Supplier Access to General Dynamics Land Systems iSupplier

Contents

Begin these instructions after submitting your onboarding form at https://onboarding.gdls.com/ and receiving an email with a password for General Dynamics Land Systems (GDLS) iSupplier. These steps will walk you through using your work email to login to the GDLS iSupplier application. You will need your phone and computer to complete these steps.
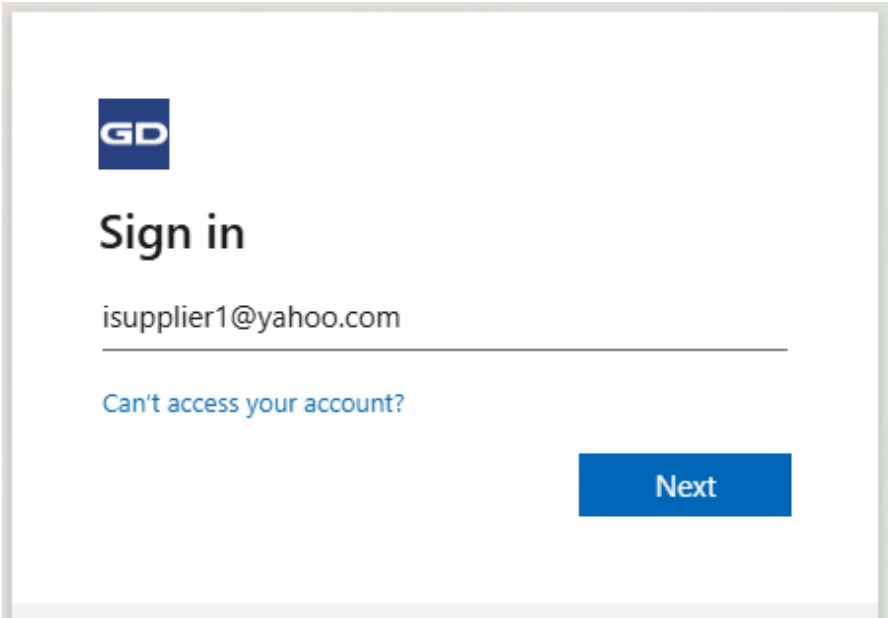
Please note that the screenshots below may appear slightly different than what you see, depending on your type of phone and your organization's account setup. Additionally, while Gmail and Yahoo accounts were used to provide these instructions, personal accounts are **not** permitted to be used with GDLS iSupplier.
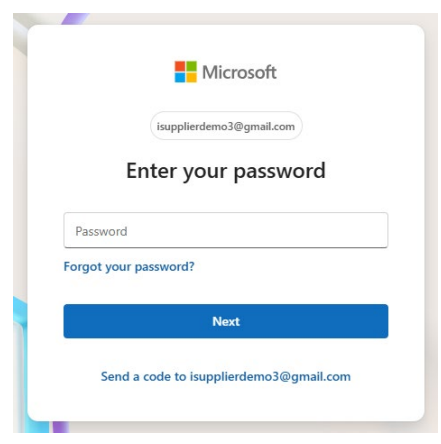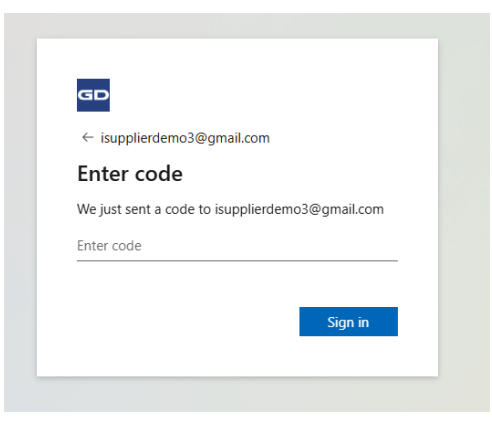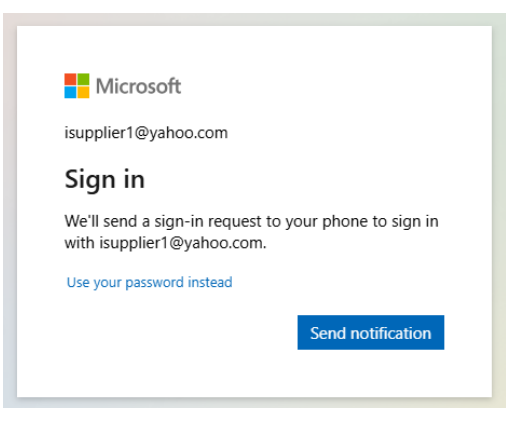

Navigate Supplier Account Setup

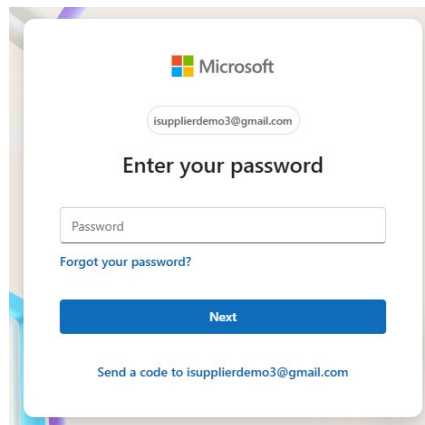Go to https://isuppliermfa.gdls.com/

Enter your work email. Click **Next**.

You may see one of three types of sign-in prompts. Click the links in the table below depending on what you are prompted for.

Prompted for password [Click here for steps (CTRL+Click)](#)	Prompted for emailed code [Click here for steps (CTRL+Click)](#)	Prompted for phone sign-in request [Click here for steps (CTRL+CLICK)](#)

Prompted for Password – Work Email is Registered with Microsoft

Enter your Microsoft password associated with the email. If you do not know your password, contact your IT department.
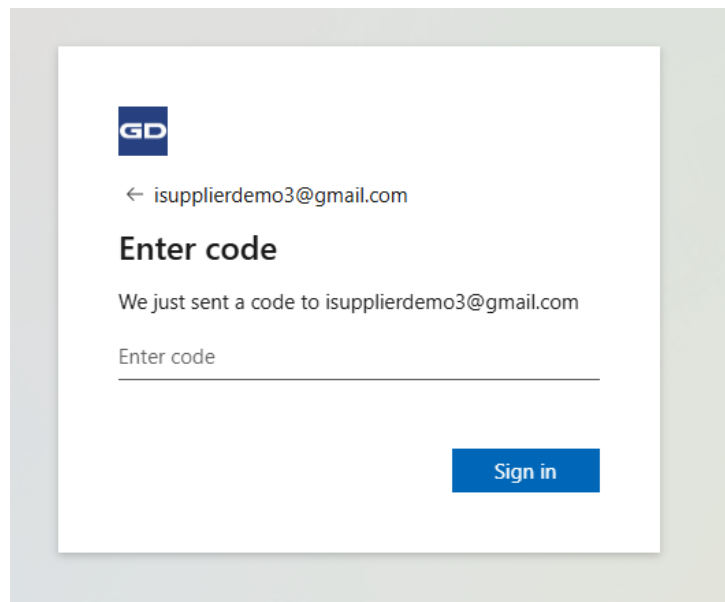
Click Next.

