



## Logging on aQuire using Okta For Suppliers

### DESCRIPTION

This guide will be used for you to login into aQuire using Okta.

### GPSC Solution Support

Version 4.0

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## 1.0 Introduction

The purpose of this User Guide is to instruct the Suppliers how to access **aQuire**, via **Flex's** Single Sign On (SSO) application, **Okta**.

**aQuire** is **Flex' branded version of Ivalua**, an industry leader in Source-to-Pay procurement solutions.

You have been invited to respond to an RFx (Request for Quote, Information or Proposal), respond to a Questionnaire, or provide certifications or documents utilizing the **aQuire** platform.

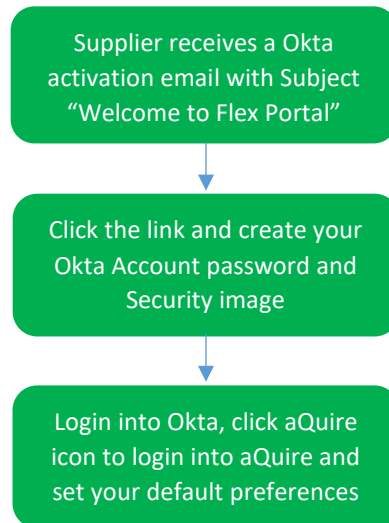
**Flex** has several applications that are accessed via **Okta**; aQuire (Source-to-Pay), Vendor Portal (Invoicing), FSP (Forecast, PO, ASN), eSourcing (Auctions) and a few others.

### 1.1 Quick Reference Guide

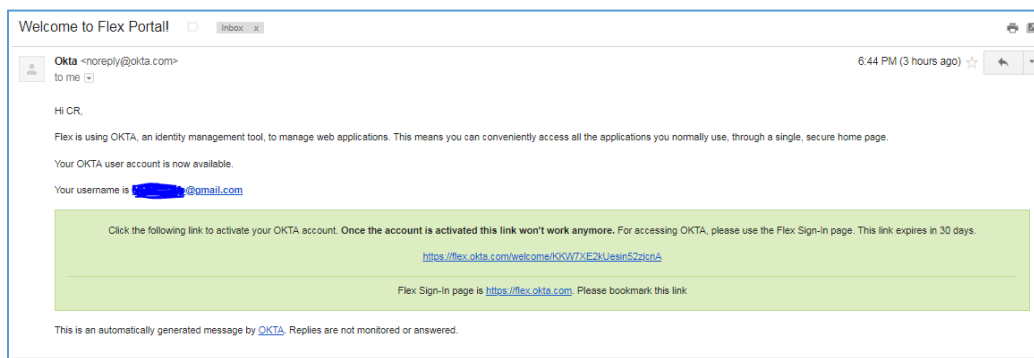
1. If you have **never** been invited to participate in any Flex application, via **Okta**, then go to section [2.0 First time Okta users](#)
2. If you have been invited to participate in at least one Flex application, via **Okta**, you have logged into the system and are actively using it, then go to section [4.0 Existing Okta users, login to Okta <https://flex.okta.com>](#)
3. If you have been invited to participate in at least one Flex application, via **Okta**, and you have logged into the system, but forgot your password, then go to section [5.0 Forgot Password](#)
4. If you have been invited to participate in at least one Flex application, via **Okta**, and you have never logged into the system and your account has been locked, then go to section [6.0 Unlock Account](#)

## 2.0 First time Okta users

If you are here it's because you have received the "Welcome to Flex Portal" email from Okta and this is the first time you will login to Okta. Follow the below Steps:

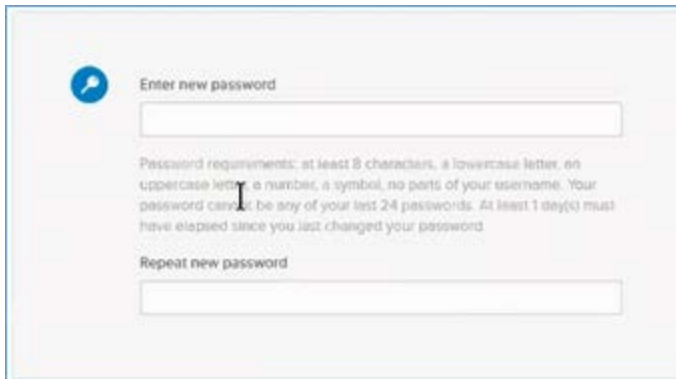


**Step 1:** Click the link underlined in blue to activate your Okta account



- **Once Activation link is accessed from the email it will automatically expire and cannot be utilized again.**
- **Activation link will be valid only for 30 days from the date of receipt of the email from Okta, if you forgot / missed to activate, then go to section [3.0 First time Okta users, but missed to open the link within 30 days](#)**

