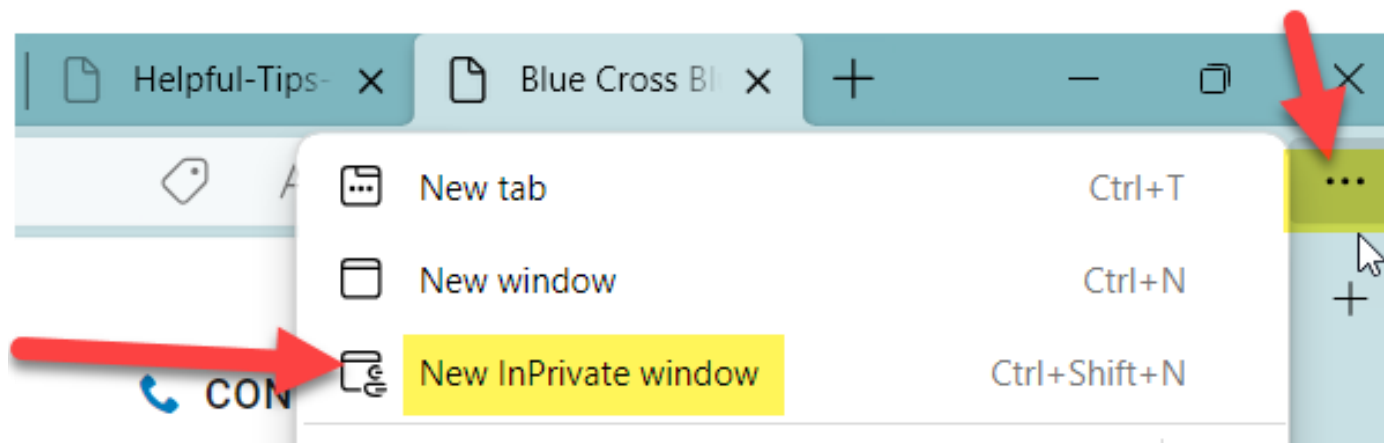


# Supplier Portal Password Reset Process

*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.*

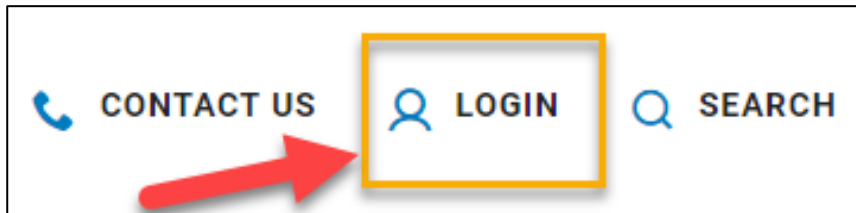
***NOTE: These instructions are only for users that have already completed the initial registration process***

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.



# Supplier Portal Password Reset Process

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”**



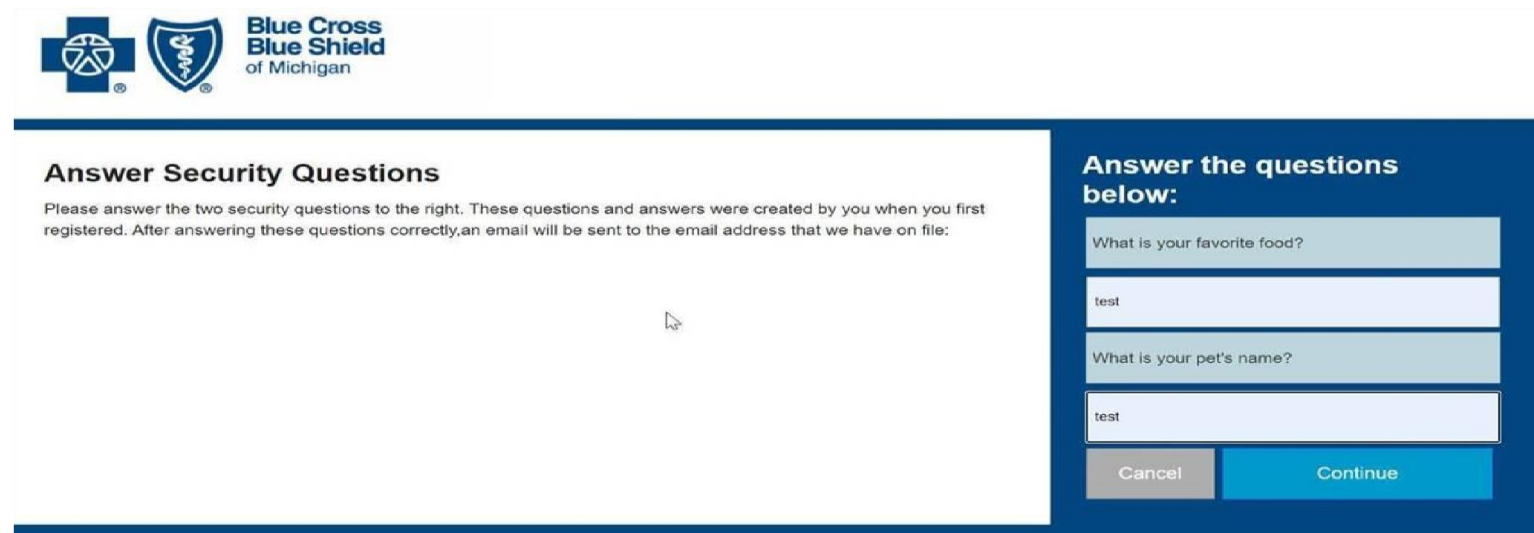
# Supplier Portal Password Reset Process

