



BIDDER RFX USER GUIDE

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WELCOME TO E-TENDER!

This manual is intended to provide straightforward, detailed guidance on the process to be followed when responding to tenders on the e-Tender platform. It is designed to be simple to use and understood, by breaking the tendering process down into a series of individual procedures with step-by-step instructions.

SCOPE:

This Training Guide is intended to provide standard procedures and step-by-step instructions on how to navigate the application and participate in tender events.

CONSTRAINTS:

e-Tender is fully compatible with a wide range of leading web browsers. We recommend the following browsers that support the application's robust security protocols:

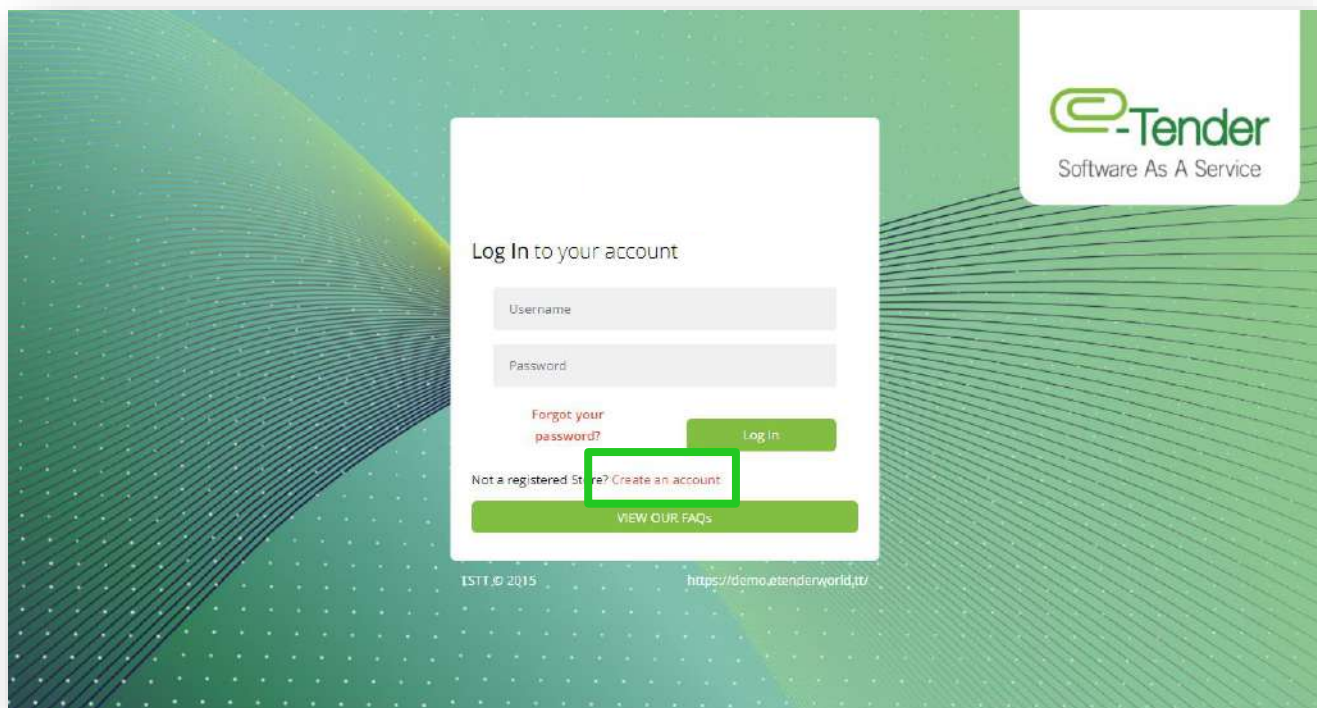
- Google Chrome
- Mozilla Firefox
- Safari

REGISTERING ON E-TENDER

Registering on E-Tender is quick and easy!

To begin logging on using the E-Tender portal link, type in the company's website address in your preferred recommended browser.

The following page will appear on your screen. Select, 'Create an account' as shown below:



You will be directed to the 'Register your Organization' page.

On the 'Register your Organization' page, ensure that you read and accept the website's Terms and Conditions. Upon completion, click 'Select to Accept'. You will not be allowed to continue registering if you do not accept the website's Terms and Conditions:

Register your Organization

Terms and Conditions Company Information Account Information Security Questions Confirmation

Welcome to the e-Tender Website of the Demo Company (Demo Company). This website shall provide the most recent information about tendering opportunities at Demo Company and shall lists, inter alia, upcoming, current and closed tendering opportunities that have been or are to be provided by Demo Company.

Terms and Conditions

TERMS AND CONDITIONS

1. Introduction

(a) The access and use of Telecommunications Services of Trinidad and Tobago Limited ("TSTT") e-Tender website – www.etender.tstt.co.tt ("the Website") by the Vendor is governed by the Terms and Conditions listed hereunder.

(b) These Terms and Conditions when accepted by the Vendor shall constitute an Agreement between the Vendor and TSTT.

(c) The procurement process may include an Invitation to Tender ("ITT"), a Request for Proposal ("RFP") or a Request for Quotation ("RFQ").

(d) All ITTs, RFPs and RFQs published by TSTT on the Website are invitations to treat.

Accept Terms and Conditions Select To Accept

After accepting the Terms and Conditions, you will be directed to the 'Company Information' tab on your screen. Here, you will be required to input basic company information in the blank fields provided as shown below:

Register your Organization

Terms and Conditions **Company Information** Account Information Security Questions Confirmation

Organization Name

Organization Type Select Type

Contact Number

Organization Address

Previous Next

Once you have finished inputting your basic company data on this screen, select the 'Account Information' tab, to begin entering your User account information as shown below:

The screenshot shows a registration form titled "Register your Organization". At the top, there is a progress bar with five steps: "Terms and Conditions", "Company Information", "Account Information", "Security Questions", and "Confirmation". The "Account Information" step is currently active and highlighted with a green box. Below the progress bar, the form contains several input fields: "Full Name" (with placeholder text "Full Name"), "E-mail" (with placeholder text "johndoe@email.com"), "Username" (with placeholder text "username"), "Password", and "Confirm Password". At the bottom left, there is a "Previous" button. At the bottom right, there is a "Next" button. Below the "Account Information" tab, there is an "Upload Company Logo" section with a "Choose Files" button and the text "No file chosen".

- Username must not contain any Capital Letters, Special Characters or Spaces.
- Password must contain: 1 Upper Case, 1 Lower Case, 1 Special character, 1 Number and must be a minimum of 8 Characters in length

PLEASE NOTE THAT THE USERNAME AND PASSWORD YOU ENTER IN THIS SECTION IS CASE SENSITIVE AND WILL BE REQUIRED TO AUTHENTICATE YOUR ACCOUNT AFTER REGISTRATION FOR FUTURE ENTRY INTO THE SYSTEM.

It is imperative that you secure this information so that no one else can have access to your account. Also, when creating your Username, you are not to include special characters and you are to be mindful of including extra spaces or creating hyphenated usernames.

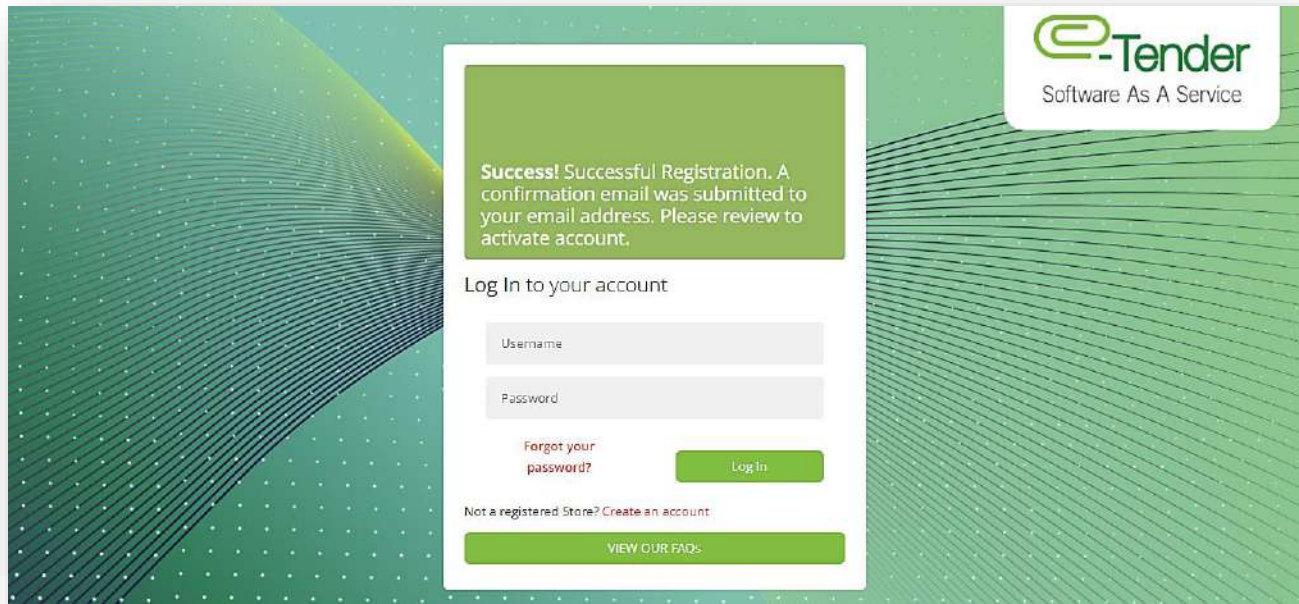
Next, answer 2 of the 5 security questions listed.

The screenshot shows a registration progress bar with five steps: Terms and Conditions, Company Information, Account Information, Security Questions, and Confirmation. The Security Questions step is highlighted with a green box. Below the progress bar, the text reads "Please answer two questions below:". There are five text input fields with the following questions: "What is the name of the street you grew up on?", "What is your mother's maiden name?", "Where did you go to high school/college?", "What city were you born in?", and "What was the name of your first pet?". At the bottom, there are "Previous" and "Next" buttons.

Once you are comfortable with the information submitted, proceed to the 'Confirmation' tab. Here, select, 'Register E-Tender Account' to complete the process.

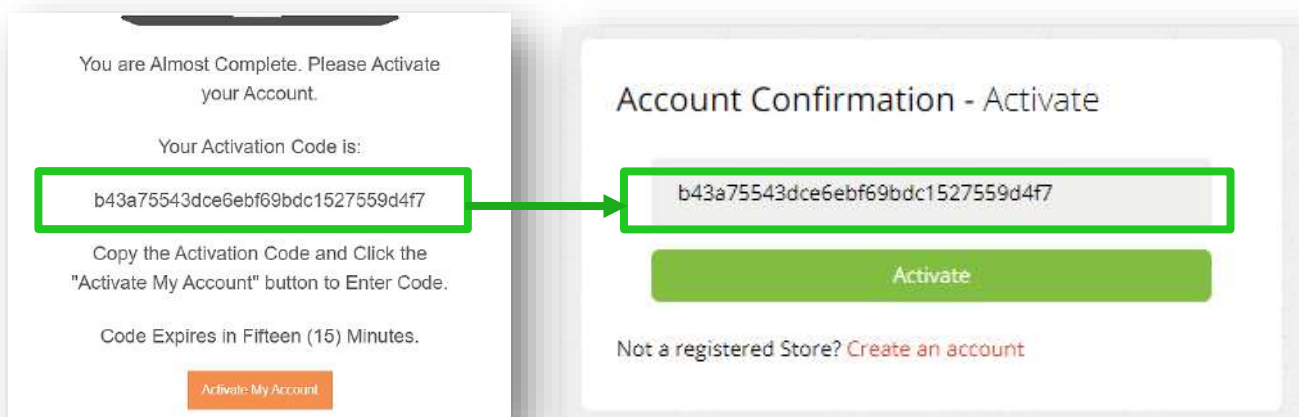
The screenshot shows the registration progress bar with the Confirmation step highlighted by a green box. Below the progress bar, the text reads: "You have successfully entered all required Information needed for the creation of an eTender account. If you like to adjust any data, you may so do by returning to any tab. If you are sure current information is correct you can select the button below to register on our databases. Thank you for choosing the eTender Online Application". At the bottom, there are "Previous", "Next", and "Register eTender Account" buttons. Below the buttons, there are two links: "Forgot your password?" and "Already have an account? Login Here".

Once your registration is successful, you will receive the following confirmation:



Proceed to your email account and verify that you have received the confirmation email. If you do not activate your newly created E-Tender account, you will not be able to access E-Tender. **BE SURE TO CHECK YOUR 'JUNK MAIL' AND 'SPAM' FOLDERS IF YOU HAVE NOT RECEIVED YOUR EMAIL.**

When you get the email, copy the activation code, and click 'Activate Account'. You will be directed to a screen prompting you to enter your activation code. Once it is entered correctly, you will be prompted to log in using the credentials you entered when creating the account.



