

# **CRIF and Jaggaer One IDM**

Tutorial for first access to the CRIF Group  
Procurement Portal



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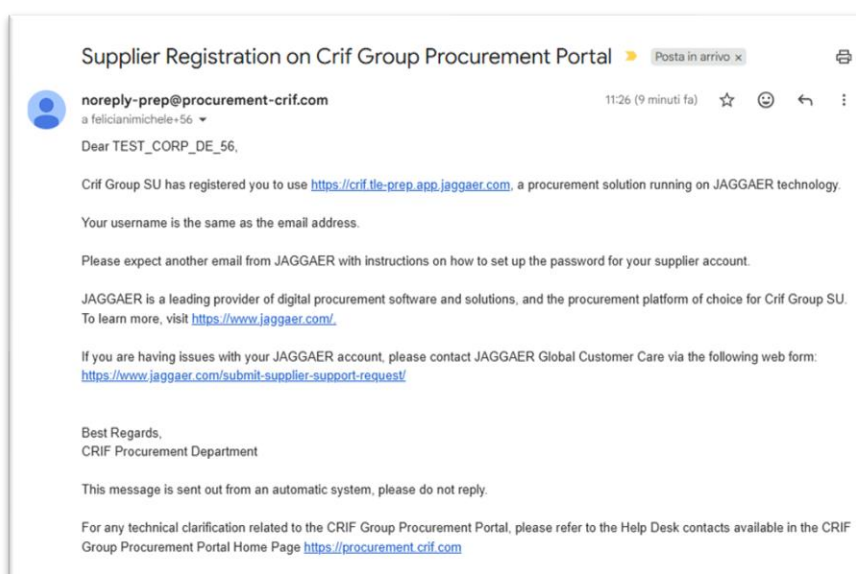
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This document guides the user through completing the first access to the CRIF Group Procurement Portal. By correctly following the steps described, it will be possible to authenticate to the platform and continue with the process required for supplier enablement.

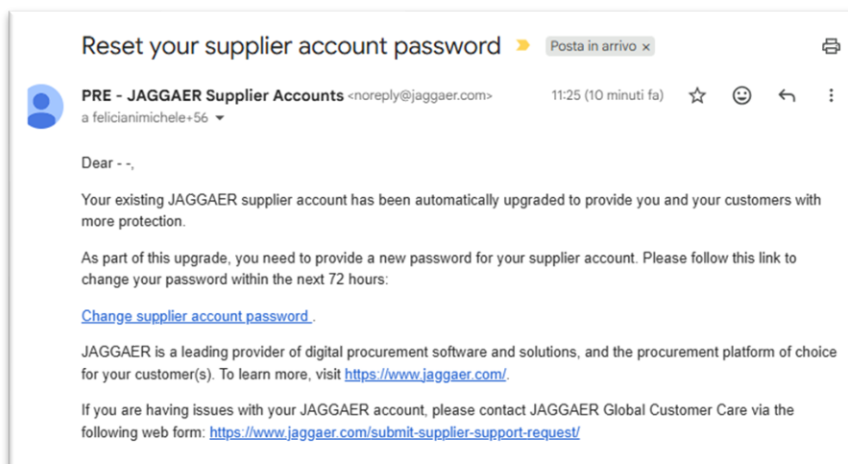
## 1. Preliminary steps

Below are the preliminary steps to follow in detail:

