

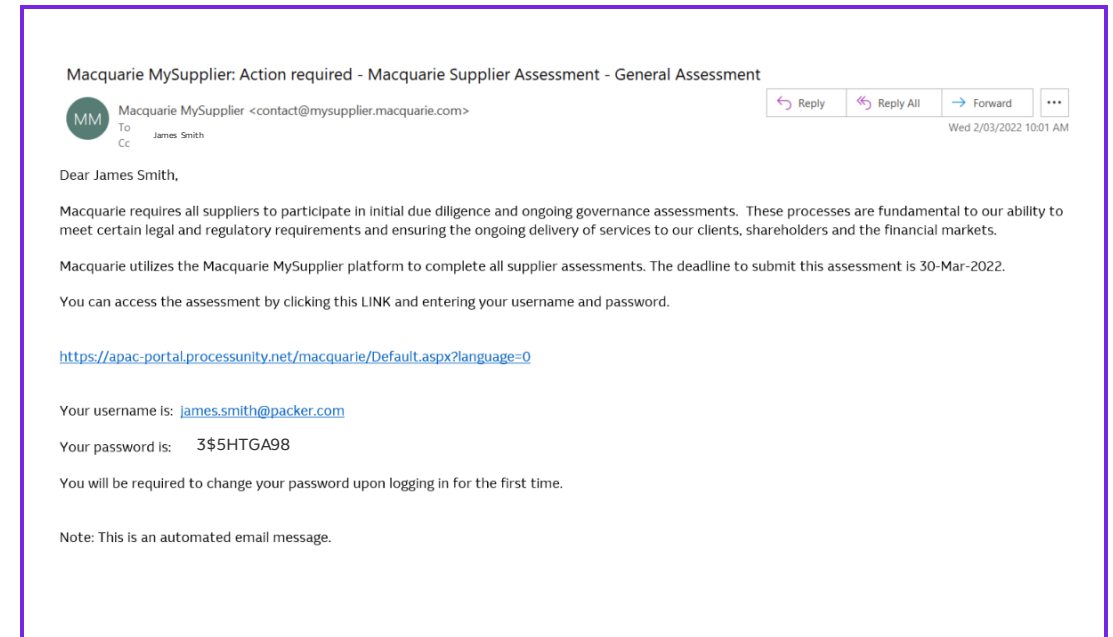
# Macquarie MySupplier

Frequently  
Asked Questions



How do I log in to Macquarie MySupplier?

When you have an assessment to complete you will receive the below email. Simply click the link to access the portal.



I'm already a supplier to Macquarie, do I need to register for Macquarie MySupplier?

No, the primary contact for all existing suppliers will automatically be registered to your Macquarie MySupplier account. You will not need to provide any information in Macquarie MySupplier until next time you have an assessment to complete.

I have tried to reset my password, but I am not receiving any password reset emails. What should I do?

First check your junk and spam folders, or try searching 'Macquarie MySupplier' in your emails. If you're still unable to locate it then contact your Relationship Manager or our support team: [Vendor.Support@macquarie.com](mailto:Vendor.Support@macquarie.com). Ensure you include 'MySupplier' in the subject line.

What do I do if I forget my password?

Select the Forgot Password option on the login screen.

Supplier Portal

Username

Password

☐ Remember Username

Login

Forgot Password

Change Password

Can I change my password?

Yes, select the Change Password option on the login screen.

