

TVA IT Mobility

Setting up Multi-Factor Authentication - Maximo Supplier Portal

To access TVA applications, it will be required that you utilize Multi-Factor Authentication leveraging Microsoft's third-party Authenticator application loaded on a mobile device. The Microsoft Authenticator app increases security through two-factor authentication.

SETTING UP MICROSOFT AUTHENTICATOR

1. Install the Microsoft Authenticator app on your smartphone or tablet from the Apple App Store or the Google Play Store.


Apple App Store



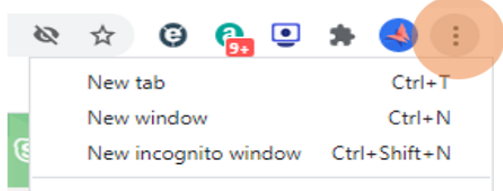
Google Play Store




2. On a computer or secondary device with a web browser (not your mobile phone), select a web browser and open an "incognito" window. Instructions for Chrome, Edge, and Internet Explorer are below.

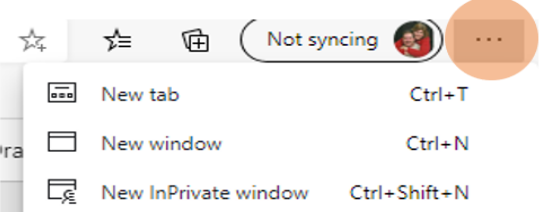
Google Chrome: 

- Choose the Ellipse
- Select New Incognito window



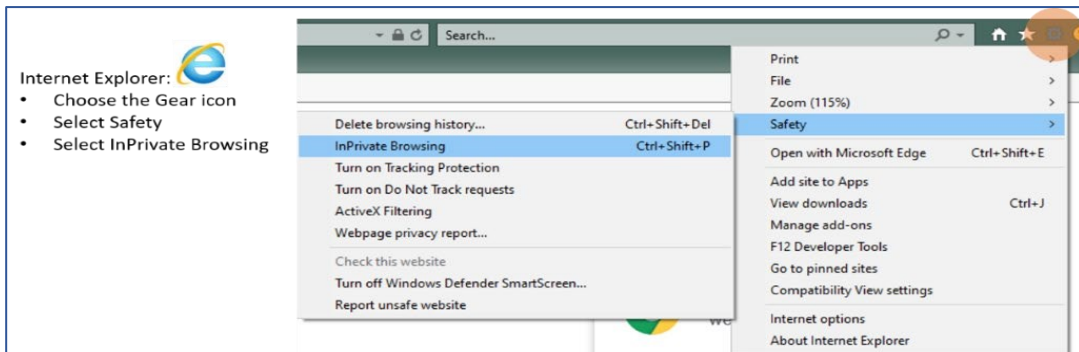
Edge: 

- Choose the Ellipse
- Select New InPrivate window

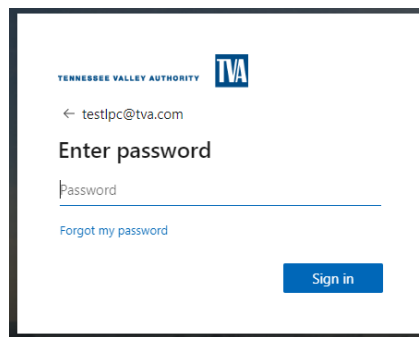
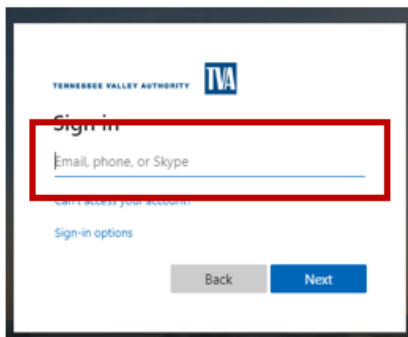