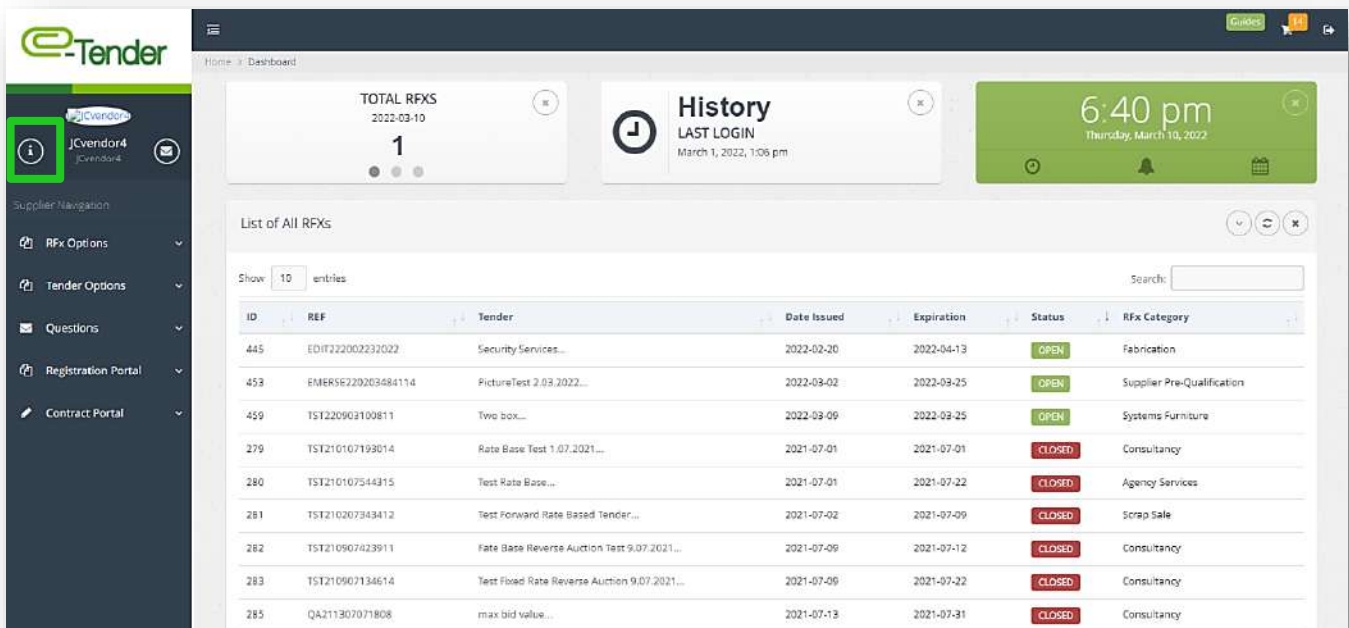
CONGRATULATIONS! YOU'VE SUCCESSFULLY CREATED AN ACCOUNT ON E-TENDER!

UPDATING COMPANY DETAILS

At some point, you may need to update your company's business details on E-Tender. These details may include:

- Full Name
- CompanyName
- Contact Number
- Company Address
- Company Logo

To begin editing/updating these details, select as  shown below:

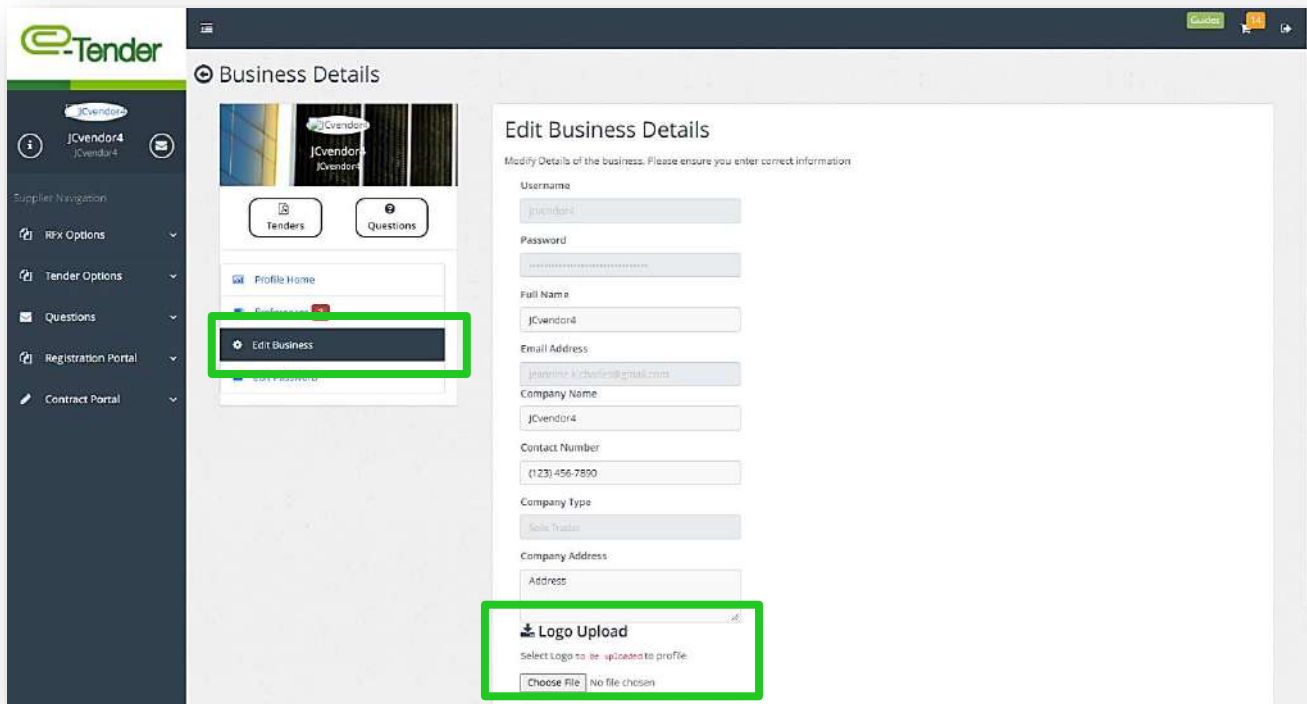


The screenshot displays the E-Tender dashboard. The top navigation bar includes the E-Tender logo, a home icon, a dashboard icon, and a 'Guides' button. The main content area features three summary cards: 'TOTAL RFXS' (1), 'History LAST LOGIN' (March 1, 2022, 1:08 pm), and a clock showing '6:40 pm' on Thursday, March 10, 2022. Below these cards is a 'List of All RFXs' table with columns for ID, REF, Tender, Date Issued, Expiration, Status, and Rfx Category. The table contains 10 rows of data, with the first three rows having 'OPEN' status and the remaining seven having 'CLOSED' status.

ID	REF	Tender	Date Issued	Expiration	Status	Rfx Category
445	EDIT22002232022	Security Services...	2022-02-20	2022-04-13	OPEN	Fabrication
453	EMERSE220203484114	PictureTest 2.03.2022...	2022-03-02	2022-03-25	OPEN	Supplier Pre-Qualification
459	TST220903100811	Two box...	2022-03-09	2022-03-25	OPEN	Systems Furniture
279	TST210107193014	Rate Base Test 1.07.2021...	2021-07-01	2021-07-01	CLOSED	Consultancy
280	TST210107344315	Test Rate Base...	2021-07-01	2021-07-22	CLOSED	Agency Services
281	TST210207343412	Test Forward Rate Based Tender...	2021-07-02	2021-07-09	CLOSED	Scrap Sale
282	TST210507023911	Rate Base Reverse Auction Test 9.07.2021...	2021-07-09	2021-07-12	CLOSED	Consultancy
283	TST210507134614	Test Fixed Rate Reverse Auction 9.07.2021...	2021-07-09	2021-07-22	CLOSED	Consultancy
285	QA211307071808	max bid value...	2021-07-13	2021-07-31	CLOSED	Consultancy

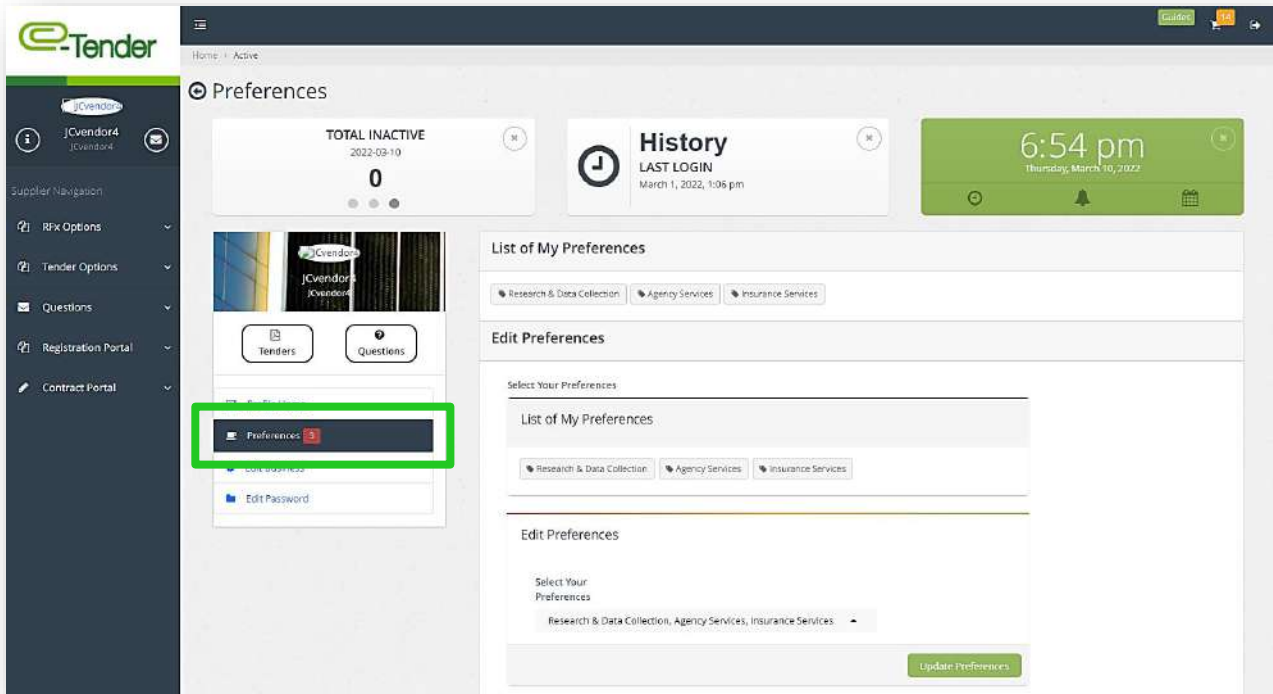
On your business profile, select, 'Edit Business' to begin the process of editing your company details. You will be directed to the page shown below. Proceed to enter your updated company details.