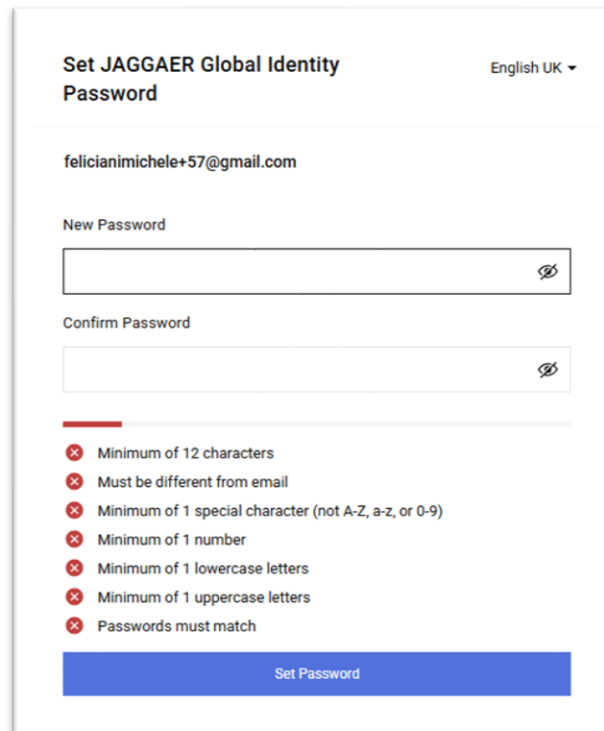
1. Check your email inbox, at the address provided in the platform during registration, to confirm that you have received the following automatic registration confirmation email.



2. The second email, already announced by the previous one, contains:
  - a. Access link to the platform for password change (**valid for 72h**)
  - b. **NB: please note that the registration procedure has already been started by CRIF, and the user must NOT restart the portal registration from scratch, regardless of the problem encountered. In case of issues, please contact your reference person to resolve them successfully and proceed according to the guide described here**



3. Click the link in the email “**Change supplier account password**” to start the process
4. The new password setup screen will be displayed. Choose the password according to the Jaggaer security requirements shown below and, once completed, click “**Set password**”, then “**Continue**” if the change is successful



**Set JAGGAER Global Identity Password** English UK ▾

felicianimichele+57@gmail.com

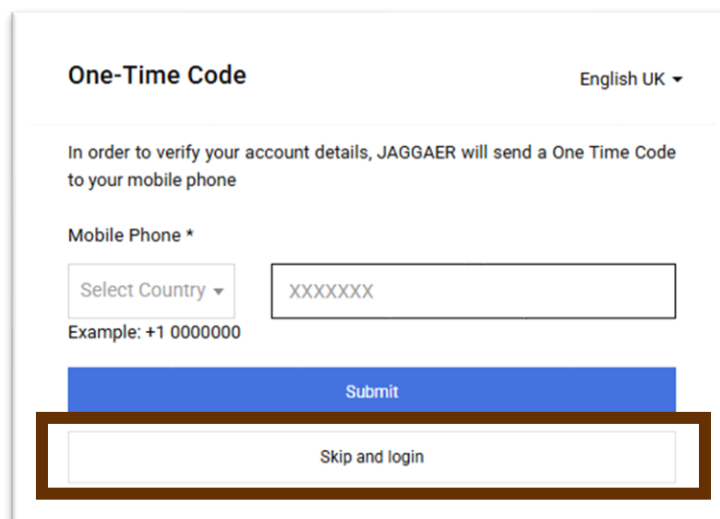
New Password

Confirm Password

- ✘ Minimum of 12 characters
- ✘ Must be different from email
- ✘ Minimum of 1 special character (not A-Z, a-z, or 0-9)
- ✘ Minimum of 1 number
- ✘ Minimum of 1 lowercase letters
- ✘ Minimum of 1 uppercase letters
- ✘ Passwords must match

Set Password

5. The procedure requires two-factor authentication to increase the security of your account. To finalize the process, from now on it is necessary to follow the instructions to set up the preferred channel for receiving the OTP code. **On the screen below, please click “Skip and login”; do NOT enter your phone number here**



**One-Time Code** English UK ▾

In order to verify your account details, JAGGAER will send a One Time Code to your mobile phone

