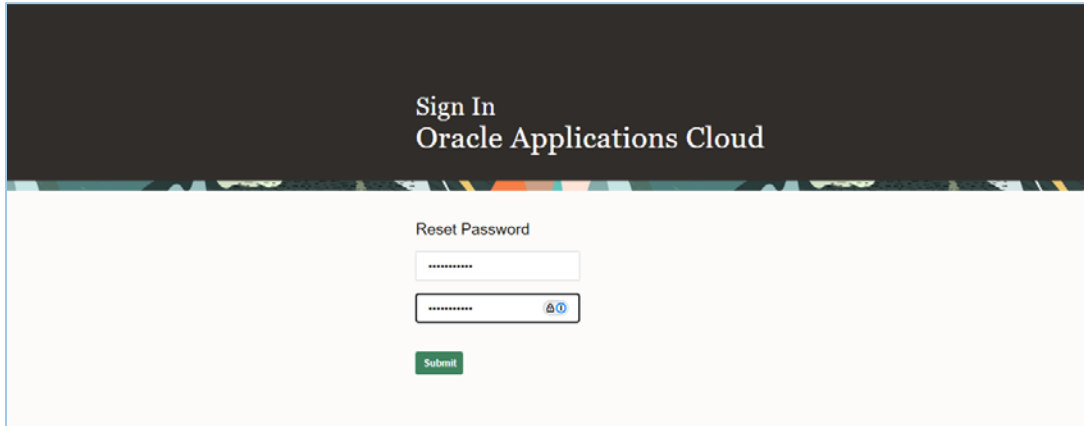
Activate your Supplier Portal account and create a password that meets DAI password policy requirements.

1.1. Open the Reset Password link

After DAI creates your user account, you will receive an email containing a **Reset Password** link. Open the link to set your password. Your username is the email address that you registered for your supplier contact account.



Note: This link will expire after 24 hours. Reset your password as soon as you receive the email. If the reset password link is not accessed within 24 hrs., the link will expire and the screen will be displayed. Requests for a new link to reset your password can be submitted to the DAI Support Desk through suppliers <https://supplier-support.dai.com/>.

The screenshot shows the 'Sign In Oracle Applications Cloud' header. Below it, the 'Reset Password' section contains two input fields: the first is a standard text box, and the second is a password field with a strength indicator icon. A green 'Submit' button is located below the input fields.

NOTE: If your password does not meet all requirements below, the system will reject it and display a validation error identifying what is missing.

1.2. Create a password that meets DAI policy requirements

Your password must be **at least 12 characters long** and include all of the following:

- One uppercase letter (A–Z)
- One lowercase letter (a–z)
- One number (0–9)
- One special character, such as @, #, or !

Example: **Welcome@1243**. Do not use this exact password; create your own.

Note the following:

- **Password history:** The system stores your **8 most recent passwords**, so you cannot reuse them when creating a new password.
- **Account lockout:** You have up to **10 failed sign-in attempts**. After the 10th failed attempt, your account is **locked for 30 minutes** before you can try again.

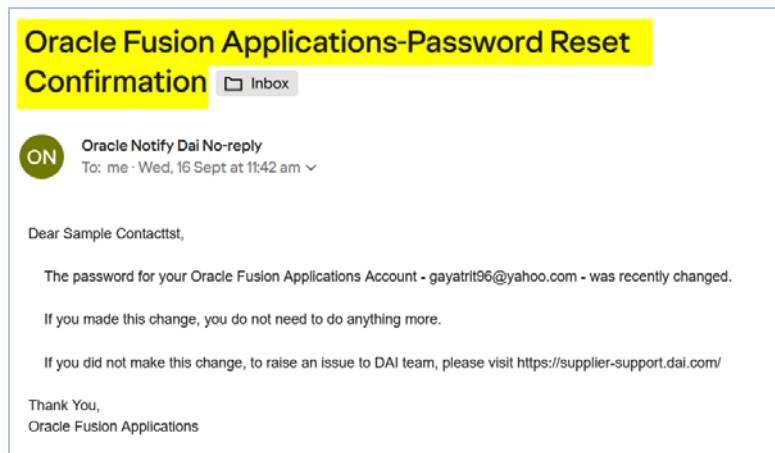
1.3. Submit the New password

Select **Submit** to update your password.