You can also upload and update your Company logo on this page as well. On the same page entitled 'Business Details', upload and update your logo by selecting 'Choose File'. When you are finished, select, 'Send':

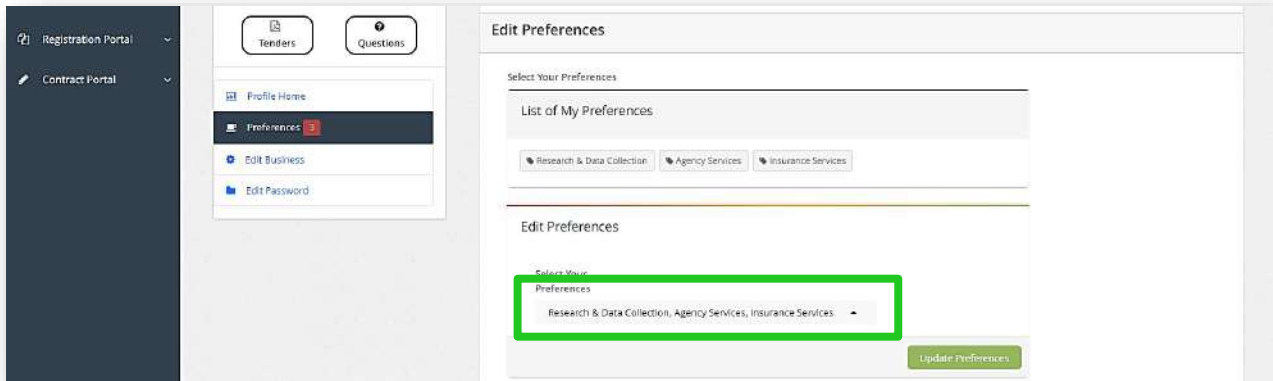


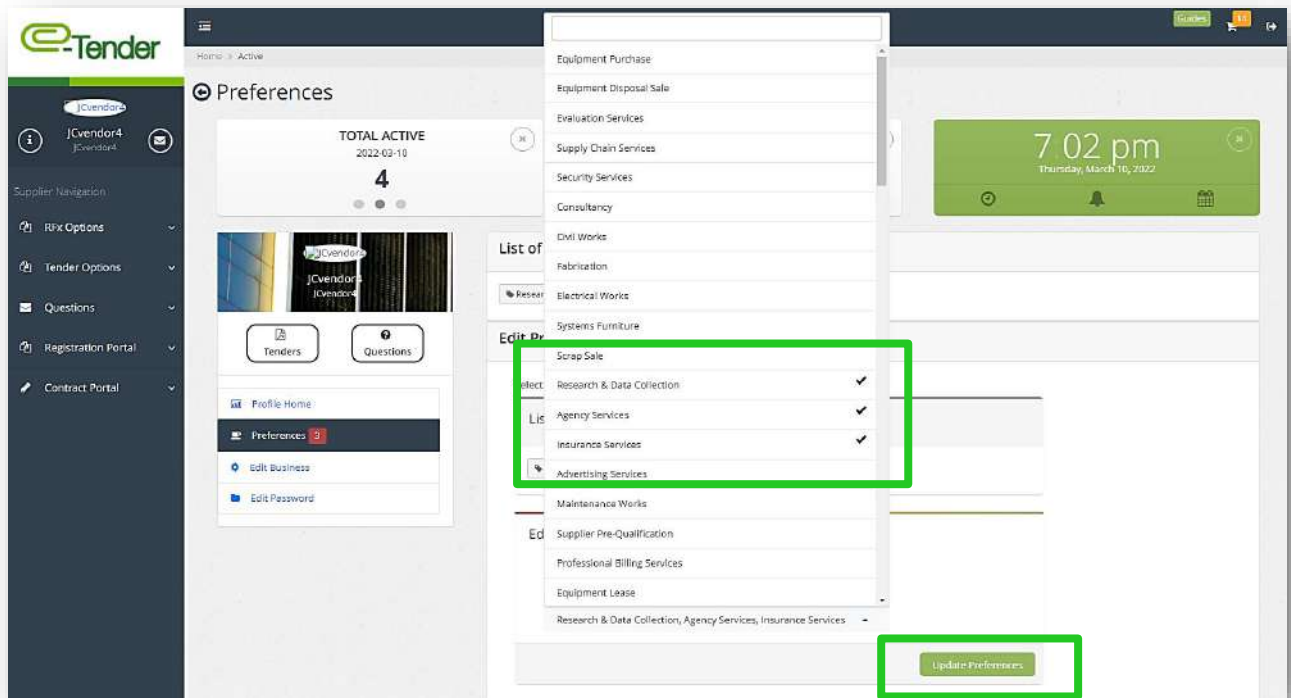
SELECTING COMPANY PREFERENCES

Selecting Preferences is an important step in completing your Company profile. Preferences are general categories of work of interest to your Company. In order to receive email notifications of public tenders on these preferences, select, 'Preferences' on the 'Business Details' screen as shown below:




Select the drop-down arrow and all available preferences will appear. Feel free to select multiple preferences of goods and/or services that your Company may be interested in and would like to receive notifications for.

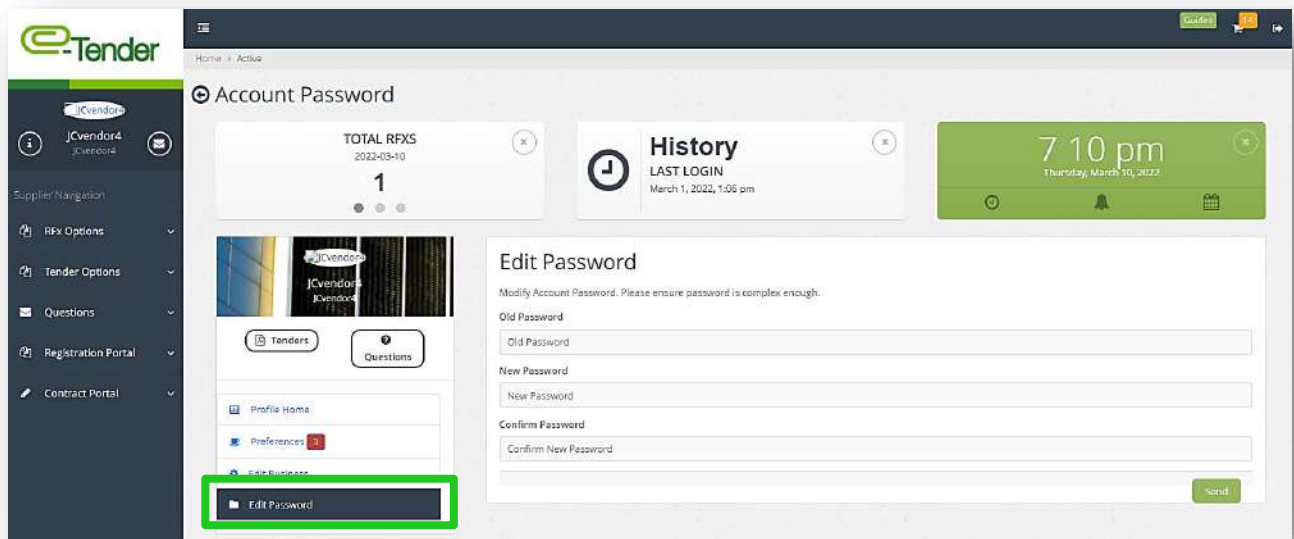




When you are finished selecting your preferences, select, 'Update Preferences' to save your preference selection.

CHANGING YOUR PASSWORD

At some point, you may need to update your password details on E-Tender. To do this, select  and select, 'Edit Password':



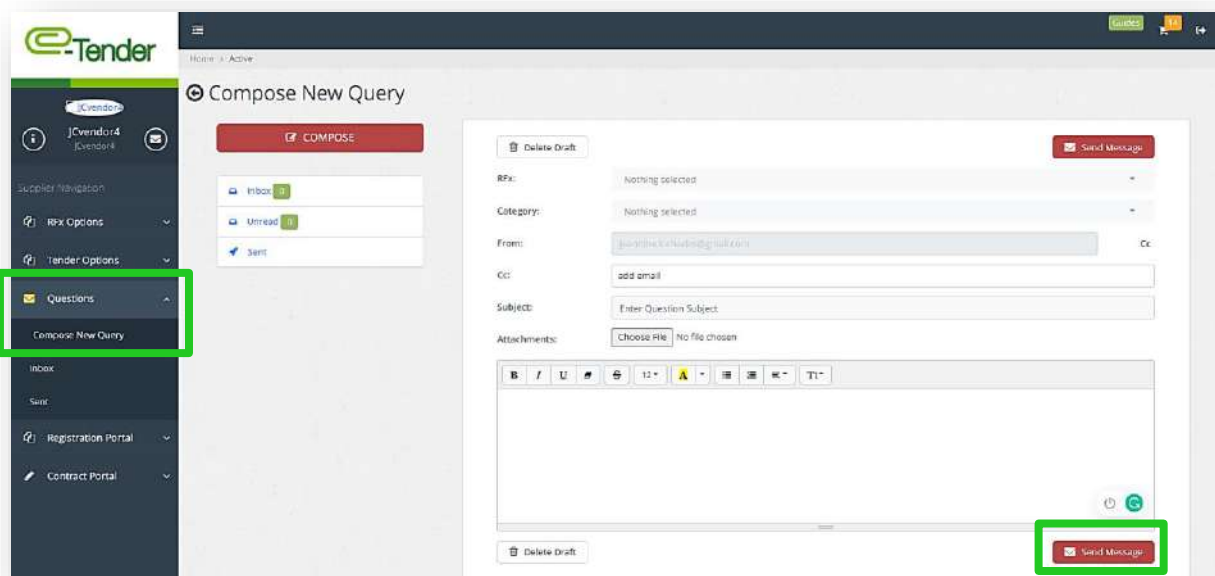
Enter your old password and your updated password details in the fields as shown below. Upon completion, select 'Send'. It is important that you remember your new password failure to remember your new password will result in your inability to successfully access to E-Tender.



SUBMITTING QUERIES FOR LIVE TENDERS

If there are any queries or concerns regarding a live/open tender on e-Tender, there is a message portal available for this purpose.

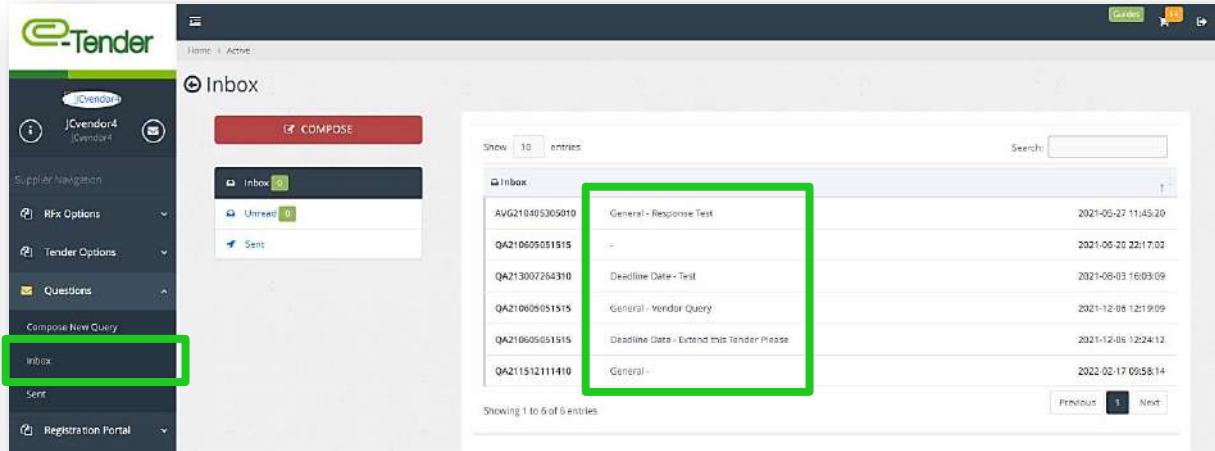
To submit a query regarding a live tender, select 'Questions' and select 'Compose New Query' as shown below. Proceed to fill out the respective fields and once complete, select 'Send Message'.



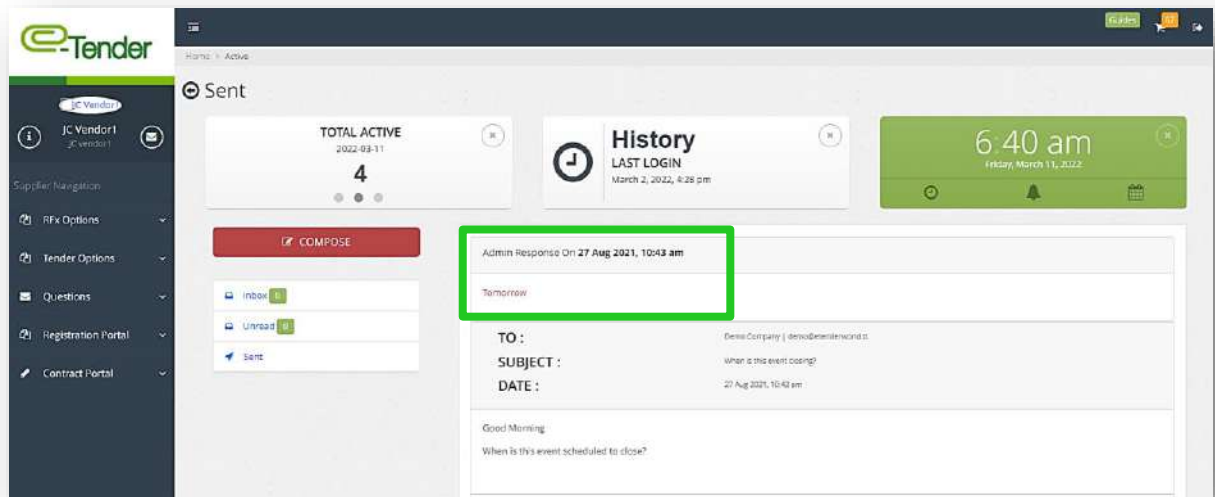
Please note, the following must be observed when using the query portal:

- **no personal information**
- **no tables in free text field**
- **no upload of documents with special characters**
- **no special characters in text field and message subject**

To view responses to queries submitted after being notified via email, select 'Questions' and select 'Inbox' as shown below:

