

Supplier Access to General Dynamics Land Systems iSupplier

Contents

Navigate Supplier Account Setup.....2

Prompted for Password – Work Email is Registered with Microsoft 3

Prompted for Emailed Code - Request One Time Passcode (OTP)4

Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App ..5

Setup Microsoft Authenticator (one time setup).....6

GDLS iSupplier Password Setup 13

Post-Setup Subsequent Login Instructions 14

 Navigate to iSupplier..... 14

 Prompted for Password – Work Email is Registered with Microsoft..... 15

 Prompted for Emailed Code - Request One Time Passcode (OTP)..... 15

 Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App 16

 GDLS MFA Authentication 18

 GDLS iSupplier Password Reset..... 20

Errors and Troubleshooting23



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.

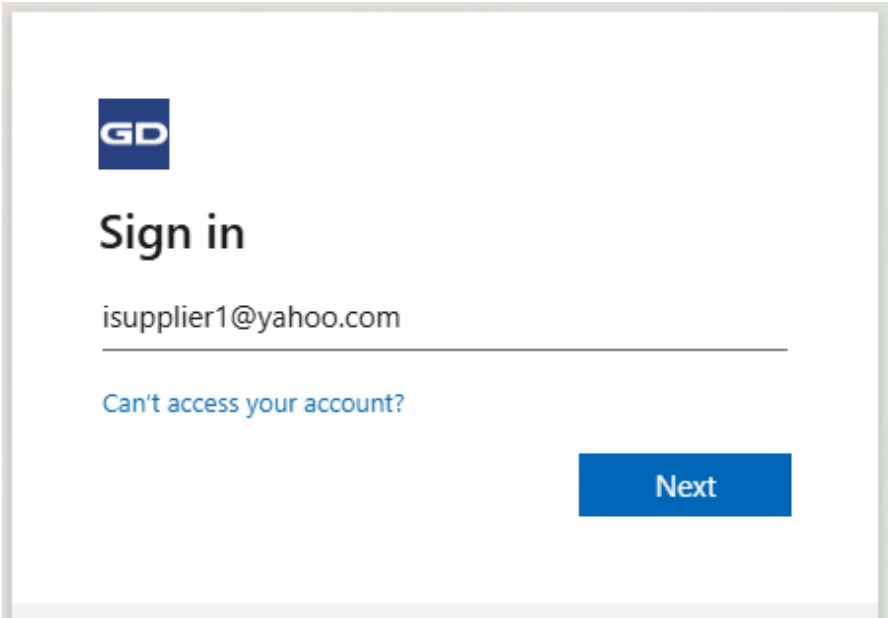
Please note that the screenshots below may appear slightly different than what you see, depending on your type of phone and your organization’s account setup. Additionally, while Gmail and Yahoo accounts were used to provide these instructions, personal accounts are **not** permitted to be used with GDLS iSupplier.



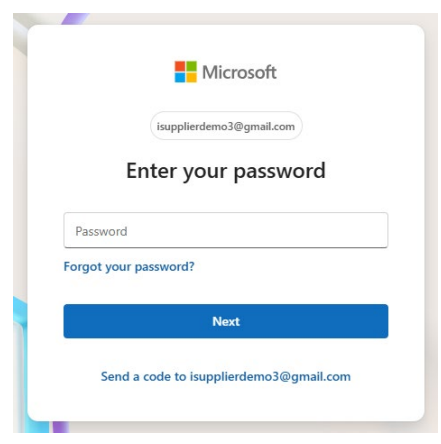
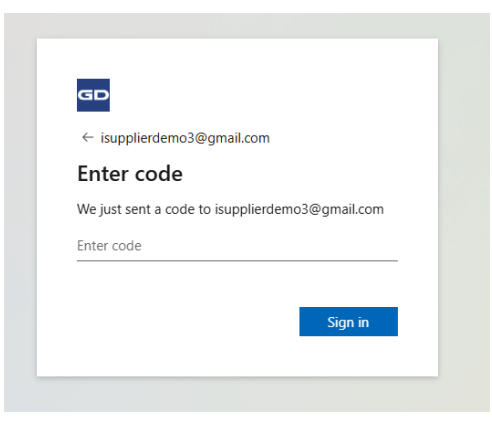
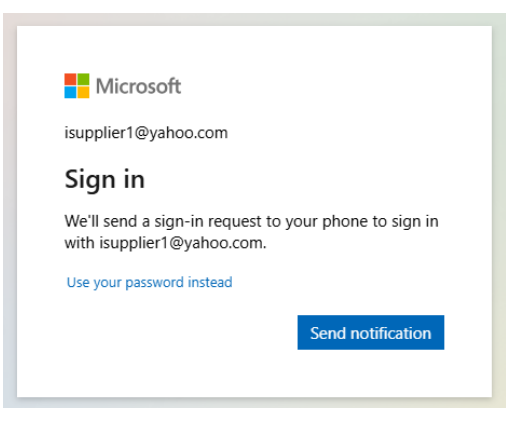
Navigate Supplier Account Setup

Go to <https://isuppliemfa.gdls.com/>

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

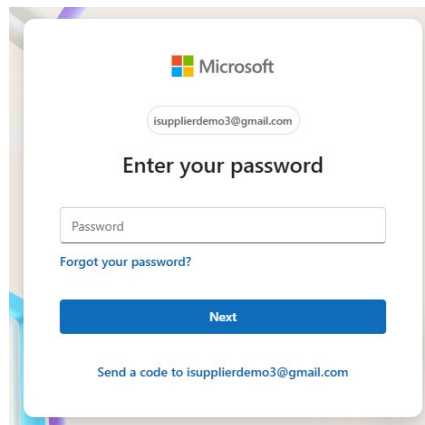


You may see one of three types of sign-in prompts. Click the links in the table below depending on what you are prompted for.

		
<p>Prompted for password Click here for steps (CTRL+Click)</p>	<p>Prompted for emailed code Click here for steps (CTRL+Click)</p>	<p>Prompted for phone sign-in request Click here for steps (CTRL+CLICK)</p>

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.



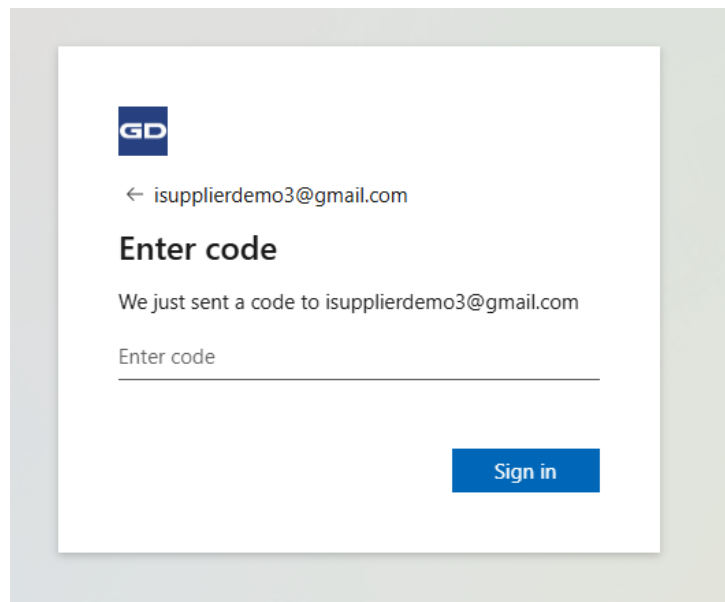
Click Next.