Supplier Portal

Username

Password

☐ Remember Username

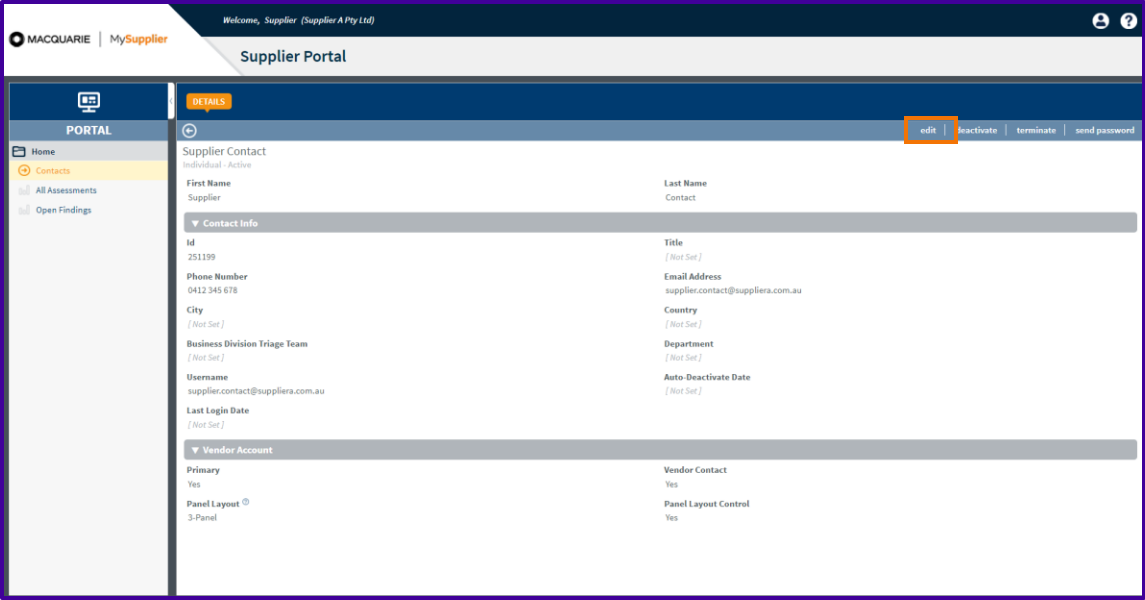
Login

Forgot Password

Change Password

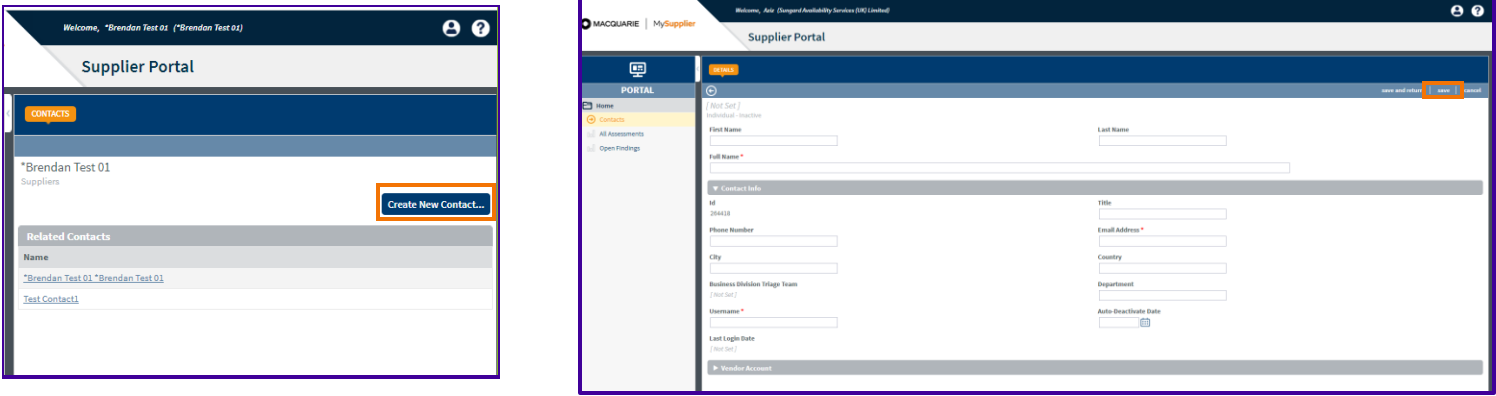
Is my data in Macquarie MySupplier protected and secure?	Macquarie is committed to keeping data in Macquarie MySupplier protected and secure. We have technology and security policies, procedures and processes in place to protect the information we hold. For more information refer to the <a href="#">Macquarie Group Privacy Policy</a> , your confidentiality or service agreements, or reach out to your Macquarie Relationship Manager or our support team: <a href="mailto:Vendor.Support@macquarie.com">Vendor.Support@macquarie.com</a> . Ensure you include 'MySupplier' in the subject line.
Do I need to provide my company information when I first log in?	No, your basic information will be carried across to Macquarie MySupplier. There is no need to provide any additional information until you have an assessment questionnaire to complete. The new Macquarie MySupplier platform will take you through a tailored assessment, and all your data will be saved for future assessments.