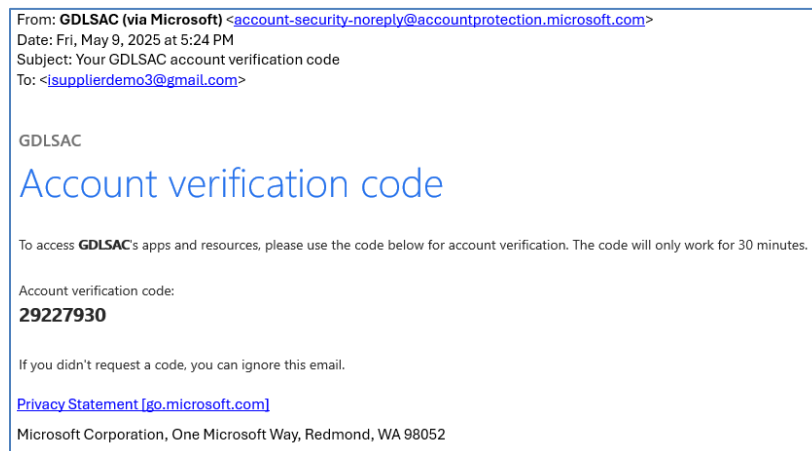[Click here for next step (CTRL+CLICK)](#)

Prompted for Emailed Code - Request One Time Passcode (OTP)

Get the OTP sent to your email.

You will receive an email from GDLSAC. If you don't see it, check your Junk/Spam folder or contact your IT department.

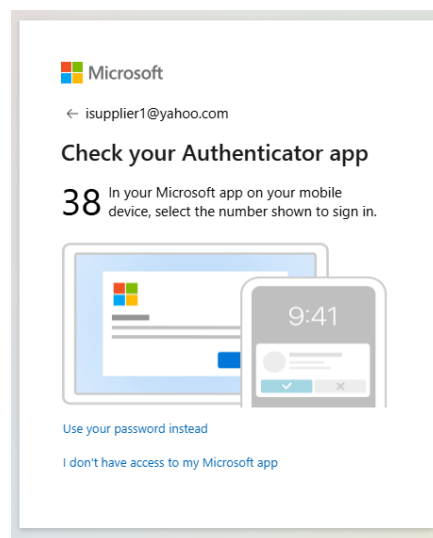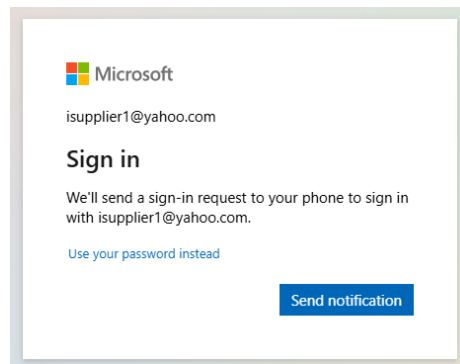Enter the code in the field on your computer.

Click Sign in.

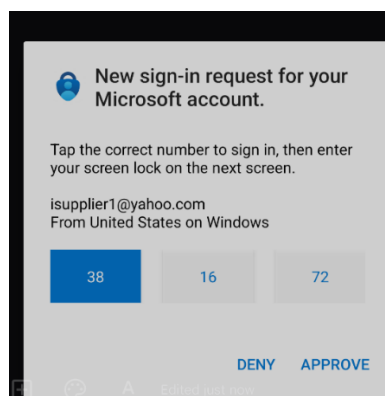[Click here for next step (CTRL+CLICK)](#)

Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App

Click "Send notification"

From your phone, tap the matching number to sign into your account. Tap Approve.
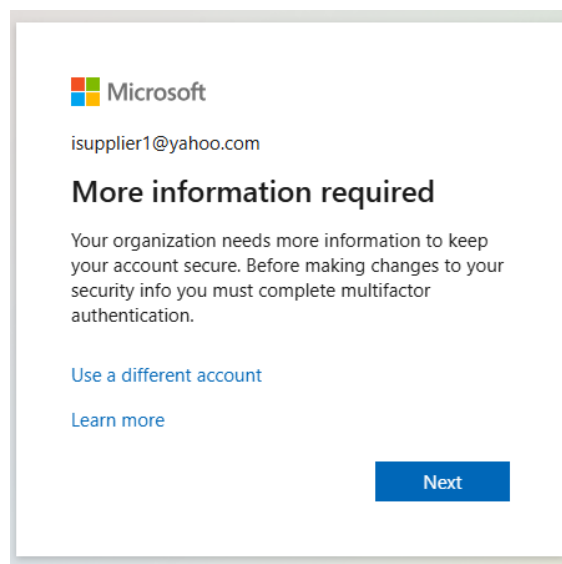If you did not get a notification, contact your IT department.

[Click here for next step (CTRL+CLICK)](#)

## Setup Microsoft Authenticator (one time setup)

Select if you want to stay signed into Microsoft services. This has no bearing on GDLS iSupplier access and is entirely your discretion.
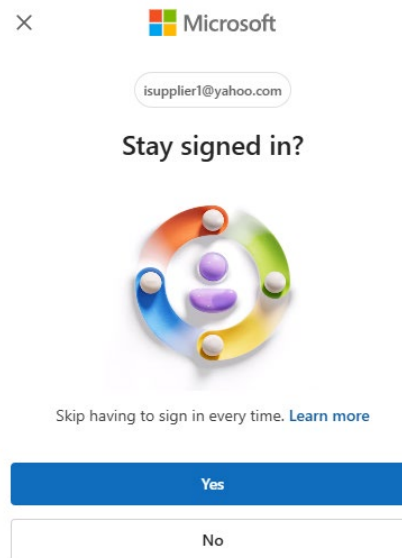
A Microsoft page will show "More information required". Click Next.