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

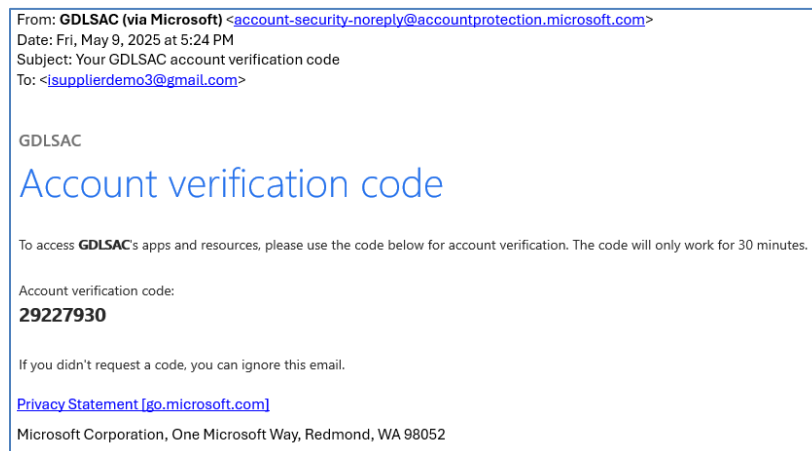


Prompted for Emailed Code - Request One Time Passcode (OTP)

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.

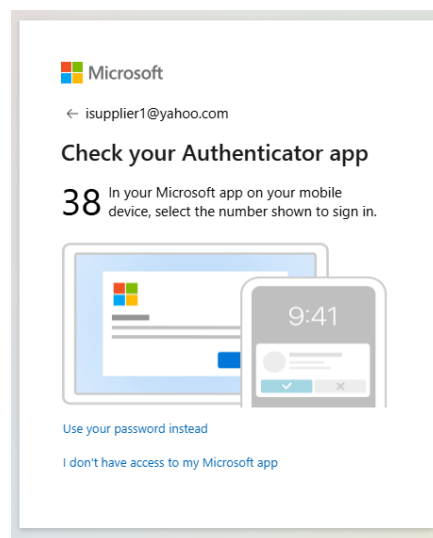
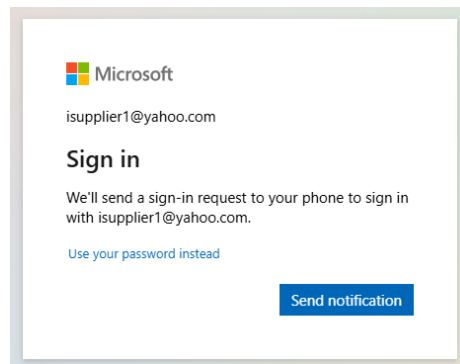
Click Sign in.

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

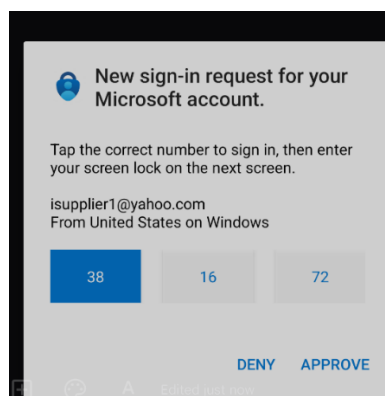


Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App

Click “Send notification”



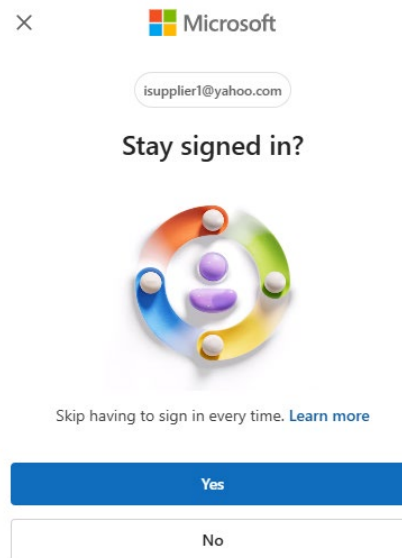
From your phone, tap the matching number to sign into your account. Tap Approve.
If you did not get a notification, contact your IT department.



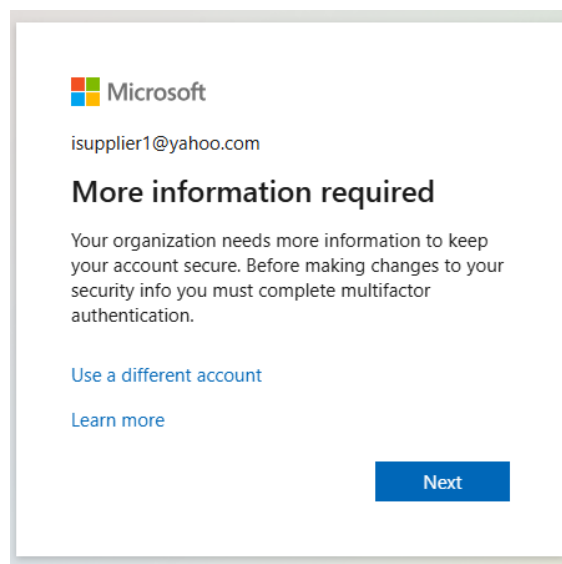
[Click here for next step \(CTRL+CLICK\)](#)

Setup Microsoft Authenticator (one time setup)

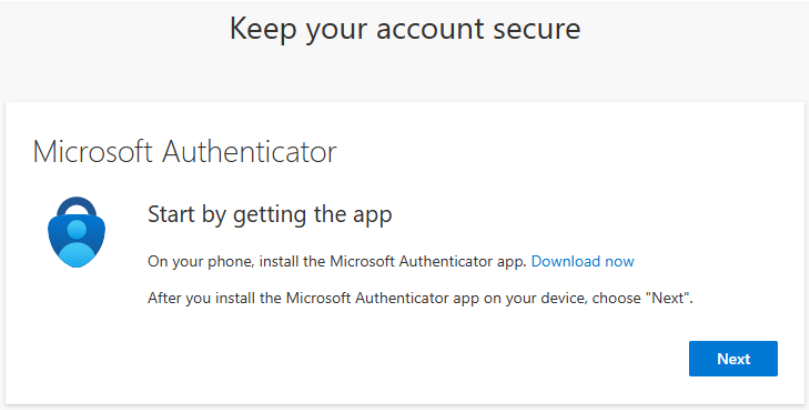
Select if you want to stay signed into Microsoft services. This has no bearing on GDLS iSupplier access and is entirely your discretion.



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.



