

# Supplier Portal Registration FAQs

**Welcome to our new Cloudflare Supplier Portal!** We are excited to streamline our partnership with you. We know that new systems can take some getting used to, so we've compiled this FAQ sheet to help you navigate the registration and onboarding process smoothly. If you encounter any hurdles, please check here first—you'll likely find your answer below.

## Cloudflare Supplier Portal Support

For additional assistance or questions not covered in this FAQ:

**Email:** [SupplierEnablement@cloudflare.com](mailto:SupplierEnablement@cloudflare.com)

**Subject Line:** Supplier Portal - [Your Issue]

## Frequently Asked Questions

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**FAQ 1:** The Reset Password is not allowing my password. What are the password requirements?

**FAQ 2:** I am receiving an "Invalid username or password" error message like below. What do I need to do to log into the Supplier Portal?

**FAQ 3:** I am NOT receiving my Welcome Notification from Oracle to sign into Supplier Portal. How can I receive the email from Oracle?

**FAQ 4:** I am NOT receiving my password reset email from Oracle to reset my password. How can I receive the email from Oracle?

**FAQ 5:** I am NOT receiving my One-Time passcode from Oracle to sign into Supplier Portal. How can I receive the email from Oracle?

**FAQ 6:** My One-Time Password is not working. How can I verify my One-Time Password?

**FAQ 7:** What's the correct URL / the URL that can be bookmarked to access the Oracle Supplier Portal?

# Detailed Answers

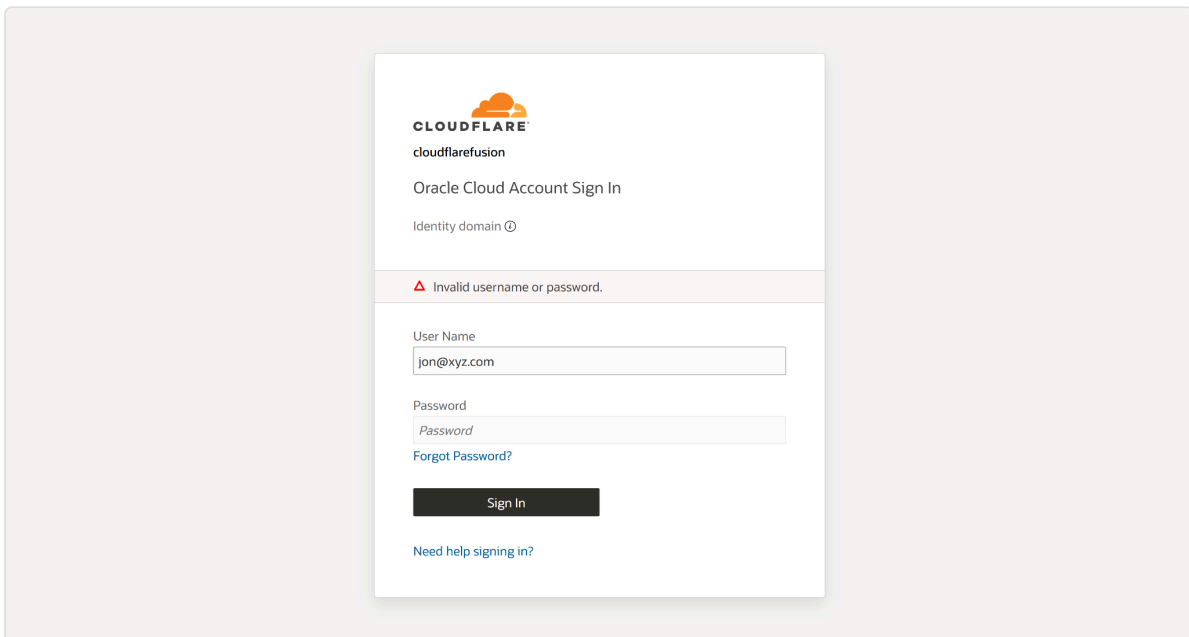
## FAQ 1: The Reset Password is not allowing my password. What are the password requirements?

- **Length:** 16–40 characters.
- **Complexity:** Must contain at least one of each: uppercase, lowercase, numeric, and special character.
- **Restrictions:** No dictionary words, no username, no first name, no last name.
- **History:** Cannot reuse the last 24 passwords.

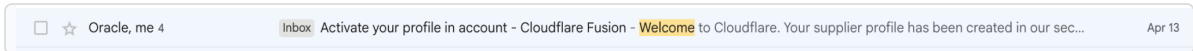
## FAQ 2: I am receiving an "Invalid username or password" error message like below. What do I need to do to log into the Supplier Portal?