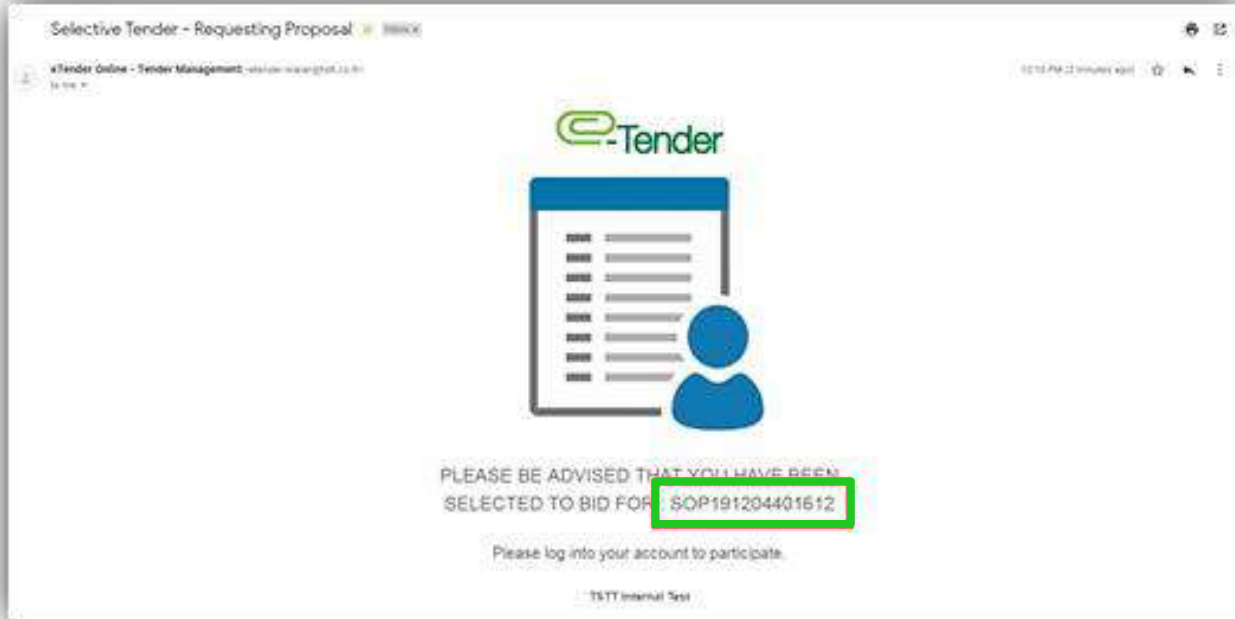


Select the question for which you would like to view the Administrator's response.

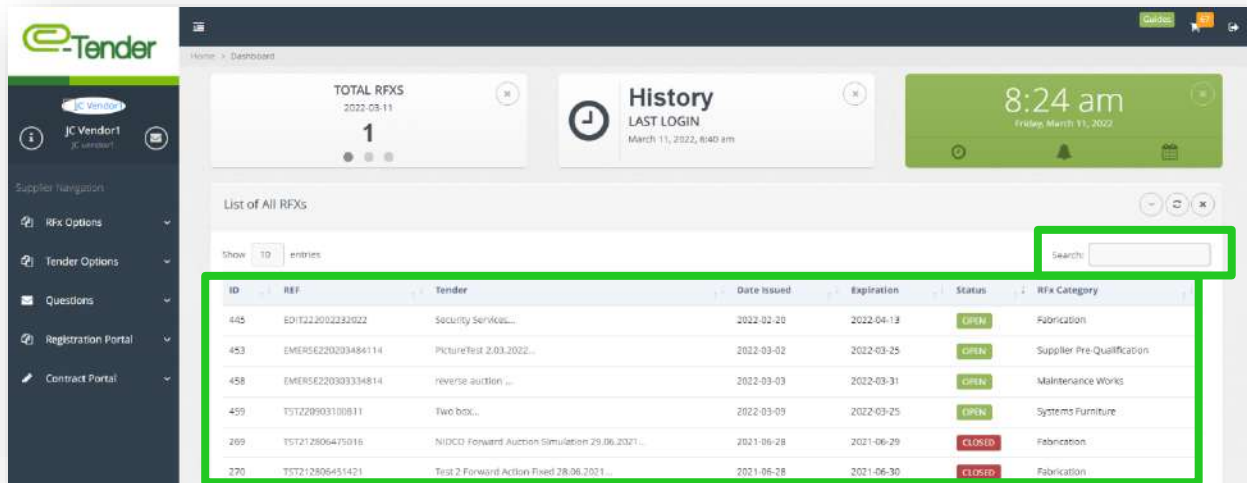


PARTICIPATING IN A TENDER

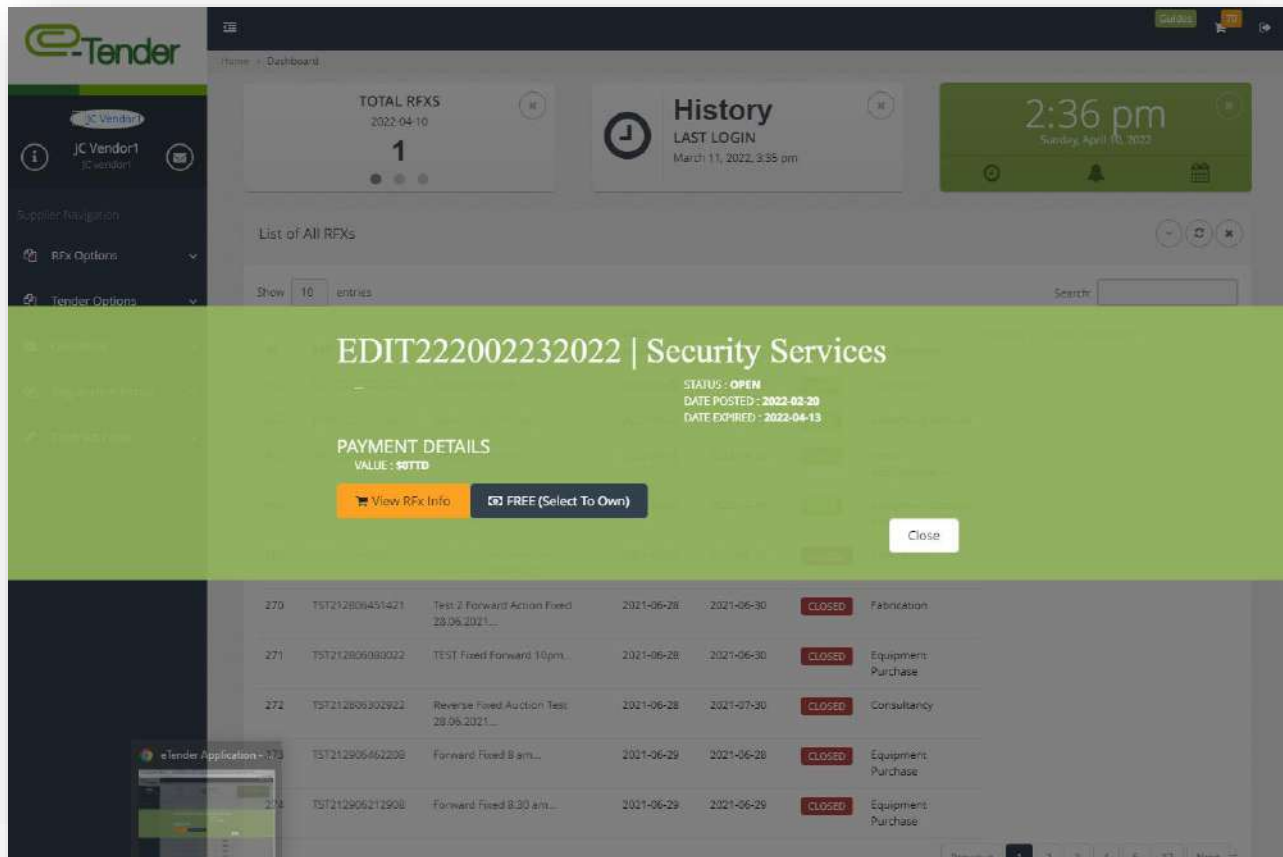
You will receive an email notifying you that you have been selected to submit a bid for a specific tender, or when a tender within your preferred good of service category is posted. The email will look like the one below. Use the unique Ref# to find the tender in E-Tender.



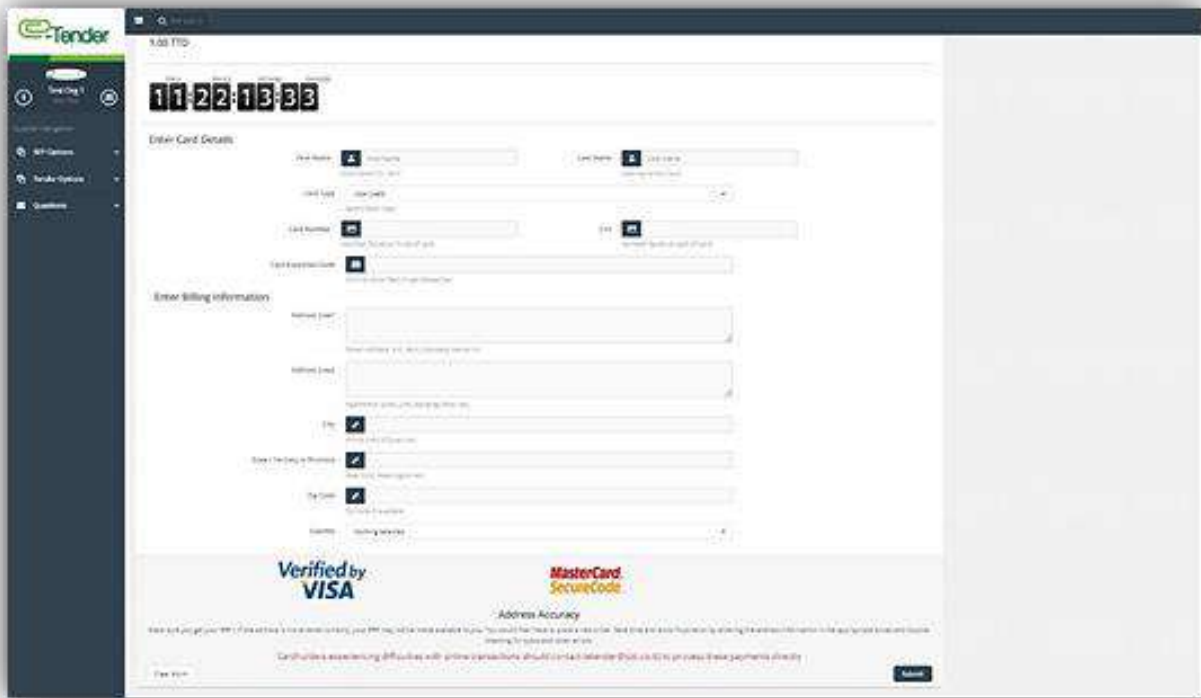
When you have successfully logged on to e-Tender, all tenders, both open and closed tenders will be visible on your home screen. If not, feel free to search for the tender using the search box.



