

# Supplier Contact Portal Registration

1. Open the email that was sent from Blue Cross Blue Shield of Michigan <noreply@supplier.bcbsm.com>. Here is a **SAMPLE** of the email:



# Supplier Contact Portal Registration

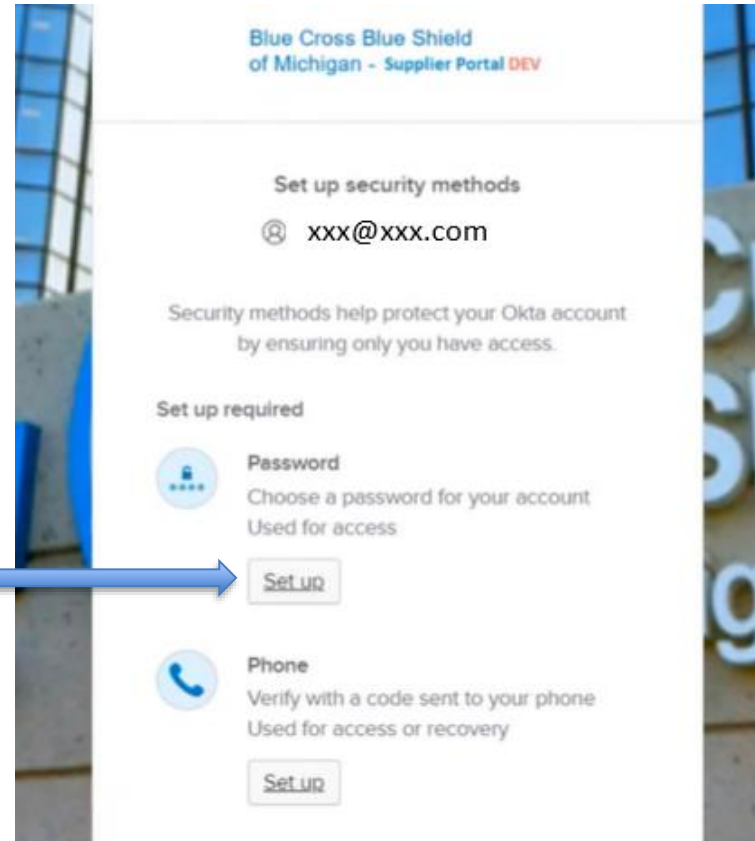
2. Click the “**Activate BCBSM Supplier Account**” button

