How to Order a FIDO2 Token

Below are topics and steps to walk user's through on how to order a FIDO2 Token in BuyNow (Ariba). These steps are outlined in detail in the FIDO2 End User Guide.

The approximate cost of a FIDO2 Token ranges from $20 - $50 USD plus VAT & taxes. It is recommended to purchase based on fit for purpose over cost. Please plan for a maximum delivery time of 40 days.

Important points to keep in mind during the ordering process to avoid having any delays with your order:

- Please ensure that you include a **contactable phone number** along with your **name**, **complete mailing address with country**, and **email address**.
- **For India users**: Please be aware **of KYC (Know Your Customer) ID verification requirements** for customs. UPS will reach out to users to follow up if this process has not been completed.
    - **If your courier is FedEx, then you can visit the following link to complete the KYC process online**: https://kyc.fedex.com/#/app-landing

Users unable to locate their shipping address during profile setup

When following the steps in the section for: **How to Purchase a FIDO2 token**, in **Step 4** of the **Individual Purchase** process: you discover that your shipping address is not listed as shown here:
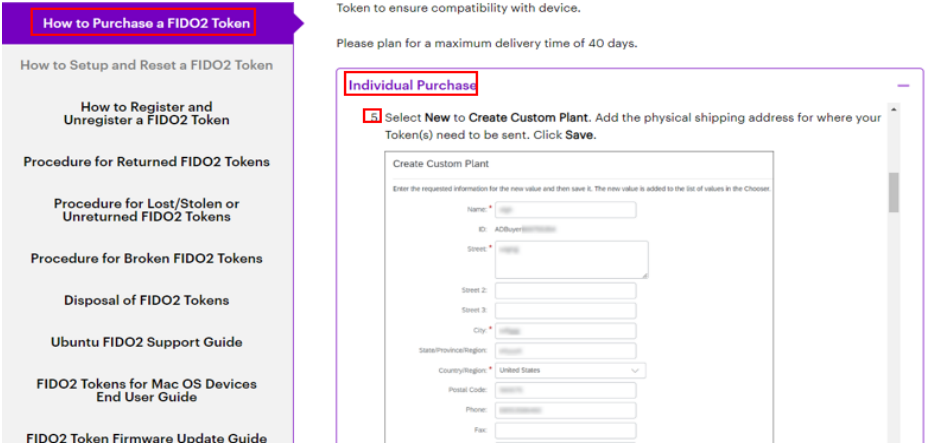
ID ↑	Name	Street	City	State	Country	Postal Code	
1000	Accenture LLP	500 W Madison St	Chicago	IL	United States	60661-2592	Select
1000-0000023765	ZZ DO NOT USE	ZZ DO NOT USE	CHICAGO	IL	United States	60601-3200	Select
1000-0000023768	Accenture: Denver	1400 16th Street, Suite 500	DENVER	CO	United States	80202-1320	Select
1000-0000240614	ZZ DO NOT USE	ZZ DO NOT USE	CHICAGO	IL	United States	60601	Select
1000-0000240616	ZZ DO NOT USE	ZZ DO NOT USE	CHICAGO	IL	United States	60601	Select
1000-0000240617	ZZ DO NOT USE	ZZ DO NOT USE	CHICAGO	IL	United States	60601	Select
1000-0000240619	ZZ DO NOT USE	ZZ DO NOT USE	CHICAGO	IL	United States	60601	Select
1000-0000240620	ACCENTURE LLP	500 W Madison St acn.inv.USPO@accenture.com	CHICAGO	IL	United States	60661-2592	Select

Choose Value for Plant — Name — Search — New

If this is the case for you, follow the process below:

Step	Instruction	Image

1	Navigate to Step 5 in the **FIDO2 Token End User Guide**, section "**How to Purchase a FIDO2 Token**", subsection "**Individual Purchase**" and follow the instructions. Remember to **save** your information at the end of this step before proceeding with the remainder of the directions. Once your information has been saved then you will be able to find your address in the "**Choose Value for Plant**" listing.	

Escalation

If you face any ordering issues, review our **FIDO2 End User Guide** and **FIDO2 Support** sources for guidance. If these resources do not resolve the issue, then proceed to do the following:

Choose the support resource for BuyNow (Ariba) that is applicable to your issue:

- **Invoice, General Procurement Plus, and Functional Buy Now Inquiries** (Invoice questions, Questions on how to create a purchase order, Cannot find supplier in BuyNow) **:** Procurement Plus Support
- **Technical BuyNow Inquires** (Unable to login to BuyNow): Procurement Support Email

Providing the following information in your ticket will be helpful to support as the they work on investigating your incident:

- Attach screenshot(s) of the error.
- If there is a hyperlink in the error, select it to copy and paste to your support request.
- Describe the steps that you are performing when the error occurred in detail.
- Describe the steps that you have taken to try resolving the issue.
- Include the steps that you have taken that did not resolve the problem.
- Provide details on resources that you are trying to access.

Common BuyNow Ordering Issues

Users are encouraged to visit the FIDO2 Support page to check out the **FAQ's**. However, the following are the most common scenarios users may encounter in BuyNow. These scenarios are based off of users following the FIDO2 End User Guide.

Most Common FIDO2 FAQ's

- **Who is paying for my FIDO2 key?**
  - o If your project requires a FIDO2 key please contact the appropriate project leadership to get approval to order a FIDO2 key. Once you have a WBS to charge you can order your key from BuyNow.
  - o If your project does not require FIDO2 you can purchase your own key for your use, however, the cost of the key will not be reimbursed by Accenture.
- **Can I use a different brand of FIDO2 keys?**
  Only certain FIDO2 keys are compatible with Azure Active Directory. Accenture has chosen Feitian as they FIDO2 key vendor, however, any fully FIDO2 and Azure AD compatible FIDO2 may work. We have spent extensive time testing Feitian's FIDO2 keys with our environment, and all service desk documentation uses Feitian's keys and software. We cannot recommend or support any other FIDO2 keys.
- **Can I use multiple FIDO2 keys with my account**?
  Yes, however you are limited to 10 FIDO2 keys associated with your account (this number may change in the future)

  See the full list of FAQ's in the FIDO2 Tokens End User Guide

FIDO2 Resources

- **FIDO2 End User Guide**: FIDO2 Tokens End User Guide
- **FIDO2 Support**: FIDO Support
- **Accenture IS Standards for FIDO**: Information Security Standard | Identification and Authentication Standard
- **Access Control an Strong Authentication Yammer Community (ACSA):** Access Control Strong Authentication Yammer Community