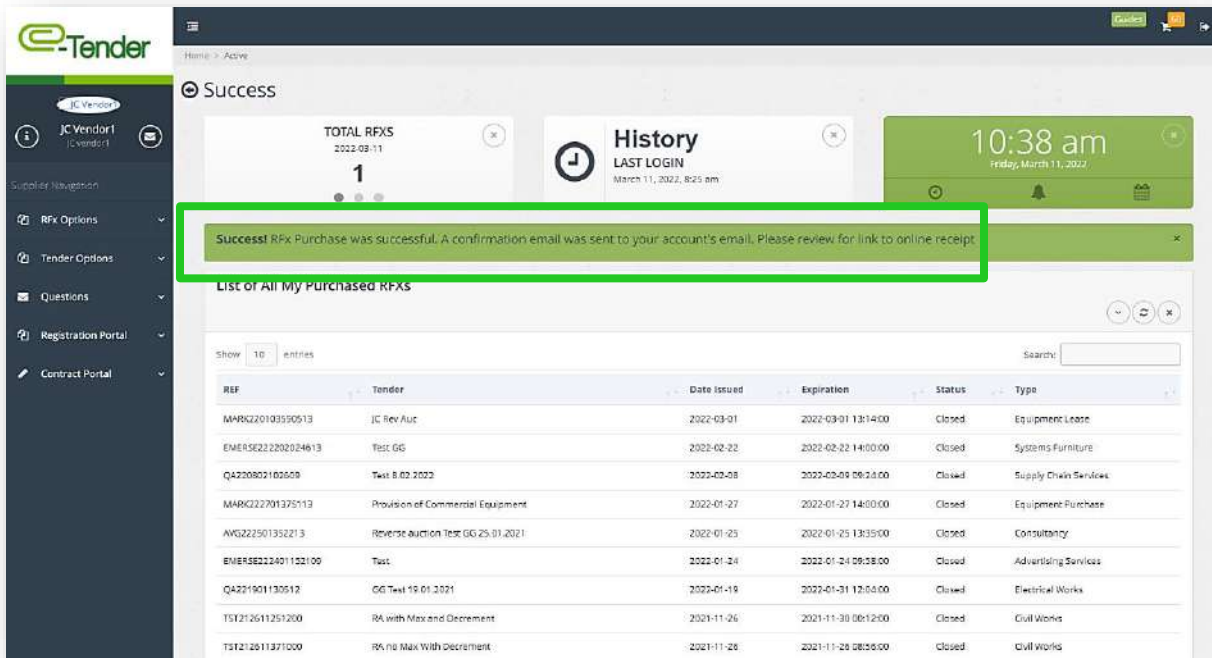
When you have located/selected the tender for which you have been invited or wish to participate in, select it. You will see a screen as shown below. This screen gives you preliminary information on the tender. To view additional details about the tender, select 'View RFP info'. If there is a cost to purchase the tender, it will be displayed here, and you would be required to purchase the tender in order to have access to any additional information/the tender package:



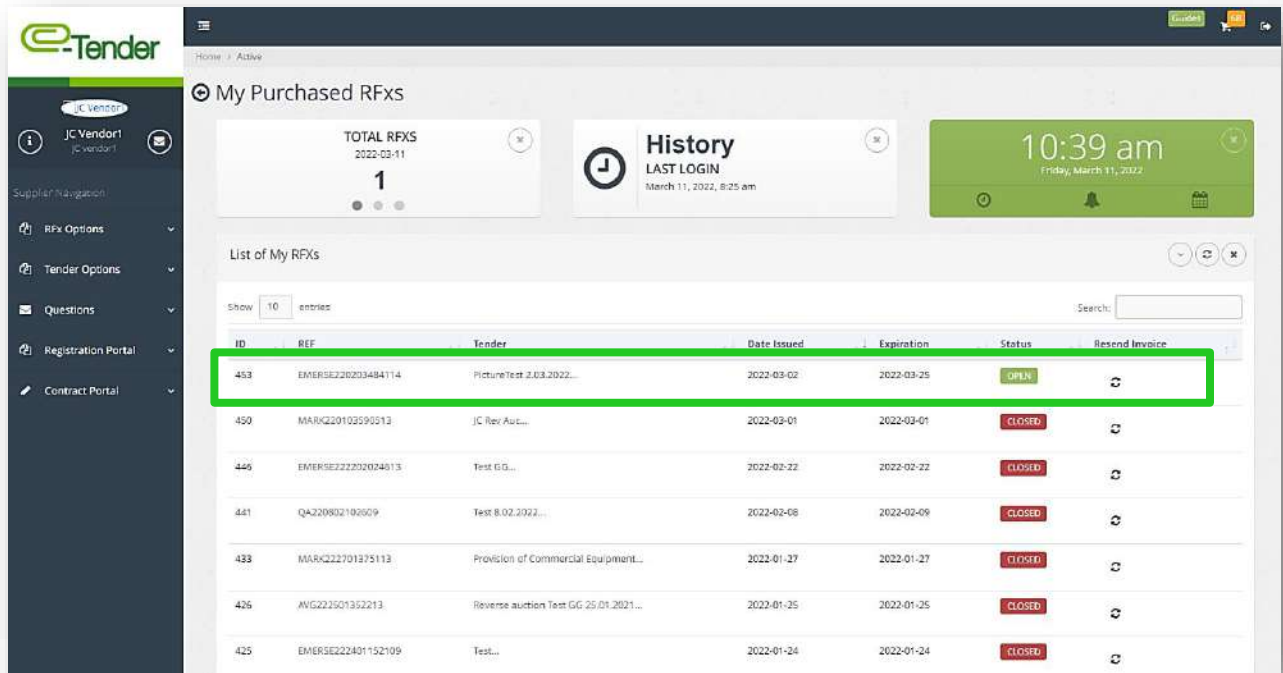
To begin, if there is a cost, you must select 'Purchase RFP (Credit Card)'. If there is no cost, select 'FREE (Select to Own)'. If you have to purchase this tender, the following screen will appear which will prompt you to enter your credit card details:



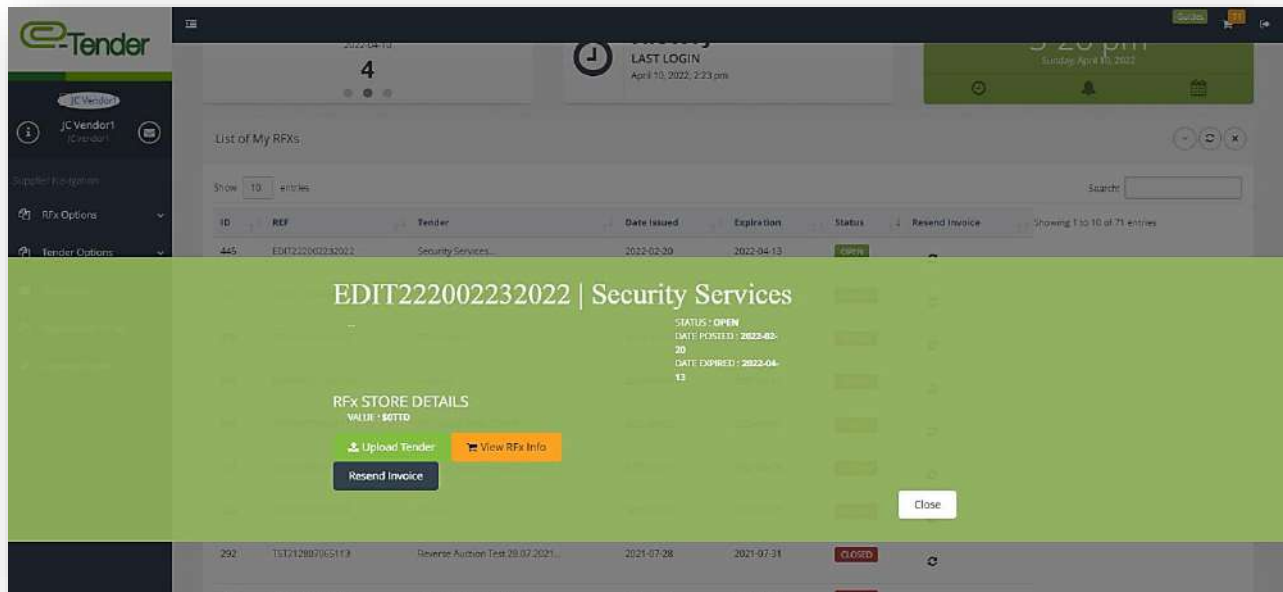
Once your credit card payment is successful, or you select the 'free to own' option, you will be directed to the following page, confirming successful purchase:



To find your purchased tender, click RFX Options in the navigation pane to the left of the page and click My Purchased RFXs.



The following screen would appear.

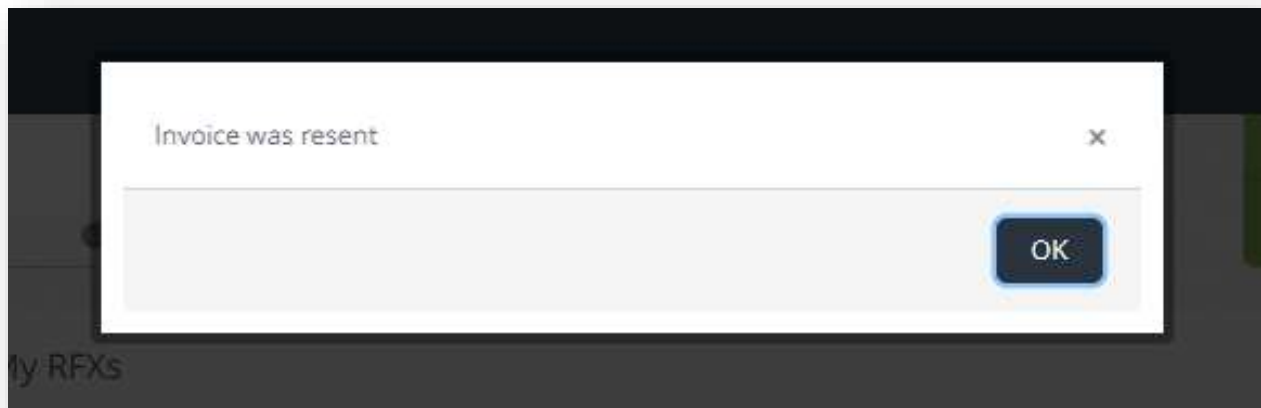


From here you can:

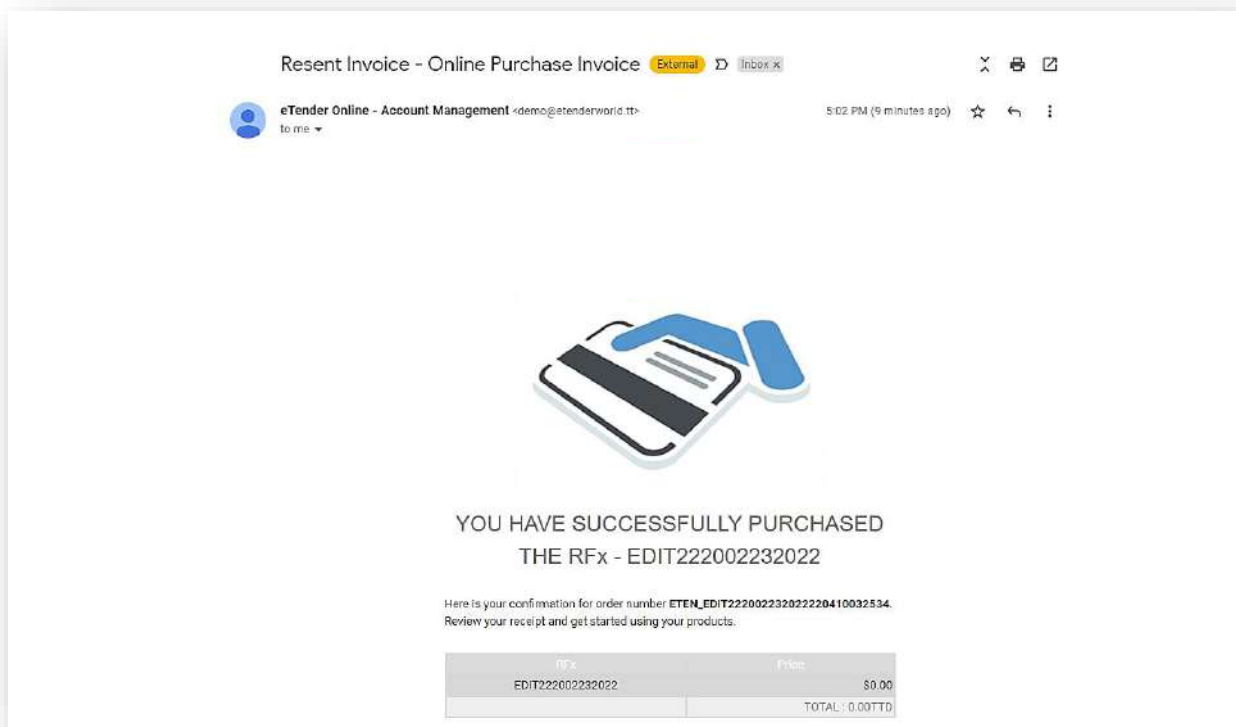
1. Resend your invoice to the email address associated with your email account
2. View RFP details to access the description, download documents or view your receipt
3. Upload your tender response

