



KENVUE'S A/P PORTAL LOGIN & TROUBLESHOOTING GUIDE

ABSTRACT

This document serves as a guide that provides essential instructions for accessing and managing accounts on Kenvue's A/P Portal. It covers first-time login, password reset, language change, and multi-factor authentication (MFA) setup. Additionally, it offers troubleshooting tips for common login issues to ensure a smooth user experience.

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The Kenvue's Accounts Payable (**A/P**) Portal provides suppliers with the resources, guidance and dedicated support needed to manage purchase order, invoice, and payment inquiries. Through the portal, suppliers can submit and track support tickets; access knowledge articles and policies; chat with the Kenvue Help Desk; and request updates to their company information.

Purpose:

Use this guide to access the Kenvue Accounts Payable Portal, complete your first login, reset your password, change the portal language, configure multi-factor authentication, and resolve common login issues.

Audience:

Primary user: Supplier contacts.

Secondary user: Kenvue contacts, Helpdesk.

Getting access to A/P Portal:

Only Suppliers that have a Kenvue Vendor ID can log-in the A/P Portal. The access is granted only after Kenvue has registered you as an authorized company contact and sent you an invitation to the portal.

Before you begin:

- Confirm that your company has a valid Kenvue Vendor ID.
- Ensure that Kenvue has registered you as an authorized supplier contact.
- Keep access to your registered email address, as login, password-reset, and verification messages are sent to this address.
- Use an up-to-date browser and a stable internet connection.
- Have your Vendor ID and registered email address available in case you need support.

Which access scenario applies to you?

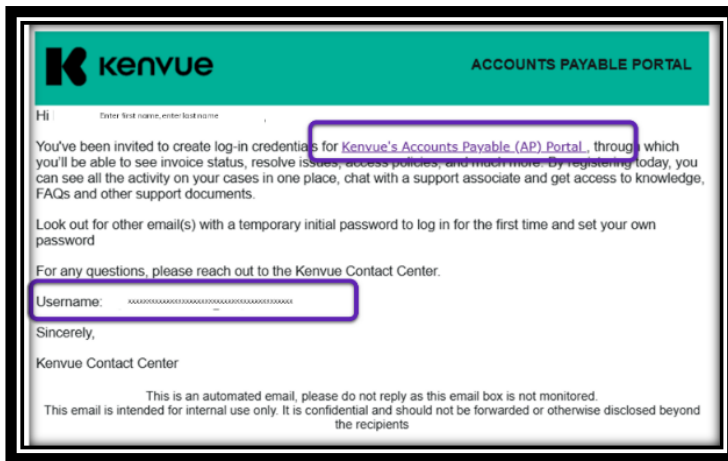
- **Your company has a Kenvue Vendor ID, but you are not an authorized portal contact:** Contact your Kenvue business partner or the Help Desk to request registration.
- **You are an authorized contact but cannot sign in:** Use the troubleshooting and password-reset steps in this guide.
- **Your company does not have a Kenvue Vendor ID:** Contact your Kenvue business partner for guidance on the applicable supplier onboarding process.

First time log-in:

Once a supplier contact is approved, two emails are automatically sent.

Email #1 ⇒ Your username

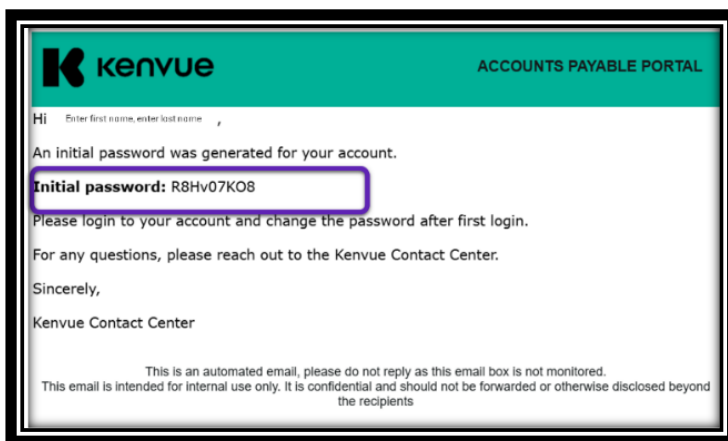
Subject: *You've been invited to create log-in credentials for Kenvue's Accounts Payable Portal*



Note: Your “username” is the email address registered with Kenvue.