**Step 2:** Setup your new password and confirm the same



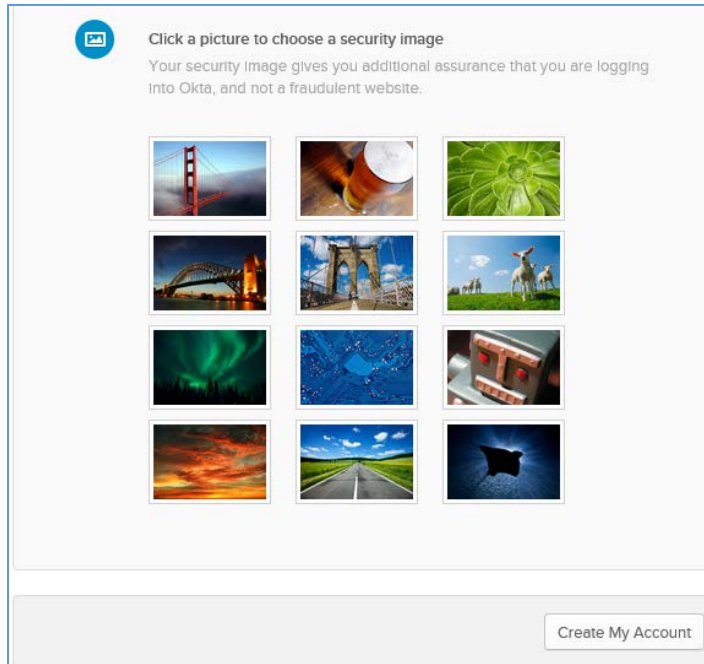
Enter new password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 24 passwords. At least 1 day(s) must have elapsed since you last changed your password.

Repeat new password

**Step 3:** Once the password is provided, you need to assign a Security image for your profile, this Security image will help you to retrieve your password in case of forgot password.

**Step 4:** Once done Click “Create My Account”

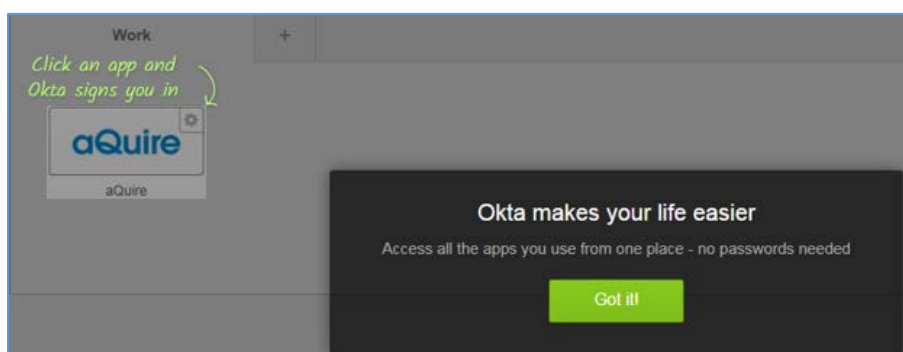


Click a picture to choose a security image

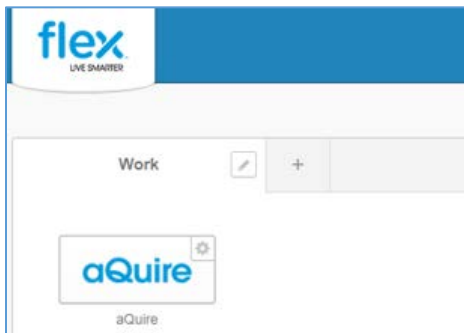
Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.

Create My Account

**Step 5:** You will be guided to Okta Menu page, click on “Got it!”



**Step 6:** Click the **aQuire** application icon to login



**Step 7:** You have successfully logged into **aQuire**, go to section [7.0 First time aQuire users, Mandatory setup](#) to complete the one-time setup requirements.

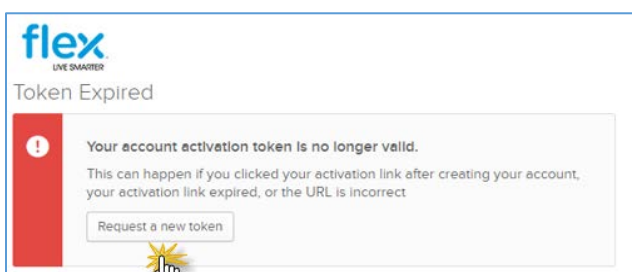
### 3.0 First time Okta users, but missed to open the link within 30 days

If you missed to open the invitation mail from Flex within 30 days from the date of receipt of the email, then your token is expired, and the below message will be displayed.