Mobile Phone \*

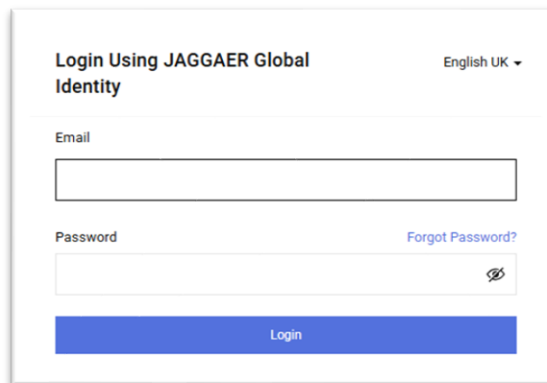
Select Country ▾ XXXXXXXX

Example: +1 0000000

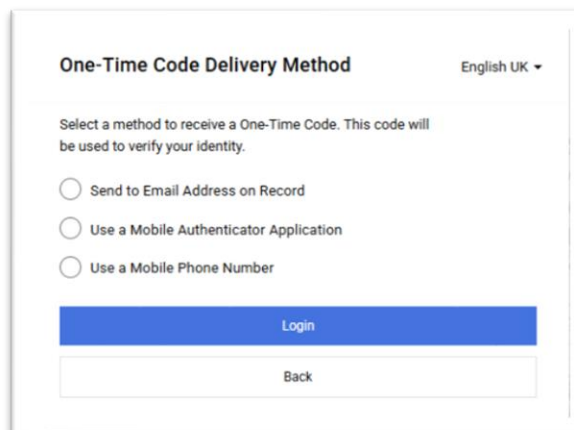
Submit

Skip and login

6. Then enter the username (email) and the password just chosen



7. Select the method for receiving the one-time OTP code
  - a. The preferred choice in terms of security is through a mobile authentication application, among
    - i. Microsoft Authenticator
    - ii. Google Authenticator
    - iii. FreeOTP
  - b. The second preferred choice is delivery to the registered email address
  - c. Using SMS sent to a mobile phone is NOT recommended



## 2. Configuration of the method for receiving the one-time OTP code

The configuration of your account now follows different paths depending on the choice made on the screen illustrated in step 7 of the guide.

If you choose the **mobile application**, please follow the instructions in **paragraph 2.1**

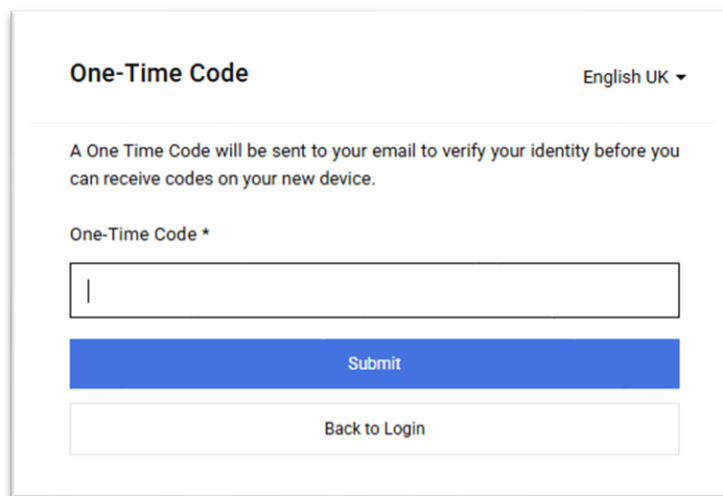
If you choose **email**, please follow the instructions in **paragraph 2.2**

## 2.1. Mobile application configuration

The configuration of the mobile application also depends on the application preferred by the user, based on a choice among three possible options

- Google Authenticator (dedicated paragraph 2.1.1)
- FreeOTP
- Microsoft Authenticator

As a preliminary step, however, it is necessary to enter a one-time code received by email, as shown in the image. After this additional step, it will be possible to configure the chosen application. After entering the code received by email, press the **“Submit”** button.



See the following screen, which illustrates all the steps required to successfully configure each application.

The steps are also described on screen as shown in the next screenshot. Please note that the QR code displayed on screen must NOT be scanned using the Camera app on your phone, but only through the chosen application, in order to allow the chosen application and Jaggaer to be configured correctly.

## Mobile Authenticator Setup

English UK ▾

### Step 1

Install one of following applications on your mobile:

- Google Authenticator
- Microsoft Authenticator
- FreeOTP

### Step 2

Open the application and scan the barcode.