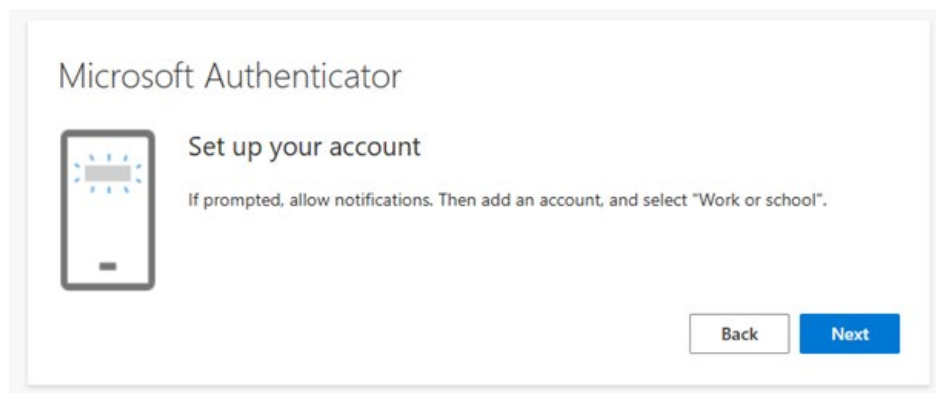
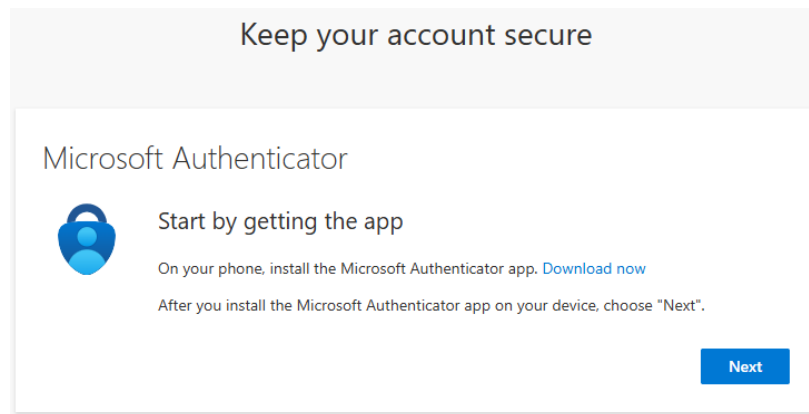
Make sure to install the Microsoft Authenticator app.



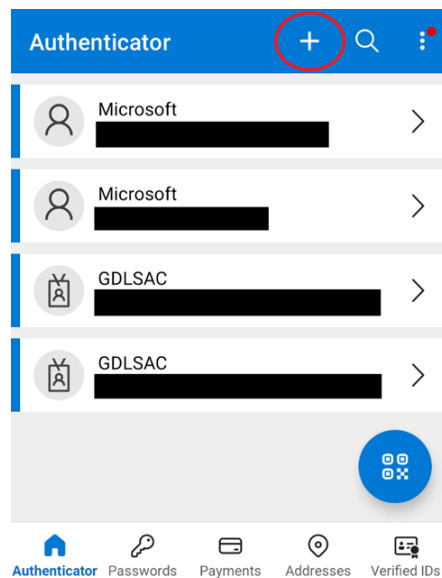
Open the Microsoft Authenticator app on your phone.

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

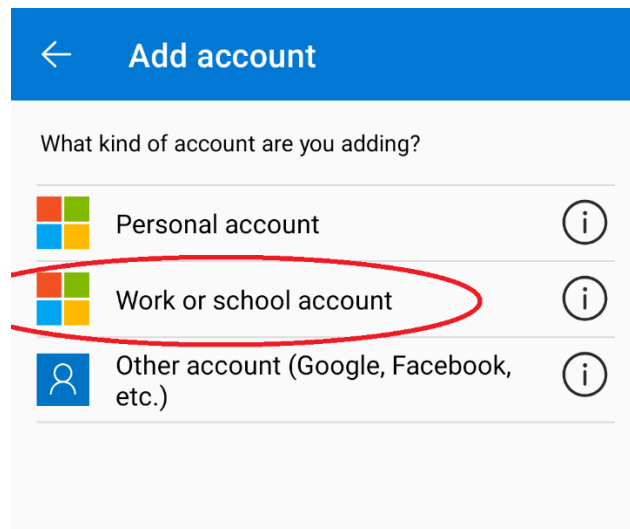
Click Next on the screen on your computer.



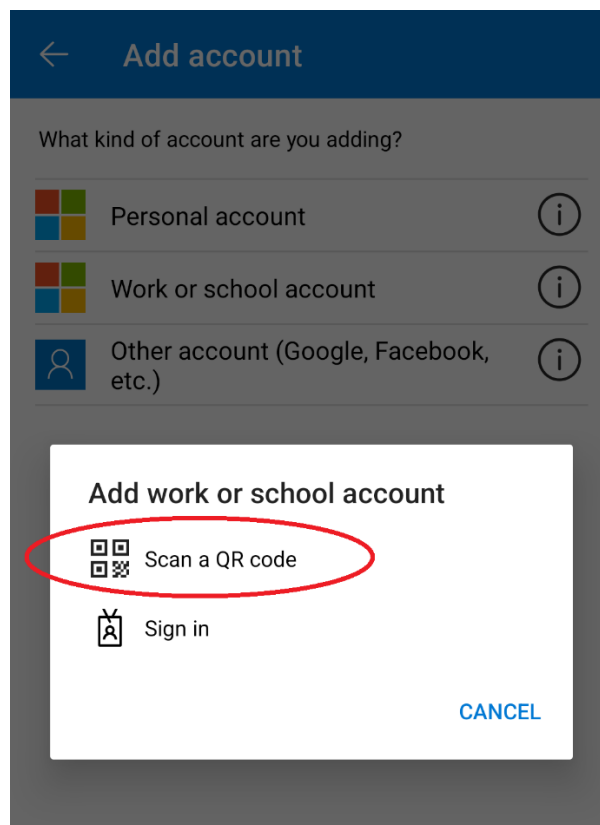
If other accounts are already set up, they will be listed. Tap the + icon on the upper-right.