NOTE: MFA is not triggered during password reset. It is triggered after the reset is complete, when you sign in with your username and password as described in Section 2.

1.4. Receive the confirmation email with the portal URL

Once the reset password is completed, you will receive an email notification thanking you for registering with DAI, containing your email (username) and the Supplier Portal URL. Use this link to sign in (Section 3).



2. Sign In and Multi-Factor Authentication (MFA)

Sign in to the Supplier Portal with your username and password, then complete MFA authentication.

2.1. Open the Oracle sign-in page and enter your credentials

Open the Oracle sign-in page using the URL from your email, enter your **Username** (your contact email address) and **Password**, and click on **Sign In**.

A screenshot of the Oracle Cloud sign-in page. At the top, it says "ORACLE Cloud" and has a language dropdown set to "English". Below this is the "Sign in" heading. There are two input fields: "Username" with the value "nikola.aleksandra@automus.co.uk" and "Password" with masked characters. A red rectangle highlights both input fields. Below the password field is a "Forgot Password?" link. At the bottom is a large black button labeled "Next", also highlighted with a red rectangle.

2.2. MFA is triggered

After you enter your username and password and select **Next**, MFA is triggered and an authentication prompt is sent.

On your **first sign-in**, you will be asked to **set up your MFA method**. For future sign-ins, confirm the MFA prompt using your chosen method to access the Oracle home page.

2.3. Set Up MFA on First Sign-In

On your first sign-in, you will be prompted to set up two-factor authentication. **Select a method to configure for two-factor authentication** screen appears.

2.2.1. Choose an MFA method

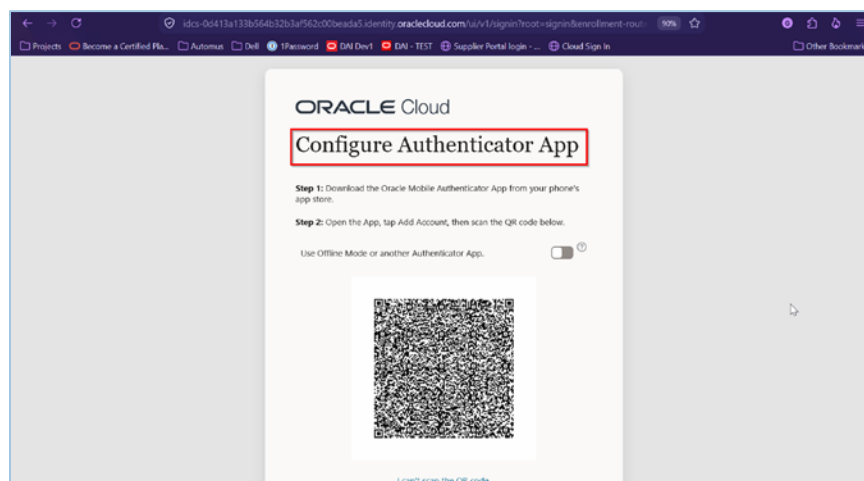
Available MFA methods are **Mobile App**, **Email**, and **Passkey**. Phone call and SMS authentication are not available.

- [Start setup](#)

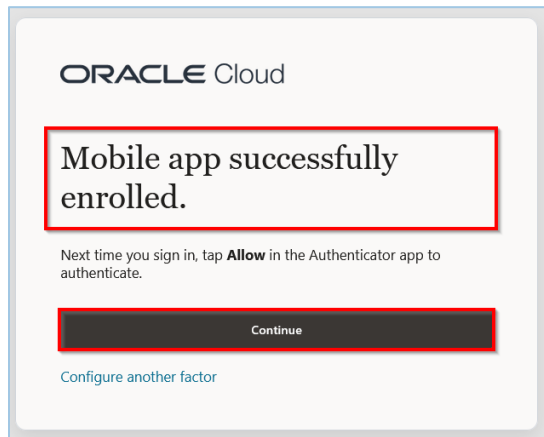
Select your preferred method, then select **Continue**. The portal displays setup instructions for the method you selected.

