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Aravo:
How to Reset Password or Retrieve Username
Supplier Guide: How to Reset Password or Retrieve Username in Aravo

This guide will provide Suppliers with step-by-step guidance on resetting password or retrieving ing for your username in Aravo

Password Reset

**Step 1:** Login to the Aravo portal: https://intuit.aravo.com/aems/login.do

**Step 2:** Enter your **Username**

**Step 3:** Click **Need help accessing your account?**
Step 4: Select **Forgot Password** and click on **Continue**

Step 5: Instructions for resetting the password will be sent to your email address
Step 1: Login to the Aravo portal: https://intuit.aravo.com/aems/login.do

Step 2: Click on “Need help accessing your account?”

Step 3: Enter your Email Address and click on Send
Step 4: Username will be sent to your registered email address
Aravo:
How to view and update your business information
Supplier Guide: How to view and update your business information in Aravo

This guide will provide suppliers with step-by-step guidance on how to check and update your company registration details. Suppliers will be reminded to update their information on a yearly basis, and can update more frequently if needed.

How to view registration details in Aravo

**Step 1:** Navigate to [https://intuit.aravo.com/aems/login.do](https://intuit.aravo.com/aems/login.do) and enter your Aravo credentials.

**Step 2:** Complete the two-factor authentication to login.
Step 3: On the Supplier login page, select **Profile** in the top right corner. You can now navigate through the options on the left hand navigation to ensure all information is up to date.

**Note:** Banking information can be found in the **Site Details** section. Be sure to confirm this information is accurate and current. For more on updating banking information, refer to this section of the guide.

**Next steps:** The following slides address how to update any information that is out-of-date.
How to add or update registration details in Aravo

**Step 1:** Scroll down to the **Actions** section and click the **Update Information** button.

**Step 2:** On the next page, you’ll be able to select multiple options from the dropdown menu. Make sure to select all options that you need to update and **submit them all together so that our team can process them at one time.**

**Note:** If this is your first time registering, select all fields and fill them out accurately.

**Step 3:** Click **Submit** once you have all the items you need to update in the green box.
**Step 4:** You will be taken to the **Tasks** tab to update your details. In the top left, you’ll see a progress bar with the number of items you selected to update.

Work through each form, taking care to fill out all required fields (denoted by a red asterisk *).

**Step 5:** Once you complete each page click **Save & Continue** to lock in your progress. After you’ve saved, scroll back down and click **Next** to advance to other pages if you have more sections to complete.
Step 6: In the General Information section, include your business name and any DBAs or alternate names.

Step 7: If your company identifies as a small or diverse business, select all options that apply from the drop down menu.

Step 8: Answer the remaining questions. Click Save & Continue, then click Next.
Step 9: Under tax information, fill out all fields as they apply to your business.

Step 10: For tax documents, read the instructions provided and select **Add new Tax Documents**. Attach documents needed for your country.
Step 11: Complete the Site and Bank details section. For a more in depth look at this section, see the Update Bank Information guide.
Step 12: Review the contact information. If updates are needed click on the Actions button. Be sure to include a primary contact, this is the person we will reach out to for general questions about your transactions with us.

Note: The next slide will cover how to add new contacts.
Step 13: To add a new contact, click on **Add a new Contact** at the bottom of the Contact Details screen. A pop-up box will appear where you can add the contact’s information.

Step 14: Include a contact type from the dropdown box. **Distinguishing a contact type allows us to reach the correct person during the risk screening process** and will help to expedite the purchase order.

**Note to Intuit’s Technology Partners:** Please complete all the available contact fields so that we are able to reach the appropriate person for technical support and requests.
Step 15: In address details, fill out each required field with your business address details. Be sure to include the country that you will be billing Intuit from.
Step 16: If you need to add documents, you will be prompted to do so on this screen. Any required documents will be listed for you.
Step 17: Add the name of the business owner or CEO, and answer the second question.
Step 18: Once you’ve completed all pages, you will see the **Save & Submit Changes** button appear. If you have completed all updates, click this button to submit to our team so we can confirm and make the updates on our end.

Step 19: You will automatically be routed to a confirmation page that says “*Your updates have been received.*”

**Note:** These changes may take up to 48 hours to reflect in the Aravo portal. During that time, you will not be able to make additional changes.

If you have any questions about this process, please reach out to suppliermgt@intuit.com.
Aravo:
How to update Banking Details
Supplier Guide: How to Updating Banking Details in Aravo

This guide will provide Suppliers with step-by-step guidance on updating their banking information in Aravo

**Step 1:** Login to the Aravo portal: [https://intuit.aravo.com/aems/login.do](https://intuit.aravo.com/aems/login.do)

**Step 2:** Enter your Username and Password and click on Login

**Step 3:** Scroll down on the Aravo homepage and click on the **Update Information** button.
Step 4: Click on the dropdown
Select Some Options

Step 5: Select Site & Bank Details and click submit

Step 6: Click Submit
**Step 7:** Determine whether you want to use your company headquarters address (billing address above) as the payment address.