[Unable to scan?](#)



### Step 3

Enter the one-time code provided by the application and click Submit to finish the setup.

One-Time Code \*


XXXX XXXX XXXX XXXX XXXX XXXX XXXX XXXX

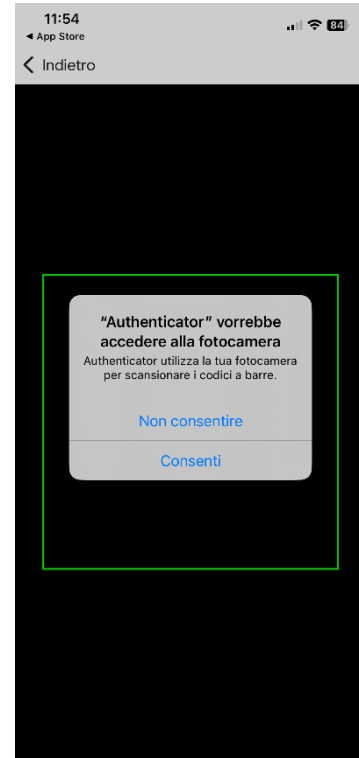
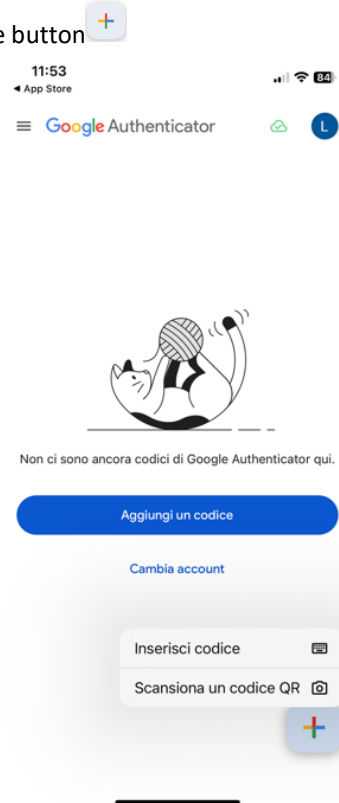
Device Name

Provide a Device Name to help you manage your OTP devices.

Submit

## 2.1.1. Google Authenticator

1. To scan the QR code displayed on screen, press the button 
2. Select the second menu item: **“Scan a QR code”**
3. Accept camera access in order to scan the QR code afterwards



4. Scan the QR code shown in Step 2; the camera will close instantly and display the token to be entered on screen
5. From this point on, the application will automatically generate a six-digit code without any further action by the user
6. If the token has expired, each future access to the Jaggaer application will require the user to open the Google Authenticator application and enter the code displayed.

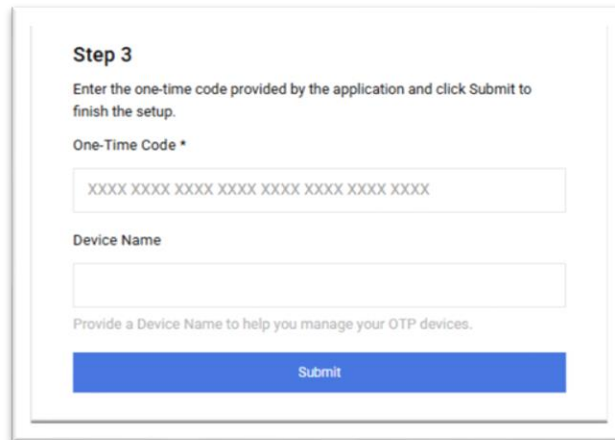
### Fase 2

Aprire l'applicazione e scansionare il barcode:

[Impossibile procedere alla scansione?](#)