2.2.2. Complete setup for your selected method

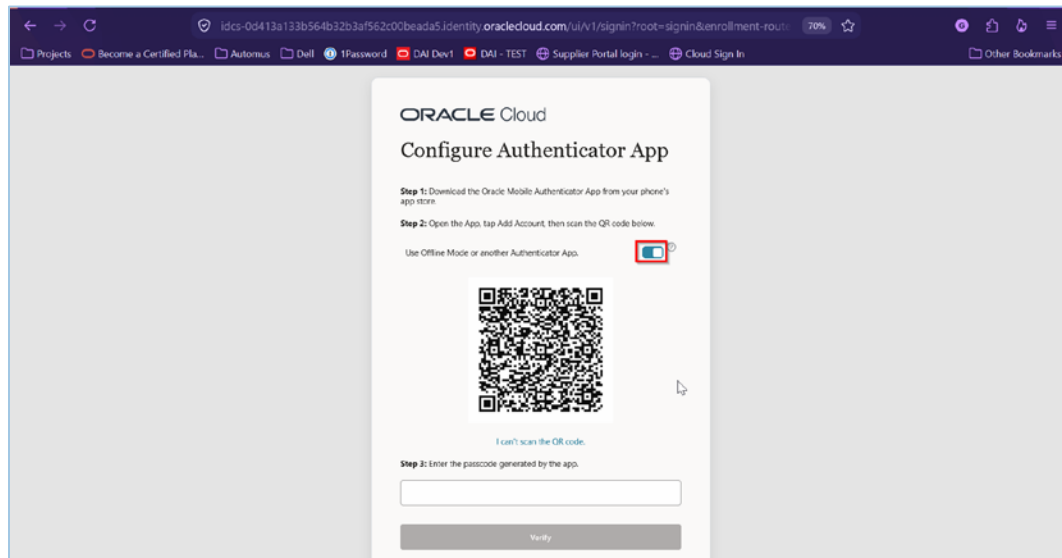
- **Mobile App:** Use any authenticator app of your choice. Download the app, add the account, and complete verification in the app.
- **Option 1:** Click on '**Mobile App**' in the above 2 options, then '**Configure Authenticator App**' screen will be **displayed** with a QR code. To scan the QR code with Oracle Mobile Authenticator App download the app from app store.



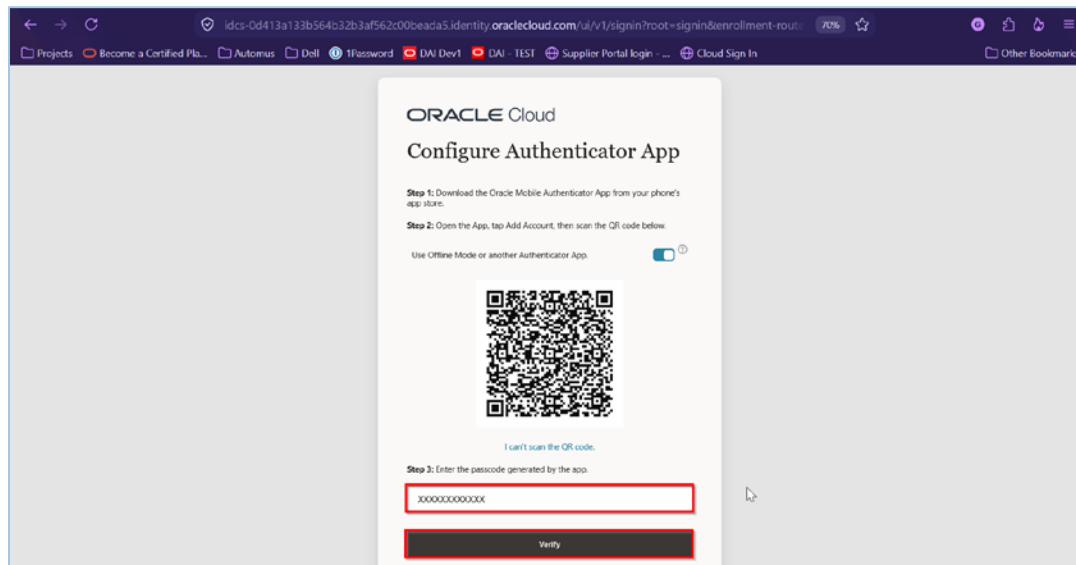
Then follow the instructions from the above screenshot, enroll the mobile application. A Successfully enrolled message will be displayed on the screen. Click on '**Continue**'