1. To resend the invoice, click on the Resend Invoice button

The following pop-up will appear on screen



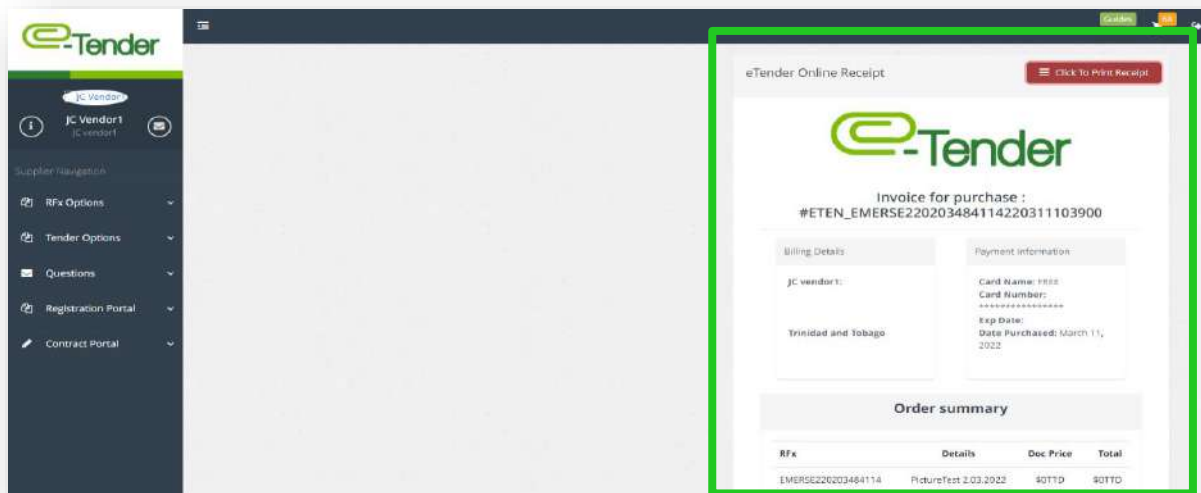
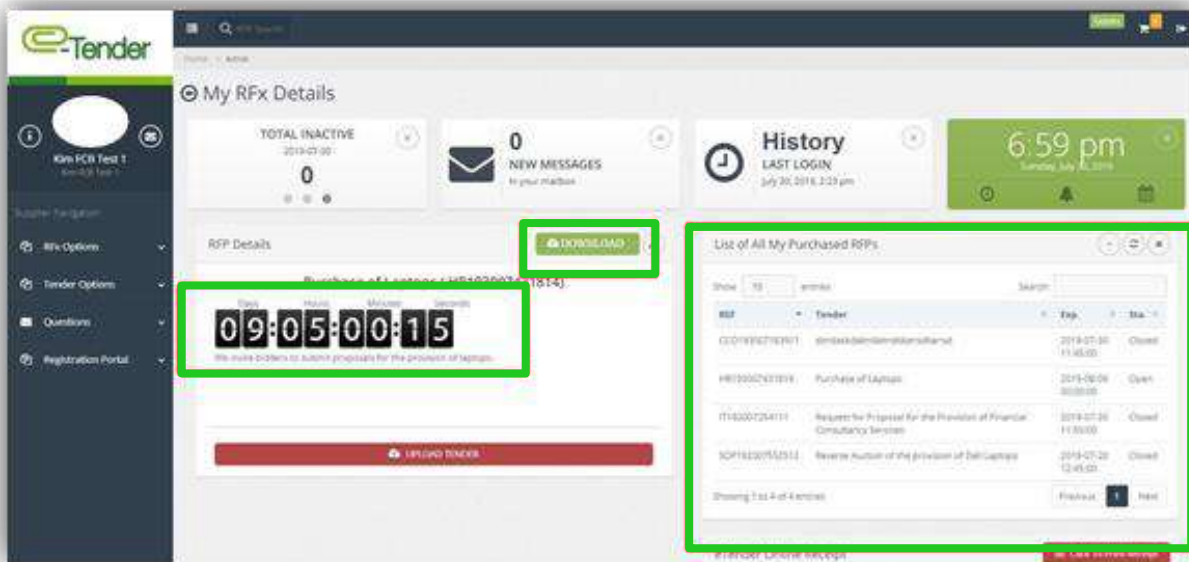
You will then receive another email confirming purchase of tender



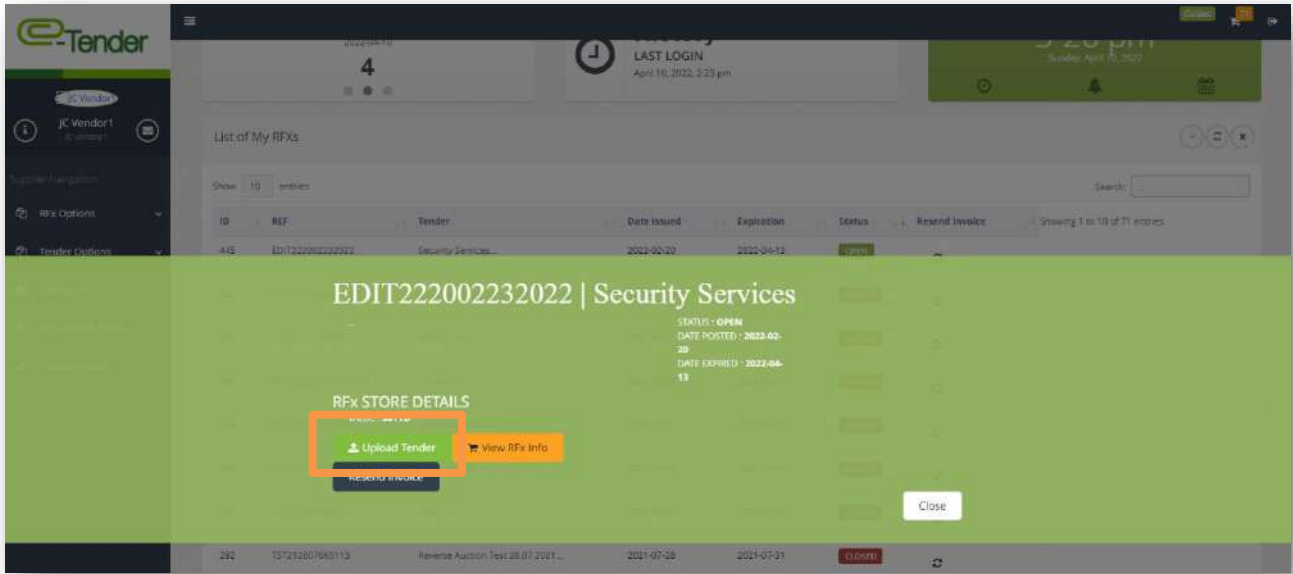
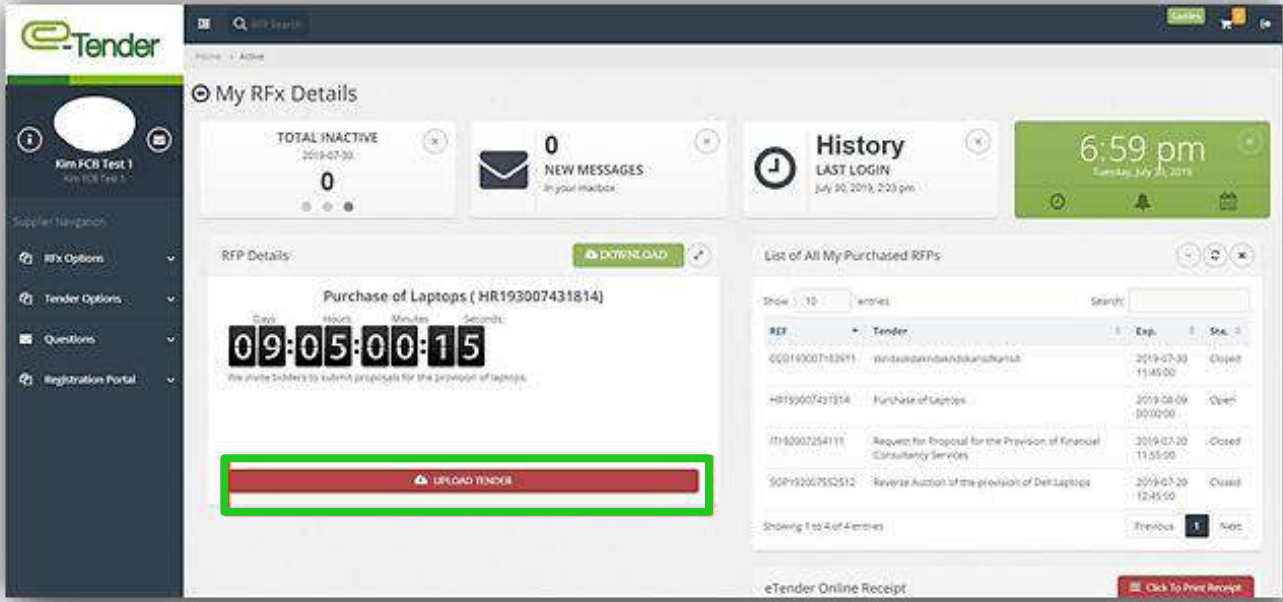
- To see the details of this tender and to download tender documents/package, click the, 'View RFP Info' button

On this screen you will see the following:

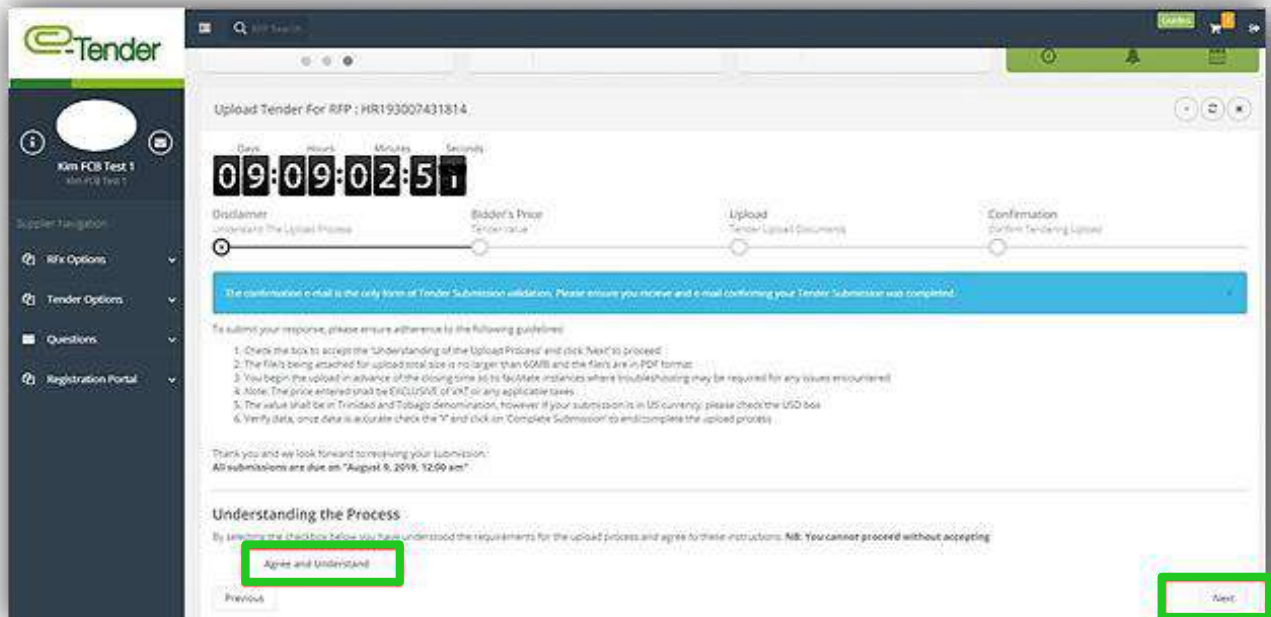
- The 'Download' button- This contains all pertinent documents related to the tender which you should download and review before submitting your bid
- A countdown timer which lets you know how much time (days and hours) there is left before the tender closes
- A list of all your previously purchased RFP's
- Online receipt to the bottom right of the page



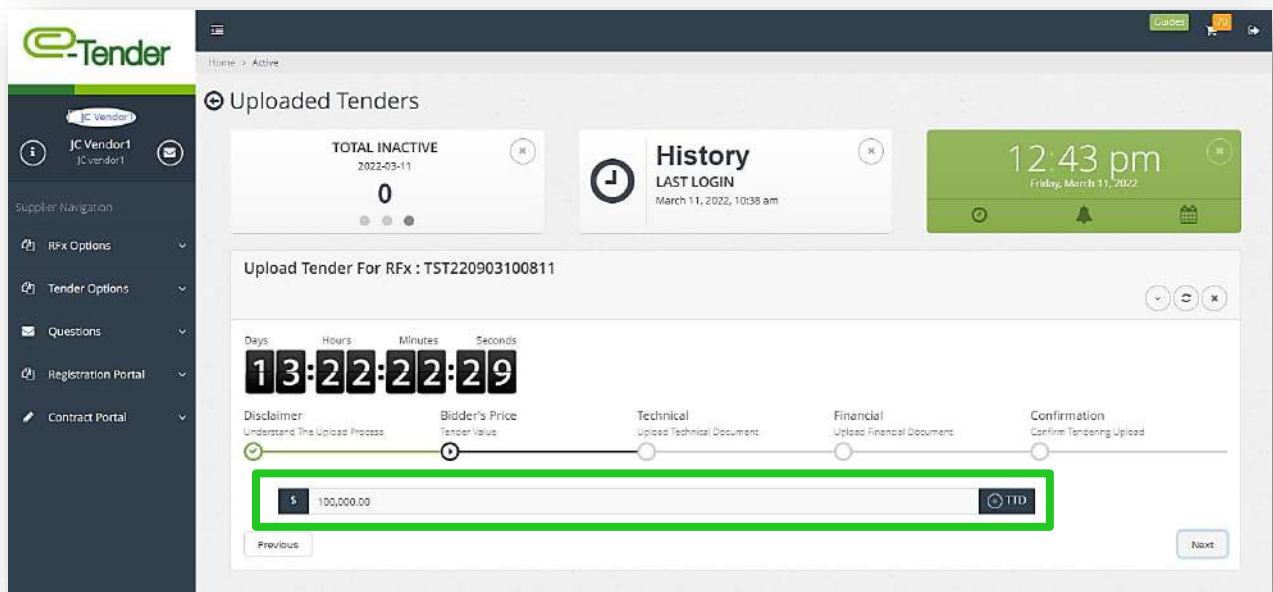
3. Once you have downloaded all required documents, select 'Upload Tender' as shown below or from the pop-up banner



