

Tungsten Network Portal Account Management Guide

Version: 9.6.0

Date: 2024-02-14

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Overview

This document covers Tungsten Network Portal account management topics for both Web Form Suppliers and Integrated Suppliers.

For all supplier account users, this document covers:

- [Portal account roles](#)
- [Portal user login](#)
- [Multifactor authentication](#)

For supplier account administrators, this document describes how to:

- [Configure password security settings](#)
- [Add user](#)
- [Add contact](#)
- [Transfer account administrator role](#)

For Web Form Suppliers only, this document describes:

- [Initial Tungsten Network Portal account registration process](#)

Portal account roles

There are three Tungsten Network Portal account roles:

- **Administrator:**
 - Each account can have only one administrator. This role can be [transferred](#) to another user at any time.
For Web Form Suppliers, the first user to [register](#) on the Tungsten Network Portal under a Supplier company account is designated the account administrator.
 - Has full access to the account, including company details and remit details.
 - Is responsible for setting and maintaining [security settings](#), including password requirements.
 - Is responsible for adding new users and contacts, and configuring user permissions and access.
- **User:**
 - Is invited by the administrator as a person with limited portal access rights.
 - Can access invoices (view status, create), purchase orders, and reporting sections, unless access is limited by the administrator.
 - Can access most information by default, except bank and company details.
 - Cannot change bank or company details of the account, unless the administrator enables additional access rights.
 - Cannot add new users.
 - Can add new contacts if given user permission by the account administrator.
- **Contact:**
 - Does not have Tungsten Network Portal access (unless also registered as a user by the account administrator).
 - Can contact Tungsten Network Support and receive account-specific details since listed under the account and can be verified by support.
 - There are three types of contacts:
 - **General:** These are contacts at your company who can appear in the Invoice from section on an invoice. This includes all registered portal users.
 - **Customer:** These are contacts at the company you are invoicing who can appear in the Invoice to section on an invoice.
 - **Billing:** These are contacts at your company who receive invoices and reminders for payment.

Portal user login


When your company's account administrator invites you to use the Tungsten Network Portal, you receive an email from Tungsten. To log in for the first time, follow these steps:

1. Open the email invitation from Tungsten Network and click **Accept Invitation**.
2. Follow the prompts to set up [Multifactor authentication](#).
3. Create a password, then click **Next**.
You are redirected to the portal login page.
4. Sign in to the Tungsten Network Portal using your email address and the password you just created.
You may be prompted to complete a CAPTCHA challenge.

After logging in, you have access to all connected customer accounts based on permissions assigned by the account administrator. When finished working, be sure to log out to keep your account secure.

Multifactor authentication

You need to authenticate your login the first time you sign in to the Tungsten Network Portal and periodically if you log in from new devices or new locations.

 There are limits on the number of authentication requests that can be made for a specific user (phone number). When setting up multifactor authentication, up to 20 SMS verification codes can be requested per day. Once a mobile number is set up, you can request up to 15 SMS verification codes per day when trying to log in. If that limit is exceeded, your portal login is locked for 24 hours, at which point you can request a new code. Each successful login attempt restarts this daily limit.

When prompted to set up 2-Step Sign In, do the following:


1. To verify your mobile device, select the Text icon or Call icon, as applicable.
2. Enter your **Country code** and **Contact number**, and then click **Send code**.
You can also receive the code via email by clicking **Don't have a contact number?** but a mobile device is preferred.
3. Enter the 4-digit verification code that you receive via your chosen method and click **Verify**.
This code is valid for 10 minutes. If you don't receive a code, click **Resend** to try again.

4. Choose the method by which you want to receive all future authentication requests. Your options are:
 - Receive an approval request from an **App**.
For this method you need to download the free Twilio Authy app via App Store or Google Play to your mobile device.
 - Have a 7-digit **Code** sent to your mobile device by either Text or Call (whichever method you selected previously in the mobile device verification step).

You have a limited time to respond to the approval request (countdown in app) or enter the code (3 minutes). If the request or code expires, click **Resend the sign in request** or **Resend the code**.

After successful authentication, you are redirected to the Tungsten Network Portal login page.

Portal account registration (Web Form Suppliers only)

 The following account registration process is for Web Form Suppliers only.

The first user to register on the Tungsten Network Portal under a Web Form Supplier company account is designated the account administrator. Each company account can have only one administrator. This role can be [transferred](#) to another user at any time.

1. Type tungsten-network.com into any browser, then click **Login**.
2. Click **Register**.
You can also start this process using a direct registration invitation link provided by your buyer.
3. Select the language of your choice, then select the account type (**Business** or **Sole Trader**). Enter your email address, then click **Start registration**. If you selected Sole Trader, also select your country here.
You may be prompted to complete a CAPTCHA challenge.
4. **For Businesses only:** Search for your company by Country and Company Name. Select the correct option from the list and click **Next**. If you don't see your company listed, search again or click **enter details manually**.
5. Enter **Company Information**:
 - For Businesses, enter a VAT number / Taxpayer ID (if applicable), make any updates to the Company address, then click **Next**.
 - For Sole Traders, enter a Company name (optional), VAT number / Taxpayer ID (if applicable), and Company address, then click **Next**.