How can I update my personal information?	Navigate to the contacts tab and click on your name. Then click the <i>edit</i> button to change your details.
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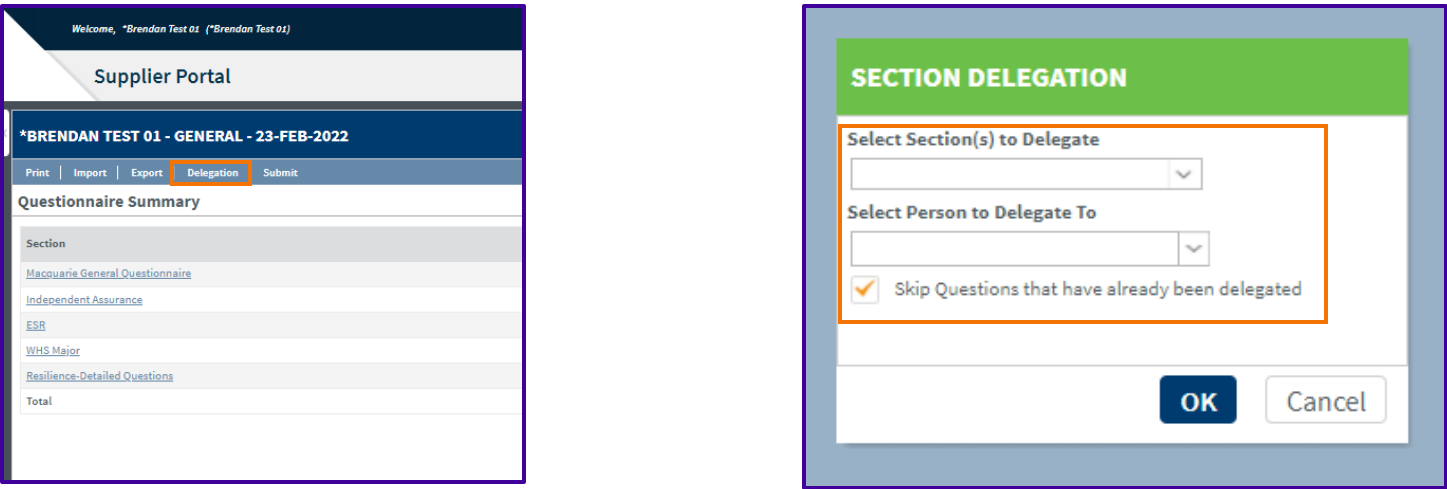
Can I add team members to MySupplier?

Yes, Navigate to the contacts tab then select *Create New Contact*. Enter their details, then click *Save*.