**Follow these steps to resolve:**



**Step 1:** Click **Request a new token** button



**Step 2:** Input your email address

**Step 3:** Select a reason from the drop-down options

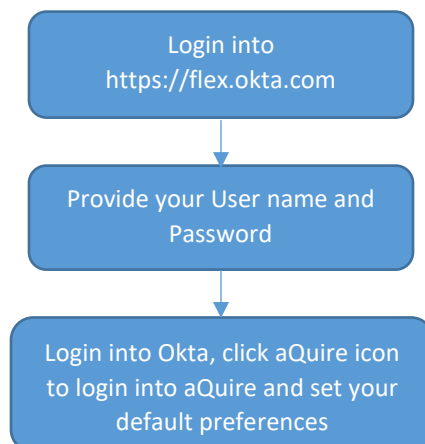
**Step 4:** Click **Send Message** button

**Step 5:** Once the message is sent, you will be receiving the email with activation link from Okta again, go to section [2.0 First time Okta users](#) to login.

## 4.0 Existing Okta users, login to Okta <https://flex.okta.com>

If you are already logging into Okta to access another Flex application, i.e. Vendor Portal, FSP, eSourcing, etc., then you will **not** receive the “Welcome to Flex Portal” email from Okta.

**Follow these steps to login:**

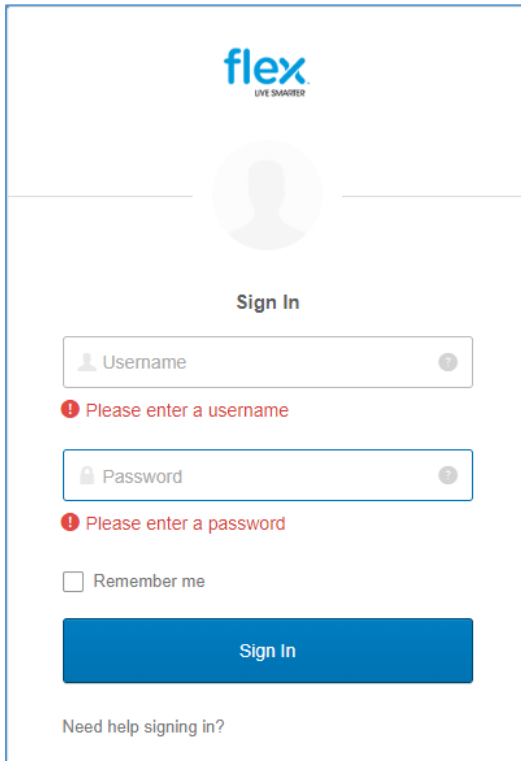


**Step 1:** From Chrome browser input <https://flex.okta.com>

**Step 2:** Bookmark this page for future login purposes

**Step 3:** Input your Username and password

**Step 4:** Click “Sign In”



The screenshot shows the Flex Sign In page. At the top is the Flex logo with the tagline "LIVE SMARTER". Below the logo is a placeholder for a user profile picture. The main heading is "Sign In". There are two input fields: "Username" and "Password". Both fields have red error messages below them: "Please enter a username" and "Please enter a password". Below the password field is a "Remember me" checkbox, which is currently unchecked. A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, there is a link that says "Need help signing in?".

**Step 5:** You have successfully logged into **aQuire**, go to section [7.0 First time aQuire users, Mandatory setup](#) to complete the one-time setup requirements.

## 5.0 Forgot Password

**Follow these steps to reset your password:**

**Step 1:** Click on "Need help Signing in?"



flex  
LIVE SMARTER

Sign In

Username

Please enter a username

Password

Please enter a password

Remember me

Sign In

Need help signing in?

**Step 2:** Click on “Forgot password?”

flex  
LIVE SMARTER

Sign In

Username

Please enter a username

Password

Please enter a password

Remember me

Sign In

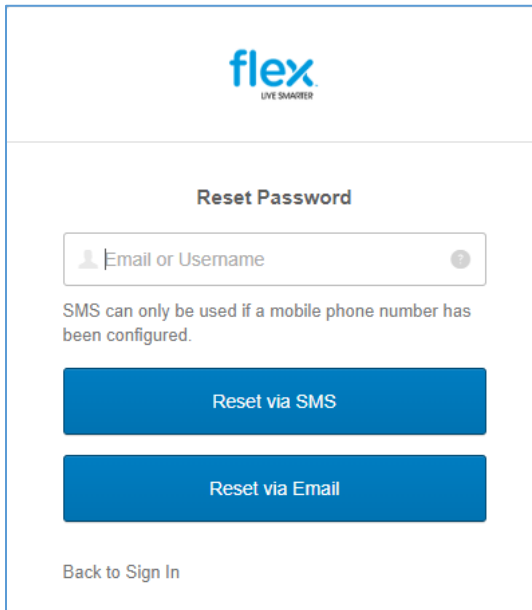
Need help signing in?

Forgot password?