Email #2 ⇒ Your temporary password

Subject: *Initial password for Supplier Onboarding*

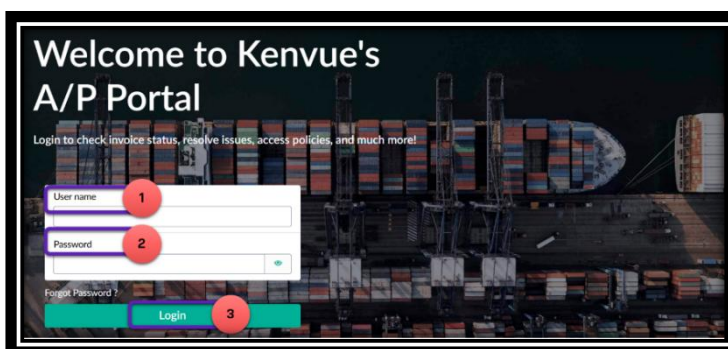


If the email does not arrive:

- Check your spam or junk folder.
- If you still cannot find it, follow the steps in Reset your password.

Step 1

Open the A/P Portal page <https://kenvue.service-now.com/supplier>.



Enter your registered email address in the **username** field.

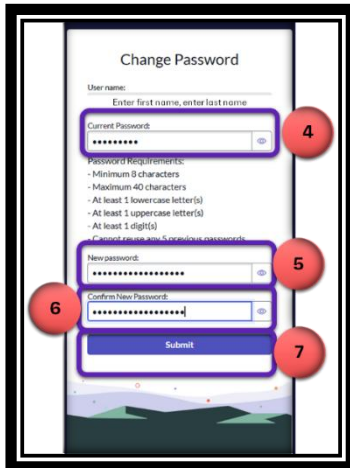
Enter the **temporary password** provided in the second email.

Click "**Login**" to proceed.

Upon your first login, the A/P Portal will prompt you to change your password.

Please follow the on-screen instructions to complete the password change, ensuring that you adhere to the specified password requirements.

Step 2



The screenshot shows a 'Change Password' form. It includes a 'User name' field, a 'Current Password' field (callout 4), a 'New password' field (callout 5), a 'Confirm New Password' field (callout 6), and a 'Submit' button (callout 7). Password requirements are listed: Minimum 8 characters, Maximum 40 characters, At least 1 lowercase letter(s), At least 1 uppercase letter(s), and At least 1 digit(s). A note states: 'Current password must be different from previous passwords'.

In **“Current Password”**, enter the temporary password from the second email.

Enter **“New password”**

Enter the same password in **“Confirm New Password”**.

Confirm that your password meets the requirements displayed on the screen.

Click on **“Submit”**

Step 3

After submitting a password change request, a verification screen will be displayed and a one-time password email with the subject line below will be sent to registered email id for the supplier contact person.

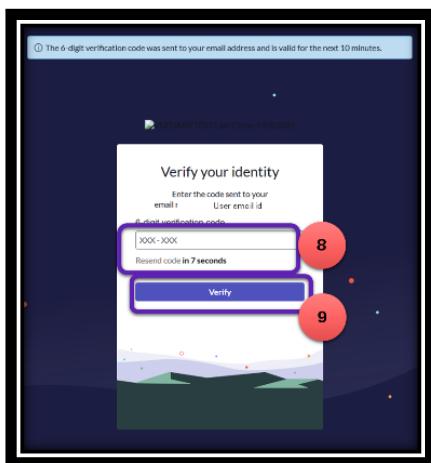
Email subject: *Multi-factor one-time password for user xxxxxxxxx*



The screenshot shows an email body with the text: 'Your 6-digit verification code is 640334 it expires in 10 minutes. Enter the code to complete the authentication. Thank you.' The code '640334' is highlighted with a red box. Below this, the reference ID 'Ref:MSG000357955480' is displayed.