If yes, select **Yes** skip to **Step 9**
If no, select **No** and continue to **Step 8**

**Step 8:** When you select **No**, the screen will display an area for you to input your billing address. Complete all required fields.

**Step 9:** Enter **ONE** email address for Purchase Orders and enter **ONE** email address for Remittance (payment status information).
Step 10: To update the Accounting Contact Information click on Action to show the drop down to choose Edit.

Update First Name, Last Name, Email and Phone of the primary contract as required.

Step 11: To update the Primary Account Information click on Action to show the drop down to choose Edit.

A new window will open.

Step 12: Select your Bank Country from the drop down list.

Note: The bank country will drive the required fields. There are helpful hints t o guide you. In this example we have selected United States of America as the Bank Country.

Step 13: Select your Name of Bank from the drop down list.

Step 14: Select your Branch Type

Note: For US or Canada banks choose ABA. For all other countries it will depend on the country your bank is located in, if you need guidance contact SupplierConnect@intuit.com.
Step 15: Enter your **Bank/Routing Number** or **Swift Code** depending on the location of your bank.

Step 16: Enter your **Bank Account Number**, **Account Currency** and **Bank Account Type**.

**Note:** Please make sure that the account information is only entered with numbers and/or letters and without special characters, for examples -, /, or &.
**Step 17:** Determine if an intermediary bank required for the payment.

If no, select **No** and skip to **Step 19**

**Step 18:** If you select **Yes**, additional fields will appear. Enter the required fields as applicable

**Step 19:** When your updates are complete, select **OK**.

**Note:** The Supplier Data Management team will be automatically notified to review and approve. Your Bank Details will be updated within 48 hours.

If you have difficulty in completing any portion of the banking section, please reach out to **SupplierConnect@intuit.com** with any questions.
Aravo:
How to Add a User
Supplier Guide: How to add a user in Aravo

This guide will provide Suppliers with step-by-step guidance on adding site contacts within Aravo. Provide contacts for Accounting, Sales/Business, Information Security, Privacy, and 24x7 Emergency. These contacts can be the same person or different people.

**Step 1:** Login to the Aravo portal: https://intuit.aravo.com/aems/login.do

**Step 2:** Enter your **Username & Password**
**Step 3:** To edit an existing contact, click **Actions > Edit**.

**Step 4:** To add new contact, click **Add a new Contact**.
**Step 5:** Add contact details and select the **Type** field to select from the drop-down list.

- **First Name:** Joe
- **Last Name:** Smith
- **Email:** smith@sup2.com
- **Title:**
- **Type:**
  - **Accounting**
  - Business
  - 24x7 Emergency
  - Information Security
  - Privacy

Please enter one of the following in the Title field above:

CEO, CFO, Owner, Partner, Senior Vice President, Vice President, Director, Manager, Administrator/Assistant.
Step 6: Select the **Self Service Login Access** checkbox

Step 7: Click **OK** when done

Attention:
Before clicking "OK" below, please be sure to check the "**Self Service Login Access**" checkbox to ensure you receive login credentials to the Intuit 3rd Party Portal
Aravo:
How to Complete a Security Assessment
Supplier Guide: How to Complete a Security Assessment in Aravo

This guide will provide Suppliers with step-by-step guidance on completing Intuit’s 3rd Party Security Assessment (3PSA). You are being asked to complete this because your company has or will have access to Intuit confidential information. **Note:** You may also receive a Privacy Assessment in addition to this Security Assessment. These are two distinct assessments and both should be completed if requested.

**Step 1:** You should have received an email from a member of our Security team with the subject line, [Action Required] Please Complete and Return Intuit Third Party Security Survey, open the email

**Note:** If you are not the correct person within your organization to complete the Security Assessment, you can forward the email to the correct individual

**Step 2:** Select **Click here** to begin the assessment

**Note:** If you need support on the Security Assessment you can reach out to the 3rd Party Security Assessment team at 3PSA@intuit.com
**Note:** As part of this assessment you will be required to provide information in the following sections:

- Service Overview
- Hosted Data
- Segregation
- Asset Management
- Risk Management
- Encryption
- Business Continuity
- Data Storage
- Access Management
- Network Security
- Hosted Based Security
- Logging and Monitoring
- Vulnerability Management
- Incident Management
- Change Management
- Security Awareness
- Human Resource
- Software Development
- Network Security
- Hosted Based Security
- Logging and Monitoring
- Vulnerability Management
- Incident Management
- Change Management
- Security Awareness
- Human Resource
- Software Development
- Network Security
- Hosted Based Security
- Logging and Monitoring
- Vulnerability Management
- Incident Management
- Change Management
- Security Awareness
- Human Resource
- Software Development

**Step 3:** Select **Complete this Intuit Security assessment** from the drop down menu

**Note:** As an alternative to completing the full assessment, if you have the current security documents listed in the instructions, you can select **Attach security attestation reports** or **shared assessment documentation** and attach those documents.