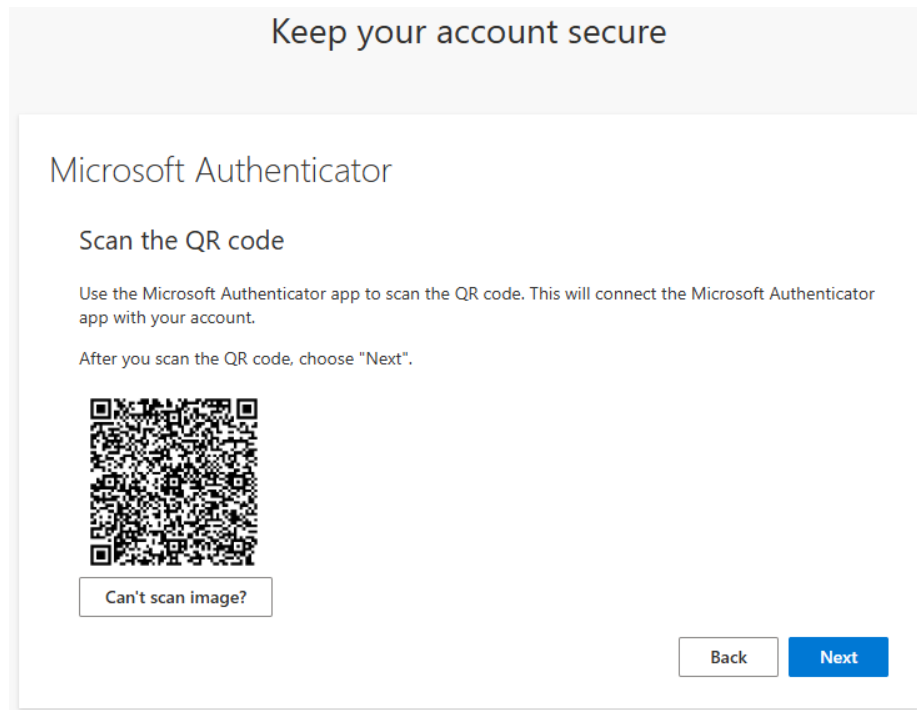
Tap Work or school account.



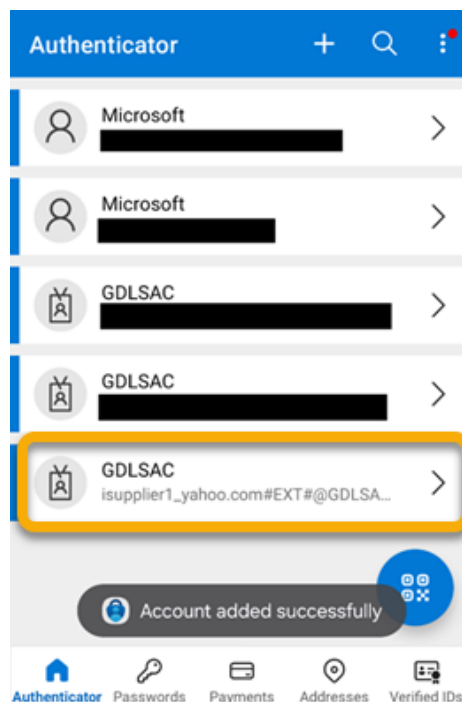
Tap Scan QR Code.



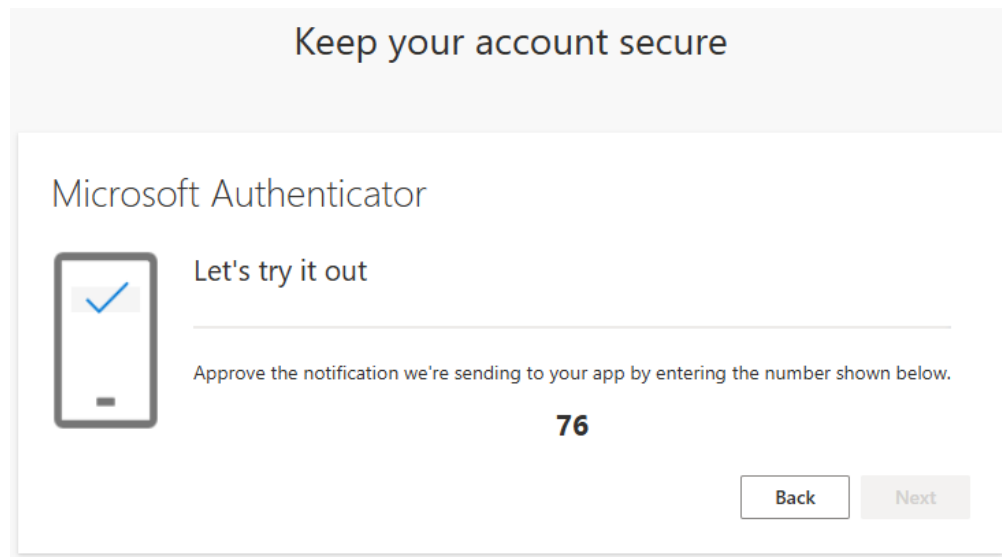
Scan the QR code from the web page (not the QR code in the screenshot below!) with the Microsoft Authenticator app.



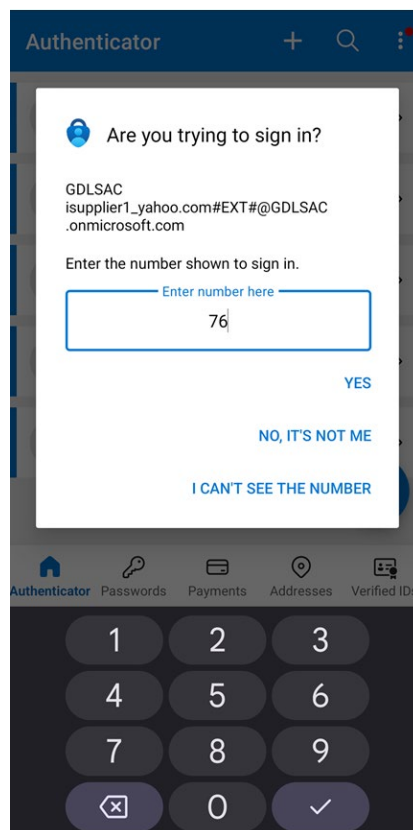
Click Next after the QR code is scanned and your validated email to login to GDLS iSupplier will be added to the Microsoft Authenticator app.



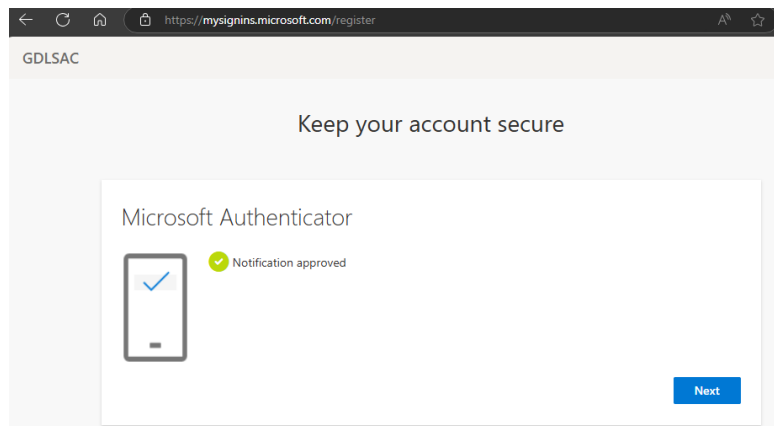
You will be prompted to enter a number displayed on your browser into the Microsoft Authenticator app