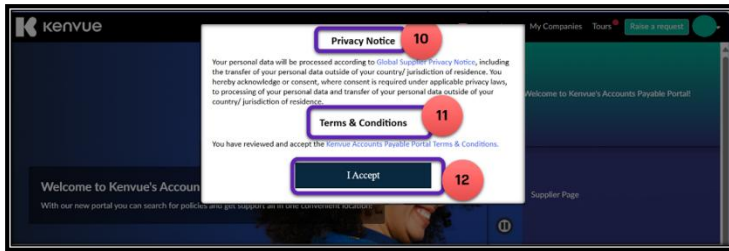
Note: The verification code expires after **10 minutes**.

If it expires, repeat steps 1 to 3 to request a new code.



The screenshot shows a 'Verify your identity' screen. It prompts the user to 'Enter the code sent to your email' and 'User email id'. A '6-digit verification code' field (callout 8) contains 'XXXX-XXXX'. A 'Verify' button (callout 9) is below it. A timer indicates 'Resend code in 7 seconds'.

Enter the 6-digit code on the verification screen, then click **“Verify”**.



After verification, review the **“Privacy Notice”** and **“Terms & Conditions”**.

Select **“I Accept,”** to enter and browse the portal.

Users can change their portal language, manage MFA, check invoices and payments, submit requests, view supplier details, request changes to supplier details (address, contacts, tax information, payment method, bank), access knowledge articles, and chat with a live agent.

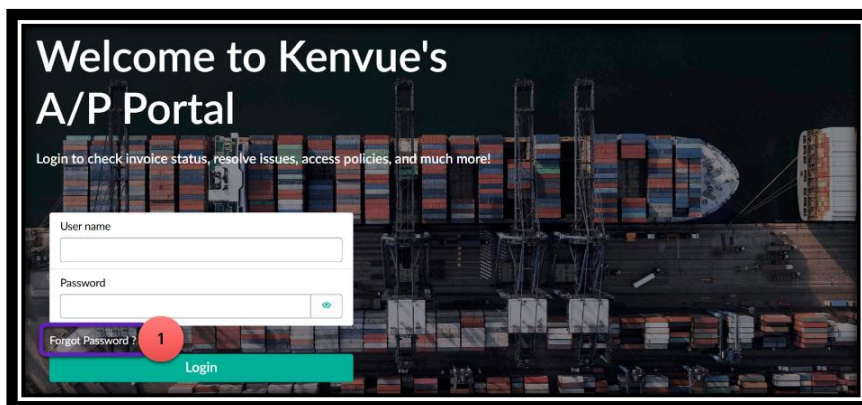
Forgot password:

Use the **“Forgot password”** functionality, in following scenarios:

1. Do not remember your password.
2. Are locked out after multiple unsuccessful login attempts.
3. Received the username email but not the temporary-password email.
4. Received a temporary password that does not work or has expired.
5. Have not used the portal for an extended period.
6. Believe someone else may have accessed your account.