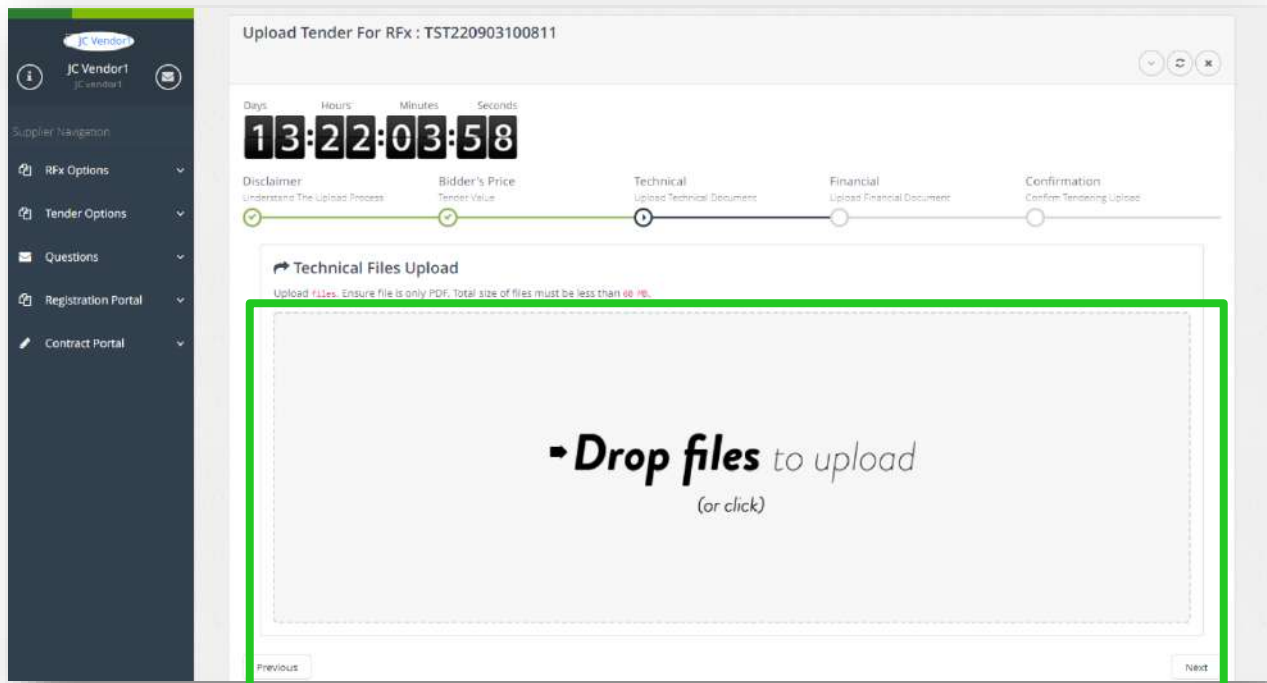
The following page will appear. Here, you must accept the that you agree and understand the posted disclaimer in order to participate in the tender. If you do not accept, you would not be able to move further in the process and participate in the tender. Once you have selected the disclaimer as shown below, select, 'Next'.



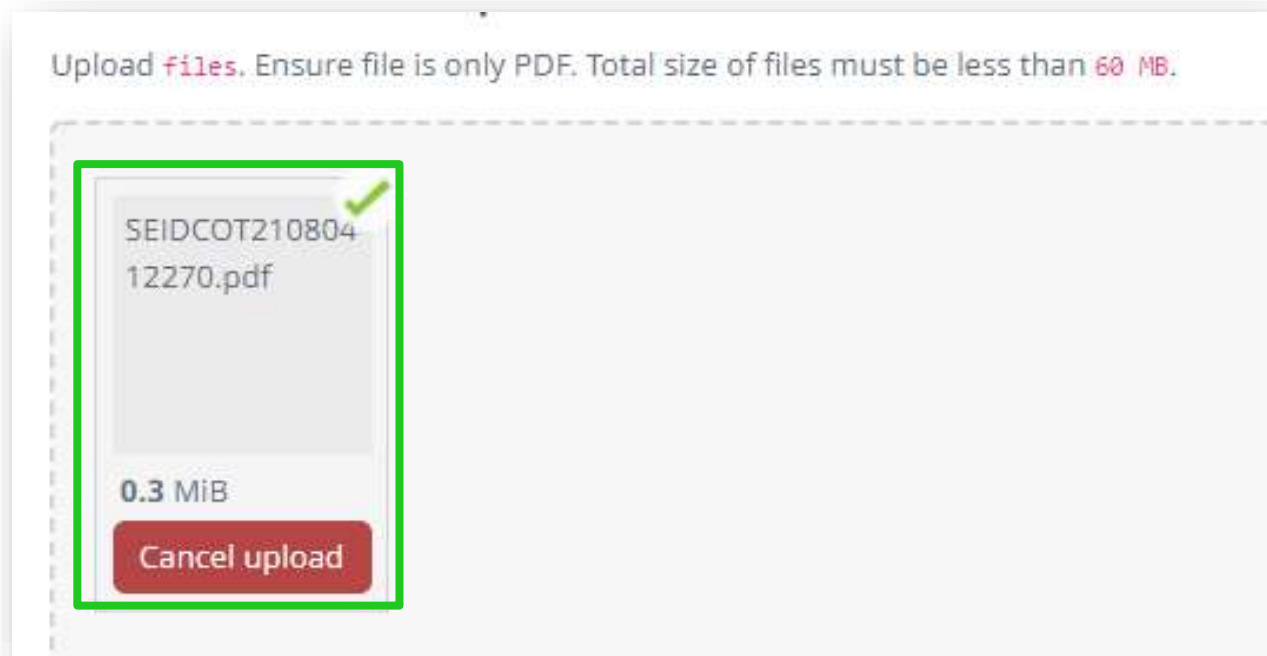
You will be directed to the following page as shown below: Proceed to enter your price in figures. Once you are finished, select 'Next'.



You will then be required to upload all required documents, in PDF format ONLY, as specified in the RFP Documents or Instructions to Bidders. To upload documents, select the field as shown below:



You must upload required documents to this section. If you do not upload the documents as requested by the organization, you will not be able to complete the bid submission process. A successful document upload looks like this:



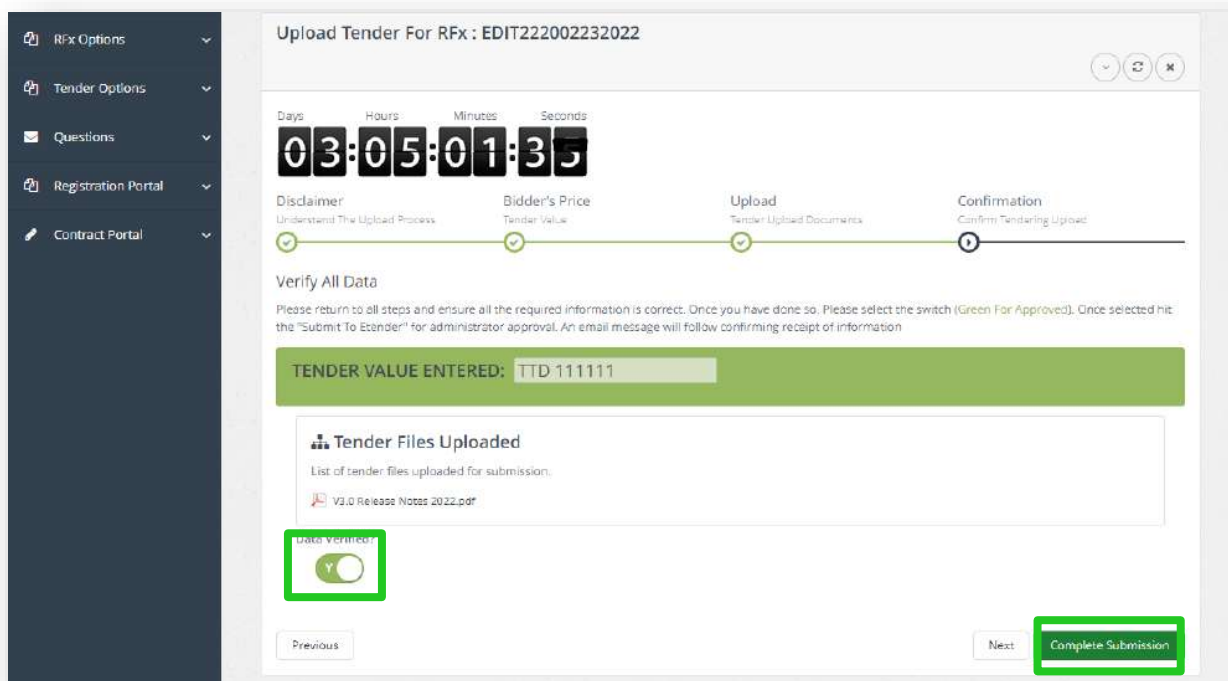
Once you are finished, select, 'Next':

Please note, that when uploading a submission, kindly ensure:



- The size of the total files is no larger than the displayed maximum size threshold
- The files are in PDF format only
- You begin the upload in advance of the closing time so to facilitate troubleshooting if you experience any issues
- There are no special characters in the document names

Once you have finished uploading your bid submission, you will be directed to the following final page:

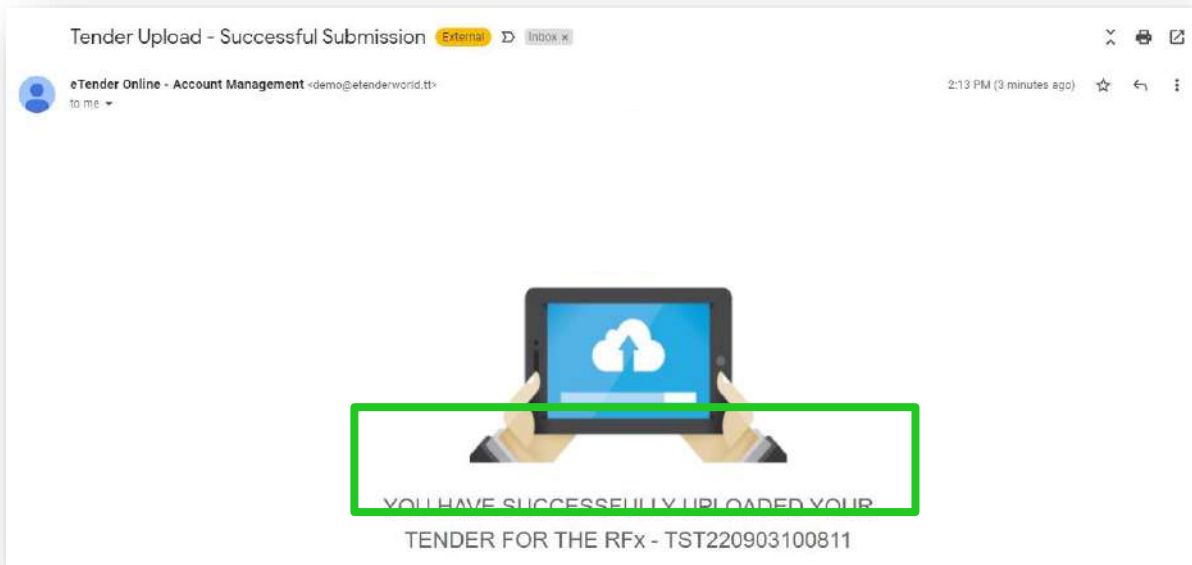
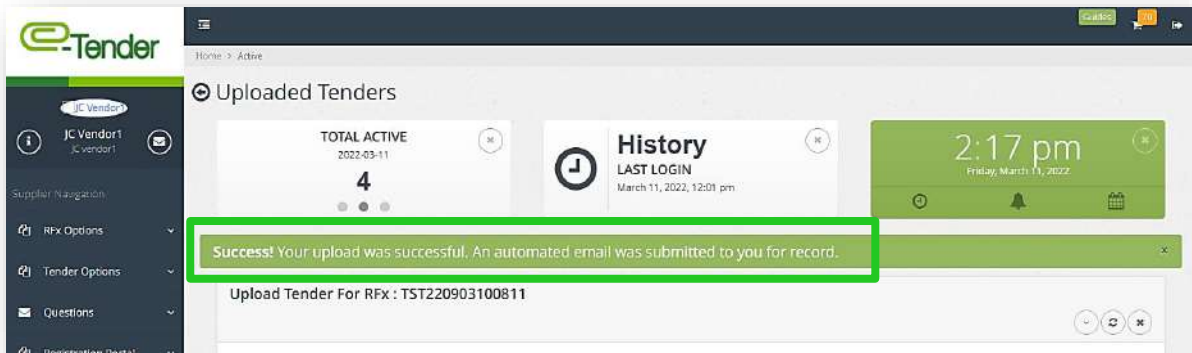


You will be instructed to verify that all the information submitted and uploaded to your bid submission is complete and correct. To do so you can select the 'Previous' tab to navigate back through each section. Once you are comfortable with the information:

- Select the 'Data Verified' tab so that it turns Green
- Select 'Complete Submission'

If a document is not uploaded or the data verification toggle is not changed to 'Y' (yes), the application will not allow you to submit the tender response.