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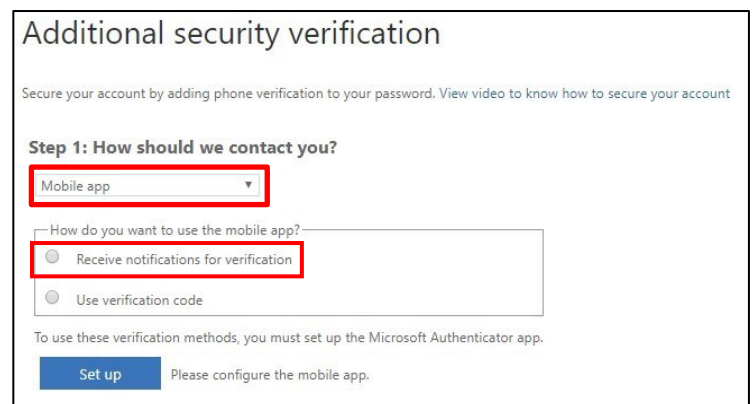
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3. Navigate to the Existing TVA Supplier page and click the Login link located at: <https://tva.com/information/supplier-connections/existing-tva-supplier>.
4. You will be prompted to enter an “Email, phone, or Skype”. However, *you must enter the email address you currently use to login to the Maximo Supplier Portal (If you have used the Maximo Supplier Portal in the past, it will be the ID used previously with @tva.com appended to the end of the ID)*. Enter your password and click “Sign on”.



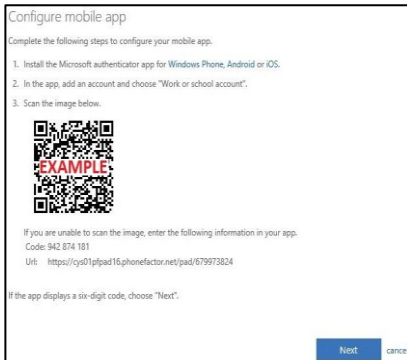
5. Next, you will be prompted to select a method of security verification. Under “**How should we contact you?**”, verify that the selection is **Mobile app**.
6. Under “**How do you want to use the mobile app?**”, verify that the selection is **Receive notifications for verification**. Next, click “**Set up**”.



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- A window will appear with instructions and a QR code. Leave this open and return to the smartphone.



- Open the Microsoft Authenticator app on your smartphone. Tap **"Allow"** if prompted to allow notifications.
- Tap **"Skip"** on the introduction screen if it appears.

iPhone/iPad

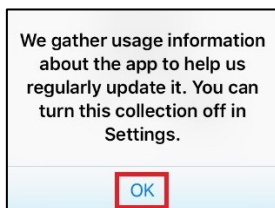


Android

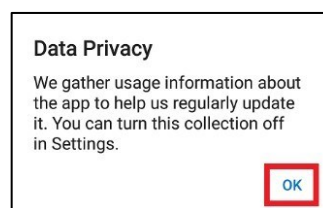


- Tap **"OK"** on the data privacy prompt. This can be turned off later in settings.

iPhone/iPad



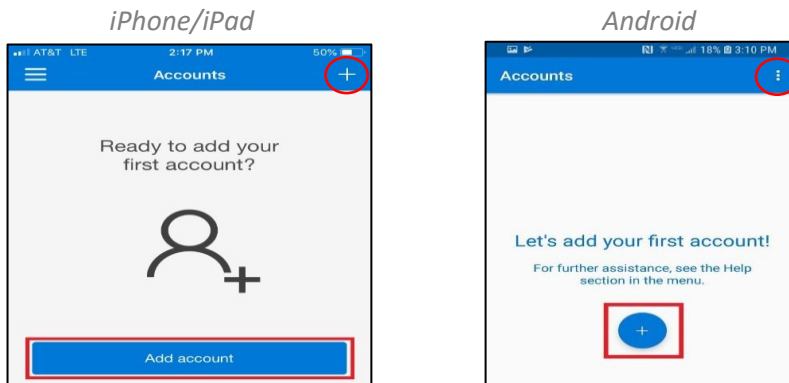
Android



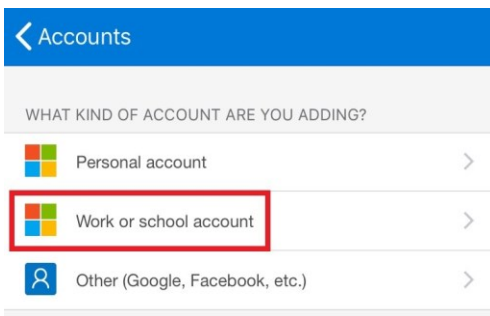
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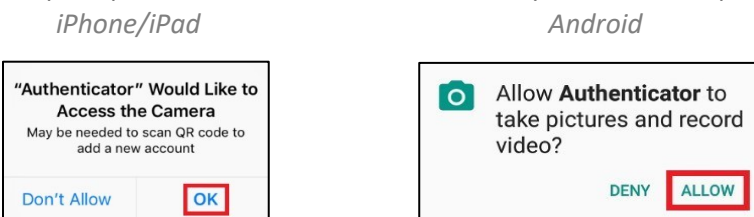
11. Tap the **+** symbol for iPhone or **⋮** for Android (upper right corner of application on each) and proceed to add an account.