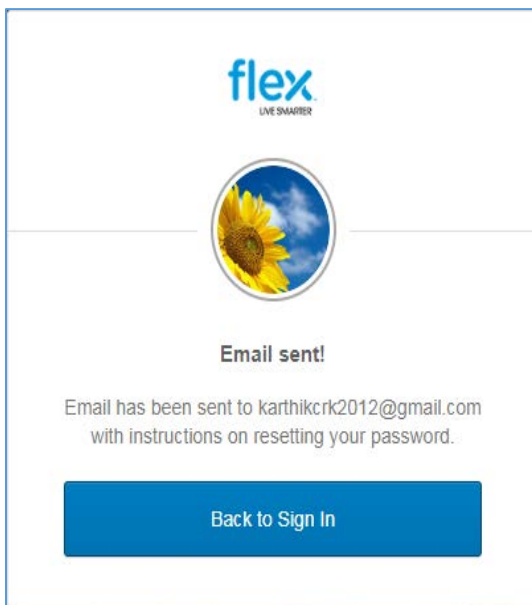
Unlock account?

**Step 3:** Key in your email address

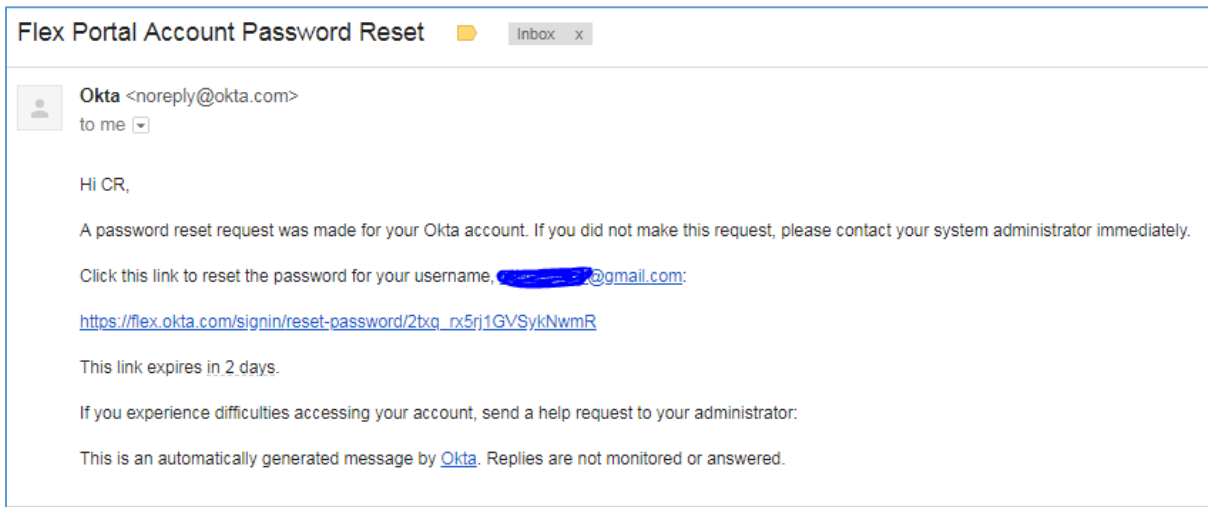
**Step 4:** Click “Reset via Email” or “Reset via SMS” if your mobile number is registered in Okta



**Step 5:** The following message will appear, click “Back to Sign In”



**Step 6:** Receive an email with the subject “Flex Portal Account Password Reset”



**Step 7:** Follow the instructions provided in the email and click the password reset link to reset your password, provide your New password and reconfirm the same.

**Reset your Okta password**

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, a symbol, no parts of your username. Your password cannot be any of your last 24 passwords. At least 1 day(s) must have elapsed since you last changed your password.

**Note:** The Password reset link will be valid only for 2 days

**Step 8:** Once the Password is reset you will be guided to the Okta Home page, go to section [4.0 Existing Okta users, login to Okta https://flex.okta.com](https://flex.okta.com)

## 6.0 Unlock Account

**Your account could be locked due to any of the below reasons:**

1. Five (5) continuous failed attempts to login to Okta
2. Set forgot password incorrectly
3. Not logged into Okta account in past 90 days
4. Your account has been locked in Flex

**Follow these steps to Unlock your Account:**

**Step 1:** Click on “Need help Signing in?”

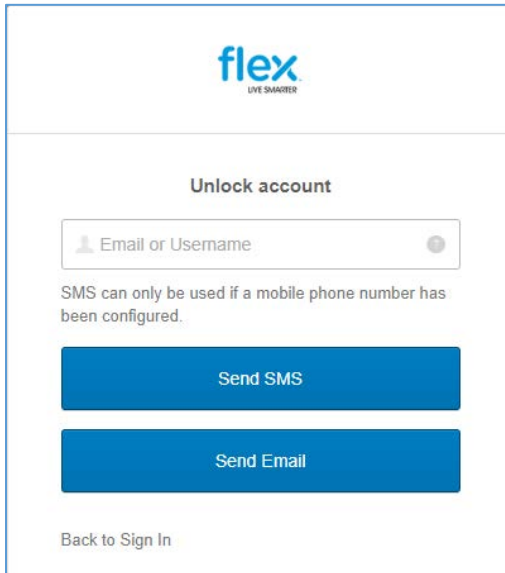
The screenshot shows the Flex Sign In page. At the top is the Flex logo with the tagline "LIVE SMARTER". Below the logo is a placeholder for a user profile picture. The main heading is "Sign In". There are two input fields: "Username" and "Password". Both fields have a red error message below them: "Please enter a username" and "Please enter a password" respectively. Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the checkbox. At the bottom of the form, the link "Need help signing in?" is highlighted with a green rectangular box.