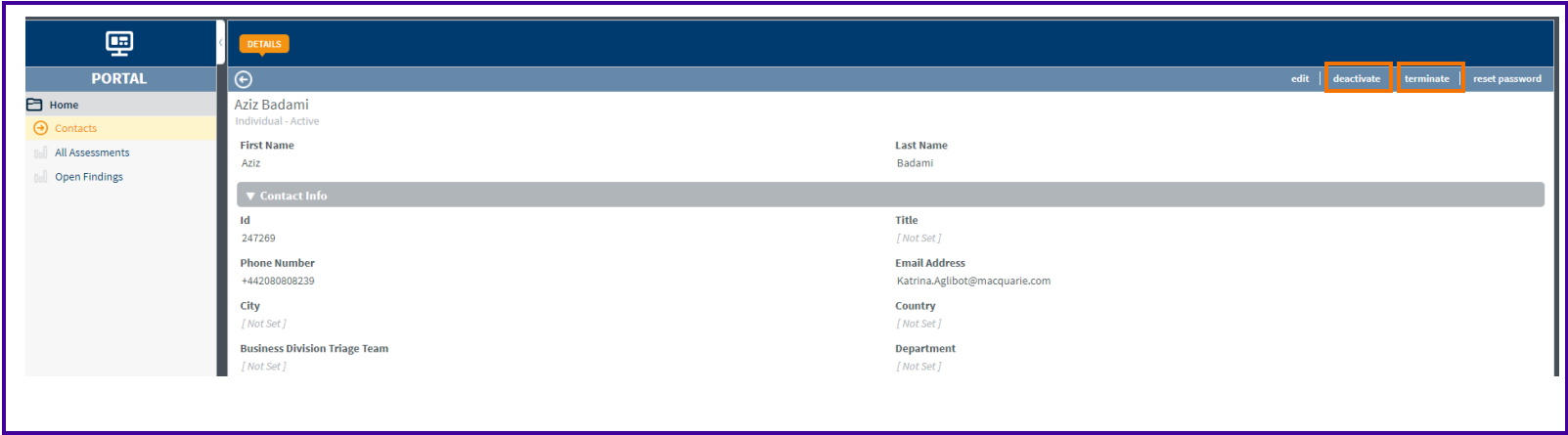
Can I delegate work to a colleague?

Yes, you can assign work to a colleague within the platform, to ensure the right person provides the right response. When you have identified the right colleague, they will need to be loaded as a contact (see below). Then click the *Delegation* button within an assessment to reassign work. You can choose to assign an entire assessment, or just selected questions



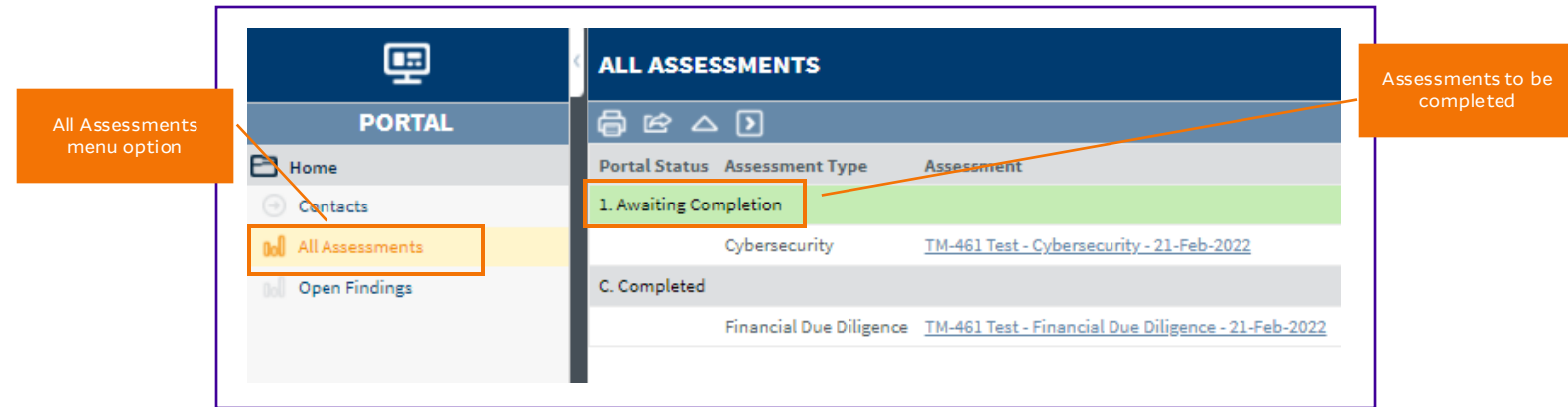
A colleague has left the company/gone on leave.  
Can I deactivate their profile?