12. Select "Work or School Account"



13. If prompted to allow Authenticator access your camera, tap "Allow" or "OK".



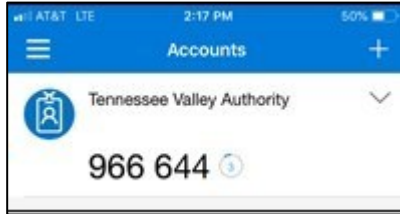
14. Point the camera at the QR Code displayed on the website from step 9.

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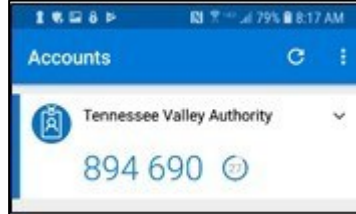
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15. Wait for the app to display a six-digit code for Tennessee Valley Authority.

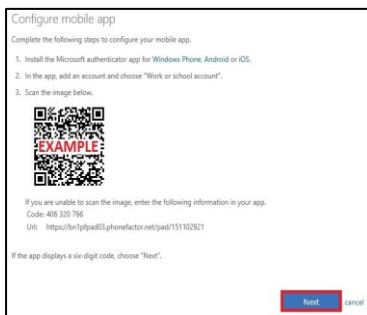
iPhone/iPad



Android

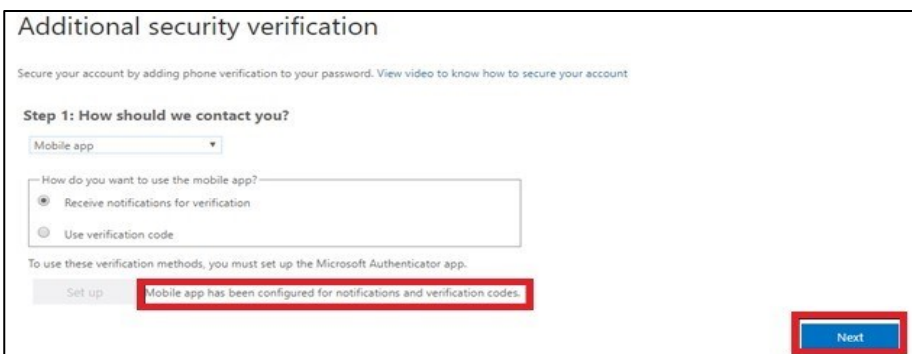


16. Once your code appears click on **“Next”** below the QR code.



17. The website will display **“Checking activation status”** while it registers your device.

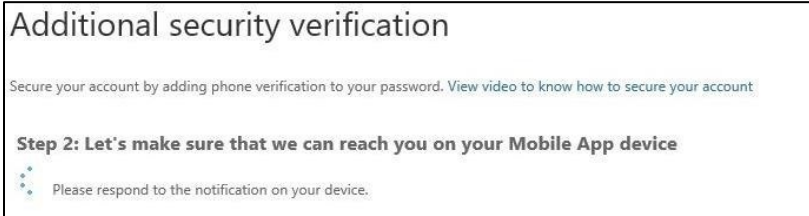
18. After the website is finished, it will display **“Mobile app has been configured for notifications and verification codes”**. Click on **“Next”**.



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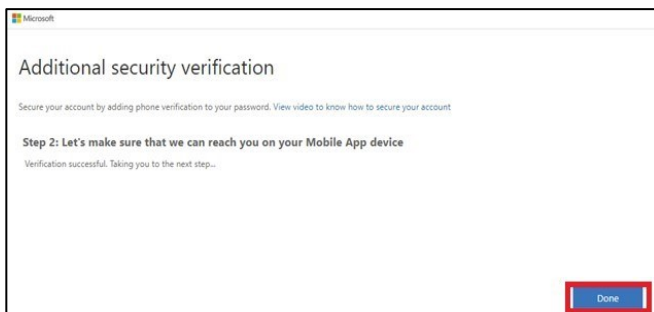
19. The website will display **“Please respond to the notification on your device”** to verify your device registration. Return to your smartphone.



20. A notification from Microsoft Authenticator will appear on your smartphone to approve sign-in. Select **“Approve”**.



21. The website will display **“Verification successful”**. Click **“Done”**.



You've successfully completed the setup process. You can now close the website and sign into the Maximo Supplier Portal using MFA.

If you cannot download Authenticator, or for other technical support, please contact Supplier Connections at suppconn@tva.gov or call the IT Help Desk at 423-751-HELP (4357) or 1-800-882-7697.