2



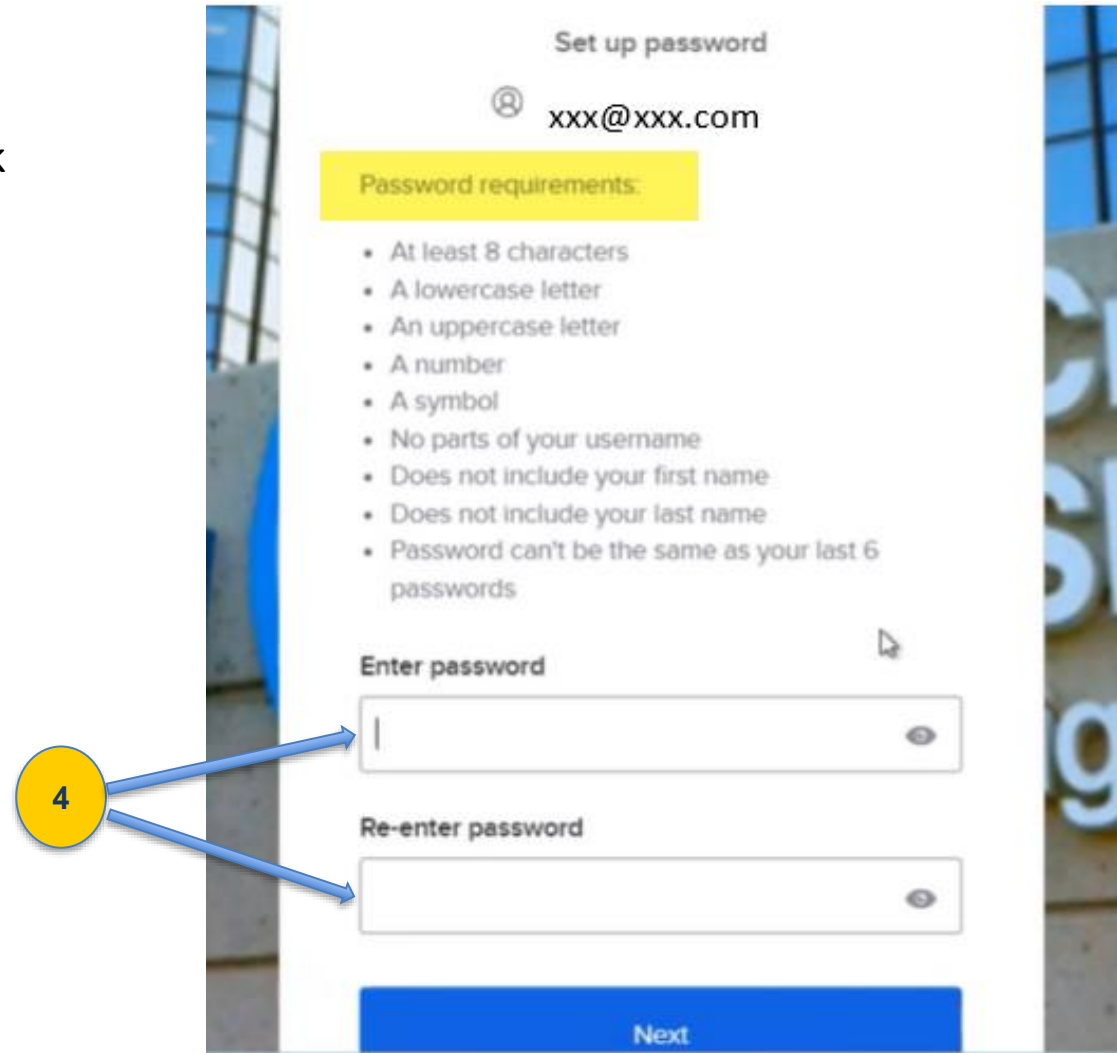
3. Set up your Password.  
Click “**Set up**” under Password

3



# Supplier Contact Portal Registration

4. Be sure to read the Password requirements, then enter an appropriate Password. Then click “Next”



Set up password

xxx@xxx.com

**Password requirements:**

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Password can't be the same as your last 6 passwords