**Step 2:** Click on “Unlock account?”

This screenshot is identical to the one above, showing the Flex Sign In page with the same error messages and layout. However, in this version, the link "Need help signing in?" is not highlighted. Instead, the link "Unlock account?" is highlighted with a green rectangular box. The "Forgot password?" link is also visible below the "Need help signing in?" link.

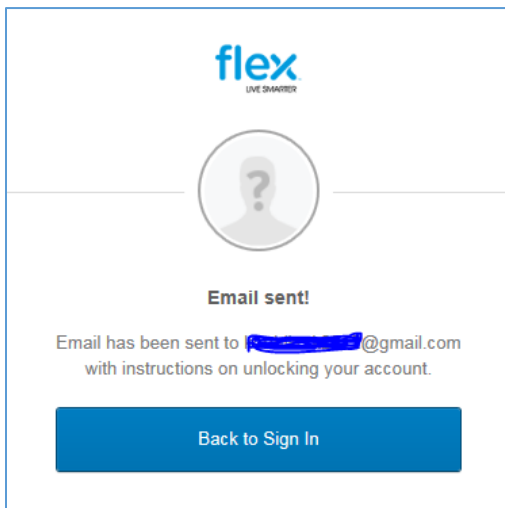
**Step 3:** Key in your email address

**Step 4:** Click “Reset via Email” or “Reset via SMS” if your mobile number is registered in Okta



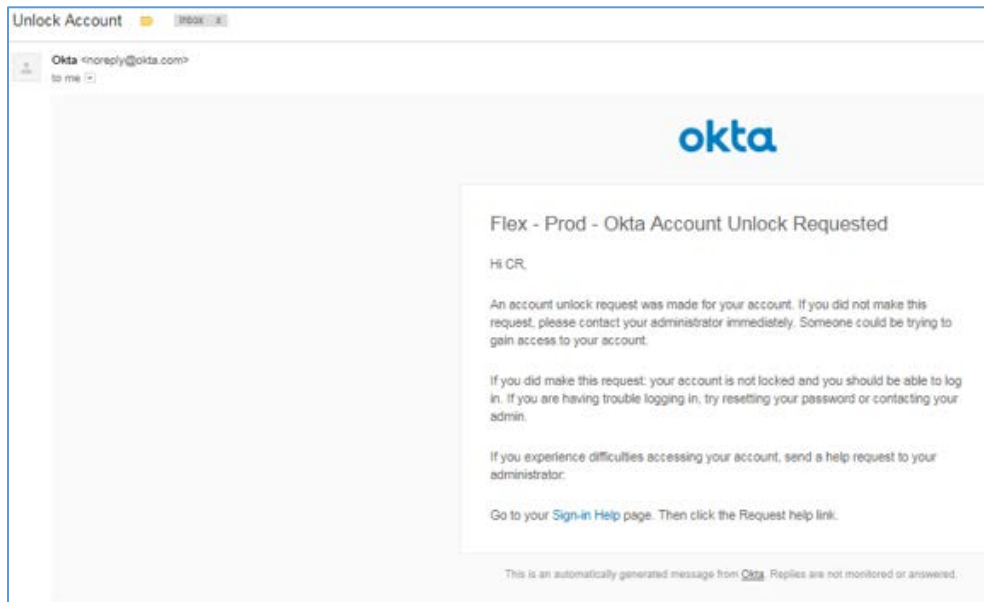
The screenshot shows the 'flex' logo at the top with the tagline 'LIVE SMARTER'. Below it is the heading 'Unlock account'. There is a text input field labeled 'Email or Username'. Below the input field, a note states: 'SMS can only be used if a mobile phone number has been configured.' There are two blue buttons: 'Send SMS' and 'Send Email'. At the bottom left, there is a link that says 'Back to Sign In'.

**Step 5:** The following message will appear, click “Back to Sign In”



The screenshot shows the 'flex' logo at the top with the tagline 'LIVE SMARTER'. Below it is a circular icon containing a question mark. The heading is 'Email sent!'. Below the heading, the text reads: 'Email has been sent to [redacted]@gmail.com with instructions on unlocking your account.' At the bottom, there is a blue button that says 'Back to Sign In'.