### Suggested Action:

- Email [supplierenablement@cloudflare.com](mailto:supplierenablement@cloudflare.com) with a screenshot of your error message and the username you are trying to sign in with.



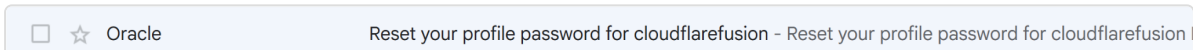
### FAQ 3: I am NOT receiving my Welcome Notification from Oracle to sign into Supplier Portal. How can I receive the email from Oracle?



#### Suggested Actions:

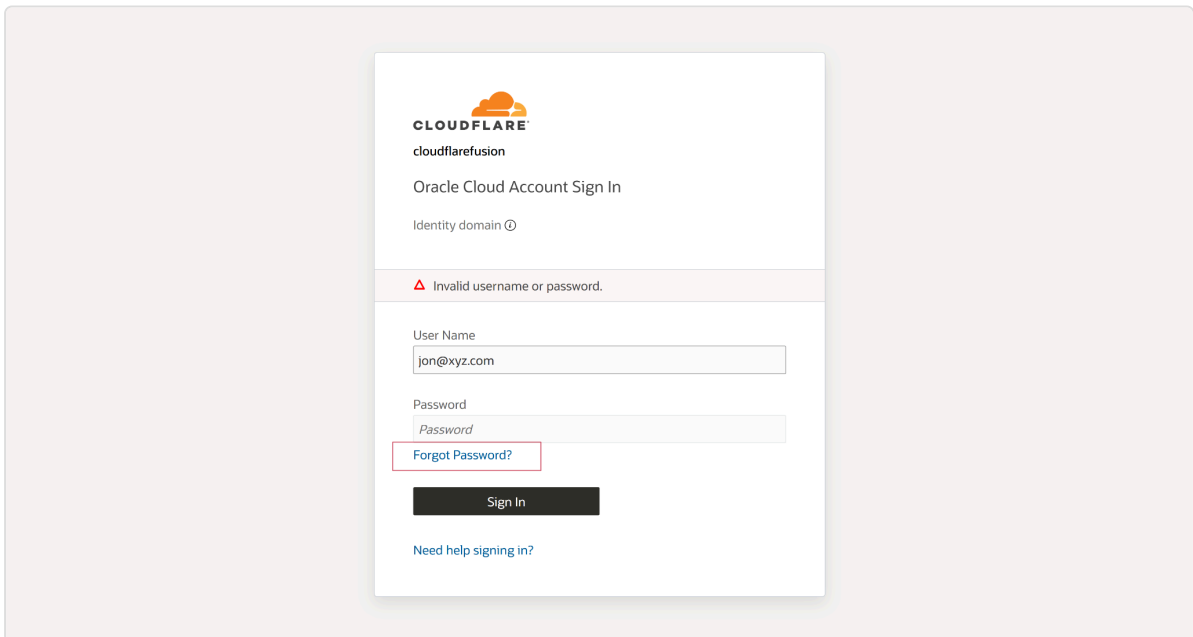
- Check your Junk or Spam folders for an email from ' fusion@erp.mail.cloudflare.com '
- Reach out to your IT team to review whether emails from Oracle are being blocked or denied by a firewall
- Email [supplierenablement@cloudflare.com](mailto:supplierenablement@cloudflare.com) with a description of the issue you're facing

### FAQ 4: I am NOT receiving my password reset email from Oracle to reset my password. How can I receive the email from Oracle?



#### Suggested Actions:

- Check your Junk or Spam folders for an email from ' fusion@erp.mail.cloudflare.com '
- Click on the Forgot Password link to reset your password again
- Reach out to your IT team to review whether emails from Oracle are being blocked or denied by a firewall



## FAQ 5: I am NOT receiving my One-Time passcode from Oracle to sign into Supplier Portal. How can I receive the email from Oracle?