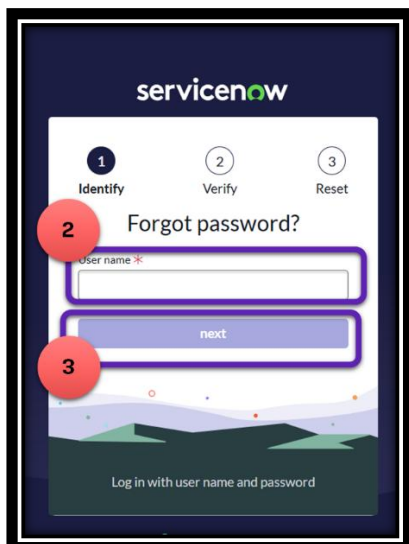
Step 1

Open the A/P Portal page, <https://kenvue.service-now.com/supplier>



Click on **“Forgot Password?”**

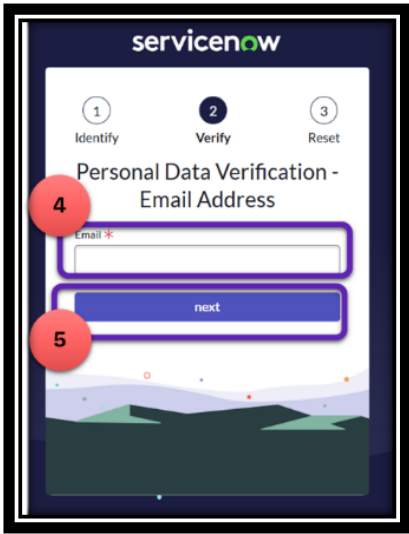
Step 2



Enter your **“Username”** and click **“next”**

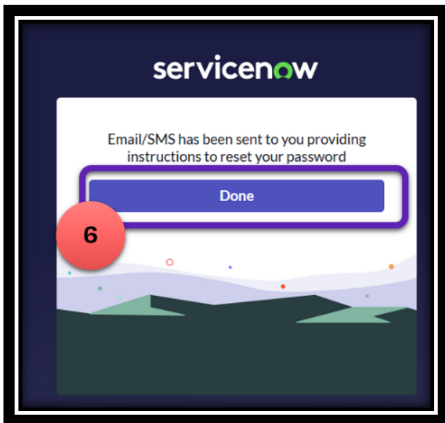
Note: username = registered email id

Step 3



Enter the same registered email address in the “email” field and select “next”.

Step 4

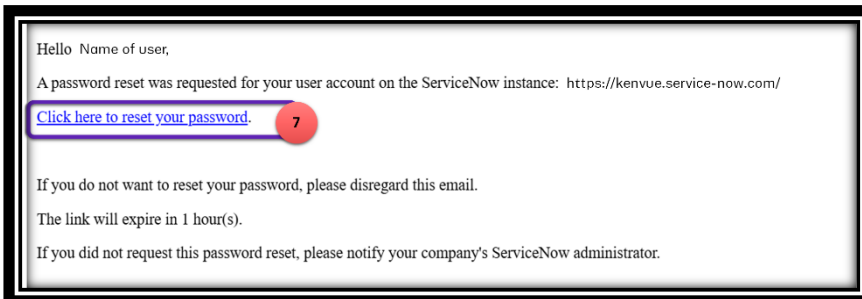


An email containing the reset link will be sent to the registered email address. Select “Done” and wait for the email to arrive.

Note: SMS notifications are not configured and will not be sent.

Step 5

Check your inbox and spam or junk folder for any messages received from the “kenvue.com” domain. Consider adding this domain to your list of trusted senders.



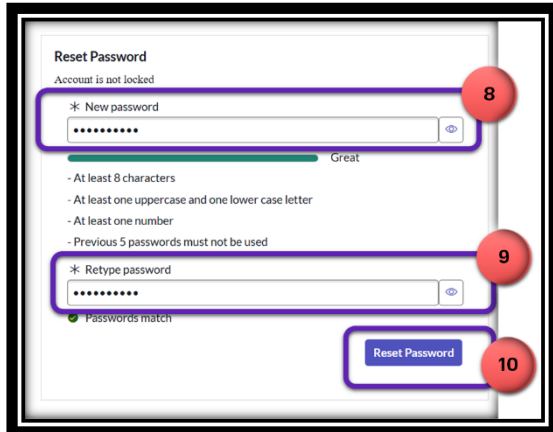
The email subject is “Password Reset”.

Open the email and select “Click here to reset your password”

Note: The password-reset link remains **valid for one hour**. If it expires, repeat the process to request another link

Step 6

In the password reset screen



Enter a new password in the “**New password**” field.

Re-enter the password in the “**Retype password**” field.

Select “**Reset Password**” to proceed.

Note: Please set the password according to the on-screen guidelines. The message “**password match**” should appear after entering the password in the “**Retype password**” field.

