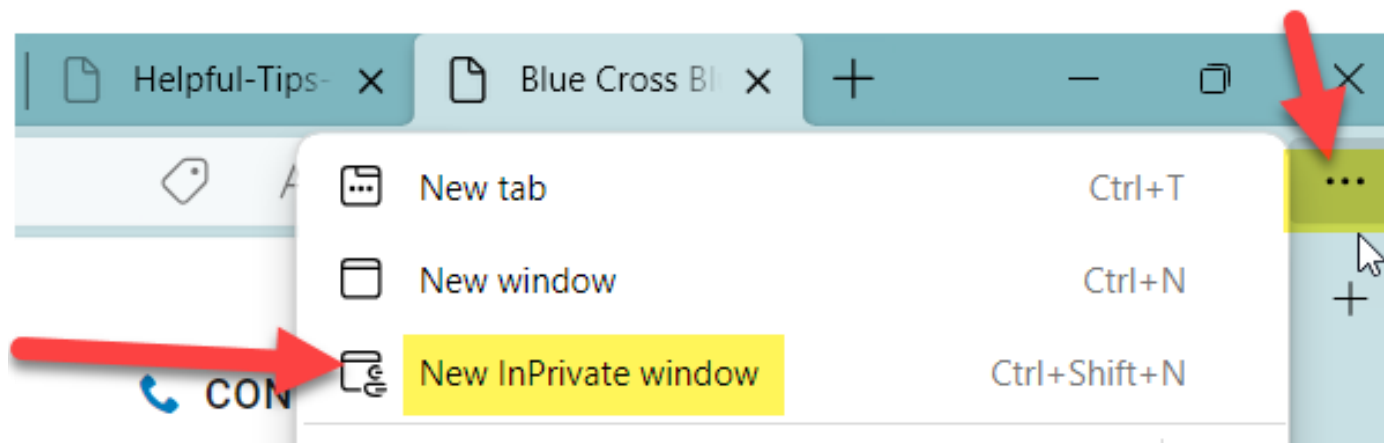# Supplier Portal Password Reset Process

The purpose of this job aid is to guide the Supplier contact through the process of resetting their Oracle Cloud Supplier portal password as a voluntary password reset or when the system is requiring that the password be reset.

NOTE: These instructions are only for users that have already completed the initial registration process

1. Use Edge or Chrome (the preferred web browsers)

2. Clear your browser cache / history OR open your browser session with a clear cache / history by opening a new incognito or private browser session (usually Ctrl+Shift+N in most browsers) Or click the 3 dots at the top right of the browser window and select New Incognito or New InPrivate window.

Updated on 11/16/2023

3. Type in https://www.bcbsm.com/suppliers as the URL

4. Once the Supplier Site opens, click on the Supplier Portal **Log In** (at the top right)
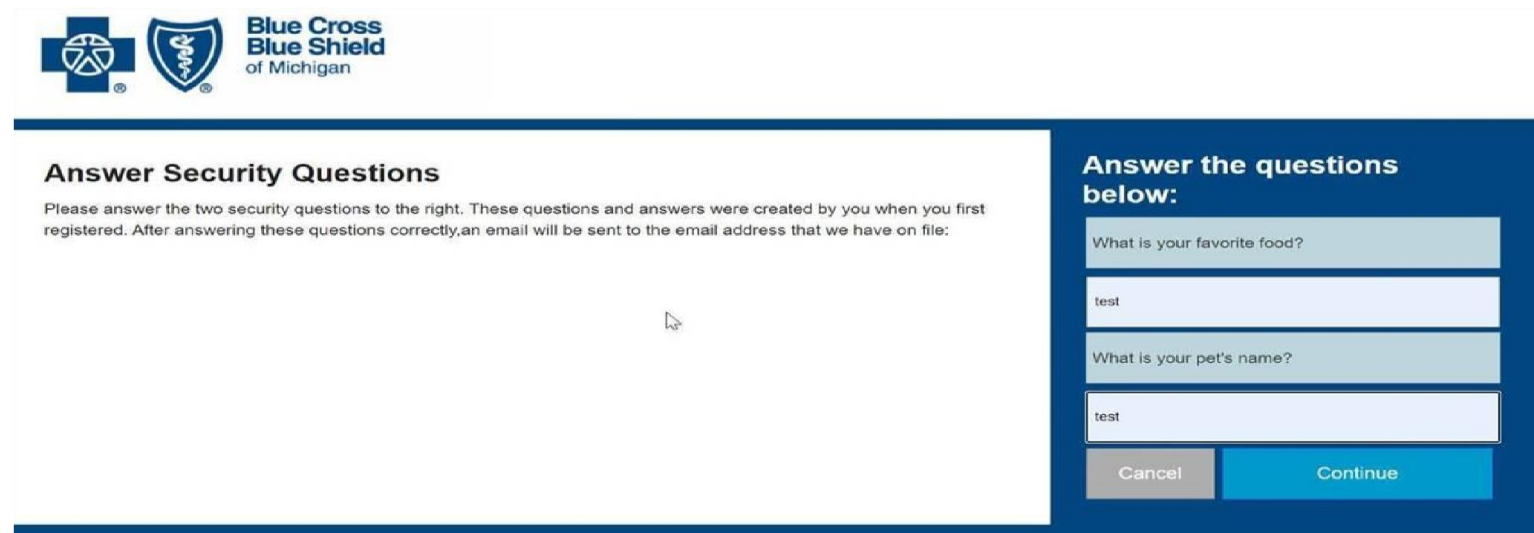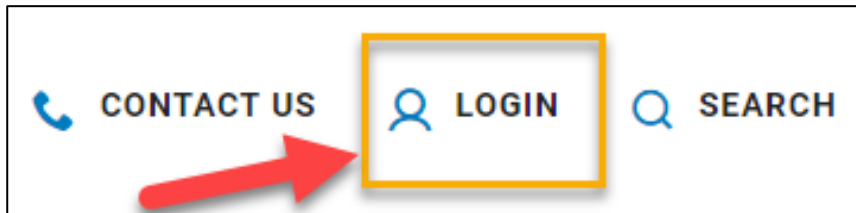