7. Enter the code, as indicated on the page in Step 3, and press the “Submit” button



**Step 3**  
Enter the one-time code provided by the application and click Submit to finish the setup.

One-Time Code \*

XXXX XXXX XXXX XXXX XXXX XXXX XXXX XXXX

Device Name

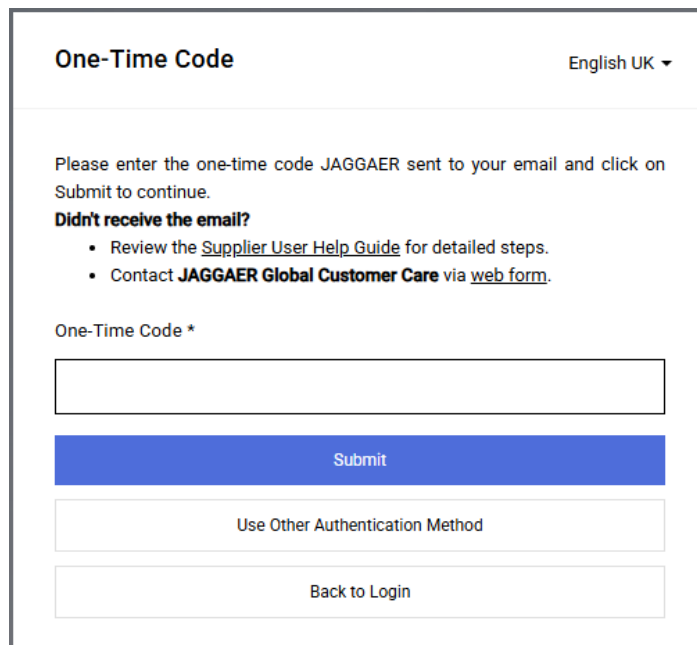
Provide a Device Name to help you manage your OTP devices.

Submit

## 2.1. Email configuration

Email configuration simply involves receiving an email containing a six-digit code to be entered in the “Step 3” section described above.

The system will then send an email containing the one-time code, to be entered as shown on the screen. Please note that you can change your choice if you no longer wish to use email as the authentication method. Pressing the “Submit” button completes the login.



**One-Time Code** English UK ▾

Please enter the one-time code JAGGAER sent to your email and click on Submit to continue.

**Didn't receive the email?**

- Review the [Supplier User Help Guide](#) for detailed steps.
- Contact **JAGGAER Global Customer Care** via [web form](#).

One-Time Code \*

Submit

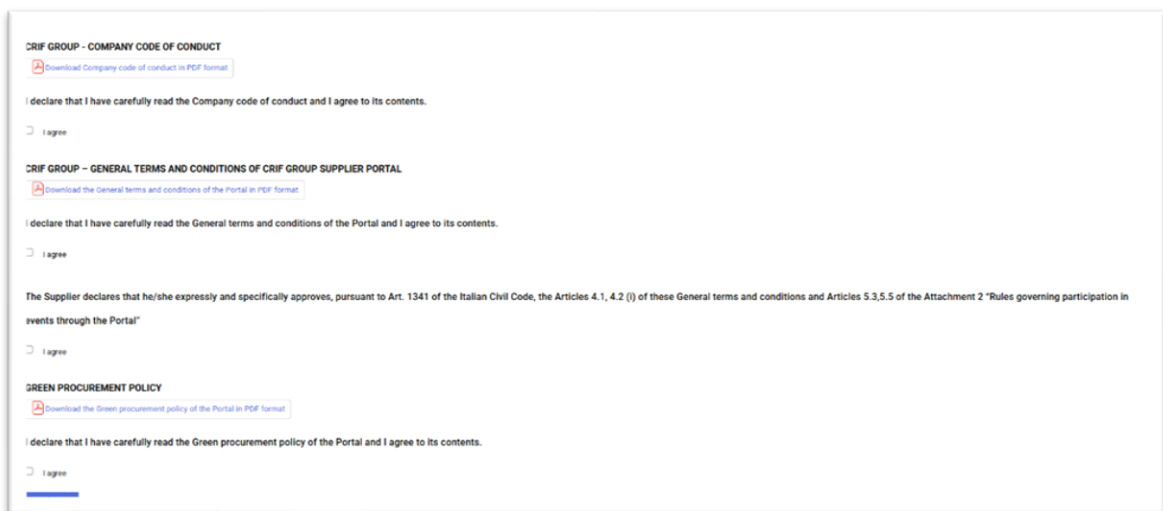
Use Other Authentication Method

Back to Login

### 3. Finalizing access and completing the Onboarding forms

Finalizing your access credentials allows you to actually enter the Jaggaer One platform and enter your company information in order to complete the onboarding phase.