Yes, navigate to the contacts tab then select the relevant contact. Click the *Deactivate* button to temporarily disable their profile, or the *Terminate* button to permanently disable their profile.



Will I be contacted when I have an assessment to complete?

Yes, you will receive an email notifying you of any assessments that need to be completed. You can also check this on the All Assessments screen on the portal.

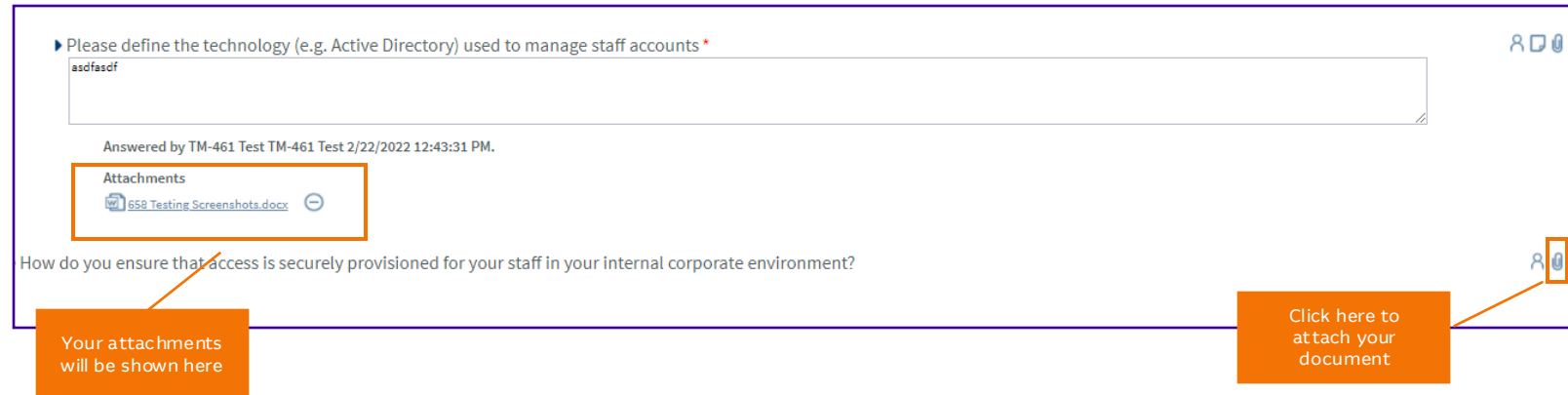


Do I need to provide new information each time an assessment is required?

Your previous information will be populated each time. You can choose to keep or change your previous responses.

Can I add documents to an assessment?

Yes, you can attach documents within your assessment by clicking the paperclip icon



The screenshot displays an assessment question: "Please define the technology (e.g. Active Directory) used to manage staff accounts \*". Below the question is a text input field containing "asdfasdf". A status line indicates "Answered by TM-461 Test TM-461 Test 2/22/2022 12:43:31 PM.". An "Attachments" section is highlighted with an orange box, showing a document icon and the filename "658 Testing Screenshots.docx" next to a paperclip icon. Below this, the question "How do you ensure that access is securely provisioned for your staff in your internal corporate environment?" is visible. Two orange callout boxes provide instructions: one points to the "Attachments" section with the text "Your attachments will be shown here", and the other points to the paperclip icon in the top right corner of the question area with the text "Click here to attach your document".

▶ Please define the technology (e.g. Active Directory) used to manage staff accounts \*

asdfasdf

Answered by TM-461 Test TM-461 Test 2/22/2022 12:43:31 PM.

**Attachments**

658 Testing Screenshots.docx

How do you ensure that access is securely provisioned for your staff in your internal corporate environment?