**Step 6:** You will receive a mail from Okta with subject “Unlock Account”



**Step 7:** Now your account has been unlocked, go to section [4.0 Existing Okta users, login to Okta https://flex.okta.com](#)

## 7.0 First time aQuire users, Mandatory setup

Now that you have successfully logged into **aQuire** there are a few one-time setup's required.

### 7.1 Accept the “Authorized User Terms of Use”

**Step 1:** Check the box 'I accept terms and conditions'

**Step 2:** Click the **Validate** button

You have to accept terms and conditions in order to continue.

**AUTHORIZED USER TERMS OF USE**

These Software Terms of Use (“Terms of Use”) govern your use of the aQuire software (the “Software”), including all user manuals, technical manuals, and any other materials provided by Flex, in printed, electronic, or other form, that describe the Software or its use or specifications (the “Documentation”) provided to you (“you” or “your”).

BY CLICKING THE “ACCEPT” BUTTON YOU ACCEPT THESE AUTHORIZED USER TERMS AND AGREE THAT YOU ARE LEGALLY BOUND BY THEM. IF YOU DO NOT AGREE TO THESE TERMS OF USE, DO NOT CLICK THE “ACCEPT” BUTTON AND YOU WILL HAVE NO LICENSE TO, AND MUST NOT ACCESS OR USE, THE SOFTWARE.

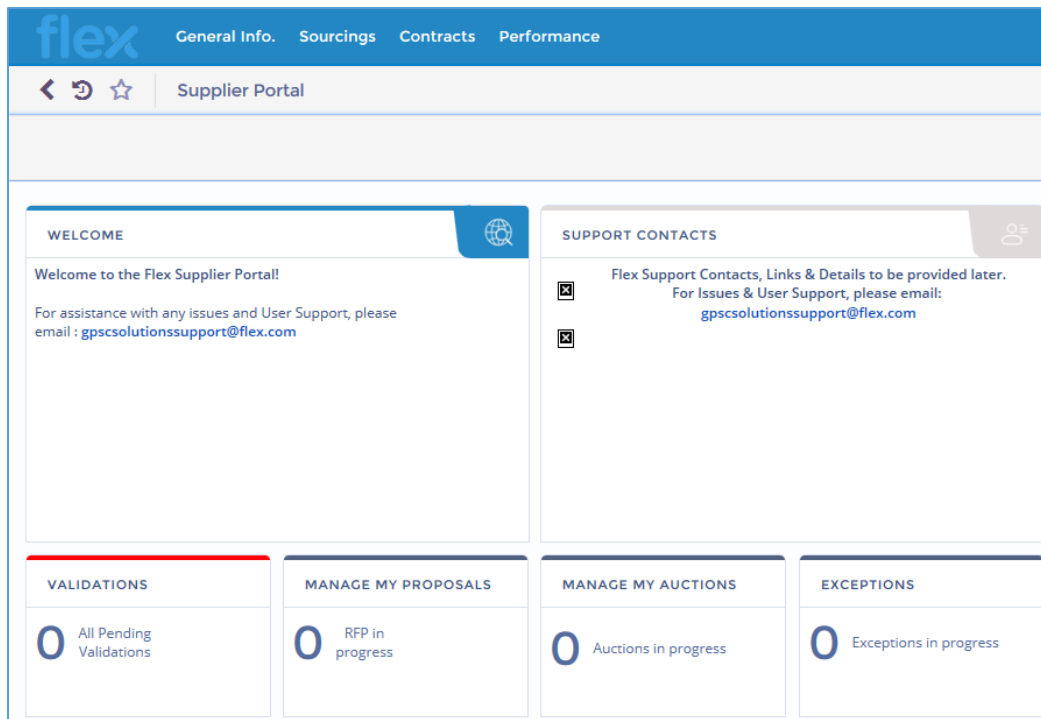
1. **License Grant.** Subject to your strict compliance with these Terms of Use, Flex hereby grants you a non-exclusive, non-transferable, non-sublicensable, limited license to use the Software solely in accordance with the Documentation. The foregoing licensee will terminate immediately on the earlier to occur of:

- (a) the expiration or earlier termination of the software license agreement between Flex and licensor; or
- (b) your ceasing to be authorized by Flex to use the Software for any or no reason.