The first screen shown to the user after completing access is the acceptance screen for the platform's terms of use. To proceed, it is necessary to confirm ALL four points required for use.



The screenshot displays a web form with the following sections:

- CRIF GROUP - COMPANY CODE OF CONDUCT**: Includes a link to download the code of conduct in PDF format and an "I agree" checkbox.
- CRIF GROUP - GENERAL TERMS AND CONDITIONS OF CRIF GROUP SUPPLIER PORTAL**: Includes a link to download the general terms and conditions in PDF format and an "I agree" checkbox.
- GREEN PROCUREMENT POLICY**: Includes a link to download the green procurement policy in PDF format and an "I agree" checkbox.

Each section also contains a declaration statement: "I declare that I have carefully read the [document name] and I agree to its contents."

Please note that, until the user completes all the onboarding screens displayed on screen (see the screenshot below), the registration of their company on the CRIF Procurement Portal cannot be considered complete. Only after fully completing:

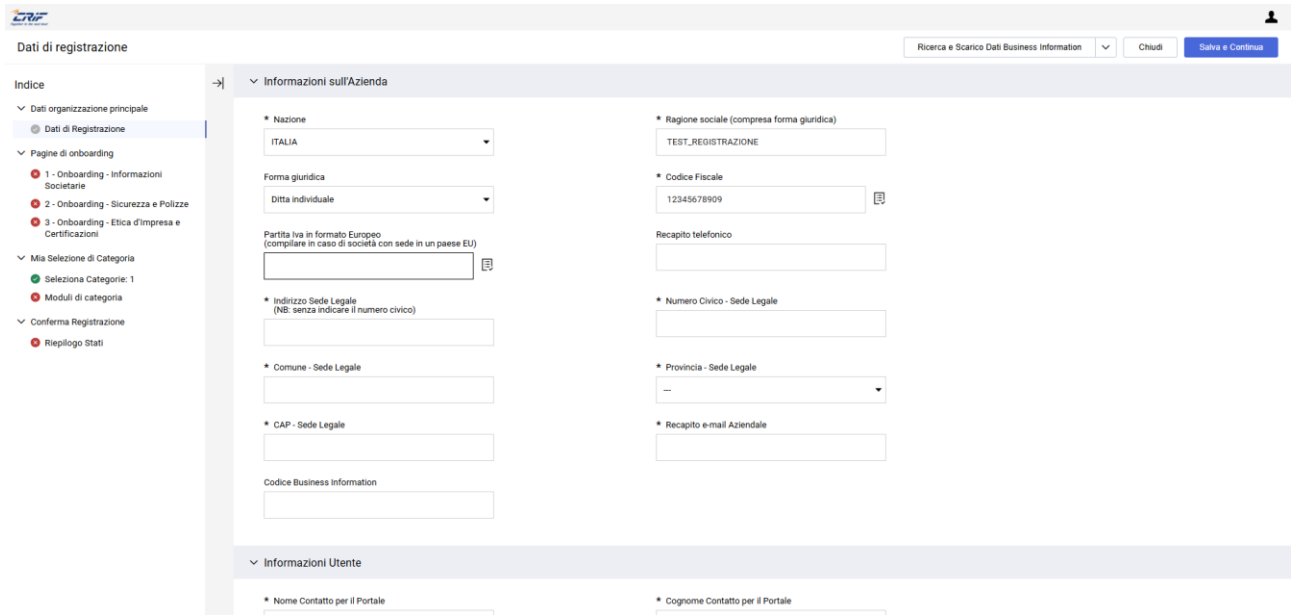
- 1 page for confirming and completing the registration data
- 3 pages for onboarding data
- 2 pages for the product category

The system clearly shows, through colored flags, which pages have been completed correctly and which require further additions.