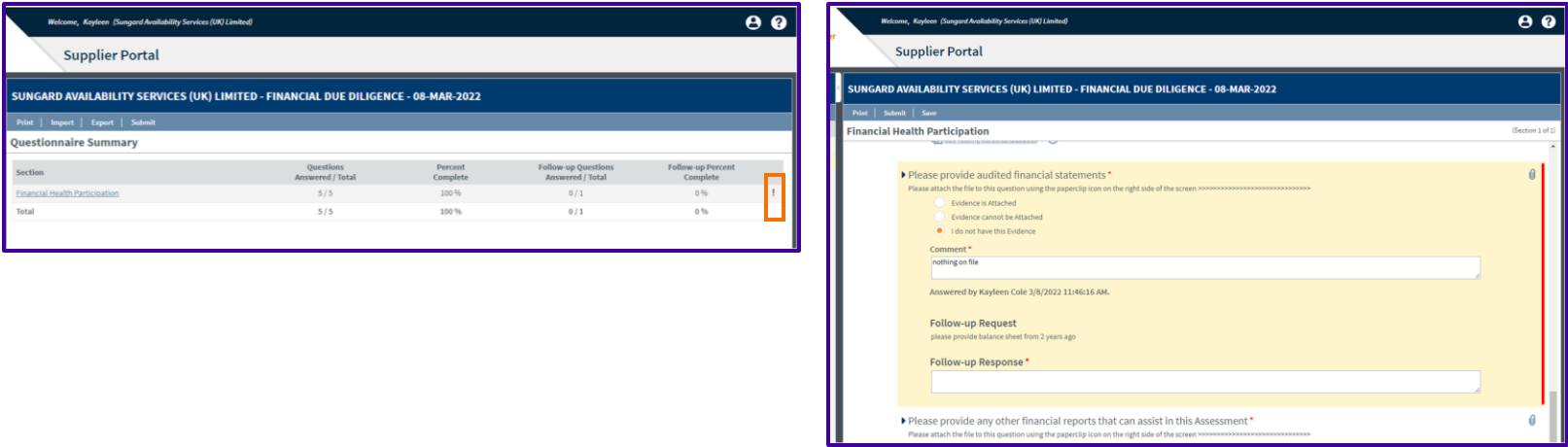
Your attachments will be shown here

Click here to attach your document



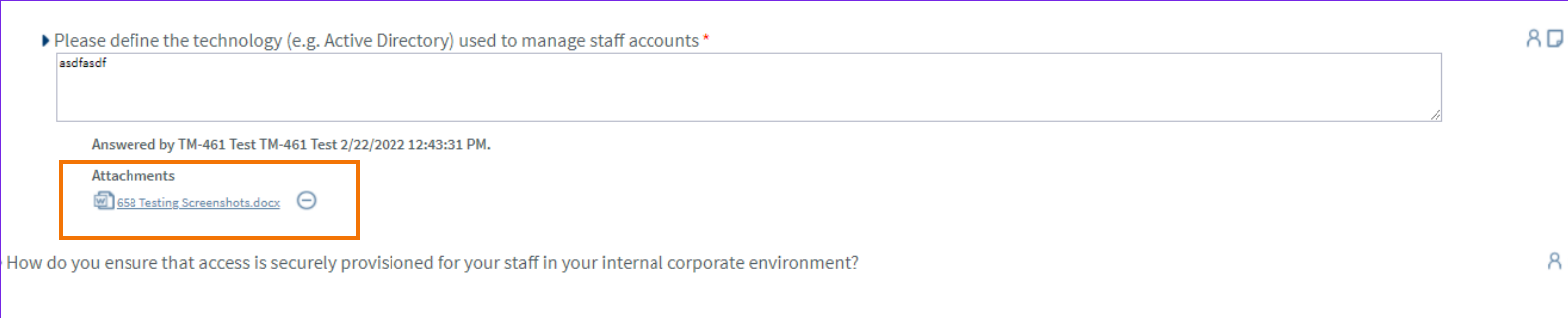
What happens if Macquarie needs more information about an assessment I have submitted?

You will receive an email notification if Macquarie require additional information. You can then respond to the enquiry in the Assessments section of the supplier portal. The assessment that requires your attention will be marked with a red exclamation point. Once you open the assessment the questions you need to complete will be highlighted in yellow.



