



WELCOME TO GEP SMART

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Chapter 1: Introduction

GEP SMART is a cloud-based, comprehensive procurement software platform that makes procurement easier, faster and more efficient, to help you deliver on business expectations.

On successful login, you are taken to your Workspace, which is a personalized environment tailored in accordance with your persona, access rights and activities assigned to you. On your Workspace, you can access your documents using a task-based approach or just plainly manage your documents based on document type. Furthermore, if you have the necessary permissions, you can create your own documents. Thus, with the help of Workspace, you can improve and maintain your organization's financial health using spend analysis, efficiently drive the procurement processes, and achieve the desired savings goals.

Your Workspace also includes a Help Center that hosts several user manuals, video tutorials, and online helps that provide in-depth information of all the features offered by Workspace and provides step-by-step explanation to use these features effectively. For more information, see [Support](#).

With new features being regularly added to Workspace, the Help Center continuously evolves to provide you with up-to-date information.

Following are the details regarding the supported browsers:

Supported Browsers	Operating System	Supported Versions
Internet Explorer	Windows 7/8	V 11 and above
Chrome	Both Windows 7/8/10 and iOS	V 46 and above

Supported resolutions: 960*768 (Min) to 1280*800 (Max) on all above-mentioned browsers.

In this document, you can find comprehensive information on the following aspects of Workspace:

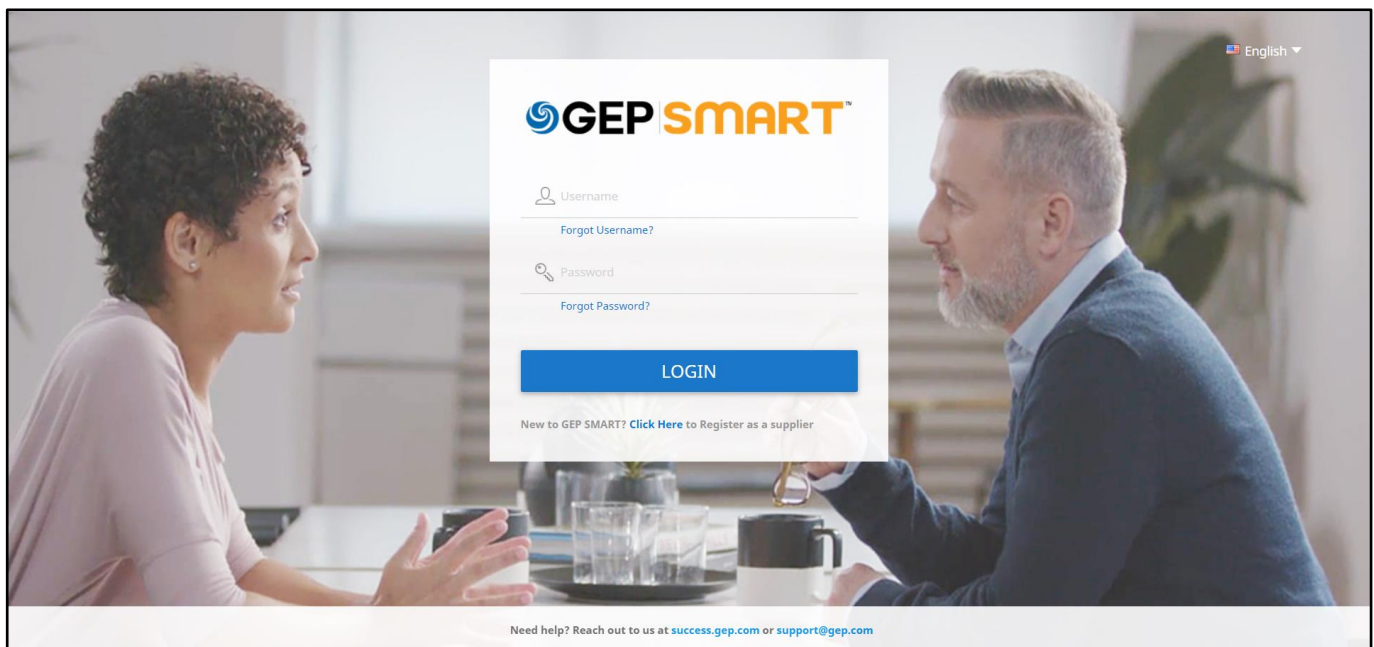
- [Getting Started](#)
- [Workspace Home Page](#)
- [Documents in Workspace](#)
- [My Profile](#)
- [My Bookmarks](#)
- [Announcements](#)
- [Support](#)
- [Search](#)
- [Admin](#)