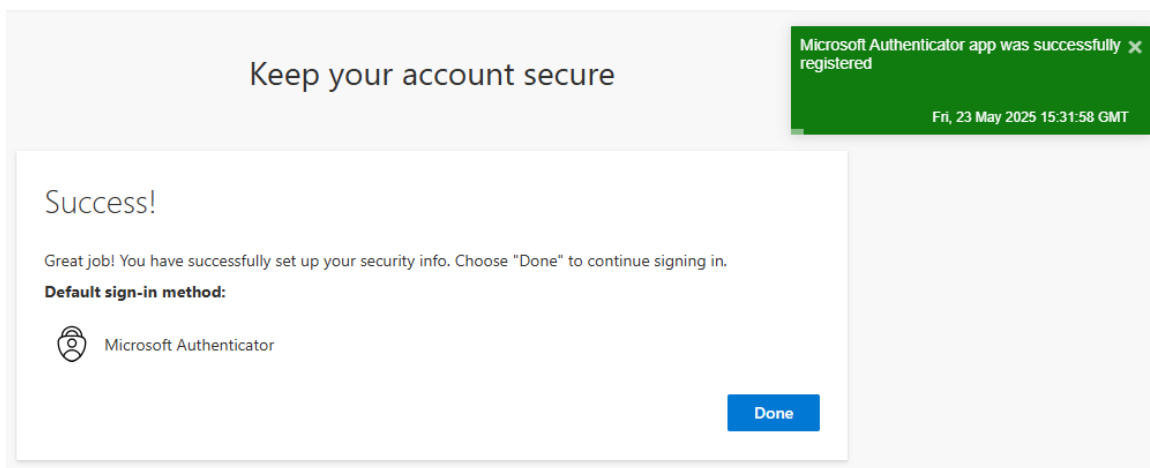
Go back to Microsoft Authenticator app and enter the number, then tap YES.



Click Next.

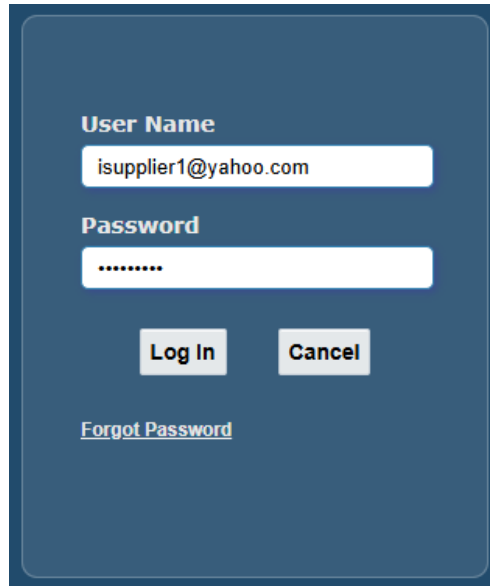


Click Done.



GDLS iSupplier Password Setup

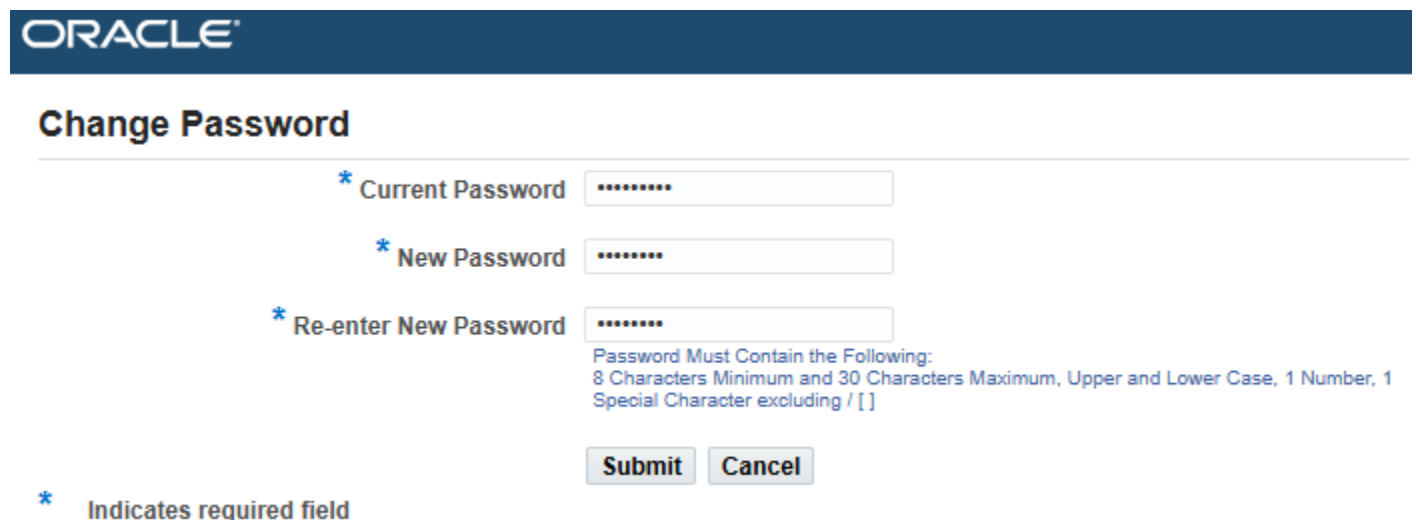
You will be redirected to the iSupplier login page. Enter your email and the temporary password from email sent from wfcfg@mailhost.gdls.com. Click Log In.

A login form with a dark blue background. It contains two input fields: 'User Name' with the value 'isupplier1@yahoo.com' and 'Password' with masked characters '.....'. Below the fields are two buttons: 'Log In' and 'Cancel'. At the bottom, there is a link labeled '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!

The Oracle 'Change Password' form. It features the Oracle logo at the top. The form has three required fields, each marked with a blue asterisk: 'Current Password', 'New Password', and 'Re-enter New Password'. All three fields contain masked characters '.....'. Below the fields, a blue text block specifies password requirements: 'Password Must Contain the Following: 8 Characters Minimum and 30 Characters Maximum, Upper and Lower Case, 1 Number, 1 Special Character excluding / []'. At the bottom are 'Submit' and 'Cancel' buttons. A legend at the bottom left states '* Indicates required field'.

After creating a new password, your setup is complete.