If you think that this assessment does not apply please reach out to **3PSA@intuit.com** to discuss before making a selection

**Step 4:** Click **Next** to continue
Step 5: Complete the Service Overview section of the assessment

Note: Throughout this assessment, the responses you give may trigger additional questions to appear
Step 6: Complete the **Hosted Data Service** section of the assessment

Step 7: Complete the **Segregation** section of the assessment

Step 8: Click **Next** to continue

**Note:** At any point, you can click **Save & Continue** in case you need to leave the assessment and come back to it later.
**Step 9:** Complete the **Asset Management** section of the assessment

**Note:** Throughout this assessment, the responses you give may trigger additional questions to appear.

### Asset Management

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are staff allowed to have direct access to Intuit scoped systems or data directly via non-managed personal devices? *</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Do you monitor and limit the use of external devices (USB, CDs, etc.) to business need? *</td>
<td>Yes, No</td>
</tr>
<tr>
<td>Do you have an asset inventory tool that manages and tracks authorized IT assets that handle Intuit scoped data? *</td>
<td>Yes, No</td>
</tr>
</tbody>
</table>

Which industry standards do you use for provisioning hardware, software, and operating systems that handle Intuit confidential data? *

Select Some Options
**Step 10:** Complete the **Risk Management** section of the assessment

**Step 11:** Click **Next** to continue
Step 12: Complete the Encryption section of the assessment

Note: For more information about the words in blue, you can hover over them and a tips pop up will appear.
**Step 13:** Complete the **Business Continuity** section of the assessment

**Step 14:** Complete the **Data Storage** section of the assessment
**Step 15:** Complete the **Access Management** section of the assessment

**Step 16:** Click **Next** to continue
**Step 17:** Complete the **Network Security** section of the assessment

**Step 18:** Complete the **Hosted Based Security** section of the assessment

### Network Security

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is Intuit in scope services/data hosted behind a firewall with a default-deny rule that drops all traffic except those services and ports that are explicitly allowed for this service/offering?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there an Intrusion Detection/Prevention System (IDS/IPS) to detect/block malicious network traffic at your organization’s network boundaries?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Is there a Web Application Firewall (WAF) in place to protect against common attacks for any Intuit scoped externally facing web applications?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Host Based Security

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there host-based security (anti-virus, behavioral, etc.) on all systems that handle Intuit scoped services/data?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Step 19:** Complete the **Logging and Monitoring** section of the assessment

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are ALL logs supporting Intuit scoped data protected against modification, deletion and inappropriate access? *</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Are your network and security systems logging ALL activity info, errors, start and finish times? *</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Are log files retained for 90 days or longer? *</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Are log reviews of systems handling Intuit confidential data continuous with alerting enabled for anomalous activity at least on a daily basis? *</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Do you have an automated system to alert suspicious events (e.g. SIEM or equivalent)? *</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>Are logs encrypted and/or isolated to restrict access to specific roles and prevent tampering? *</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>
Step 20: Complete the **Vulnerability Management** section of the assessment

Step 21: Click **Next** to continue
Step 22: Complete the **Incident Management** section of the assessment

Step 23: Complete the **Change Management** section of the assessment

Step 24: Complete the **Security Awareness** section of the assessment

Step 25: Complete the **Human Resource** section of the assessment

Step 26: Click **Next** to continue
**Step 27:** Complete the **Software Development** section of the assessment

**Step 28:** Complete the **Artificial Intelligence** section of the assessment

**Step 29:** Add any **Closing Comments**

**Step 30:** Click **Next** to continue
Note: Review the information that you have provided

If you need to make any changes, click the Back button

Step 31: When you are finished with the assessment, click Save & Send Updates

Note: The 3PSA team will review your assessment and contact you via email if they require any further information or once the assessment is accepted
Aravo: How to Complete a Privacy Assessment
Supplier Guide: How to Complete a Privacy Assessment in Aravo

This guide will provide Suppliers with step-by-step guidance on completing a 3rd Party Privacy Assessment (3PPA). A Privacy Assessment is necessary because your organization will have access to transmit, process or store Intuit corporate, Intuit worker or Intuit customer information. Note: You may also receive a Security Assessment in addition to this Privacy Assessment. These are two distinct assessments and both should be completed if requested.