If you get an error message stating that a VAT number / Taxpayer ID is already in use, your company may already be registered on the Tungsten Network Portal. Contact your company's account administrator to gain access to your company account, or contact Tungsten Network Support.

6. Enter **Personal information**. Enter your first name and last name, then create a password. Be sure to select the checkbox verifying you have read and agree to the Tungsten Network terms of service. Then click **Complete**.

Wait while your details are validated. A confirmation message, **Registration Successfully Completed**, appears when the registration is complete. You also receive an email from Tungsten Network.

7. Click **Sign Into the Portal** on the registration confirmation screen. Enter your email address and the password you just created, then click **Sign in**.
You are prompted to check your email for a verification link.

8. Find the verification email in your inbox and click **Verify Email**.
The link in the verification email expires after 24 hours. If you didn't receive an email, check your spam or junk folder.
9. Follow the prompts to set up [Multifactor authentication](#).
You may be prompted to complete a CAPTCHA challenge.

After successful authentication, you are redirected to the Tungsten Network Portal. When finished working, be sure to log out to keep your account secure.

Portal account actions

All Tungsten Network Portal users can take the following actions on the Your account menu:

- Update your personal details by clicking **Your account > Update your user details.**
- Change your password by clicking **Your account > Change your password.**

Account administrators can take the following additional actions on the Your account menu:

- Update your company details by clicking **Your account > Update company details.**
- [Add user](#) by clicking **Your account > View your users and their rights.**
- [Add contact](#) by clicking **Your account > View and manage your contacts.**
- [Configure password security settings](#) by clicking **Your account > Manage security settings.**
- [Transfer account administrator role](#) by clicking **Your account > View your users and their rights.**
- Add a company logo by clicking **Your account > Upload a company logo.** Your logo needs to be 120 pixels by 360 pixels and in one of the following file formats: png, jpeg, bmp, or gif.
- Web Form Suppliers can purchase additional Tungsten Network transactions by clicking **Your account > Purchase Tungsten Network transactions.**

Add user

You must be the account administrator to add a user. See [Portal account roles](#) for more information about the user role.

To add a Tungsten Network Portal account user, do the following:

1. Log in to the Tungsten Network Portal.
2. Click **Your account > View your users and their rights.**
3. Click **Add.**
4. Enter information about the new user, then click **Save.**
An email is sent to invite the user to log in and complete registration.
5. **Optional:** Adjust the functions the user can perform by clicking on the **Access rights** tab.
6. When finished, click **Save.**

Add contact


You must be the account administrator to add a contact. See [Portal account roles](#) for more information about the contact role and contact types.

To add a Tungsten Network Portal account contact, do the following:

1. Log in to the Tungsten Network Portal.
2. Click **Your account** > **View and manage your contacts**.
3. Select the type of contact (**General**, **Customer**, or **Billing**), then click **Add**.
4. Enter information about the new contact, then click **Save**.

Configure password security settings

You must be the account administrator to configure Tungsten Network Portal user password security settings.

 Changes to password security settings do not take effect immediately for existing portal users. Changes are enforced the next time a user's password expires or when the password is changed.

1. Log in to the Tungsten Network Portal.
2. Click **Your account** > **Manage security settings**.
3. Use the arrow buttons or sliders to configure user password security settings for your company. The following settings are available:

Setting	Description
Password Length	Tungsten Network requires passwords to contain a minimum of 8 characters. This setting can be increased to require a 15-character minimum. The maximum password length allowed is 255 characters.
How many numbers in password?	Tungsten Network requires passwords to contain a minimum of 1 numerical character (0-9). This setting can be increased to require up to 9 numerical characters.
How many letters in password?	Tungsten Network requires passwords to contain a minimum of 1 alphabetical character (a-z) and 1 uppercase alphabetical character (A-Z). Each setting can be increased to required up to 9 characters.
How many special characters in password?	Tungsten Network requires passwords to contain a minimum of 1 special character. This setting can be increased to require

Setting	Description
	up to 9 special characters. Allowed special characters: @ % + \ / ' " ! # \$ ^ & * = ? : ; , . > < () { } [] ~ ` - _
Enforce password expiration	Tungsten Network requires passwords to expire every 15-99 days.
Block password reuse	Tungsten Network blocks passwords from being reused until after at least 3 password iterations and if the password hasn't been used for at least 1 day. These settings can be increased to block passwords from being reused until after up to 12 password iterations and if the password hasn't been used for up to 15 days.

4. When finished, click **Save**.

Transfer account administrator role

You must be the account administrator to transfer the account administrator role to another user. Each account can have only one administrator.

See [Portal account roles](#) for more information about the administrator role.

To transfer the account administrator role to another user, do the following:

1. Log in to the Tungsten Network Portal.
2. Click **Your account > View your users and their rights**.
3. Click the **Transfer** button next to the applicable user.