Step 7



When the success message appears, select “**Done**”.

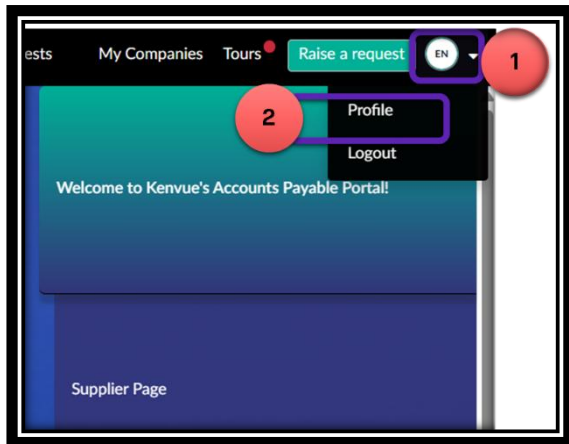
Return to the A/P Portal and sign in with your username and password.

Change of language:

A/P Portal currently is available in 13 languages, to change the language follow the steps below:

Step 1

Open the A/P Portal page, <https://kenvue.service-now.com/supplier>.



Login with your credential (username / password).

Once on the A/P Portal home page, click on the top-right corner as shown.

Click on **“Profile”**.

Step 2



Navigate to **“User preferences”** at the bottom of the page.

Click on **“Language”** and open the available list.

Step 3



Select your preferred language and click on save.

Note: After changing the language, ensure to log out and sign in again, so the change is reflected.

MFA Configuration:

Multi-factor Authentication (MFA) is an authentication technique that requires users to present evidence beyond standard credentials.

By introducing an additional layer of protection beyond passwords alone, MFA significantly reduces the risk of unauthorized access.

At present, two types of MFA methods are supported.

1. Via email (default – no need to do any configuration).
2. Via mobile authenticator applications (apps).

Following mobile authenticator apps are supported. Please click on [more information](#) for the most up-to-date details.

- Google Authenticator
- Microsoft Authenticator
- LastPass Authenticator
- Authy
- FreeOTP
- Duo
- Okta Verify

Use “**MFA configuration**” functionality, in following scenarios:

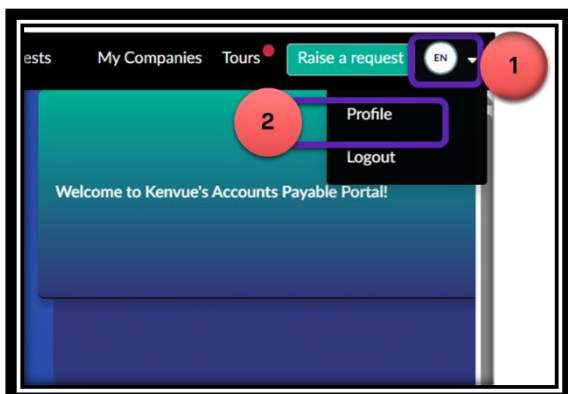
1. If you wish to switch to **mobile app-based** MFA method from **email-based** MFA method.

PRE-REQUISITE: Please download any of the above listed authenticator apps before proceeding to further steps. Use Google Play Store (Android) or App Store (Apple) as per your mobile device.

2. If you have already set up a mobile app-based MFA method and wish to switch to a different authenticator app from the above supported authenticator apps.
3. If you have previously configured a mobile app-based MFA method and would like to revert to an email-based MFA method.
4. If you have changed your mobile device and need to reconfigure the mobile app-based MFA method on your new device.

Step 1

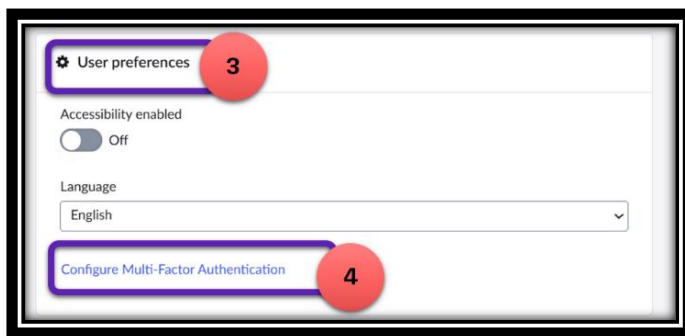
Open the A/P Portal page, <https://kenvue.service-now.com/supplier>.