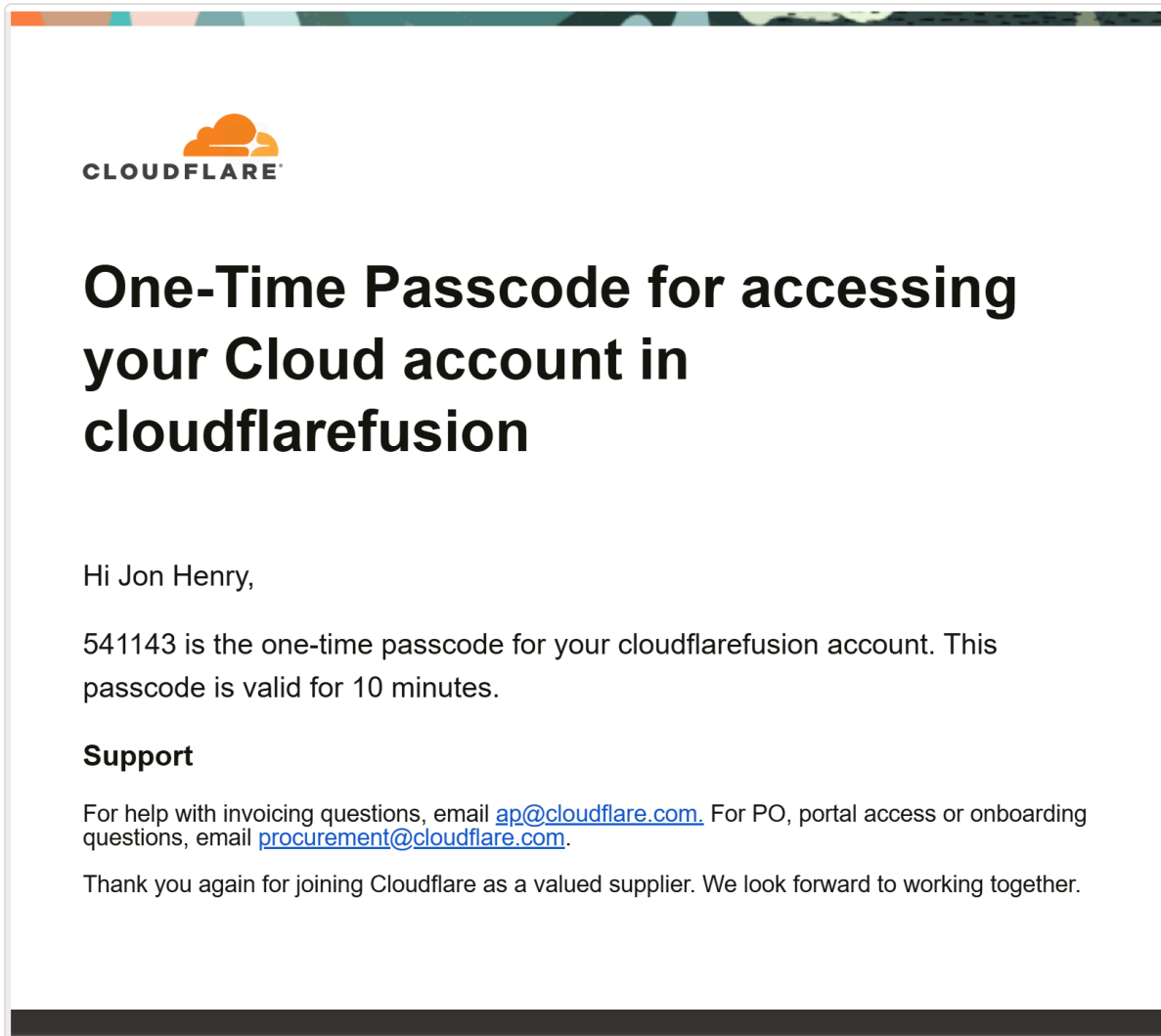
☰ ☆ Oracle

One-Time Passcode for accessing your Cloud account in cloudflarefusion - One-Time Passcode for access...

### Suggested Actions:

- Check your Junk or Spam folders for an email from ' fusion@erp.mail.cloudflare.com '
- Try resending the One-Time Passcode email
- Reach out to your IT team to review whether emails from Oracle are being blocked or denied by a firewall

## FAQ 6: My One-Time Password is not working. How can I verify my One-Time Password?



### Suggested Actions:

- The One-Time Password is only valid for 10 minutes. Request a new One-Time Password and enter the code within 10 minutes.

## FAQ 7: What's the correct URL / the URL that can be bookmarked to access the Oracle Supplier Portal?

### Suggested Actions:

- Please use the URL <https://idcs-13e44ee8c5664f86aba555a0c99476a9.identity.oraclecloud.com/sso/v1/app/launcher/13ed648d22cc43899003f600d83e405b> anytime for accessing the Supplier Portal.