If Microsoft Authenticator is not installed, download and install the app on your phone (from the App Store on iPhone, and Play Store on Android). No other authenticator apps are supported to login to GDLS iSupplier.
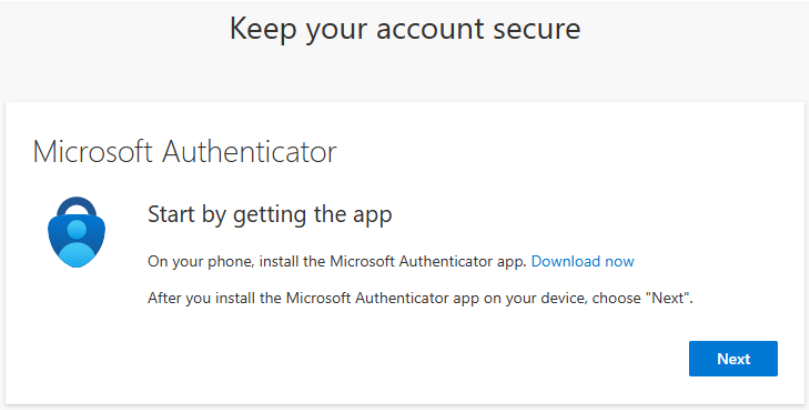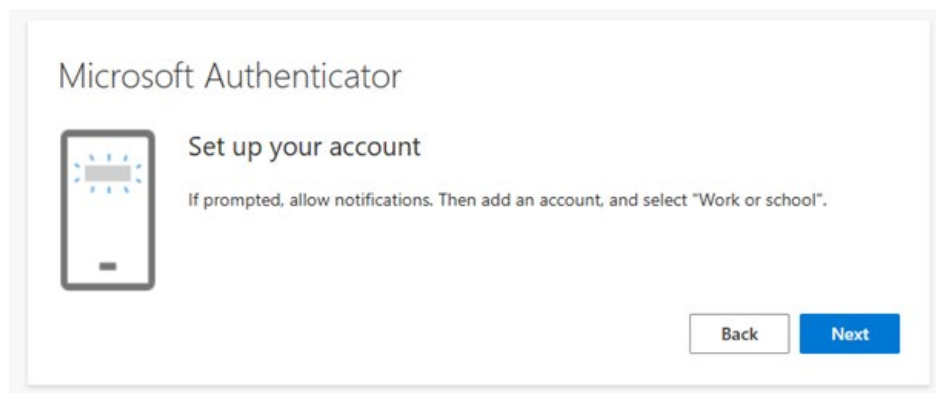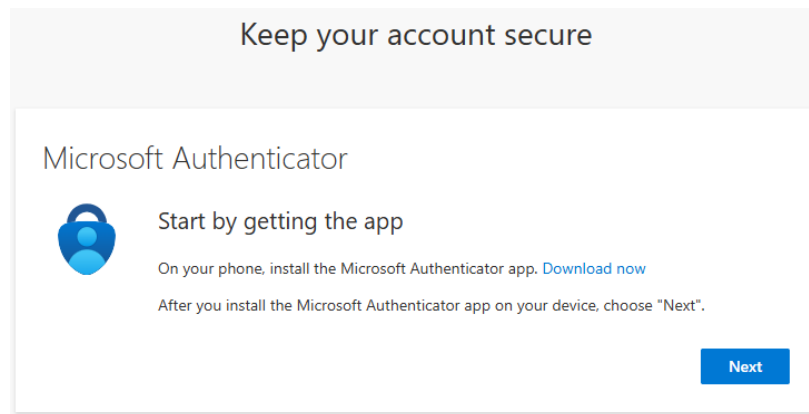

Make sure to install the Microsoft Authenticator app.

Open the Microsoft Authenticator app on your phone.

If prompted to allow notifications for the Microsoft Authenticator app, click Yes.

Click Next on the screen on your computer.

Keep your account secure

Microsoft Authenticator

Start by getting the app

On your phone, install the Microsoft Authenticator app. Download now

After you install the Microsoft Authenticator app on your device, choose "Next".

Next

Microsoft Authenticator

Set up your account

If prompted, allow notifications. Then add an account, and select "Work or school".
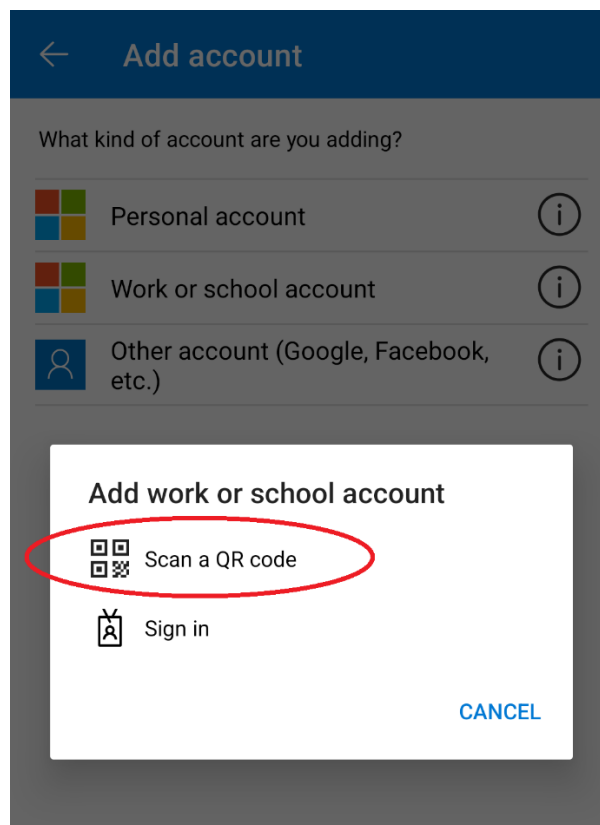
Back   Next