Login with your credential (username / password).

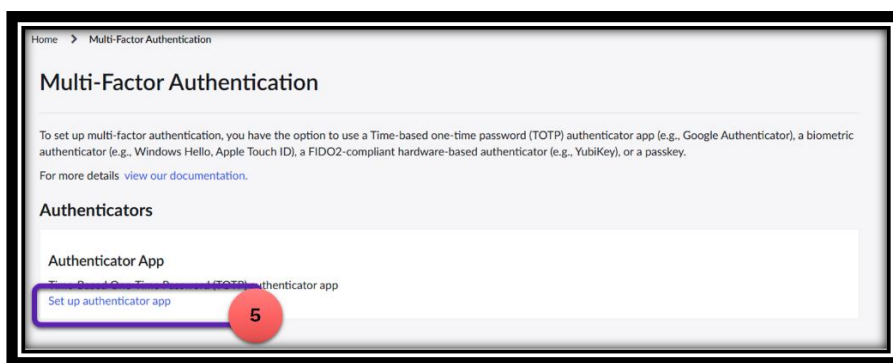
Select your profile icon, then select “**Profile**”.

Step 2



Navigate to “**User preferences**” at the bottom of the page and select “**Configure Multi-factor Authentication**”.

Step 3



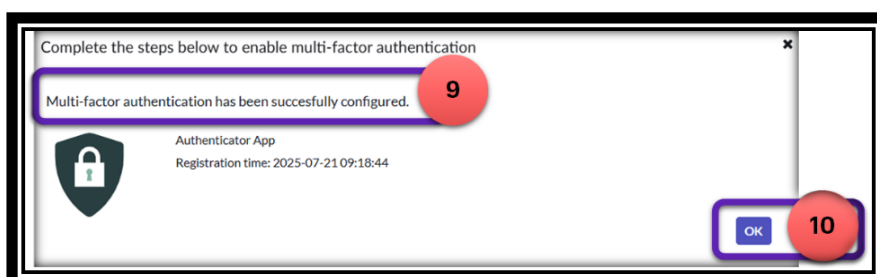
The Multi-Factor Authentication page will open. Click on “**Setup authenticator app**”.

Step 4



After downloading the app on your mobile device, open it and scan the QR code displayed in the portal.

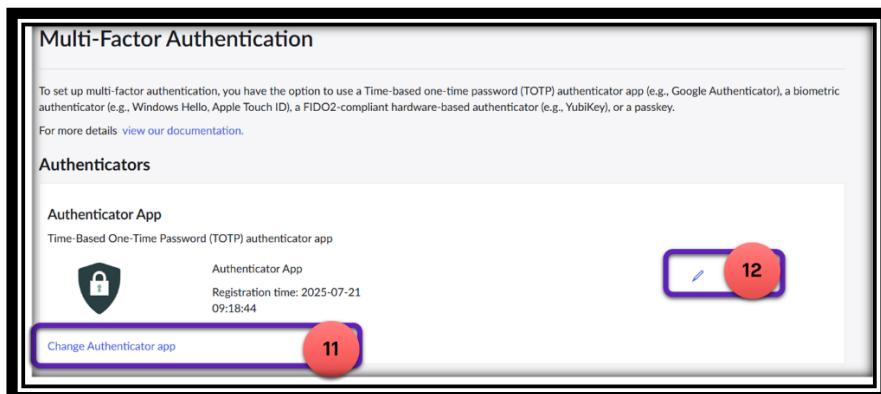
Enter the **6-digit** code generated on the mobile application and select “**Pair Device**”.



When the confirmation message appears, select “**OK**” to continue.