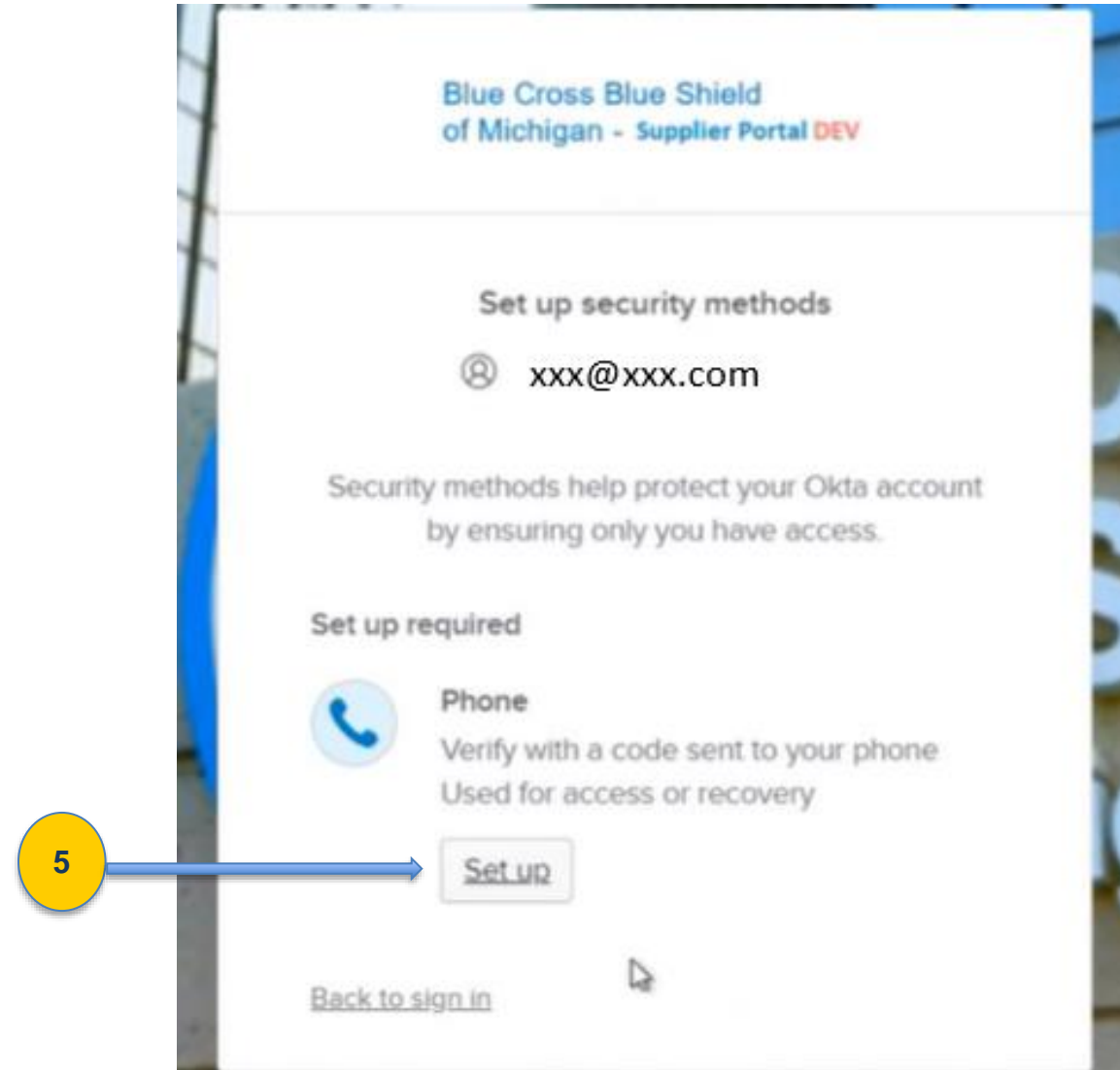
Enter password

Re-enter password

Next

# Supplier Contact Portal Registration

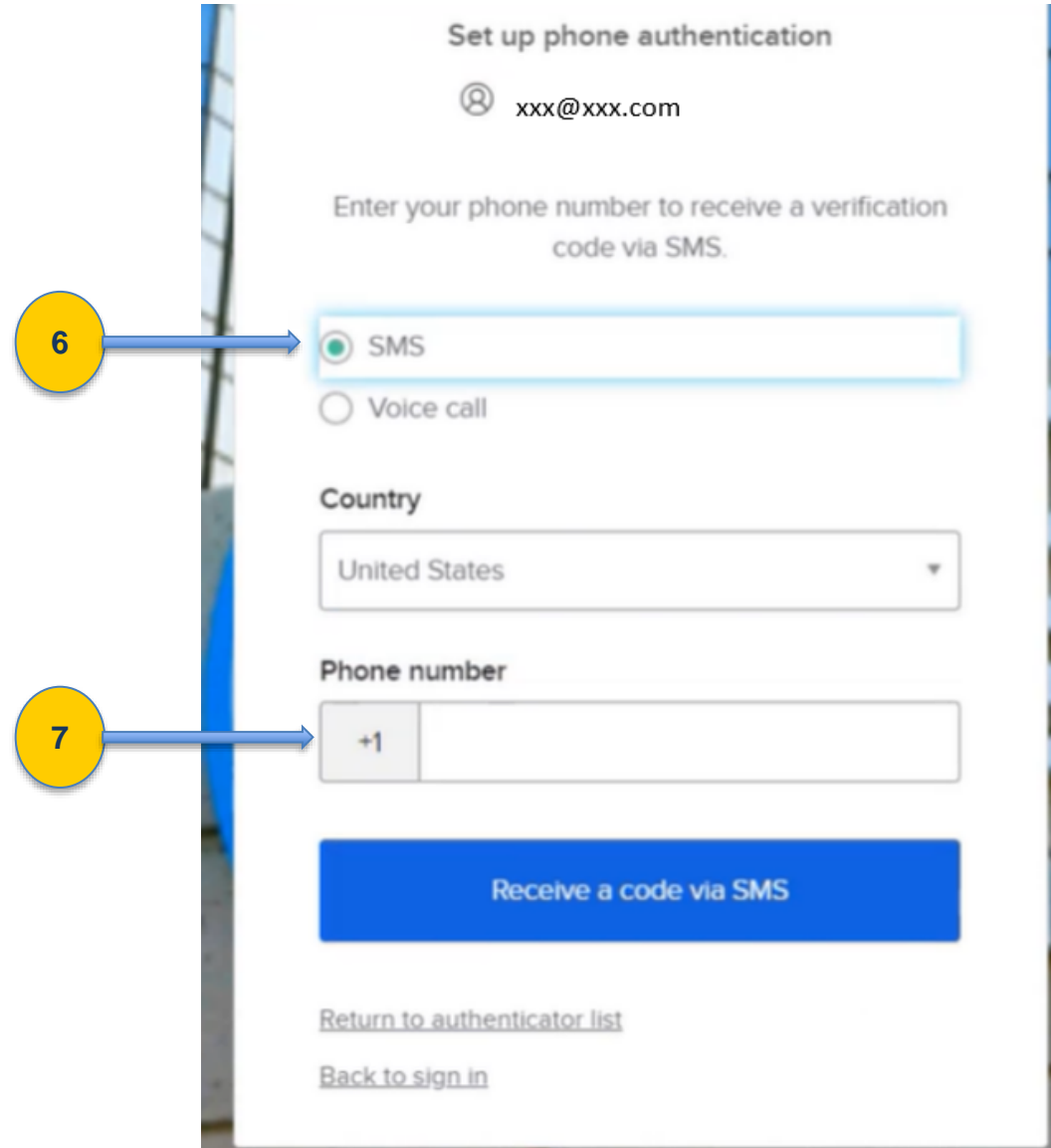
5. Set up your Phone so that you can receive the multi-factor authentication code.  
Click **“Set up”** under Phone



# Supplier Contact Portal Registration

6. Click the **“SMS”** option if you want to receive the authentication code via text message

7. In the **“Phone number”** field, enter your 10-digit phone number. Then click the **“Receive a code”** button



The screenshot shows a web form titled "Set up phone authentication" for the email address xxx@xxx.com. The form asks the user to "Enter your phone number to receive a verification code via SMS." There are two radio button options: "SMS" (which is selected and highlighted with a blue box and callout 6) and "Voice call". Below these is a "Country" dropdown menu set to "United States". The "Phone number" field has a "+1" country code selector and a text input field, with callout 7 pointing to the input area. A large blue button labeled "Receive a code via SMS" is at the bottom. At the very bottom, there are links for "Return to authenticator list" and "Back to sign in".

# Supplier Contact Portal Registration



Blue Cross  
Blue Shield  
Blue Care Network  
of Michigan

8. A code will be sent to the phone number that you entered. Enter the code numbers here. Then click **“Verify”**.

8

Set up phone authentication

xxx@xxx.com

A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

Verify

[Return to authenticator list](#)