If other accounts are already set up, they will be listed. Tap the **+** icon on the upper-right.
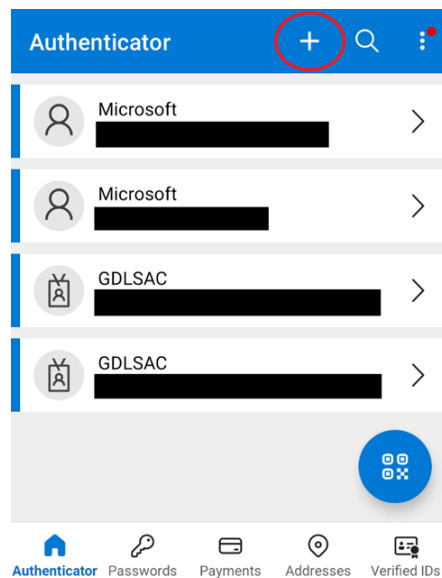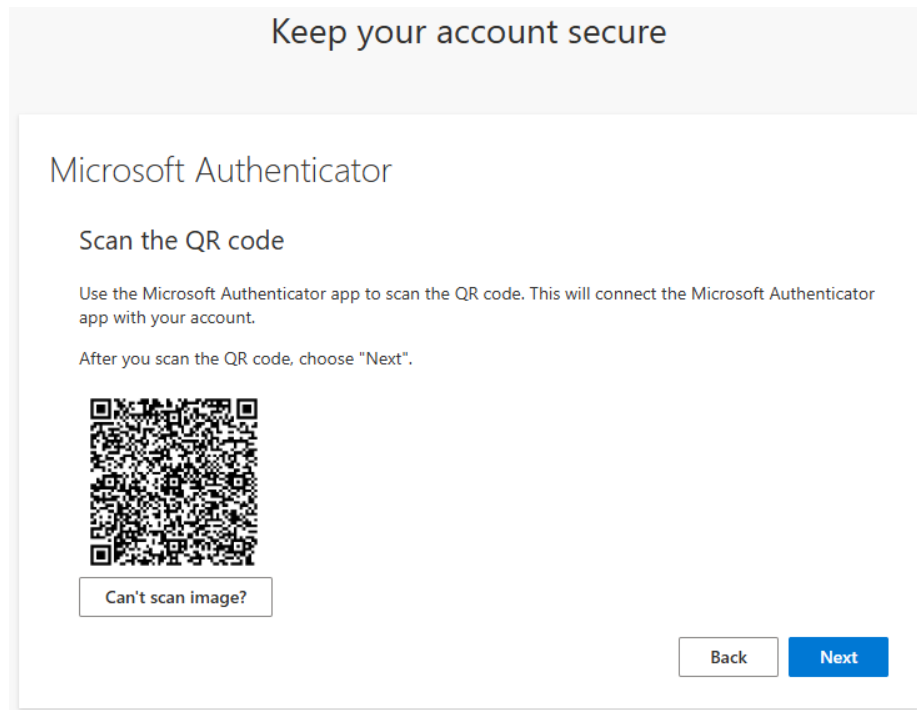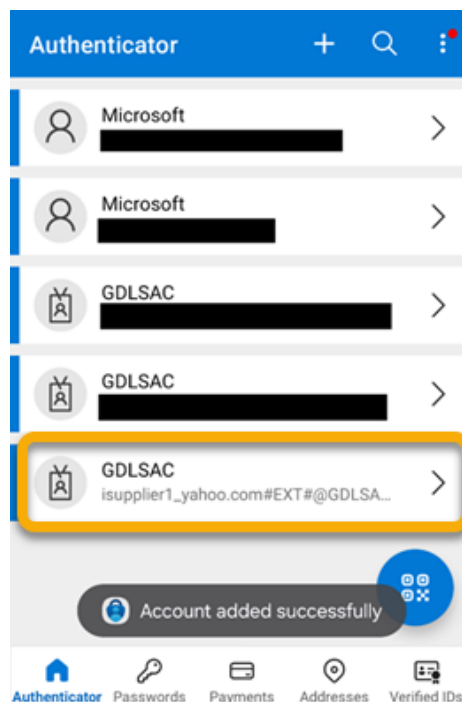
Tap Work or school account.
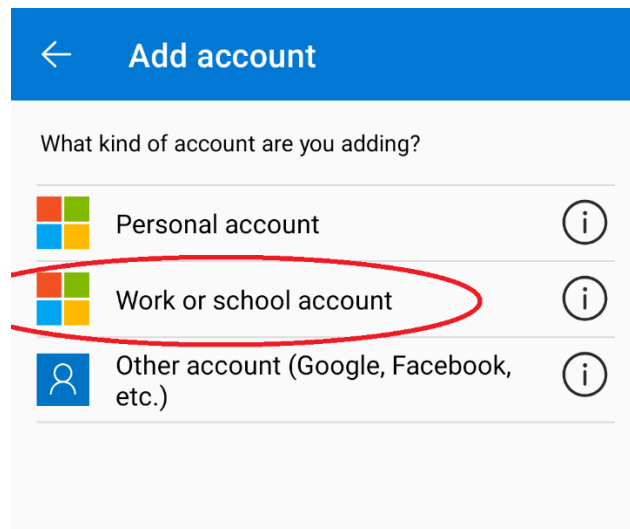
Tap Scan QR Code.

Scan the QR code from the web page (not the QR code in the screenshot below!) with the Microsoft Authenticator app.
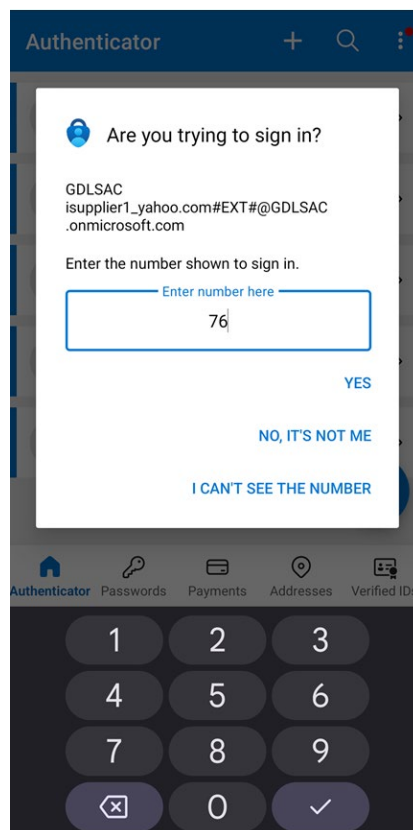

