Account and Login and Registration

How much does it cost to join the CSP?

Coupa doesn't charge suppliers to use the CSP.

Where do I register for the CSP?

You can register directly from the email invitation from Members 1st. Click on the link in the email to begin registering.

Why don't I receive the email invitation to join Coupa?

Check your spam/junk email folder.

Emails sometimes get flagged as spam. If you still cannot find the email invitation, you can register instead. However, if you register, make sure to use the same email address to register that your customer used to invite you.

Why can't I register for the CSP?

If you received the email invitation with the link and can't register, check the **I'm not a robot** field. If there are any other issues, write to CoupaSupport@members1st.org.

How do I register if the admin/owner of the CSP account left the company?

Contact your IT department or your customer.

Your IT department can sometimes grant someone temporary access to email to log in as the Admin that left your company, and add you as a user with full access to all roles and permissions. You can also have your customer change the contact information for you as a supplier and then "unlink" from the old admin's account, then "relink" or invite using your email. All the transaction data remains. Some basic company information and payment locations/details may need to be updated in the new account, but most of the important information and transaction details are carried over automatically to the new account. See Create Your Account for more info.

Where do I sign in to the CSP?

http://supplier.coupahost.com

How do I cancel my CSP account?

If you're no longer doing business with the customer who set you up on the CSP, ask the customer to make you inactive in the system.

What do I do if I am locked out of the CSP?

Using two-factor authentication protects you against fraud. See [Enable or Disable Two-Factor Authentication](#) for more info.

If you don't have your six-digit backup validation code, contact your customer who will ask you to fill in a [declaration](#) form and provide either a copy of your photo ID or passport or your CSP login email to verify your identify.

Why don't I get the password reset emails?

Check your spam/junk email folder.

Emails sometimes get flagged as spam. If you still cannot find the email, write to CoupaSupport@members1st.org

Why can't I log in to the CSP?

Make sure you have followed the instructions in [Log in to the CSP](#). If you still have issues, reset your password. If the problem persists, write to CoupaSupport@members1st.org.

Why can't I log in after resetting my password?

Check if you are using the correct URL: https://supplier.coupahost.com.

Sometimes users bookmark the password reset URL (instead of the login URL) or bookmark a test site.

How can I log in if I forgot my two-factor authentication code, the code is not workimg, or I lost my device?

If you don't have them, contact your customer. See [Log in with two-factor authentication](#) for more info.

If you cannot log in because of missing two-factor authentication codes, try to find and recover them first by using Google Authenticator or your device for text messages (SMS) to get new codes, or by using backup codes that you were told to copy or write down.

If you lost your codes, contact your customer or CoupaSupport@members1st.org. You need to provide proof of identification to ensure security of spend-related transactions for you and your customer.

See [Log in to the CSP](#) for more info.

What do I do if I am not the admin/owner of my CSP account but I can't log in or don;t have full access?

Contact your admin to activate your account or set your permissions.

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Some users in the CSP have more power to activate and deactivate users, and decide which customers and types of information they can access (forexample, invoices but not orders or catalogs). Contact those admins to see why your access is not correct and have them fix it. If this is not possible, contact CoupaSupport@members1st.org.

Why do I get the "unauthorized or expired account" error?

Your customer has probably deactivated a setting on their end. Contact your customer to find out if this was intentional. ask them to check your supplier record or your supplier user in the system. If they can't solve the problem, they can contact Coupa support.

What do I do if I receive the "We're sorry, but something went wrong" error?

Contact your customer and ask them to open a support ticket because something is wrong on their end with a configuration or an update that they need to resolve with Coupa support.