Chapter 2: Getting Started

The GEP SMART® e-procurement software platform enables you to automate and manage your sourcing and procurement tasks. You can access Workspace® on any device such as a PC, laptop, tablet, or mobile phone.

2.1 Logging into GEP SMART®

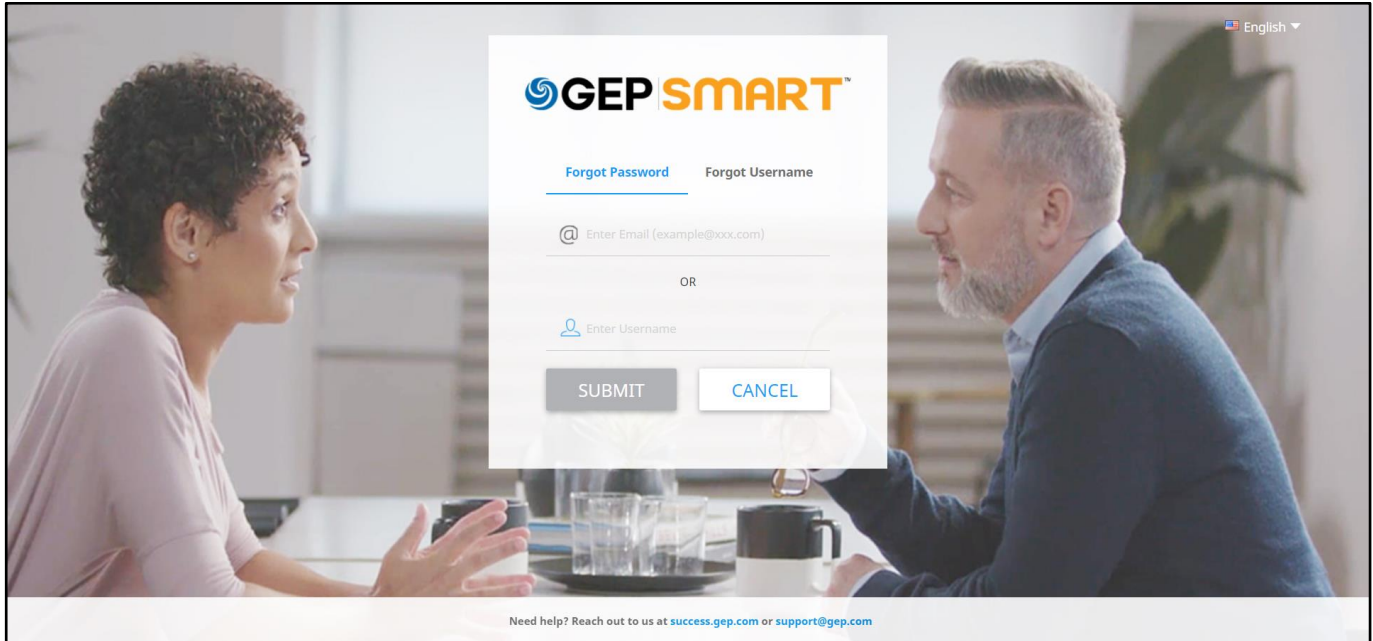
To log into GEP SMART®, type your username and password, and click **Login**.



2.1.1 Recovering Username and Password

If you are facing any trouble accessing your account, click the **Forgot Username?** or the **Forgot Password?** links respectively. The options to recover your password and username are displayed, as follows:

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To recover your password, under the **Forgot Password** tab, specify your username and click **Submit**. A link to reset the password is then sent to your registered Email address.