2. **Use Restrictions.** You shall not directly or indirectly:  I accept terms and conditions

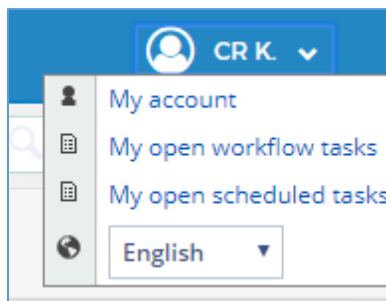
**Validate** **Print**

**Step 3:** You will be directed to the Supplier Portal Home page, as illustrated below:



## 7.2 Setup your default preferences in aQuire

**Step 1:** Go to “My account”, which is a dropdown next to your name on the top right corner of your screen.



**Step 2:** Setup “My Preferences” for the following fields as illustrated below:

- Default Language
- Default Country
- Time Zone
- Currency

**Step 3: Click Save**

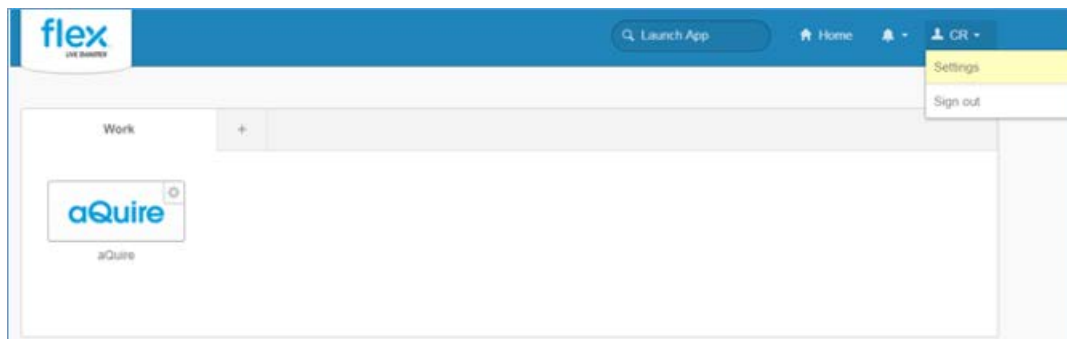
**Do NOT change your First Name, Last Name nor Email!!!**

**If this information needs to be updated send a request to your Flex Contact**

## 8.0 Change Okta Preferences

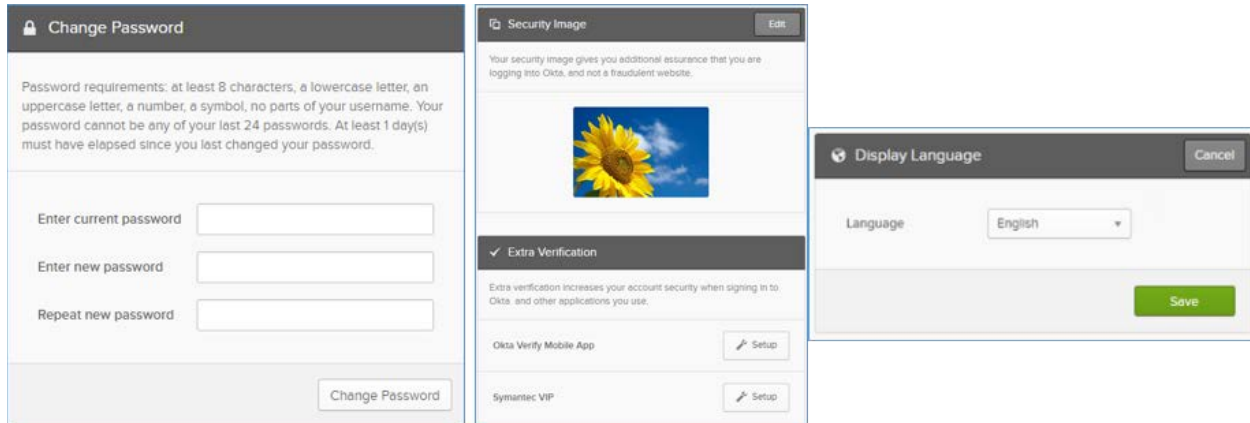
You can change your Okta preferences at any time based on the below steps:

**Step 1:** in your Okta home page go to Setting, which will be a dropdown available near your name at the top right corner in your Okta home page.



**Step 2:** Change your preferences like Password, Mobile login, Security image and Display Language.





**Step 3:** Click “Save” to save your preferences.

## 9.0 Frequently asked Questions

### 9.1 Which Browser should I use to access aQuire?

The preferred browser to access **aQuire** is Chrome

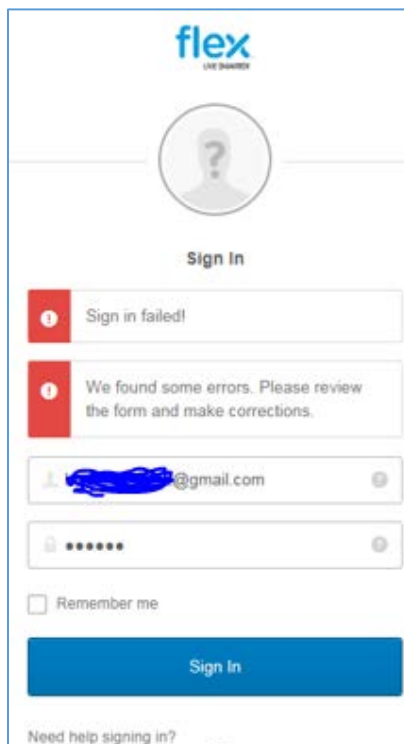
### 9.2 Who do I contact if I have questions?