5. Click **"Forgot Password"**

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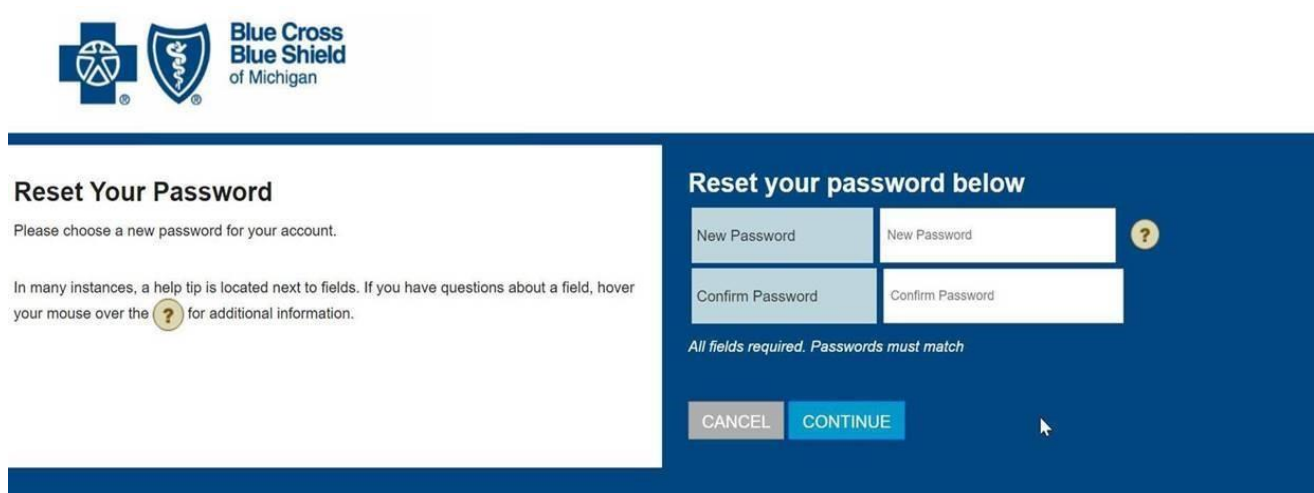6. Enter your Username. The username is most likely your email address. Press Continue.

7. Answer the security questions that you established when you initially registered. Please note: three failed attempts will lock your account! If your account locks, you will not be able to reset your password without our help. If you fail 3 times, please send an email to procurement@bcbsm.com using the subject line "Account Locked" and a screenshot.

8. Follow the steps to establish a new password. **<u>Please note:</u> When entering your new password, you can NOT use any version of a previously used password.**

9. Once you receive the confirmation message, close your browser session.

10. If you receive a message indicating an "IBM time out" message, simply close that browser tab and Open a new browser session (to avoid any session issues)

11. Enter https://www.bcbsm.com/suppliers in the opened browser.

12. Click "SUPPLIER PORTAL LOGIN" link

13. Enter your credentials - **using your new password**. **DO NOT ALLOW YOUR COMPUTER TO AUTO FILL ANYTHING DURING THIS PROCESS!**

14. Select **Oracle Fusion** <u>**or**</u> **Smart Talent Procurement** to enter the portal.

Welcome to BCBSM Supplier portal

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15. If you select Oracle, you must then follow the Okta Multi-factor Authentication process. A 6-digit code will be sent to the device that you indicated during your initial registration.

Please Note: If you do not have access to STP, please contact **ContingentLabor@bcbsm.com**