Click Next after the QR code is scanned and your validated email to login to GDLS iSupplier will be added to the Microsoft Authenticator app.
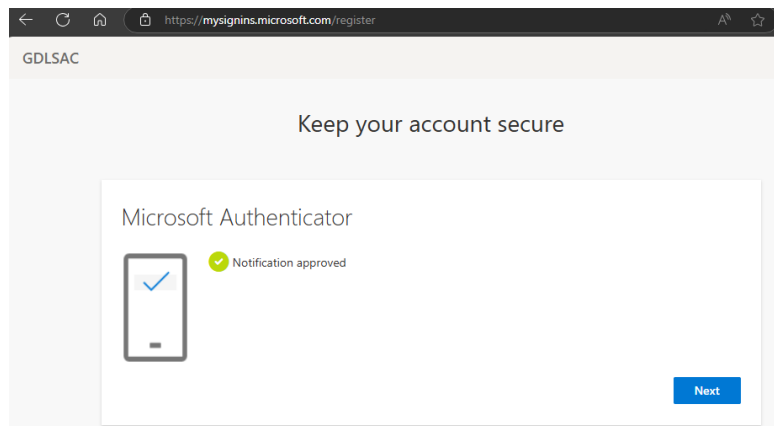
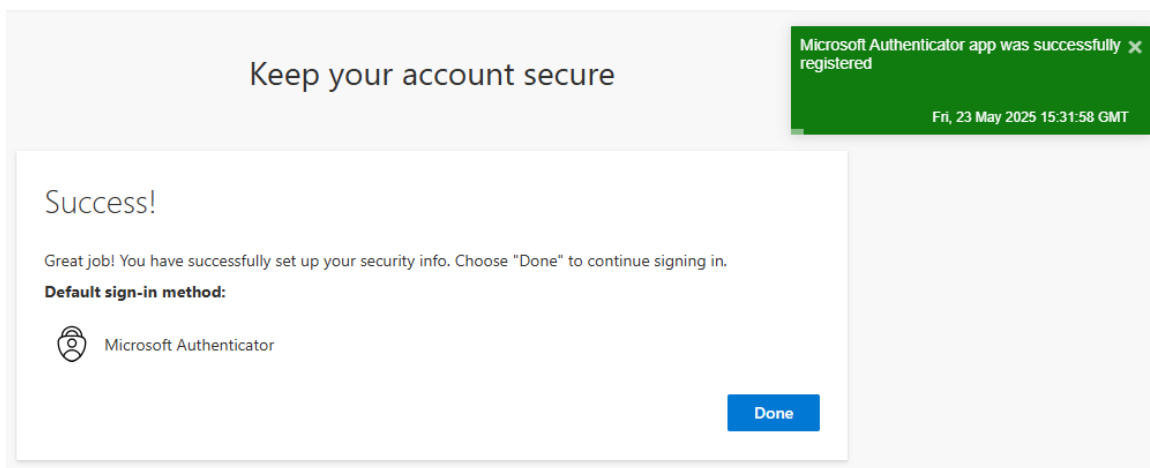You will be prompted to enter a number displayed on your browser into the Microsoft Authenticator app
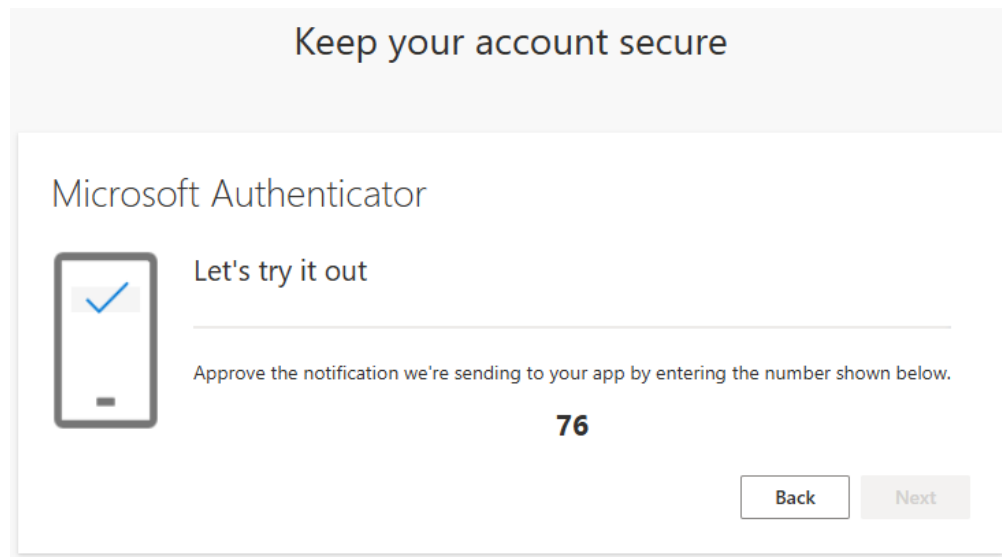
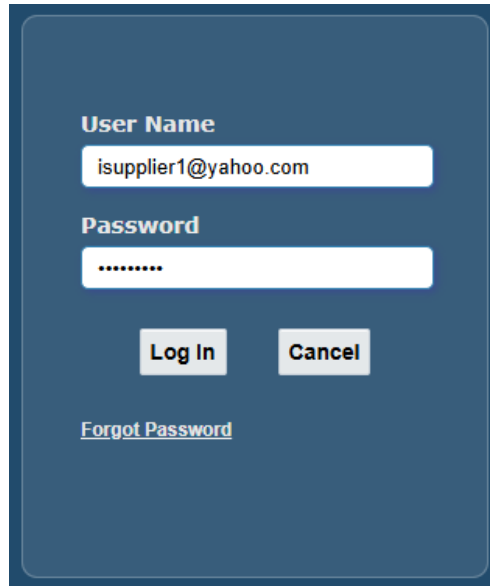Go back to Microsoft Authenticator app and enter the number, then tap YES.

Click Next.

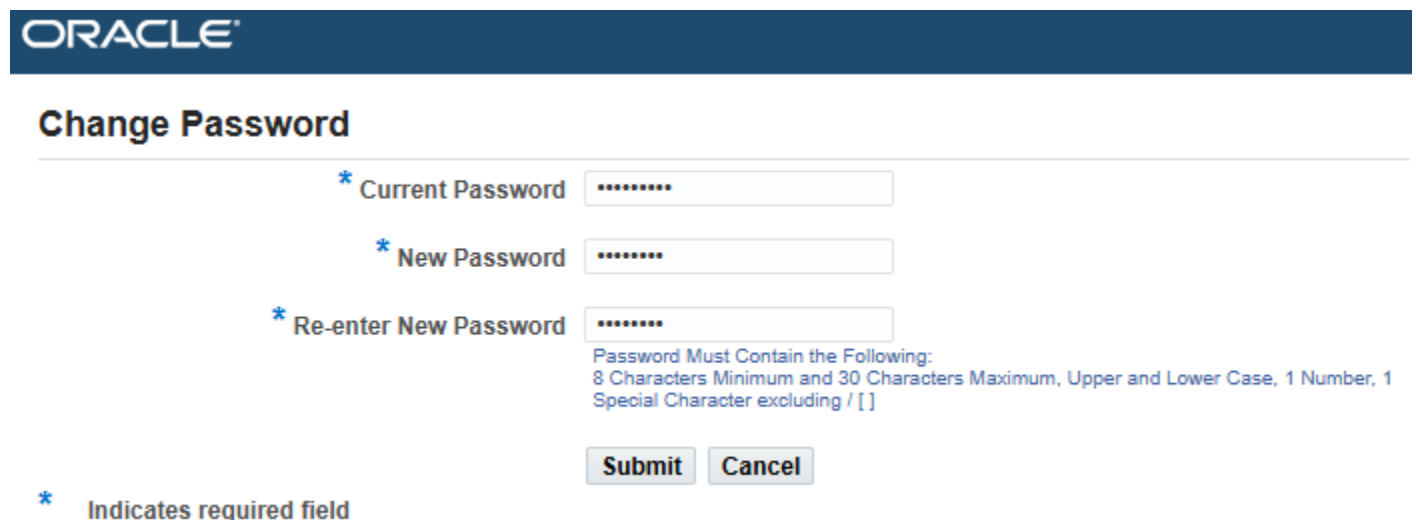Click Done.