- **Option 2:** To scan using any other authenticator app, toggle this button highlighted below:



Then, scan the QR code and enter the passcode in Step 3. Click on 'Verify'



- Next time when you login, you need to approve from your mobile application to authenticate.
- **Email:** A one-time code is sent to your registered email address. Enter the code when prompted.
- **Passkey:** Follow the on-screen prompts to register a passkey on your device.

2.2.3. Finish setup and sign in

After verification is complete, you are redirected to the Oracle home page. For future sign-ins, enter your **Username** and **Password**, then confirm the MFA prompt using your selected method.

NOTE: Signed-in users can change their password at any time in User Preferences. If your account is locked after repeated failed attempts to reset your password, go to <https://supplier-support.dai.com> to get assistance through **Request Support** form.

3. Navigating to Supplier Portal

Access the Supplier Portal from the Oracle home page and review the landing page.

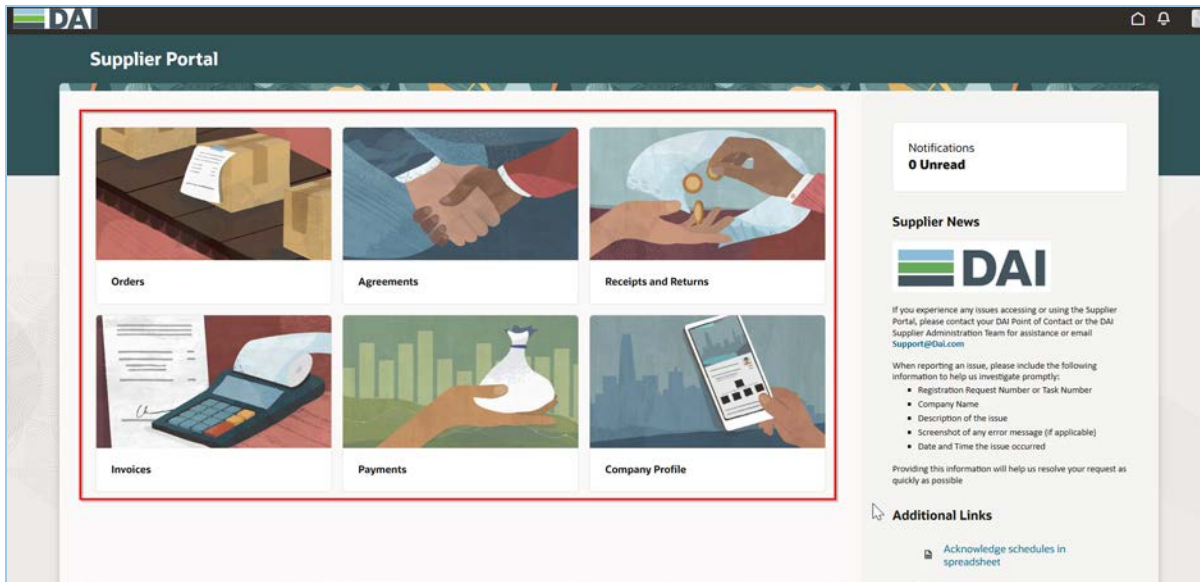
3.1. Start from Oracle home page

After signing in and completing MFA, the **Oracle home page** is displayed —Click on '**Supplier Portal**' icon on the home screen.