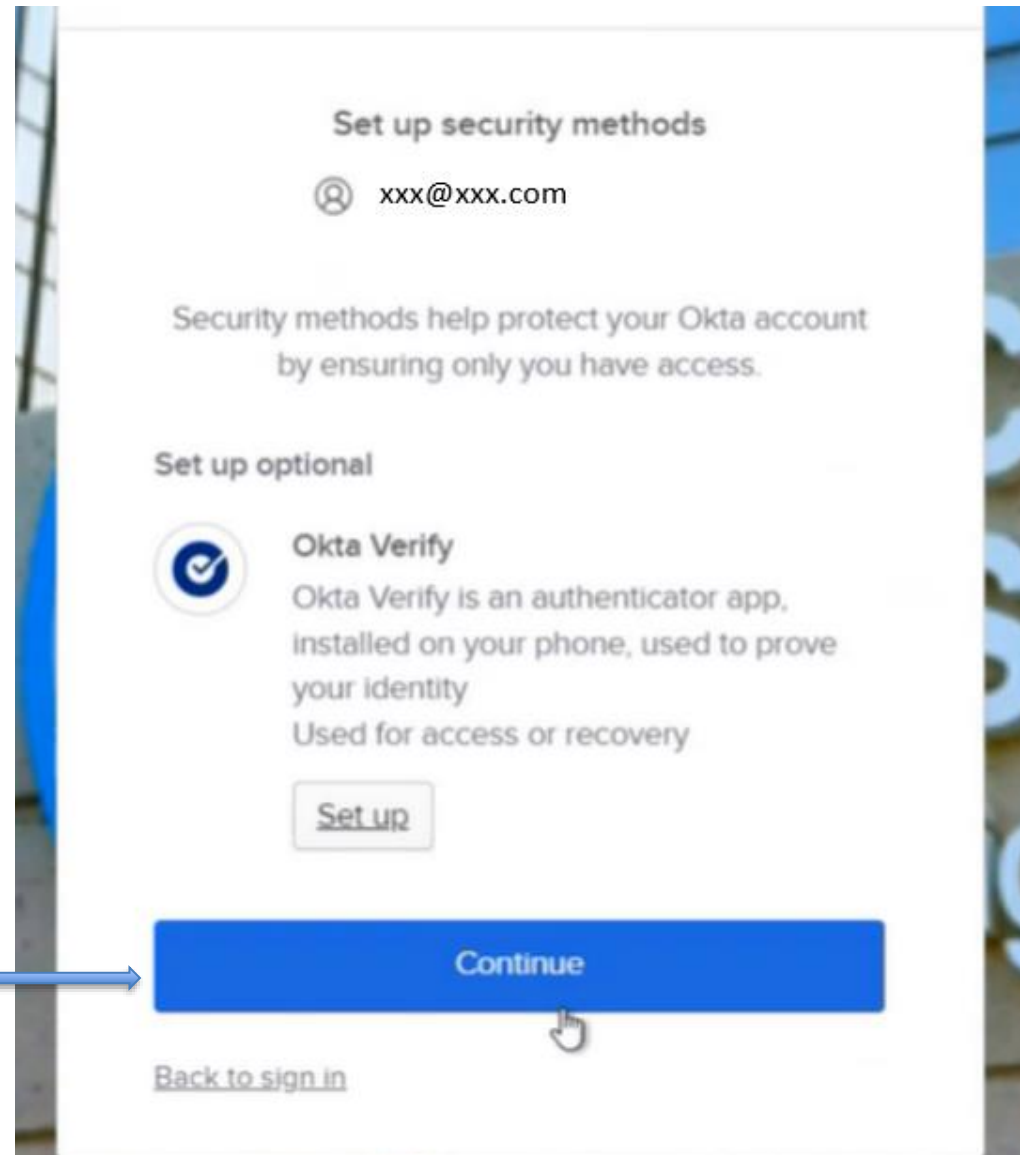
[Back to sign in](#)

# Supplier Contact Portal Registration

9. Setting up the **Okta Verify app** is an **optional step**. If you want to install the free Okta app on your phone, click the **“Set up”** button and follow the instructions.