Can I see previous documents that I have uploaded?

Yes, for both in-progress and previously completed assessments you can view associated attachments by clicking the attachment hyperlink.





▶ Please define the technology (e.g. Active Directory) used to manage staff accounts \*

asdfasdf

Answered by TM-461 Test TM-461 Test 2/22/2022 12:43:31 PM.

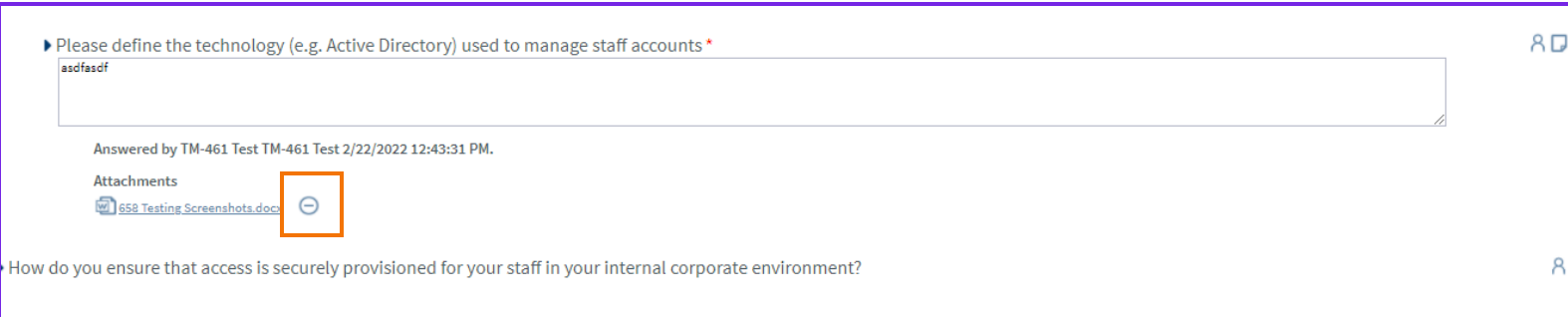
Attachments

 [658 Testing Screenshots.docx](#) 

How do you ensure that access is securely provisioned for your staff in your internal corporate environment?

Can I delete a document I have uploaded?

Documents that have been uploaded to in-progress assessments can be deleted by clicking the delete icon next to the attachment. Documents uploaded to completed assessments cannot be deleted, however you will be able to provide new documents next time you complete an assessment.





▶ Please define the technology (e.g. Active Directory) used to manage staff accounts \*

asdfasdf

Answered by TM-461 Test TM-461 Test 2/22/2022 12:43:31 PM.

Attachments

 [658 Testing Screenshots.docx](#) 

▶ How do you ensure that access is securely provisioned for your staff in your internal corporate environment?

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Who can I contact for help with Macquarie MySupplier?

Please contact your Relationship Manager or our support team: [Vendor.Support@macquarie.com](mailto:Vendor.Support@macquarie.com). Ensure you include 'MySupplier' in the subject line.

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I am already registered with Coupa. Do I still need to register with Macquarie MySupplier?

Yes, you will need to register with both platforms. Coupa is our source to pay platform, through which all purchase orders, e-invoicing are managed whereas Macquarie MySupplier is focused on risk and controls assessments, ongoing due diligence and regulatory compliance obligations.

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Does information provided in Macquarie MySupplier flow down to Coupa Supplier Portal or vice versa?

No, at this stage the platforms are not integrated. If you are unclear which system to use in which circumstance, please talk to your Macquarie Relationship Manager who can advise.

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I am experiencing technical difficulties while completing my assessment, what should I do?

We recommend basic troubleshooting; check your internet connection, restart your browser, and clear cookies. If you still need assistance contact our support team: [Vendor.Support@macquarie.com](mailto:Vendor.Support@macquarie.com) and include MySupplier in the subject line.

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