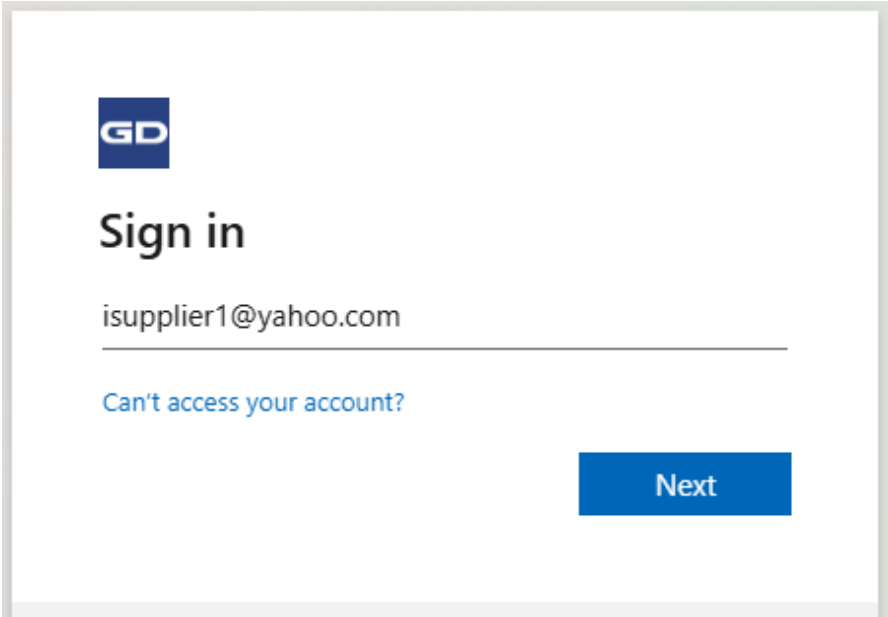


Post-Setup Subsequent Login Instructions

Navigate to iSupplier

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

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



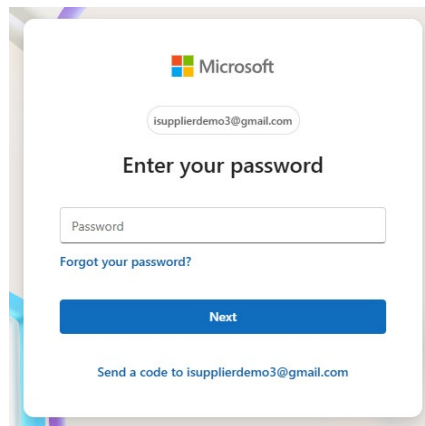
You may see one of three types of sign-in prompts. Click the links in the table below depending on what you are prompted for.

<p>Prompted for password Click here for steps (CTRL+Click)</p>	<p>Prompted for emailed code Click here for steps (CTRL+Click)</p>	<p>Prompted for phone sign-in request Click here for steps (CTRL+CLICK)</p>



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.

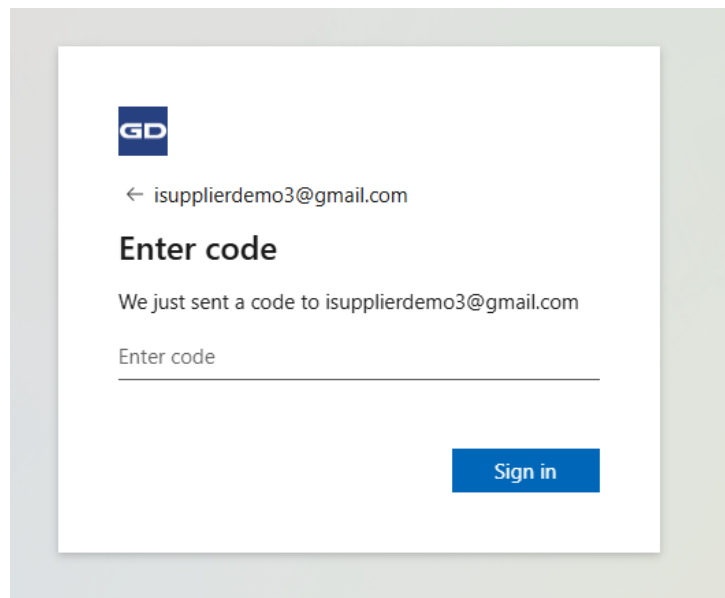
A screenshot of a Microsoft login interface. At the top is the Microsoft logo. Below it, the email address 'isupplierdemo3@gmail.com' is displayed in a rounded rectangle. The main heading is 'Enter your password'. There is a password input field with the placeholder text 'Password'. Below the field is a link that says 'Forgot your password?'. A blue 'Next' button is positioned below the link. At the bottom, there is a smaller link that says 'Send a code to isupplierdemo3@gmail.com'.

Click Next.

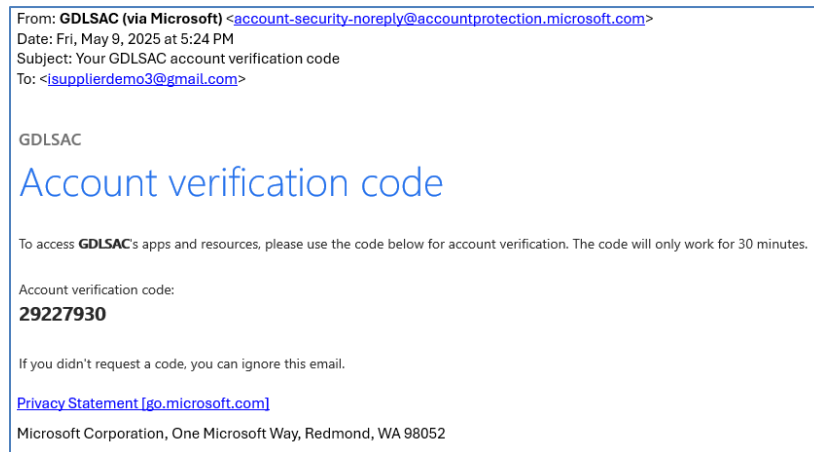
[Click here for the next step \(CTRL+CLICK\)](#)

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

Get the OTP sent to your email.

A screenshot of a login interface for a company named 'GD'. The logo 'GD' is in a blue square at the top left. Below it, the email address 'isupplierdemo3@gmail.com' is shown with a back arrow. The main heading is 'Enter code'. Below this, it says 'We just sent a code to isupplierdemo3@gmail.com'. There is an input field with the placeholder text 'Enter code'. A blue 'Sign in' button is located at the bottom right of the form.

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



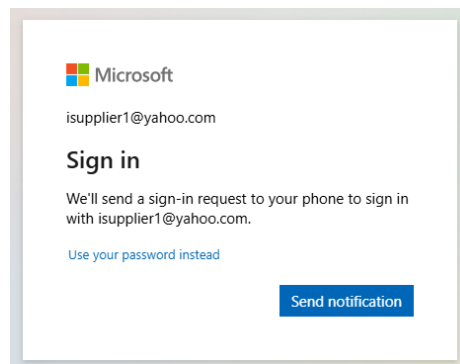
Enter the code in the field on your computer.

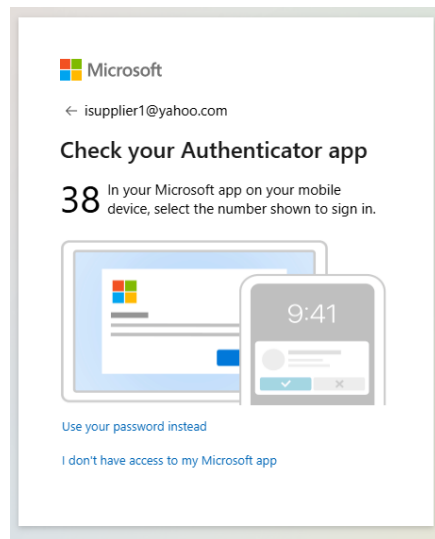
Click Sign in.