3.2. Supplier Portal landing page is displayed

The Supplier Portal landing page is your main work area. From here, you can view purchase agreements, purchase orders, invoices, and payments, and manage your company profile. Select the appropriate icon for the task you want to complete.



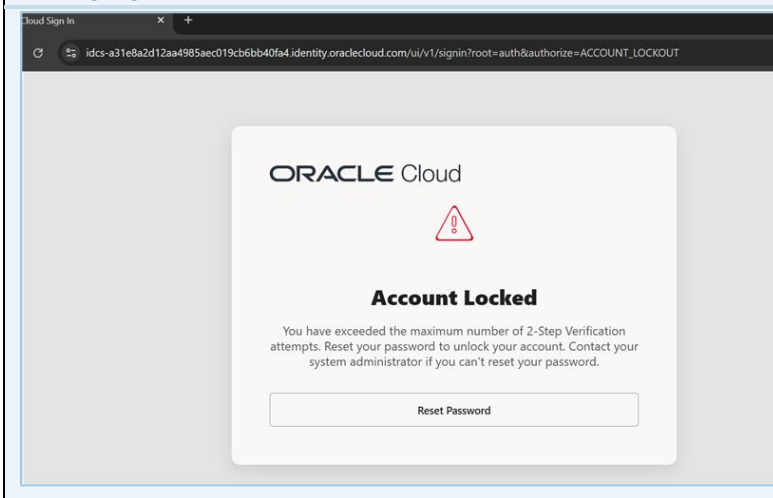
Dashboard tiles, called infolets in Oracle, provide an interactive, real-time overview of recent activity and items that need your attention. Select a tile or navigation card to open the relevant Supplier Portal area, then use the available search and filter options to find purchase agreements, purchase orders, invoices, or payments.

NOTE: To move between portal areas, select the **Home** icon at the top of the page to return to the home page.