Step 5

Once multi-factor authentication is completed, the following screen will be shown.



Use “**Change authenticator app**” or *pencil icon* to do any further modifications.

Follow the on-screen instructions.

Note: To change it back to email-based MFA, just remove current configuration (by clicking on pencil icon)

Troubleshooting tips:

A. A/P portal login page is not loading

1. Confirm that you are using the correct A/P Portal address.
2. Open the portal in another supported, up-to-date browser (preferably Google Chrome)
3. Clear your browser cache and cookies.
4. Open a private or incognito browser window.
5. Consult with other colleagues who could have successfully accessed the A/P Portal and consider adopting their methods, such as their choice of browser or type of internet connection, etc.
6. Try opening the portal on a mobile device using mobile data.
 - If you see the A/P Portal login screen, your company's firewall may be blocking access. Ask your IT team to whitelist the "service-now.com" domain.
 - If not able to see the A/P Portal login screen, create a case for helpdesk.

B. You did not receive an email

1. Check your spam, junk, and quarantined-message folders.
2. Add "@kenvue.com" in trusted sender list so that emails don't go under spam folders.
3. Ask your company's email or IT support team to ensure "@kenvue.com" is added as trusted sender or is a whitelisted sender.

C. Your username or password does not work

1. Confirm that your username is the email address registered with Kenvue.
2. Check for typing errors and confirm that **Caps Lock** is turned off.
3. Try resetting your password using the "Forgot password" link on A/P Portal login page and follow the steps mentioned in "[Forgot password](#)" section of the document.
4. Contact Kenvue Supplier Support if the reset process does not work.

D. If none of the above steps resolve the issue

1. Contact the Help Desk or your Kenvue business partner only if your company is already a Kenvue supplier with a Vendor ID, but you have not been registered as an authorized contact for A/P Portal access.
2. Visit [Contact Us](#) and have your Vendor ID, email address, and phone number available.

Information to provide when contacting support:

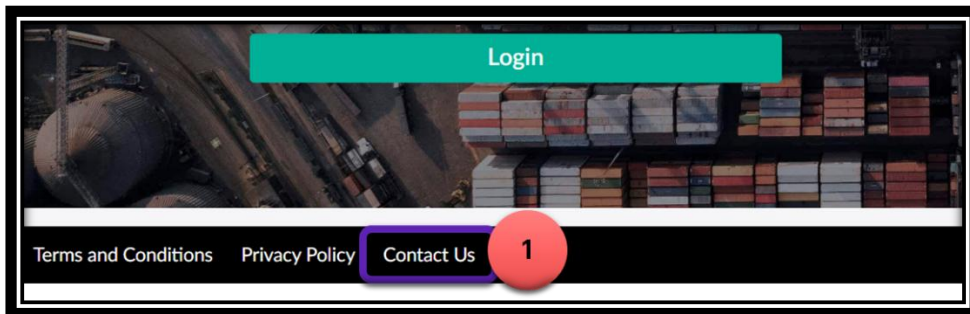
- Kenvue Vendor ID.
- Registered email address.
- Supplier company name, country, and relevant Kenvue legal entity, if known.
- Short description of the issue and the steps already attempted.
- Exact error message and a screenshot, with sensitive information hidden.
- Date and approximate time when the issue occurred.
- Browser, device, and connection type used.
- Preferred contact telephone number.

Security guidance:

- Do not share your password, temporary password, verification code, or authenticator QR code.
- Do not approve an MFA request that you did not initiate.
- When sending screenshots, hide passwords, verification codes, bank details, tax information, and other confidential data.
- Use only the official A/P Portal and Supplier Support links listed in this guide.
- Report suspected unauthorized access and reset your password promptly.

Important links:

If you cannot sign in or resolve the issue, use the Contact Us option on the A/P Portal login page to access country-specific Supplier Support telephone numbers.



Kenvue Supplier Support: <https://www.kenvue.com/suppliers/contact-us>

Kenvue A/P Portal: <https://kenvue.service-now.com/supplier>