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

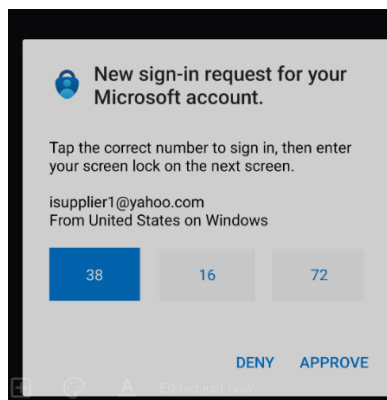
Prompted for Phone Sign-In Request - Work Email Uses an Authenticator App

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.



isupplier1@yahoo.com

Approve sign in request



Open your Authenticator app, and enter the number shown to sign in.

94

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)





Are you trying to sign in?

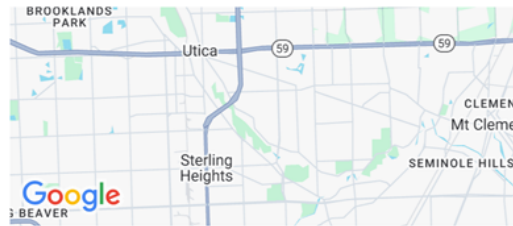
GDLSAC
isupplier1_yahoo.com#EXT#@GDLSAC
.onmicrosoft.com

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
.....

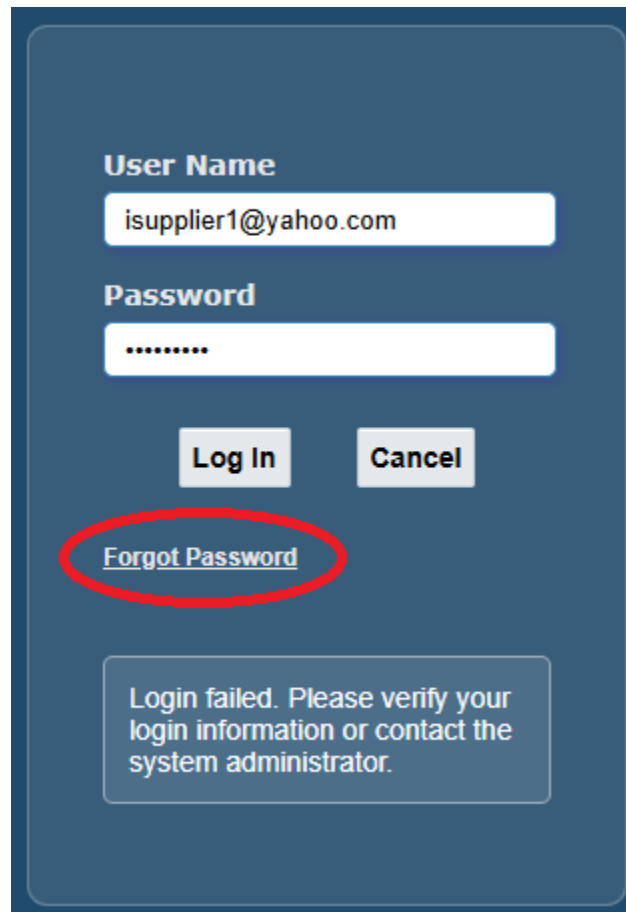
Log In **Cancel**

[Forgot Password](#)



GDLS iSupplier Password Reset

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



The image shows a login form for iSupplier. It has a dark blue background. At the top, there is a 'User Name' label above a text input field containing 'isupplier1@yahoo.com'. Below that is a 'Password' label above a text input field filled with dots. Under the password field are two buttons: 'Log In' and 'Cancel'. Below these buttons is a link labeled 'Forgot Password', which is circled in red. At the bottom of the form, there is a light blue box containing the text: '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

Forgot Password

Forgot User Name

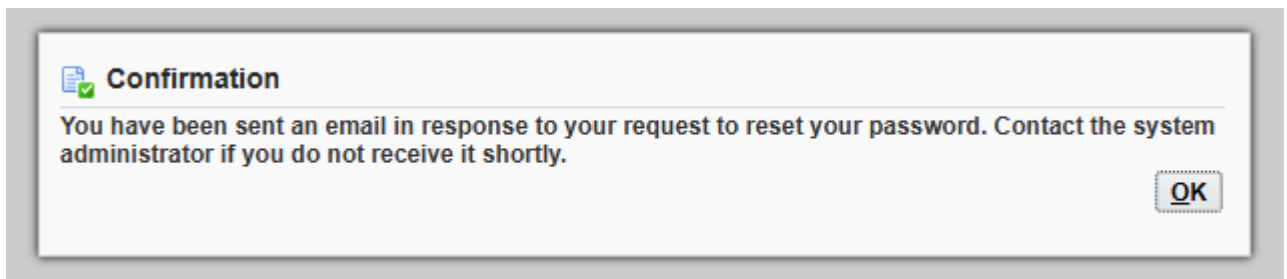
Enter the email address associated with your account. Your user name will be emailed to you.

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

A login dialog box with a dark blue background and rounded corners. It contains two input fields: "User Name" with the text "isupplier1@yahoo.com" and "Password" with masked characters "*****". Below the fields are two buttons: "Log In" and "Cancel". At the bottom, there is a link labeled "Forgot Password".

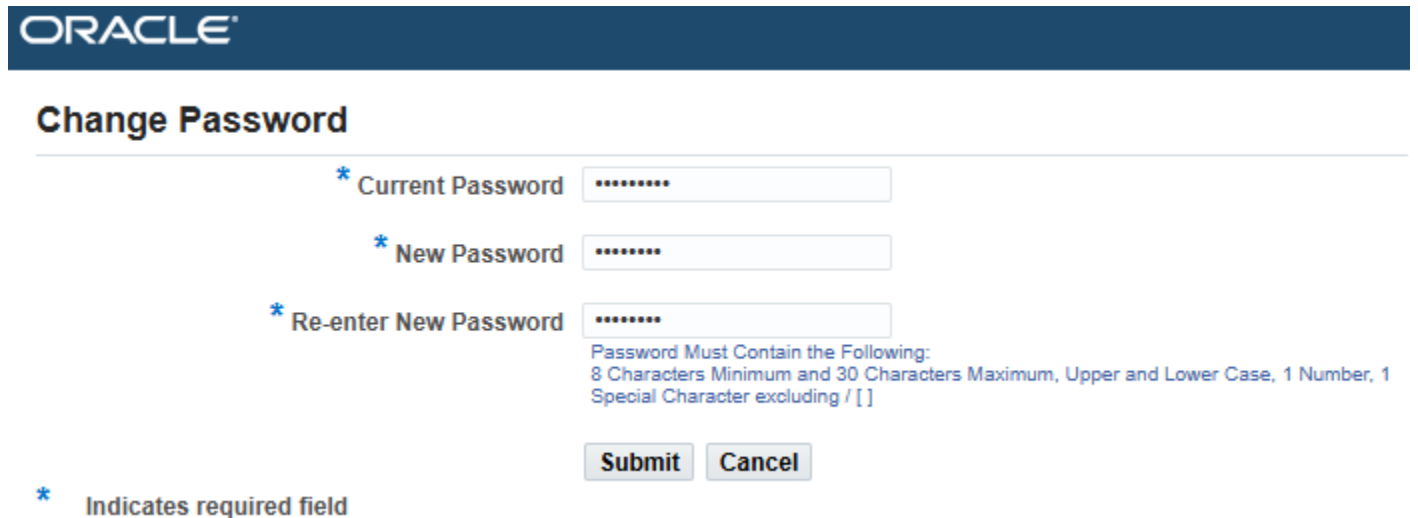
Enter the temporary password in the Current Password field, then create a new password.