GDLS iSupplier Password Setup

You will be redirected to the iSupplier login page. Enter your email and the temporary password from email sent from wfcfg@mailhost.gdls.com. Click Log In.

User Name

isupplier1@yahoo.com

Password

••••••••

Log In   Cancel

Forgot Password

You will be prompted to enter a new password. The password must meet the following criteria:

- At least 8 characters long
- Contains at least 1 of each: upper-case letter, lower-case letter, number, special character (excluding **/ [ ]**)
- Cannot be the same as a previously used password

Important: Only click the Submit button once!

ORACLE

Change Password

* Current Password   ••••••••

* New Password   ••••••••

* Re-enter New Password   ••••••••

Password Must Contain the Following:
8 Characters Minimum and 30 Characters Maximum, Upper and Lower Case, 1 Number, 1 Special Character excluding / [ ]

Submit   Cancel

* Indicates required field

After creating a new password, your setup is complete.

Post-Setup Subsequent Login Instructions
Navigate to iSupplier

Go to https://isuppliermfa.gdls.com/

Enter your work email. Click **Next**.
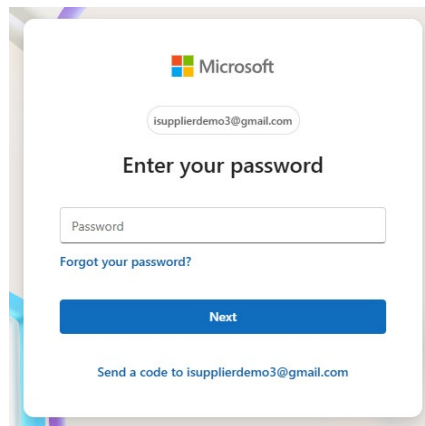

You may see one of three types of sign-in prompts. Click the links in the table below depending on what you are prompted for.

Prompted for password [Click here for steps (CTRL+Click)](#)	Prompted for emailed code [Click here for steps (CTRL+Click)](#)	Prompted for phone sign-in request [Click here for steps (CTRL+CLICK)](#)

Prompted for Password – Work Email is Registered with Microsoft

Enter your Microsoft password associated with the email. If you do not know your password, contact your IT department.
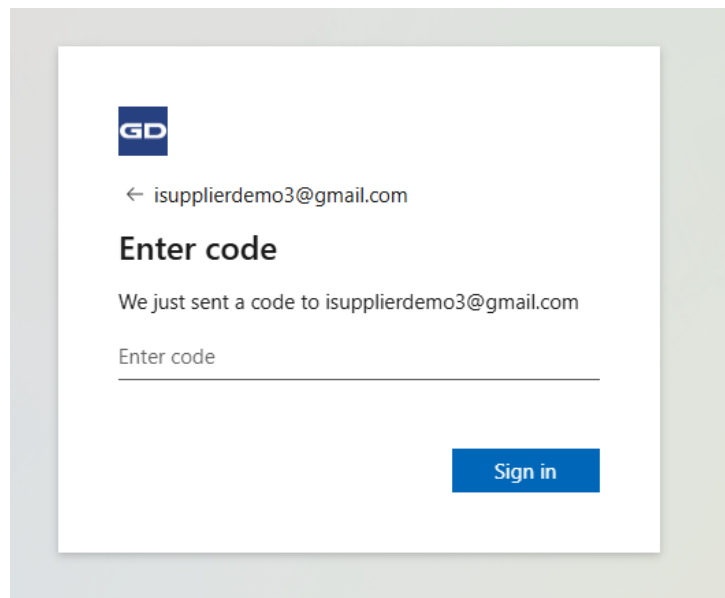

Click Next.

[Click here for the next step (CTRL+CLICK)](#)

Prompted for Emailed Code - Request One Time Passcode (OTP)

Get the OTP sent to your email.

You will receive an email from GDLSAC. If you don't see it, check your Junk/Spam folder or contact your IT department.

Enter the code in the field on your computer.

Click Sign in.

[Click here for the next step (CTRL+CLICK)](#)

Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App

Click "Send notification"

From your phone, tap the matching number to sign into your account. Tap Approve.
If you do not get a notification, contact your IT department.
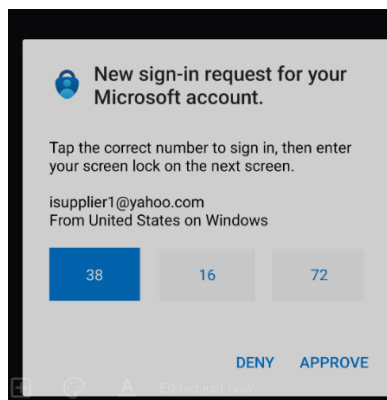
[Click here for the next step (CTRL+CLICK)](#)

GDLS MFA Authentication

A sign-in request will be sent to your Microsoft Authenticator app. Enter the number displayed on the computer to approve the request.

Are you trying to sign in?

GDLSAC
isupplier1_yahoo.com#EXT#@GDLSAC
.onmicrosoft.com

App
iSupplier MFA

Location
Michigan, United States
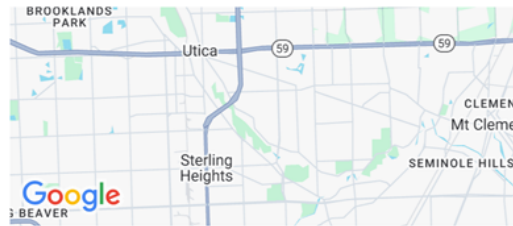
Enter the number shown to sign in.

Enter number here

94

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

You will be redirected to the GDLS iSupplier login page. Login using your full email address as your username and your set password.