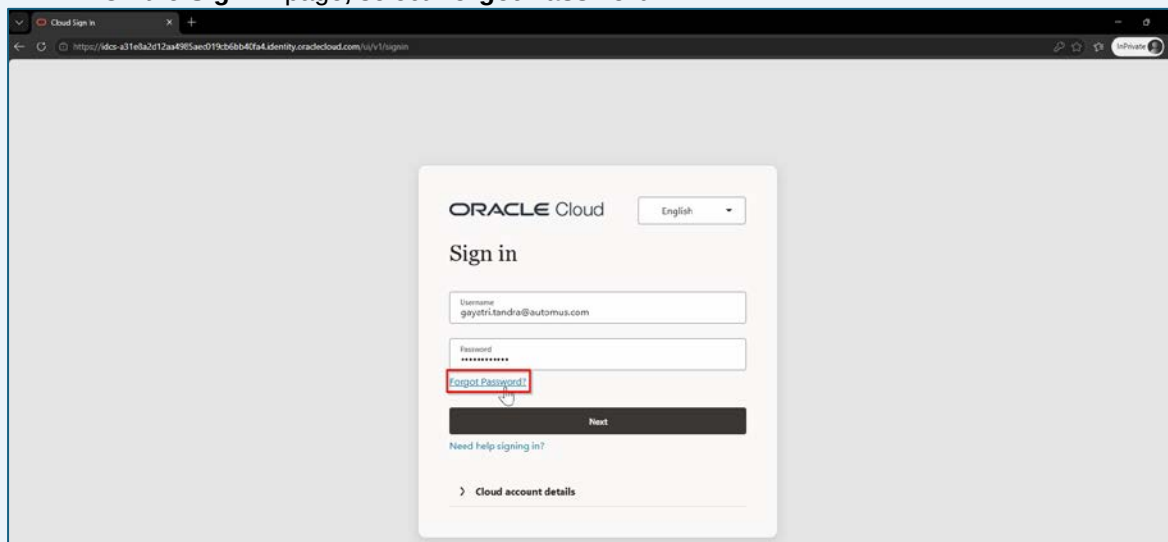


Managing Account Lockout

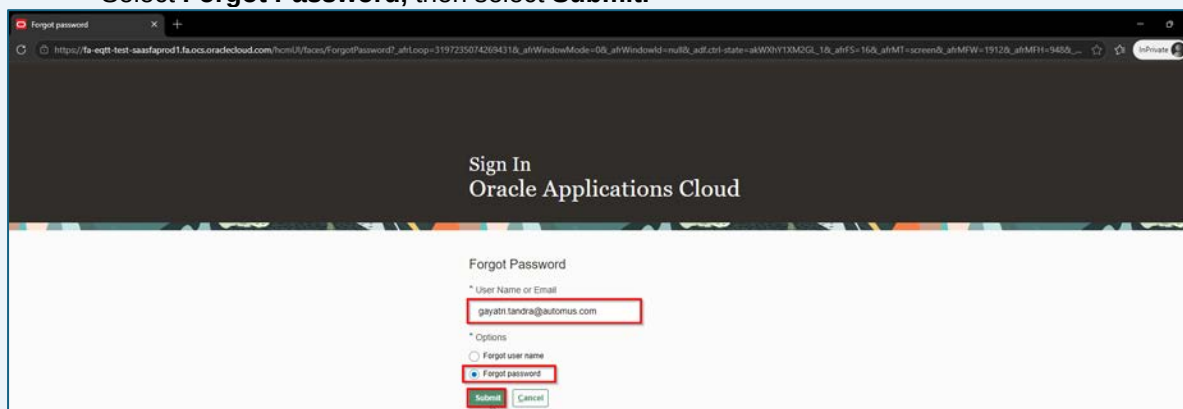
Managing Account Lockout



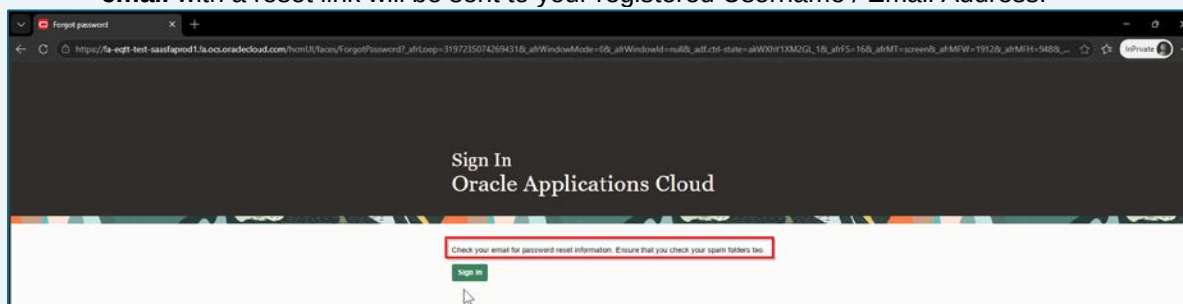
- If your supplier account is locked, use the **Sign In** link to reset your password.
- On the **Sign In** page, select **Forgot Password**.



- Enter your username or email address in the **Username / Email** field. The following two options are displayed:
 - o Forgot Username
 - o Forgot Password
- Select **Forgot Password**, then select **Submit**.



- Your **Forgot Password** request has been submitted successfully. A **Password Reset Information email** with a reset link will be sent to your registered Username / Email Address.



Oracle Fusion Applications-Password Reset Information

Inbox



Oracle Notify Dai No-reply

To: me · Tue, 15 Sept at 8:00 pm

Dear TST Contact3,

You have requested to reset your password for DAI's Oracle Fusion Applications through Self Service Portal.

Please follow the link below to reset your password.

https://fa-eqtt-test-saasfaprod1.fa.ocs.oraclecloud.com:443/hcmUI/faces/ResetPassword?_afse.gid=cfa796202d164548be9a4f118f98c3ffa

Please note, this link will expire in 24 hours. Please access the link within that 24-hour period. For reference guides, training videos, please visit <https://supplier-support.dai.com/>.