If you have questions, please reach out to the Flex Contact that invited you to participate in the **aQuire** platform; i.e. the Site Buyer, Regional/Global Commodity Manager or Corporate Quality.

### 9.3 What do I do if I did not receive the “Welcome to Flex Portal” email?

Go to section [1.1 Quick Reference Guide](#): to determine which steps to follow

### 9.4 What do I do if I get the “Sign in failed!” message?

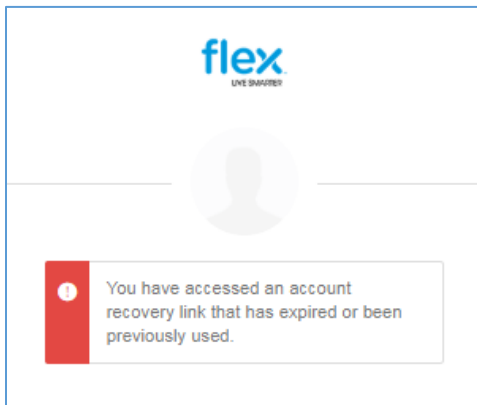


**Step 1:** Go to section [5.0 Forgot Password](#)

**Step 2:** If still the issue exists, go to section to [6.0 Unlock Account](#) follow those steps and then go to section [5.0 Forgot Password](#)

**Step 3:** If still the issue exists, reach out to your Flex Contact for Support, include a screen shot of the error message.

## 9.5 What do I do if my forgot password link expired?



**Step 1:** Go to section [5.0 Forgot Password](#)

**Step 2:** If still the issue exists, go to section to [6.0 Unlock Account](#) and follow those steps and then go to section [5.0 Forgot Password](#)

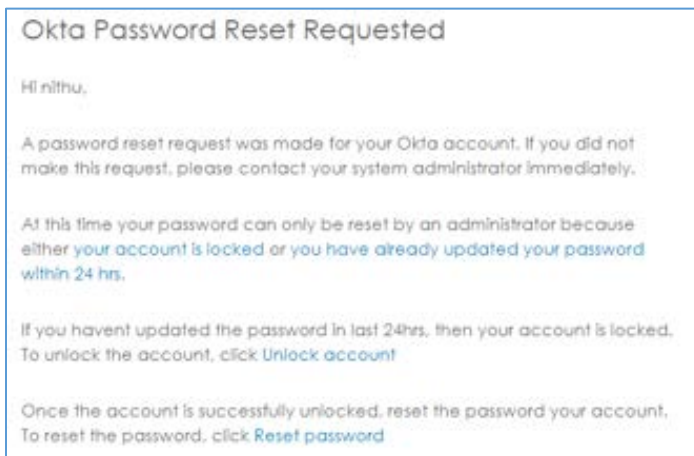
**Step 3:** If still the issue exists, kindly contact the Flex Contact for resolution

## 9.6 Can I change my password within 24 hours?

No. The password cannot be changed within 24 hours of the previous password update.

**Step 1:** Wait for 24 Hours to complete

**Step 2:** Then go to section [5.0 Forgot Password](#) and follow those steps



## 9.7 What do I do if I get this error “Sorry, you can’t access aQuire because you are not assigned this app in Okta”?

You are receiving this error message because either your aQuire login hasn't been created by your Flex Contact yet or something went wrong during the creation of your aQuire login account.

Sorry, you can't access aQuire because you are not assigned this app in Okta.

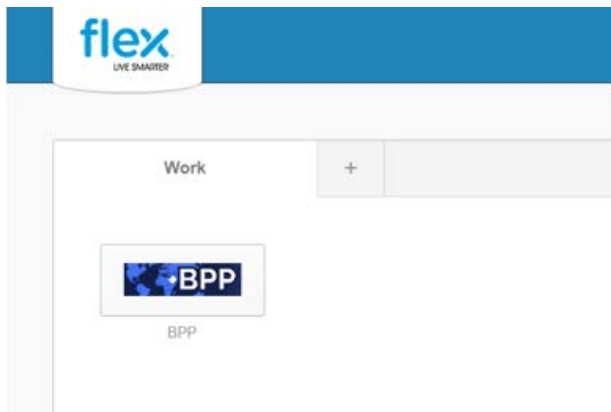
If you're wondering why this is happening, please [contact your administrator](#).

If it's any consolation, we can take you to [your Okta home page](#).

**Step 1:** Reach out to your Flex Contact for Support, include a screen shot of the error message.

## 9.8 Why can't I see the aQuire application in Okta?

If you cannot see the aQuire application in the Okta Home screen, then your **aQuire** account hasn't been created yet.



**Step 1:** Reach out to your Flex Contact for Support, include a screen shot.