The last page of the index, the status summary, will show full completion once onboarding has been completed.

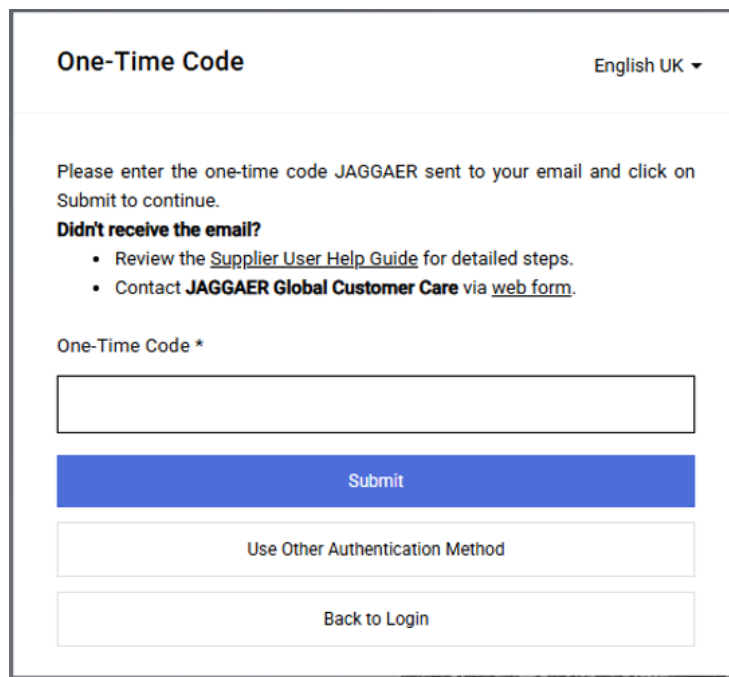
Please note that onboarding can be completed in multiple stages by saving the work completed up to that point.

Once onboarding has been completed, the user will receive an email confirming the full activation of their account on the Jaggaer supplier portal for CRIF. The relevant CRIF buyer will then be able to review the responses provided and the attached material in order to qualify the supplier.

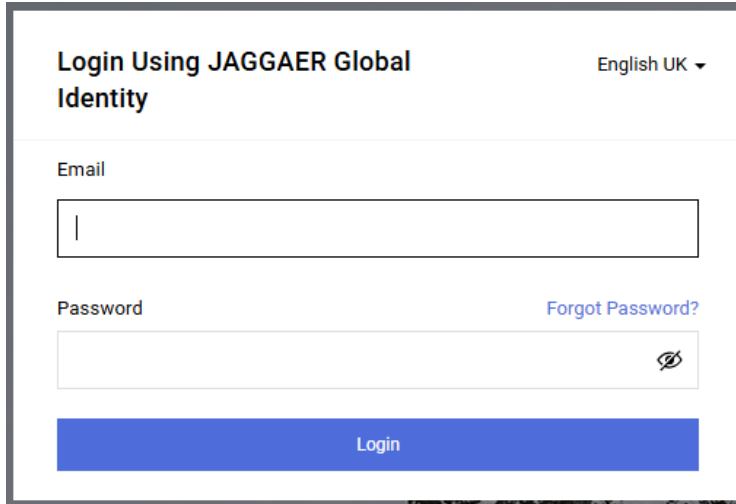


For all subsequent logins, the user will therefore need:

- a. Username (email)
- b. Personal password
- c. An OTP access token according to the user's preferred channel
  - i. Please note that it is possible to change the token delivery channel independently by clicking "Use another authentication method"
  - ii. You will be redirected to the flow already described in step 7, allowing you to choose an alternative channel (for example, from email to app and vice versa)



For subsequent logins, if the personal password previously chosen is lost, it is possible to request a password reset by clicking the **“Forgot your password”** link.



After pressing the button, the user will be asked to enter their email address.

The system will send an email with a link valid for 60 minutes to complete the operation. Please note that the link is valid for one use only.