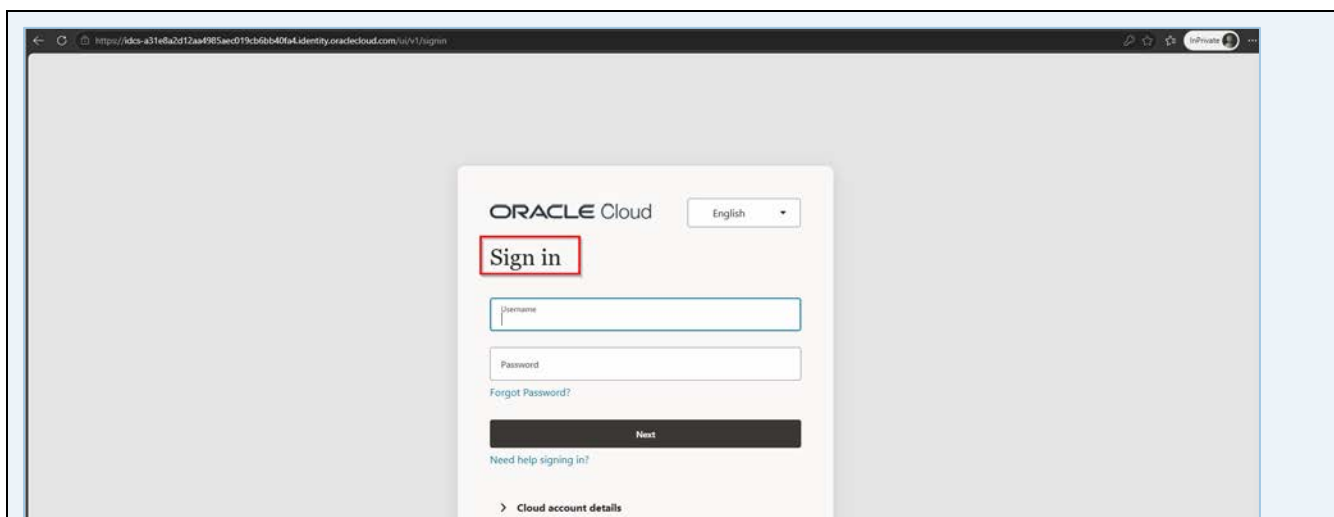
If you did not request the password reset information or have any questions, please raise a ticket through the Supplier Portal Help Desk accessible through <https://supplier-support.dai.com/>.

Thank You,
Oracle Fusion Applications

Note: The link expires after 24 hours. Reset your password as soon as you receive the email.

- Open the **reset password link** from the email, enter a new password that meets DAI password policy, and select **Submit**.

- After your password reset is successfully submitted, the **Sign In page** will appear.



- After the password reset is complete, you will receive an email notification titled **Oracle Fusion Applications-Passwd Reset Confirmation**.

Oracle Fusion Applications-Passwd Reset Confirmation

Inbox



Oracle Notify Dai No-reply

To: me · Wed, 16 Sept at 11:42 am ✓

Dear Sample Contactst,

The password for your Oracle Fusion Applications Account - gayatrit96@yahoo.com - was recently changed.

If you made this change, you do not need to do anything more.

If you did not make this change, to raise an issue to DAI team, please visit <https://supplier-support.dai.com/>

Thank You,
Oracle Fusion Applications

Sign in to the Supplier Portal using your new password.

Support

Still need help? Visit <https://supplier-support.dai.com>. This site contains **Supplier training resources**, in addition to the **Support request form**.

When reporting an issue, please include the following information to help us investigate promptly:

- Registered user account / email
- Company Name / Registration Number
- Type of issue / question
- Depending on the type of issue, you may be requested to select DAI Contracting Entity
- Description of the issue with Date and Time the issue occurred / time zone
- Screenshot of any error message (if applicable)

Providing this information will help us resolve your request as quickly as possible!