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



The screenshot shows the 'Recover Password' section of the supplier portal. On the left, there is a heading 'LOGIN FOR SECURED SUPPLIER SERVICES' and a sub-heading 'Forgot Your Password?'. Below this, a message states: 'If you have forgotten your Password, you will need to reset it for security purposes. Please enter your User Name to start the 3-step process:'. On the right, there is a form titled 'Recover Password' with a 'User Name' input field containing 'UserName', a 'Cancel' button, and a 'Continue' button.

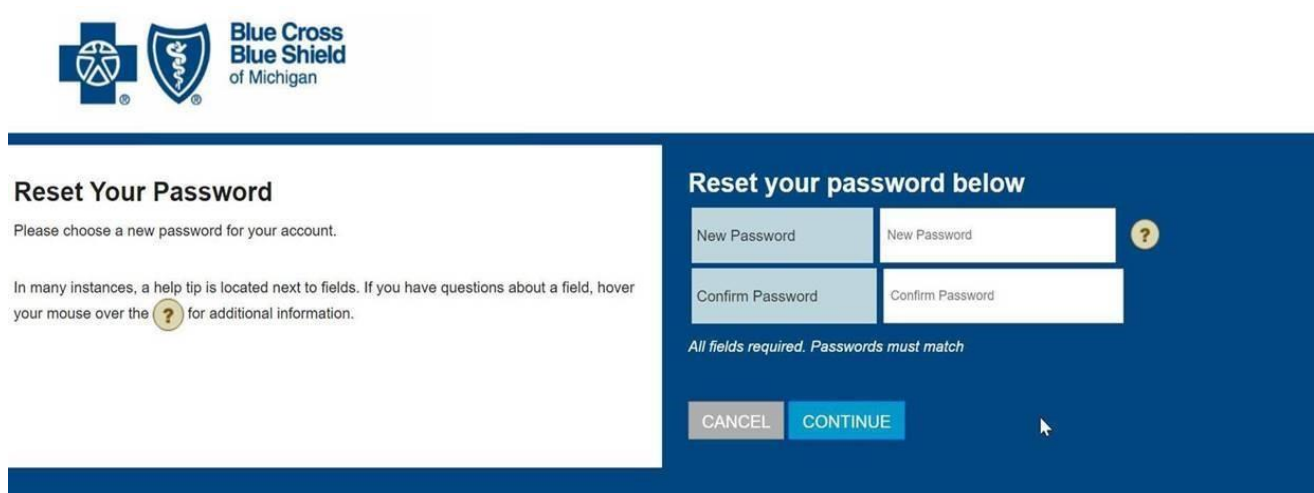
7. Answer the security questions that you established when you initially registered. **Please note: three failed attempts will lock your account!** If your account locks, you will not be able to reset your password without our help. If you fail 3 times, please send an email to [procurement@bcbsm.com](mailto:procurement@bcbsm.com)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



The screenshot shows the 'Answer Security Questions' section of the supplier portal. On the left, there is a heading 'Answer Security Questions' and a message: 'Please answer the two security questions to the right. These questions and answers were created by you when you first registered. After answering these questions correctly, an email will be sent to the email address that we have on file:'. On the right, there is a form titled 'Answer the questions below:' with two questions: 'What is your favorite food?' and 'What is your pet's name?'. Each question has a text input field containing 'test'. At the bottom, there are 'Cancel' and 'Continue' buttons.

# Supplier Portal Password Reset Process

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



The screenshot shows the 'Reset Your Password' form. On the left, the Blue Cross Blue Shield of Michigan logo is displayed. Below it, the heading 'Reset Your Password' is followed by the instruction: 'Please choose a new password for your account.' A help tip states: 'In many instances, a help tip is located next to fields. If you have questions about a field, hover your mouse over the ? for additional information.' On the right, the heading 'Reset your password below' is followed by two rows of input fields. The first row has two 'New Password' fields, with a yellow question mark icon to the right of the second field. The second row has two 'Confirm Password' fields. Below the fields, the text reads: 'All fields required. Passwords must match'. At the bottom, there are two buttons: 'CANCEL' and 'CONTINUE'.

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



The screenshot shows the 'Recover Password' confirmation screen. On the left, the Blue Cross Blue Shield of Michigan logo is displayed. Below it, the heading 'Completed! Follow the instructions below...' is followed by the instruction: 'Please check your email.' On the right, the heading 'Recover Password' is followed by a blue button labeled 'Login'.

# Supplier Portal Password Reset Process

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** or **Smart Talent Procurement** to enter the portal.



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](mailto:ContingentLabor@bcbsm.com)