User Name

isupplier1@yahoo.com

Password

•••••••••
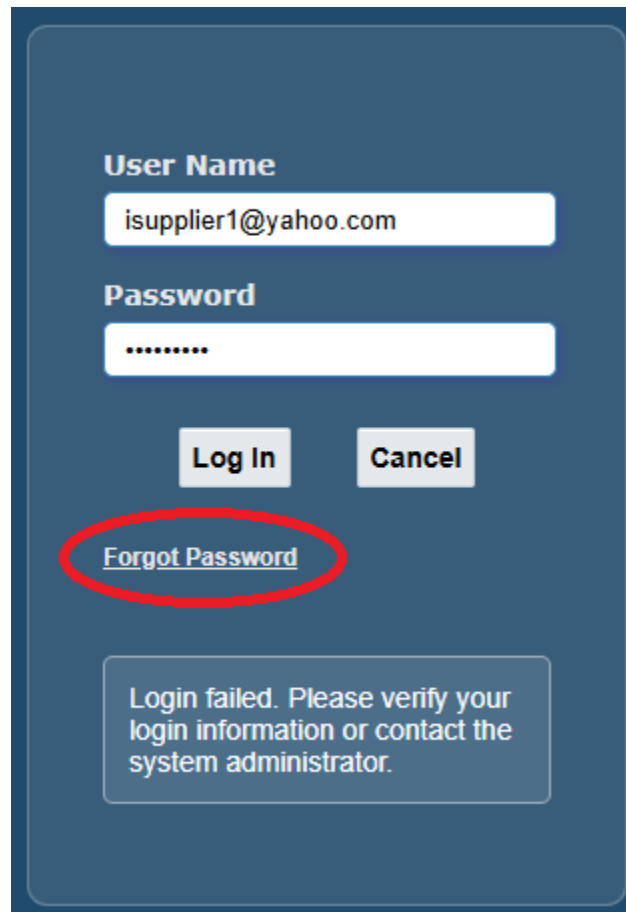
Log In   Cancel

Forgot Password

GDLS iSupplier Password Reset

If your password is not accepted at the iSupplier login page, click the Forgot Password button.

User Name

isupplier1@yahoo.com

Password

••••••••

Log In   Cancel

Forgot Password

Login failed. Please verify your login information or contact the system administrator.

In the User Name field, enter your full email address as your username, then click the Forgot Password button.

Login Assistance
* Indicates required field

Forgot Password

Enter your user name. Instructions for how to reset your password will be emailed to you.

User Name   isupplier1@yahoo.com   **Forgot Password**

Forgot User Name
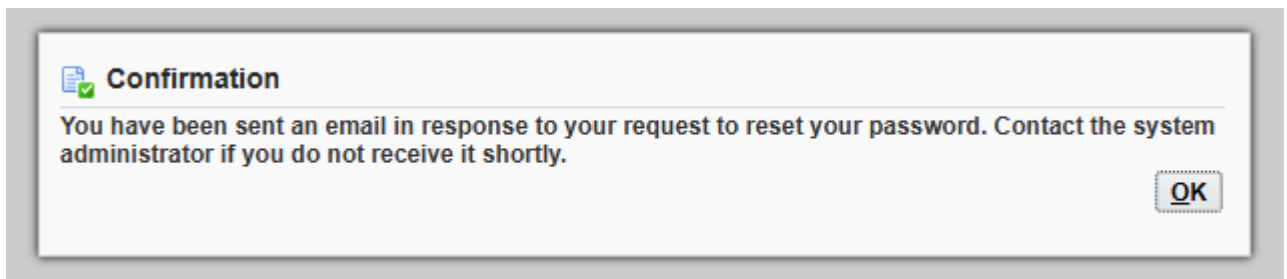
Enter the email address associated with your account. Your user name will be emailed to you.

Email   [   ]   **Forgot User Name**
(Example: first.last@domain.com)

You will receive a confirmation pop-up. Check your email after a few minutes for a temporary password, then use that password to login to iSupplier

Confirmation
You have been sent an email in response to your request to reset your password. Contact the system administrator if you do not receive it shortly.

OK

User Name
isupplier1@yahoo.com

Password
·········
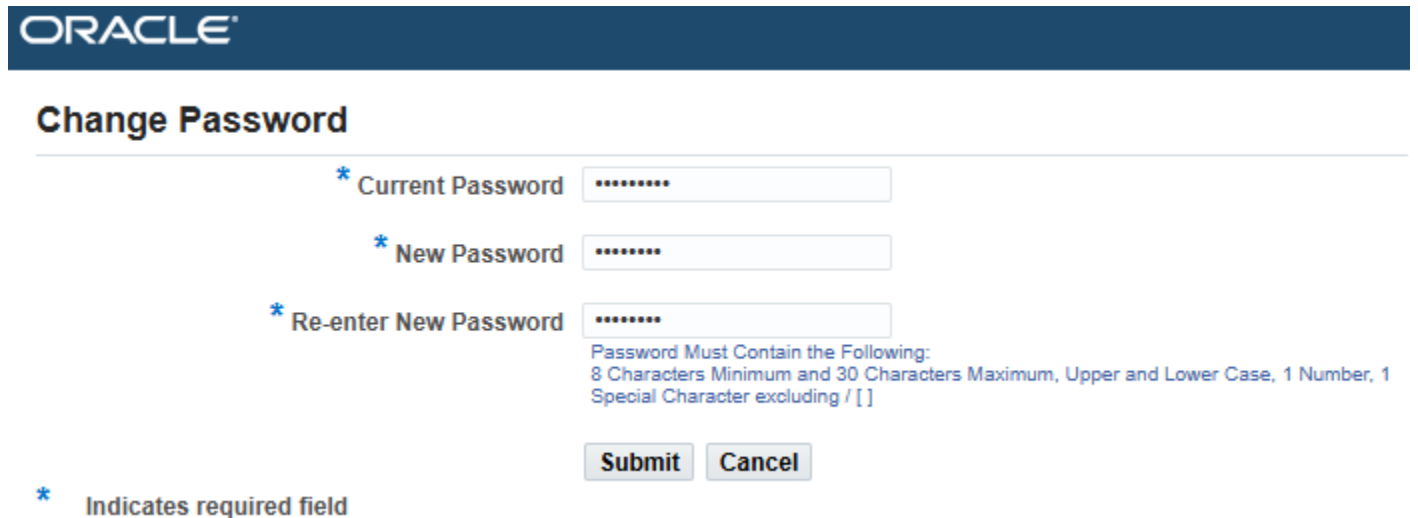
Log In   Cancel

Forgot Password

Enter the temporary password in the Current Password field, then create a new password.