To recover your username, under the **Forgot Username**, specify your Email and click **Submit**. Your username is then sent to your registered Email address.



If your account is locked, please contact your administrator to unlock your account.

Note

2.1.2 Password Policy

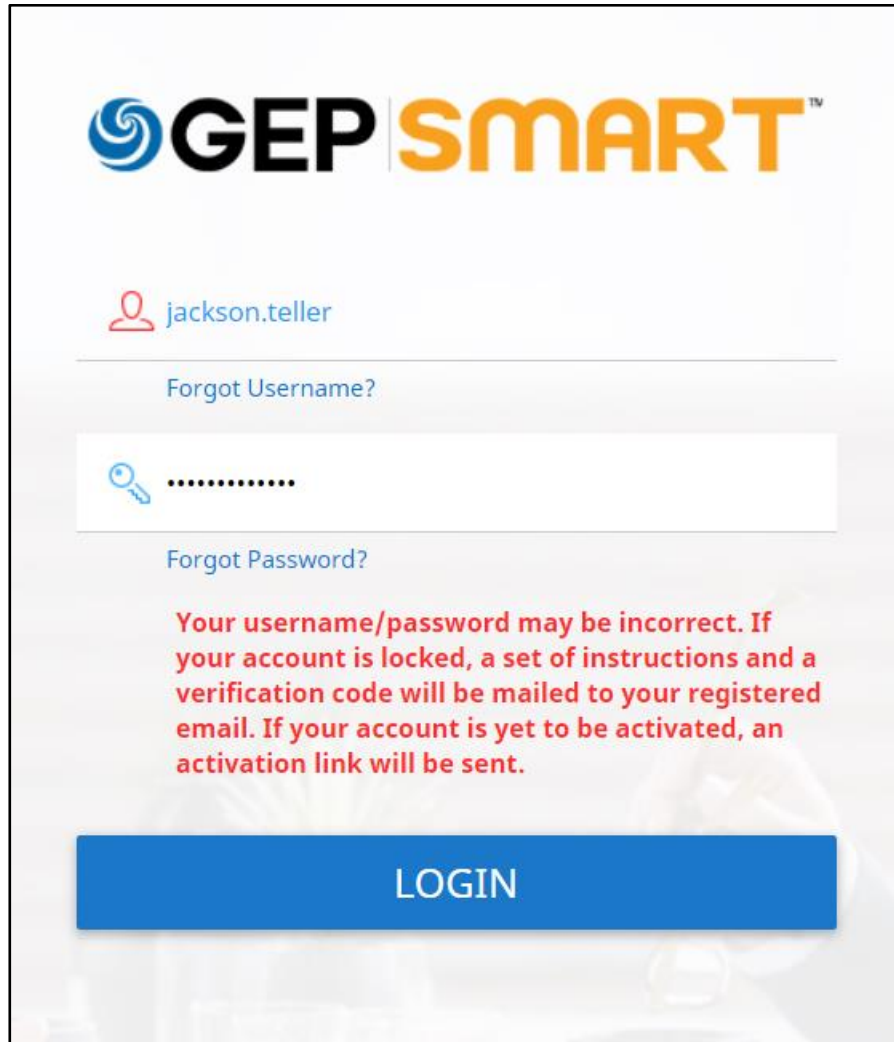
When setting up a new password for your account, you should adhere to the following guidelines:

- Password must contain at least one upper case letter [A-Z], one lowercase letter [a-z], one number [0-9], one special character [excluding "<>"] and have a minimum length of 10 characters.
- After 90 days of inactivity, the system will force you to reset your password.
- When resetting your password, your new password should not match the last three passwords.