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

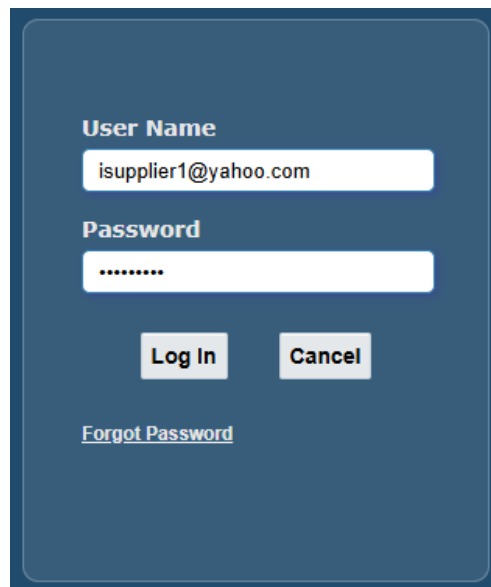
- At least 8 characters long
- Contains at least 1 of each: upper-case letter, lower-case letter, number, special character (excluding / [])
- Cannot be the same as a previously used password

Important: Only click the Submit button once!



The screenshot shows the Oracle 'Change Password' interface. At the top is the Oracle logo. Below it is the title 'Change Password'. The form contains three required fields, each marked with a blue asterisk: 'Current Password', 'New Password', and 'Re-enter New Password'. Each field has a password mask (dots). To the right of the 'Re-enter New Password' field is a text box containing the password requirements: 'Password Must Contain the Following: 8 Characters Minimum and 30 Characters Maximum, Upper and Lower Case, 1 Number, 1 Special Character excluding / []'. Below the fields are 'Submit' and 'Cancel' buttons. At the bottom left, a legend states: '* Indicates required field'.



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




The screenshot shows the iSupplier login form. It has a dark blue background. The form contains two fields: 'User Name' with the value 'isupplier1@yahoo.com' and 'Password' with a password mask. Below the fields are 'Log In' and 'Cancel' buttons. At the bottom, there is a link that says 'Forgot Password'.



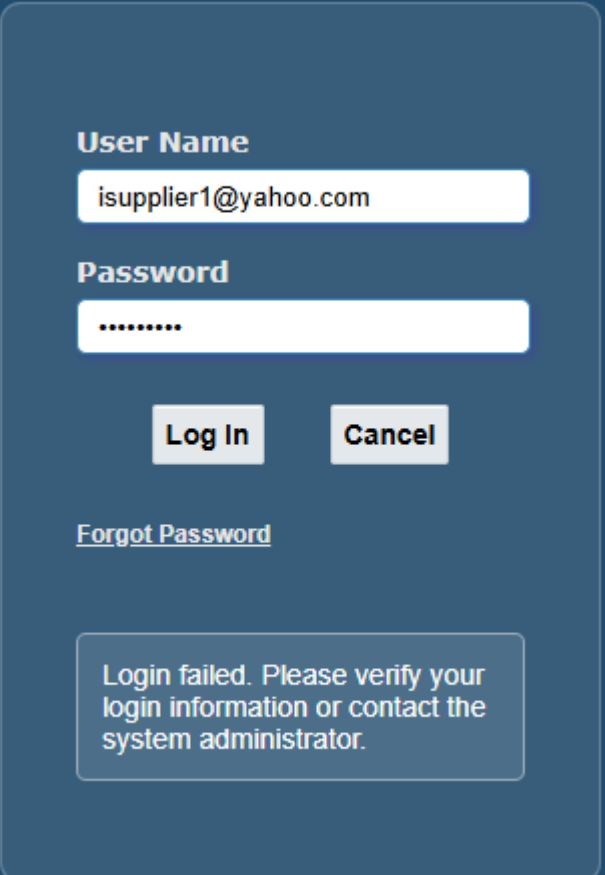
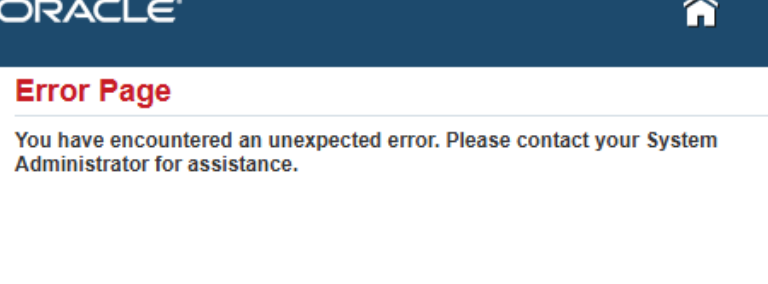
Errors and Troubleshooting

#	Error	Cause	Resolution
1	<p>Access is blocked by your organization</p> <p>Your tenant administrator has restricted which organizations can be accessed. Contact your IT department to request access to the undefined organization.</p>	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	<p>⊗ Authenticator registration has timed out. Please choose "Next" to try again.</p> <p>Additional details</p> <p>Scan the QR code</p> <p>Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.</p> <p>After you scan the QR code, choose "Next".</p> 	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://isupliermfa.gdls.com/ . Follow on-screen instructions to login.
3	<p> Microsoft</p> <p>Sign in</p> <p>Sorry, but we're having trouble signing you in.</p> <p>AADSTS90072: User account 'jordan@gdls.com' from identity provider 'microsoftonline.us' does not exist in tenant 'GDLSAC' and cannot access the application 'https://isupliertestmfa.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</p>	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	<div data-bbox="183 132 258 205"></div> <div data-bbox="183 247 488 279" data-label="Text"><p>isupplier1@yahoo.com</p></div> <div data-bbox="183 315 714 367" data-label="Section-Header"><h2>We didn't hear from you</h2></div> <div data-bbox="183 394 885 506" data-label="Text"><p>We sent an identity verification request to your Microsoft Authenticator app, but we didn't hear from you in time. View details</p></div> <div data-bbox="183 543 876 617" data-label="Text"><p>Send another request to my Microsoft Authenticator app</p></div> <div data-bbox="183 665 464 709" data-label="Section-Header"><h3>Having trouble?</h3></div> <div data-bbox="183 756 881 829" data-label="Text"><p>Enter a security code from your Microsoft account or authenticator app instead.</p></div> <div data-bbox="183 867 789 940" data-label="Text"><p>If you can't use an app right now get a code a different way.</p></div> <div data-bbox="183 972 391 999" data-label="Text"><p>More information</p></div> <div data-bbox="670 1039 886 1102" data-label="Text"><p>Cancel</p></div>	<div data-bbox="967 100 1120 306" data-label="Text"><p>The push notification was not confirmed in time from your phone.</p></div>	<div data-bbox="1172 100 1542 199" data-label="Text"><p>Click "Send another request to my Microsoft Authenticator app".</p></div>
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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.