10. If you don't want to install the app on your phone, simple click **“Continue”**

10

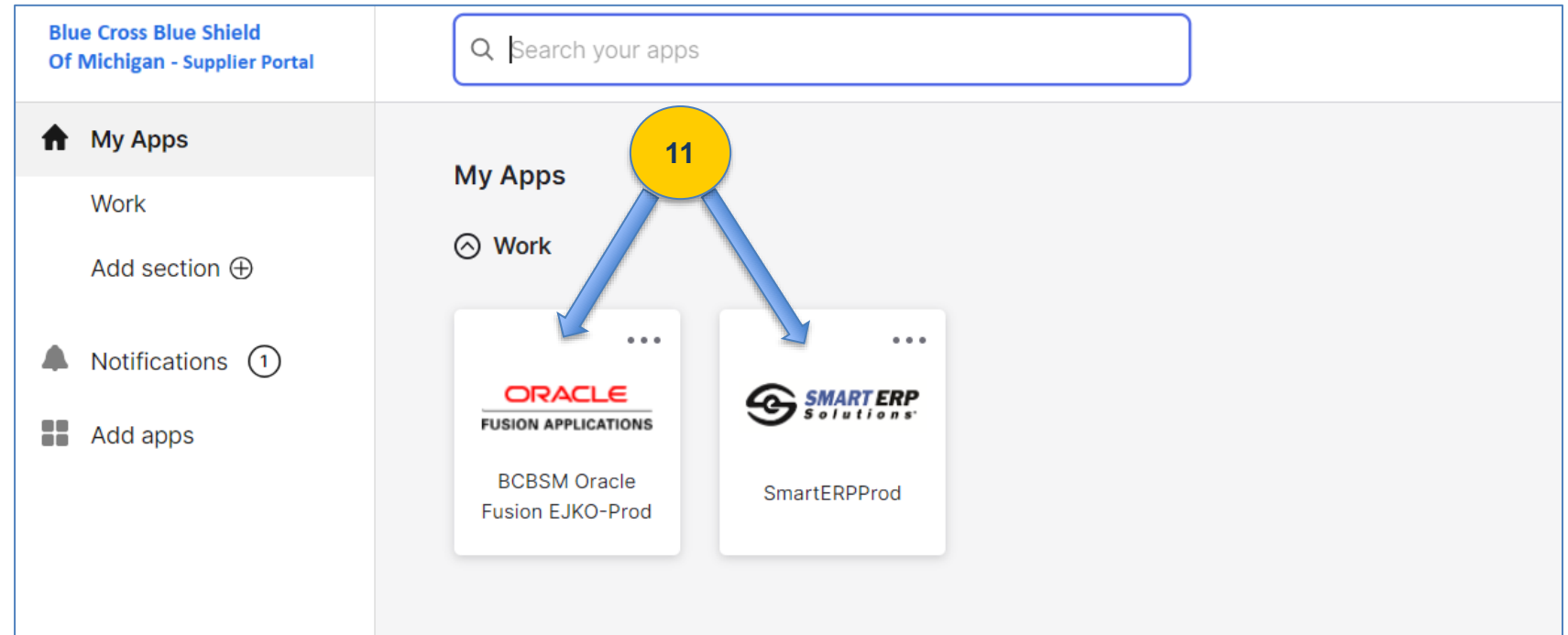




# Supplier Contact Portal Registration

11. From this screen, click “Oracle” or “Smart ERP (a.k.a. STP).”

Helpful Hint: If you do not have access to STP, please contact [ContingentLabor@bcbsm.com](mailto:ContingentLabor@bcbsm.com)



12. For future reference: Here is the Log In link for the BCBSM Supplier Portal:  
<https://supplierportal.bcbsm.com>



1. **Resources** can be found on our [Supplier Site](#) where you will find job aids for [invoicing](#) and how to maintain your supplier profile (including [how to remove or add additional contacts](#)).

## 2. Duplicate User Accounts

Users will not be able to use the same email address for multiple supplier accounts. Having multiple accounts will result in the user receiving an error message upon log in.

## 3. Pending Change Request

A change request can be initiated by any active contact associated with the supplier account but if a change request is started and not fully submitted, it will hold the account in a “pending” state. For instructions regarding how to submit your change request, please see the “Update Vendor Information in the Supplier Portal” job aid located on the **Supplier site** at (<https://www.bcbsm.com/suppliers/index.html>) .

## 4. How to look up payments on an invoice

See the “Submit an Invoice” job aid for detail instructions. Also, if you are being paid by purchase order, you can look up payments against that purchase order in the manage orders section and then click the life cycle page of the purchase order.

## 5. STP Access

For the STP Error (below): please contact [ContingentLabor@bcbsm.com](mailto:ContingentLabor@bcbsm.com) for assistance.

***"User provided by SSO Provider does not match a user in the Talent Procurement system or matches a user who does not have authority to access via SSO. Please ensure user is configured and has the correct permissions"***



**For questions, please contact  
[Procurement@bcbsm.com](mailto:Procurement@bcbsm.com)**