2.1.3 Unlocking an Account

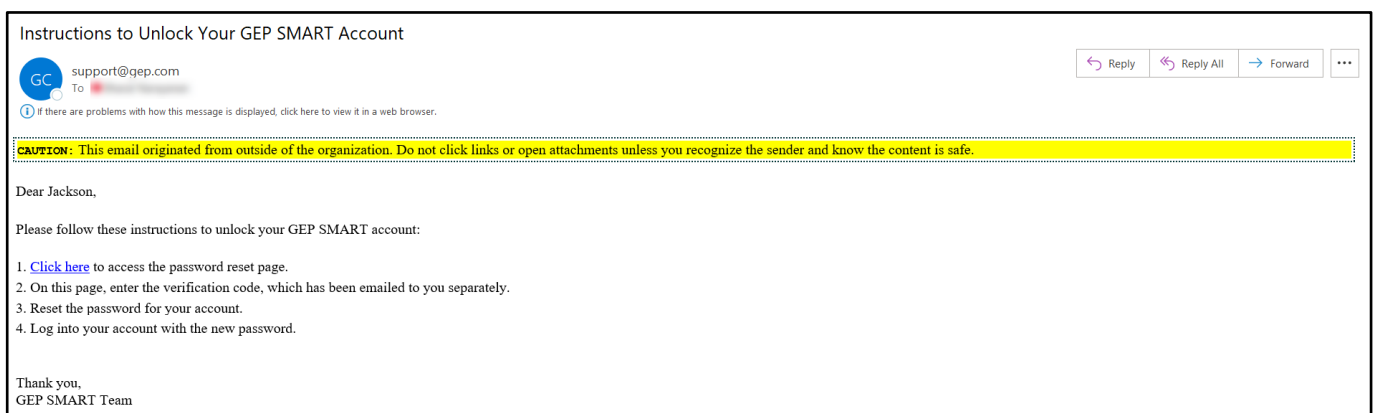
On five incorrect login attempts, the system will lock your account.

The following message is displayed when the account is locked:



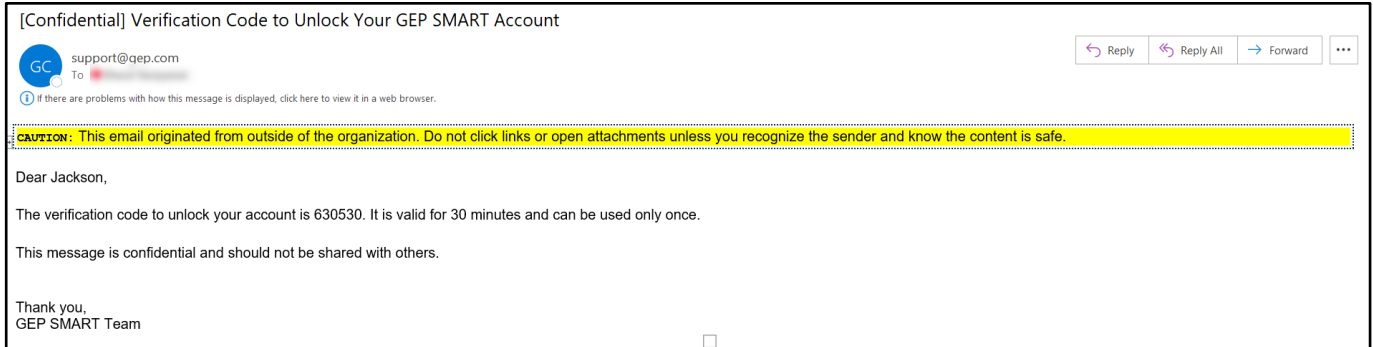
When this happens, two emails are triggered – one with a password reset link and one with a verification code.

The email sent with instructions to unlock your account can be as follows:

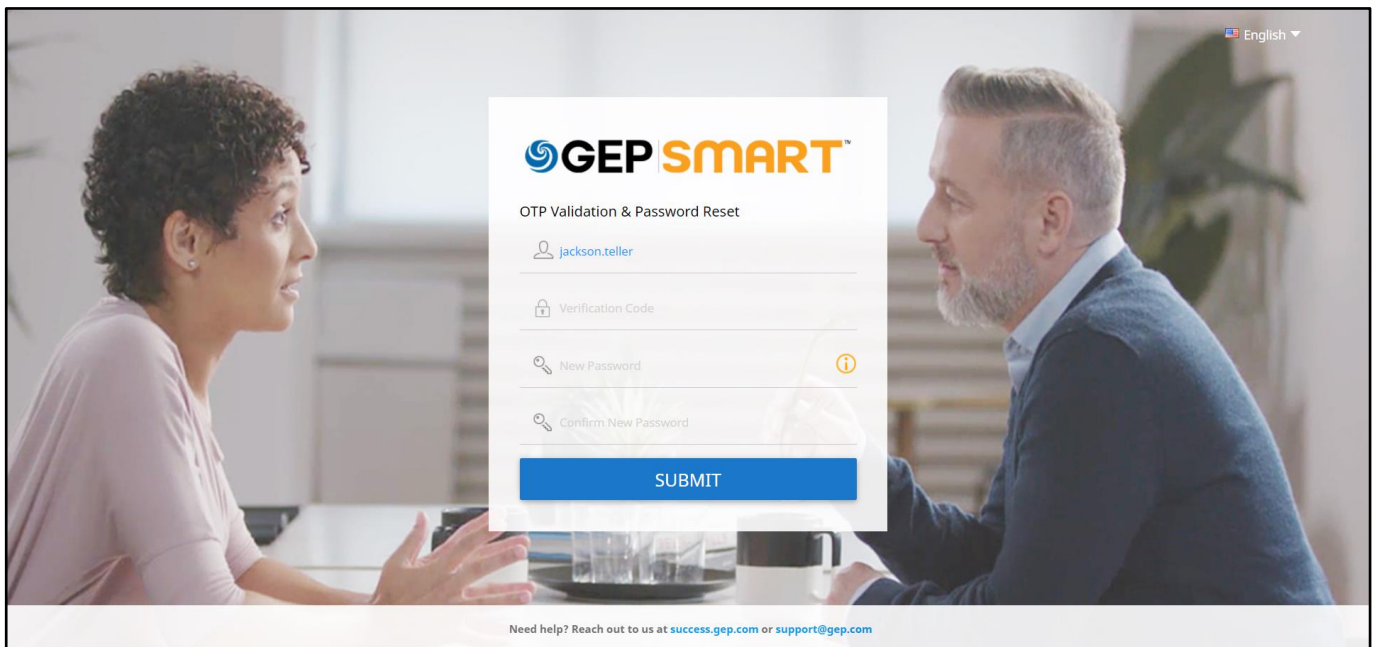


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The email sent containing the verification code can be as shown below:



To unlock your account, click the reset link, enter the verification code, and set a new password, as shown below:



Enter the **Verification Code** provided along with the **New Password** and click **Submit**.

The account is then unlocked with the new password set.

2.1.4 Multi-Factor Authentication

Multi-Factor Authentication (MFA) is a security measure that verifies the identity and authenticity of a user by requiring multiple credentials. It is a crucial component of identity and access management and combats identity theft attacks.

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Identity theft being an easy, low-risk, and high-reward type of attack is a threat to all businesses. Multi-Factor authentication (MFA) is the most effective way to defend an organization against remote attacks, when implemented in the right way.

GEP SMART supports the Multi-Factor Authentication feature by sending a verification code message to a registered mobile number (in addition to the existing Email capability) as a second layer of authentication. The preferred mode of sending a verification code via Email, mobile device or both, can be configured at a domain level.



Prerequisite

To receive verification codes on your mobile, you first have to verify your mobile number on your profile. For more information, refer [Verifying a Mobile Number](#).

2.1.4.1 *MFA Enabled for Email and Mobile*

If the MFA functionality is enabled on your domain for both Email and mobile communications and your mobile number is verified, then after entering your credentials:

- 1) The following pop-up is displayed:

ONE TIME PASSWORD (OTP)

OTP has been sent to your registered Email ID (*****ava@gep.com) and to your verified Mobile No. (*****210)

Email Mobile

Enter OTP

Didn't receive OTP? [Click here](#) for resend options after 26 seconds.

VERIFY

Distinct verification codes are sent to your registered Email and Mobile Number.

- 2) Select the appropriate radio button option and enter the respective verification code.
- 3) Click **Verify**.