You will be prompted to enter a new password. The password must meet the following criteria:
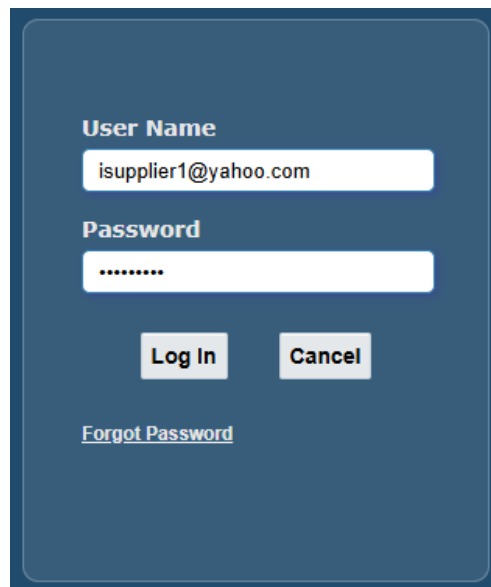
- At least 8 characters long
- Contains at least 1 of each: upper-case letter, lower-case letter, number, special character (excluding **/ [ ]**)
- Cannot be the same as a previously used password

Important: Only click the Submit button once!

ORACLE

Change Password

* Current Password	••••••••
* New Password	••••••••
* Re-enter New Password	••••••••

Password Must Contain the Following:
8 Characters Minimum and 30 Characters Maximum, Upper and Lower Case, 1 Number, 1
Special Character excluding / [ ]

Submit   Cancel

* Indicates required field

After setting your new password. Use your new password to login to iSupplier.

User Name

isupplier1@yahoo.com

Password

••••••••

Log In   Cancel

Forgot Password
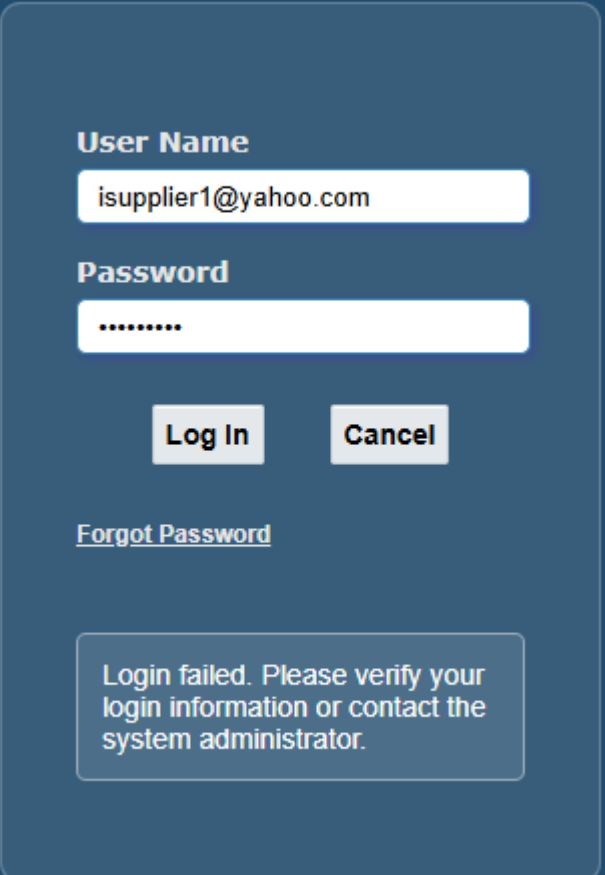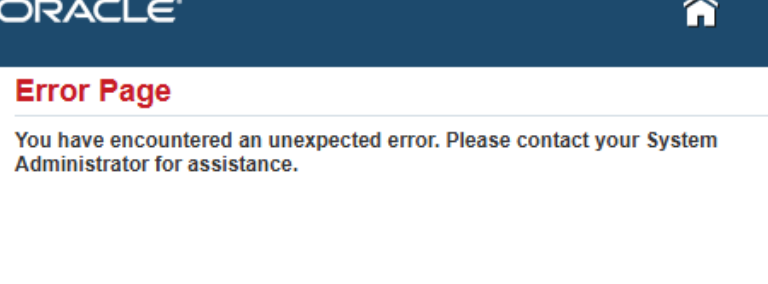
Errors and Troubleshooting

#	Error	Cause	Resolution
1	**Access is blocked by your organization** Your tenant administrator has restricted which organizations can be accessed. Contact your IT department to request access to the undefined organization.	Your organization uses a government cloud tenant to manage accounts.	Contact GDLS support isupplier@gdls.com. Provide your work email address and explain that you are experiencing error case #1. Our support team will provide instructions to give to your IT department to allow connectivity to GDLS iSupplier.
2	⊗ Authenticator registration has timed out. Please choose "Next" to try again. **Additional details** Scan the QR code Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account. After you scan the QR code, choose "Next".	Unknown	Registration is likely completed - check your Microsoft Authenticator app to see if a new account was added. Close all your open browser windows, then reopen your browser and navigate to https://isuppliermfa.gdls.com/. Follow on-screen instructions to login.
3	▦ Microsoft **Sign in** Sorry, but we're having trouble signing you in. AADSTS90072: User account 'jordan@gdls.com' from identity provider 'microsoftonline.us' does not exist in tenant 'GDLSAC' and cannot access the application 'https://isuppliertestmfa.gdls.com'(iSupplier MFA - Test) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account	Either an incorrect email was entered, or your account has not been added to our system yet.	Verify you are using the correct email. If your email is correct, contact GDLS support at isupplier@gdls.com. Provide your work email address and explain that you are experiencing error case #3. Our support team will verify that your account was added to our system.

| 4 | | The push notification was not confirmed in time from your phone. | Click "Send another request to my Microsoft Authenticator app". |

5		Your iSupplier username or password is incorrect.	Verify that you are using your full email address as your username. If you are still unable to login, click here (CTRL+CLICK) to reference the password reset instructions.
6		An error in the cached data in your browser.	Clear your web browser cache. The instructions are different for each browser; please perform a web search for instructions, if needed.
7	Prompted for Microsoft Authenticator use, but the account is no longer in Microsoft Authenticator due to reinstalling the app or receiving a new phone.	The account used for GDLS iSupplier MFA is no longer available in Microsoft Authenticator.	Contact GDLS support at isupplier@gdls.com. Provide your work email address and explain that you are experiencing error case #7. Our support team will reset your MFA profile which will allow you to redo the setup steps from this document.