**Step 1:** You should have received an email from a member of our Privacy team with the subject line, [Action Required] Intuit Third Party Privacy Assessment [Privacy Assessment xxxxxxxx], open the email

**Note:** If you are not the correct person within your organization to complete the Privacy Assessment, you can forward the email to the correct individual

**Step 2:** Click the link to Complete the Privacy Assessment Here
Note: As part of this assessment you will be required to provide information in the following sections:

- Your Organization’s Role
- Data Delete and Access (if applicable)
- Privacy
- Purpose and Use
- Policy
- Reporting

Note: If you need support on the Privacy Assessment you can reach out to 3rd Party Privacy Assessment team at 3PPA@intuit.com
**Step 3:** Begin the process by ensuring the **Primary Contact** is listed on the form.

You can select the appropriate contact from the drop down list and click **Associate**.

If the appropriate contact is not found in the drop down list, click **Add a new Contact** to include that person.

**Note:** Once the contact is selected or added, be sure to include the **Type** as **Privacy**.
Step 4: Choose the category for your organization

Step 5: Click Next

Note: At any point you can click Save & Continue in case you need to leave the assessment and come back to it later

Note: The questions that follow in the assessment will depend on your answer to this initial question

In this case, we are showing the questions which appear for Data Processor
**Note:** Throughout this assessment, the responses you give may trigger additional questions to appear.

In this example, we are showing the questions which appear for **Data Processor**

Complete all required questions in the Organization section.
Step 6: If applicable, complete the **Data Delete and Access** section (only required for Data Processors)

**Note:** For the **Data Inventory Attachment**, please use the link mentioned to download the template first, and then once completed upload the file.

It is important within the Data Inventory to **specify who is the custodian of the data elements** in case we need to request access or deletion of certain elements.

**Step 7:** Click **Next**
Step 8: Complete the Privacy section

Note: For more information about the words in blue, you can hover over them and a tips pop up will appear.

Step 9: Complete the Purpose and Use section

Step 10: Click Next
**Step 11**: Complete the **Policy** section

**Note**: For more information about about the words in blue, you can hover over them and a tips pop up will appear.

<table>
<thead>
<tr>
<th><strong>Policy</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Will there be subcontractors or any other third parties working on your company’s behalf that will be processing Personal Information? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Will Personal Information be <em>transferred</em> across international borders by you or your subcontractors? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do you have an external privacy notice? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do you have documented policies and procedures detailing your organization’s privacy practices and safeguards, including data handling and data retention (i.e. policies around hot, warm and cold backups for data, logical/physical segregation, legal holds, as well as other exceptions to the deletion requirements listed above)? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do you have documented policies and procedures on processing and managing data subject rights requests (practices in place to handle requests including but not limited to: Access, Correction, Deletion. Out-Out. Portability)? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do you have documented policies and procedures to ensure the Personal Information processed is <em>minimized</em> only to what is strictly necessary to fulfill the business purpose? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do you have documented policies and procedures around how data is deleted/deprecated/segregated once it is no longer necessary for the purpose it was originally retained? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Are employees required to take a privacy awareness training at minimum annually? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
<tr>
<td>Do employees (i.e. customer support agents) who have access to Personal Information receive role-specific training on data privacy protection practices? *</td>
<td>□ Yes □ No</td>
<td></td>
</tr>
</tbody>
</table>
Step 12: Complete the **Reporting** section

<table>
<thead>
<tr>
<th><strong>Reporting</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you have a breach notification process that defines steps for reporting and notifying, in accordance with applicable laws and regulations, to include your notifications from your own processors/sub-processors? *</td>
</tr>
<tr>
<td>○ Yes</td>
</tr>
<tr>
<td>Do you have a documented process for reporting and notifying privacy and/or security vulnerabilities of your or your processors/sub-processors' systems? *</td>
</tr>
<tr>
<td>○ Yes</td>
</tr>
<tr>
<td>Will you be able to report any breach to Intuit within 48 hours of detection? *</td>
</tr>
<tr>
<td>○ Yes</td>
</tr>
</tbody>
</table>

Step 13: Click **Next**
Note: If you need to go back and change any of your responses, click Back

Step 14: When you are ready to submit, click Save & Send Updates

Note: The 3PPA team will review your assessment and contact you via email if they require any further information or once the assessment is accepted.
Additional support

For additional questions and reference guides, visit our Supplier Programs page

You can also reach out to us at SupplierConnect@Intuit.com