National Highways eSourcing Portal

A suppliers guide on how to register and use Two Factor Authentication (2FA)

Welcome to National Highways eSourcing Portal

All current and perspective suppliers will need to be registered on our eSourcing Portal to allow them to tender for our works and services.

For additional security once registered, Two-Factor Authentication (2FA) will be required to access the portal. Users will require Google or Microsoft Authenticator to be downloaded onto a mobile device.

This guide outlines the steps to allow access the portal. You can also find a list of Frequently Asked Questions at the end of this document.

Registration

The following link will assist you in registering on the National Highways eSourcing Portal. Users can view the video 'Bravo Supplier Registration'.

This is an animated tour showing how users can register, set up additional users within their organisation and view their organisation dashboard.

Before you begin

Following registration, you will require an authenticator application (such as Google or Microsoft Authenticator) to be downloaded from your mobile app store onto the mobile device being used by the user to complete the authentication process.

Using 2 Factor Authentication (2FA)

1.   Log into the National Highways eSourcing Portal via the web login page (as below) enter your username and password. This is your first form of authentication.
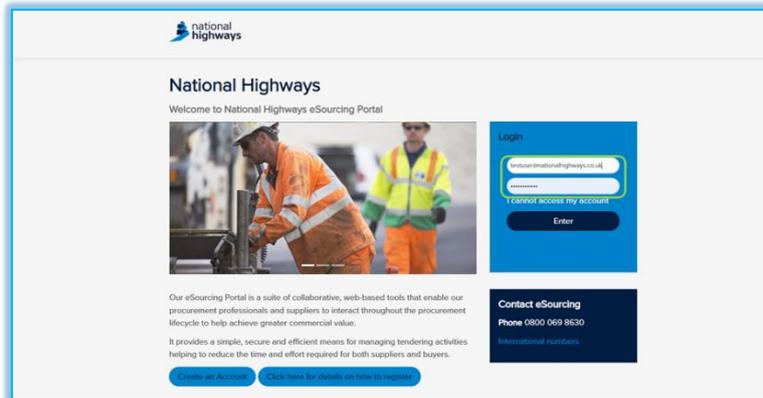
2.   You will then be presented with a QR code to scan. This requires a mobile phone with the Google or Microsoft Authenticator App.
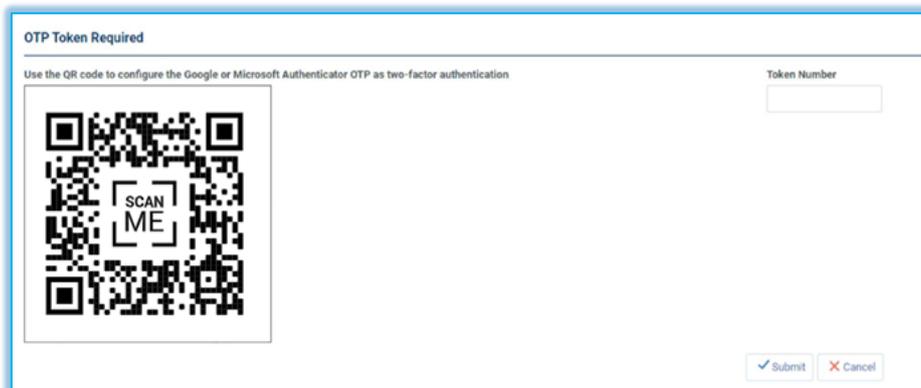
3.   Upon scanning the QR code with Google or Microsoft Authenticator you are presented with a code which is usually two sets of three numbers.
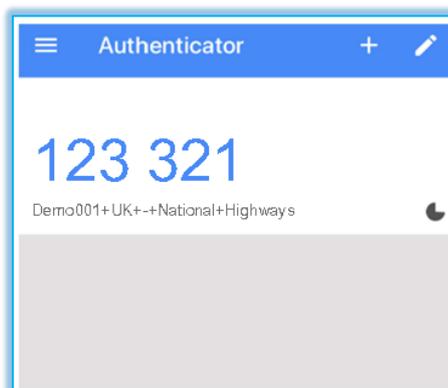
4.   The code must be entered into the Token Number field within the allotted time. You must then select the 'Submit' button on the right-hand side of the screen to complete the second form of authentication which completes the JAGGAER login process.

The code will change after a certain amount of time, and you may have to start the process again.

5.   For all future logins you will not be required to scan the QR code and instead can navigate to the Google or Microsoft Authenticator App and enter the current token into the Token Number field.
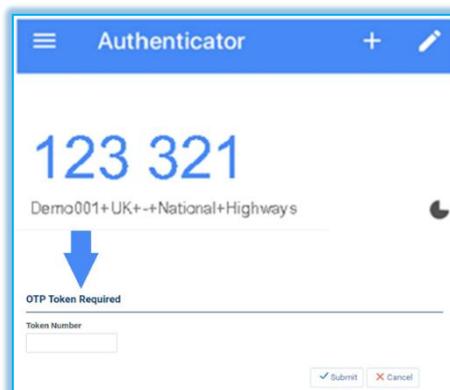
Frequently Asked Questions

What is 2 Factor Authentication?

Two Factor Authentication, or 2FA, is an extra layer of protection used to ensure the security of online accounts beyond just a username and password.

How does 2 Factor Authentication work?

Two-factor identification works by using two unrelated authentication methods to secure an account. The second authentication method usually needs to be verified with something in your personal possession such as your phone or alternate electronic device (secure fob) as well as your normal username and password.

Why is 2 Factor Authentication used on the National Highways eSourcing Portal?

Two-factor authentication is used because it immediately neutralizes the risks associated with compromised passwords. If a password is hacked, guessed, or even phished, that's no longer enough to give an intruder access to our eSourcing Portal.

Within our organisation my colleagues and I share a login for the portal, how can we manage this going forward?

The login is your primary user account, and this primary user account can create additional sub-users. To do this, navigate to 'User Management' in the left-hand menu once logged in and select 'Manage Users' and click 'Users'. From here you can select 'Create' and create new user accounts and assign them any user rights they require.

What operating systems can the Google Authenticator application work with?

Android version 4.4 and above, iOS 7.0 and above, it cannot work on desktop PCs directly. We recommend your device has the most up to date Android or iOS version installed, this will offer the best security protection and user experience.

I cannot find the Google or Microsoft Authenticator app on my online store?

If you have an outdated operating system, you may not find the app in the app store, please update your operating system to the most up to date Android or iOS version. This can usually be done by accessing 'Device Settings'.

I am unable to download an Authenticator application, how can I access my account?

Without the application you will be unable to access your account. In the event you have any in-flight activities which require you to access the platform, please advise your contact at National Highways and contact the JAGGAER Helpdesk by email: help_uk@jaggaer.com or by telephoning 0203 868 2859 for further assistance.

I have downloaded the Authenticator application, but I am still unable to access my account – what do I do?

Please contact the JAGGAER Helpdesk by email: help_uk@jaggaer.com or by telephoning 0203 868 2859 for further assistance.