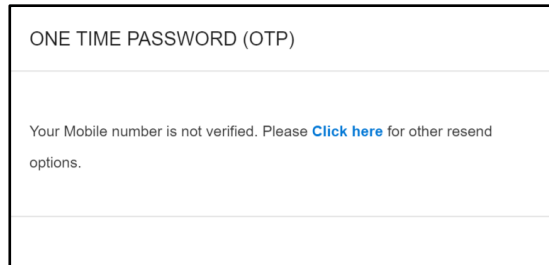
On successful validation, you will be logged in and redirected to the GEP SMART [Workspace home page](#).

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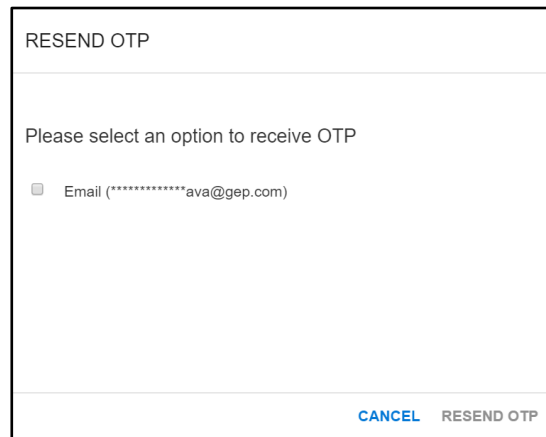
2.1.4.2 *MFA Enabled for Mobile Only*

If the MFA functionality is enabled on your domain for mobile communication only and your mobile number is not verified, then after entering your credentials:

- 1) The following pop-up is displayed:



- 2) Select **Click here** to view the other methods for receiving the verification code. The following alternative option is displayed:



- 3) Select the option to receive the verification code over Email.
- 4) Click **Resend OTP**.

The following pop-up is displayed:

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ONE TIME PASSWORD (OTP)

OTP has been sent to your registered Email ID (*****ava@gep.com)

Enter OTP

Didn't receive OTP? [Click here](#) for resend options after 25 seconds.

VERIFY

- 5) Enter the verification code sent to your Email.
- 6) Click **Verify**.

On successful validation, you will be logged in and redirected to the GEP SMART [Workspace home page](#).

Alternatively, you can also verify your mobile number for receiving the verification code. For more information, see [Verifying a Mobile Number](#).

The following pop-up will also be displayed as a reminder:



VERIFICATION

To receive One Time Password via SMS, please verify your Mobile Number (on the [User Settings](#) page).

Don't show again

OK

2.2 Logging out of GEP SMART®

On the Workspace home page, in the upper-right corner of the page, click the Navigation  icon and then click the Logout  icon.

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About GEP SMART

GEP helps global enterprises operate more efficiently and effectively, gain competitive advantage, boost profitability, and maximize business and shareholder value.

Fresh thinking, innovative products, unrivaled domain and subject expertise, and smart, passionate people – this is how GEP creates and delivers unified business solutions of unprecedented scale, power and effectiveness.

With 14 offices and operations centers in Europe, Asia and the Americas, Clark, New Jersey-based GEP helps enterprises worldwide realize their strategic, operational and financial objectives.

Recently named Best Supplier at the EPIC Procurement Excellence Awards, GEP is frequently honored as an innovator and leading provider of source-to-pay procurement software by top industry and technology analysts, such as Forrester, Gartner, Spend Matters, Paystream and Ardent Partners. GEP also earns top honors in consulting and managed services from the industry's leading research firms, professional associations and journals, including Everest Group on its PEAK Matrices of Procurement Services Providers and Supply Chain Services Providers; NelsonHall on its NEAT Matrix of Global Procurement BPO Service Providers; HfS in its Blueprint Report on Procurement-as-a-Service; and ALM Intelligence in its Vanguard Reports on both Procurement Consulting and Supply Chain Consulting.

To learn more about our comprehensive range of strategic and managed services, please visit www.gep.com. For more about GEP SMART, our cloud-native, unified source-to-pay platform, please visit www.smartbygep.com.