After completing submission, you will receive an on-screen message and an automatic email confirming the submission was uploaded successfully.



CONGRATULATIONS! YOU'VE SUCCESSFULLY SUBMITTED A TENDER RESPONSE!

ACCESSING AN EDITED OR UPDATED TENDER

From time to time, the Organization may edit/update live or existing tenders with new information such as addendums, closing date and time extensions or include additional documents as part of the tender package.

If a live tender in which you have participated in has been updated/edited, you will receive the following email:



To access the edited tender to view the new/additional documents added to the tender log in to your E-Tender account and under 'RFX Options' select 'My Purchased RFX's' as shown below. Select the tender that was edited as outlined by the email.

List of My RFPs

Show 10 entries

ID	REF	Tender	Date Issued	Expiration	Status
112	Fin200705081010	ABL #1234- Request for the Provision of Laptops fo...	2020-05-07	2020-05-07	CLOSED
111	IT200605220110	UTT 001- Request for Proposal for the Provision of...	2020-05-06	2020-05-06	CLOSED
109	Fin200405124616	Testing 04/05/2020...	2020-05-04	2020-06-06	OPEN
98	HR200104375708	APRIL TESTING KMC OE...	2020-04-01	2020-04-01	CLOSED
99	Fin200104372209	April Testing New KMC TE...	2020-04-01	2020-04-01	CLOSED
100	PREQFin200104513617	test...	2020-04-01	2020-04-23	CLOSED
93	MARK203103375715	Testing KMC 31.03.2020 TE...	2020-03-31	2020-03-31	CLOSED
94	SAN203103580016	Testing KMC 31.03.2020 OE...	2020-03-31	2020-03-31	CLOSED
95	SAN203103352016	TESTING NEW NEW KMC OE...	2020-03-31	2020-03-31	CLOSED
96	MARK203103082516	TESTING NEW NEW KMC TE...	2020-03-31	2020-03-31	CLOSED

The following page will appear. Select 'View RFP Info' as shown below:

List of My RFPs

Show 10 entries

Fin200405124616 | Testing 04/05/2020

Two Envelope Test 1...

STATUS: OPEN
 DATE POSTED: Mon May 4, 2020
 DATE EXPIRED: Sat Jun 6, 2020

PAYMENT DETAILS
 VALUE: \$4.00 USD

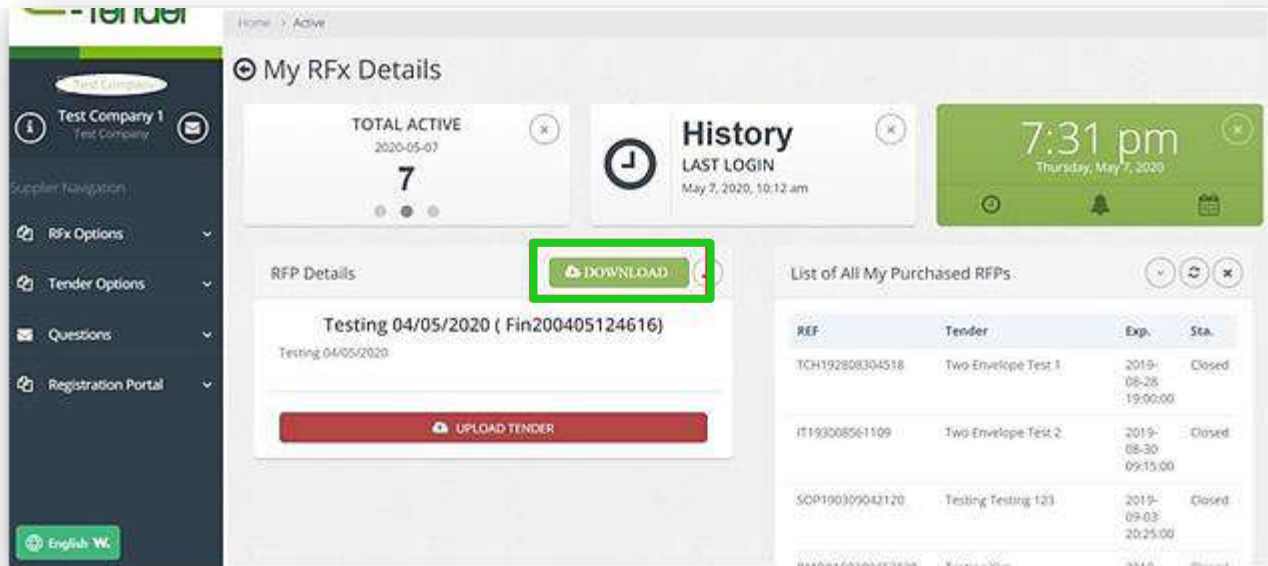
Upload Tender **View RFP Info** Close

21	SAN200506432114	Testing Testing KMC...	2019-06-05	2019-09-05	CLOSED
22	CS070020404714	TESTING TWO ENVELOPE FINAL...	2019-09-05	2019-09-05	CLOSED

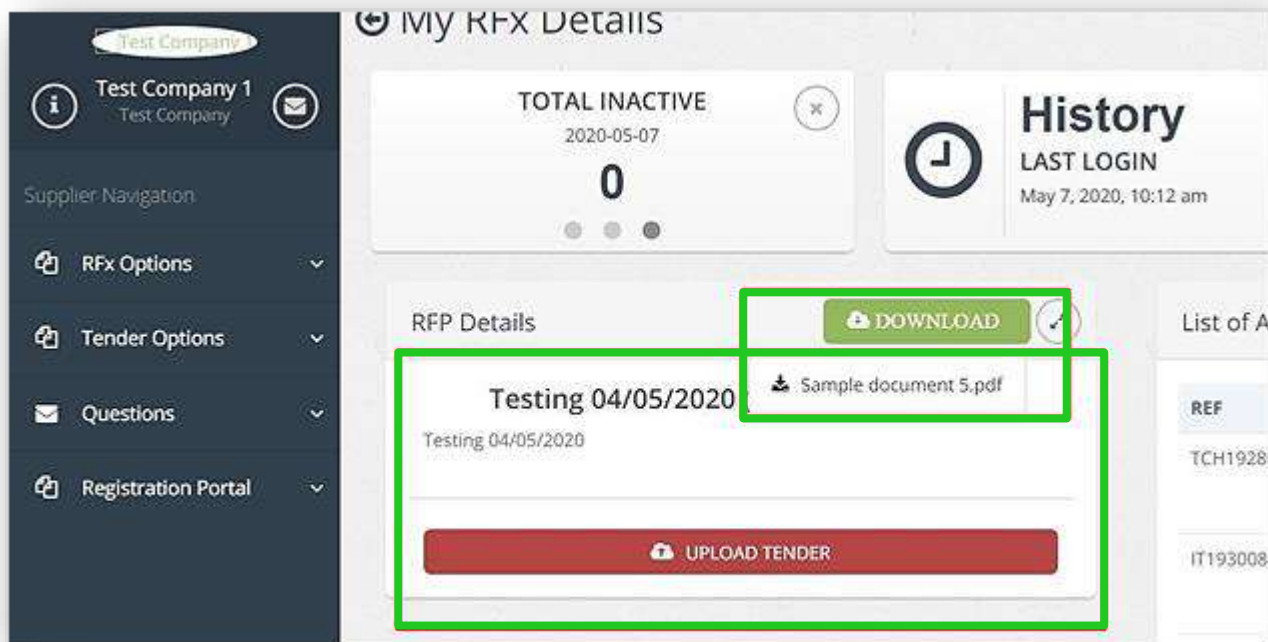
Showing 1 of 10 of 20 entries

Previous 1 2 3 4 Next

You will be directed to the following page:



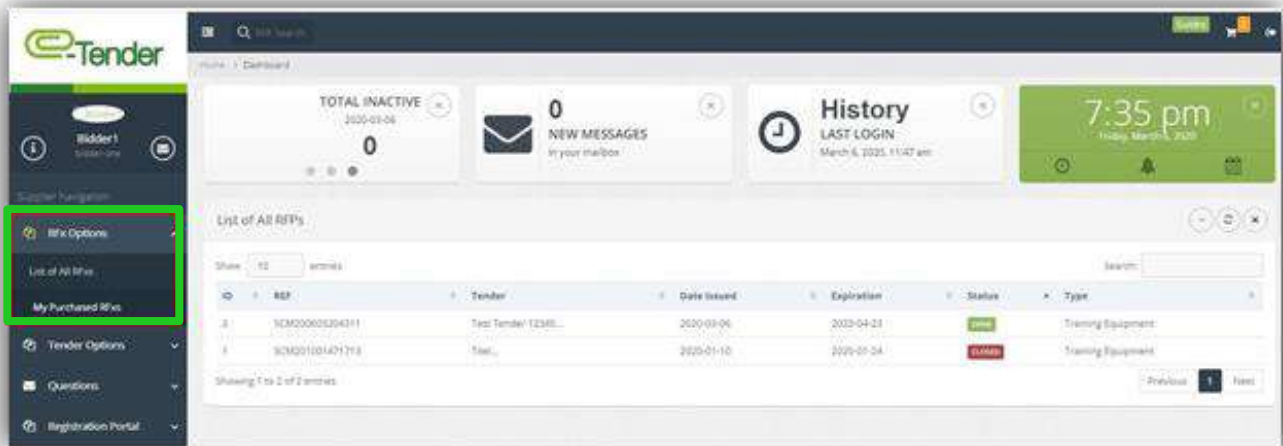
Select the 'Download' tab as shown below and you will be able to access and re-download any additional documents posted by the organization. Also, if there are any new updates posted on the tender it will be posted under the 'RFP Details' field highlighted below:



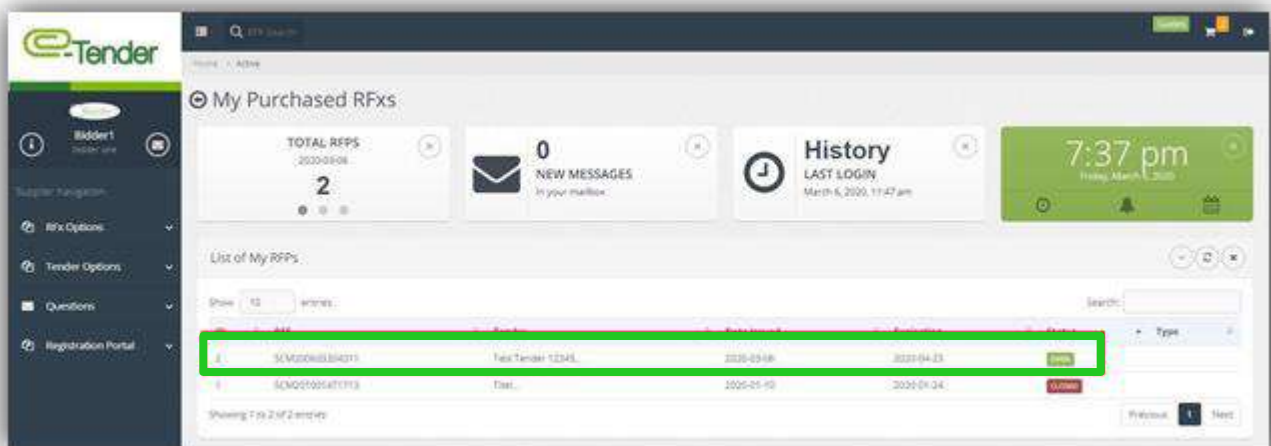
EDITING YOUR BID SUBMISSION

You are free to edit your bid submission as many times as you want before the closing date and time of the tender. Please note that the price and all documents need to be resubmitted as the current submission replaces the previous one.

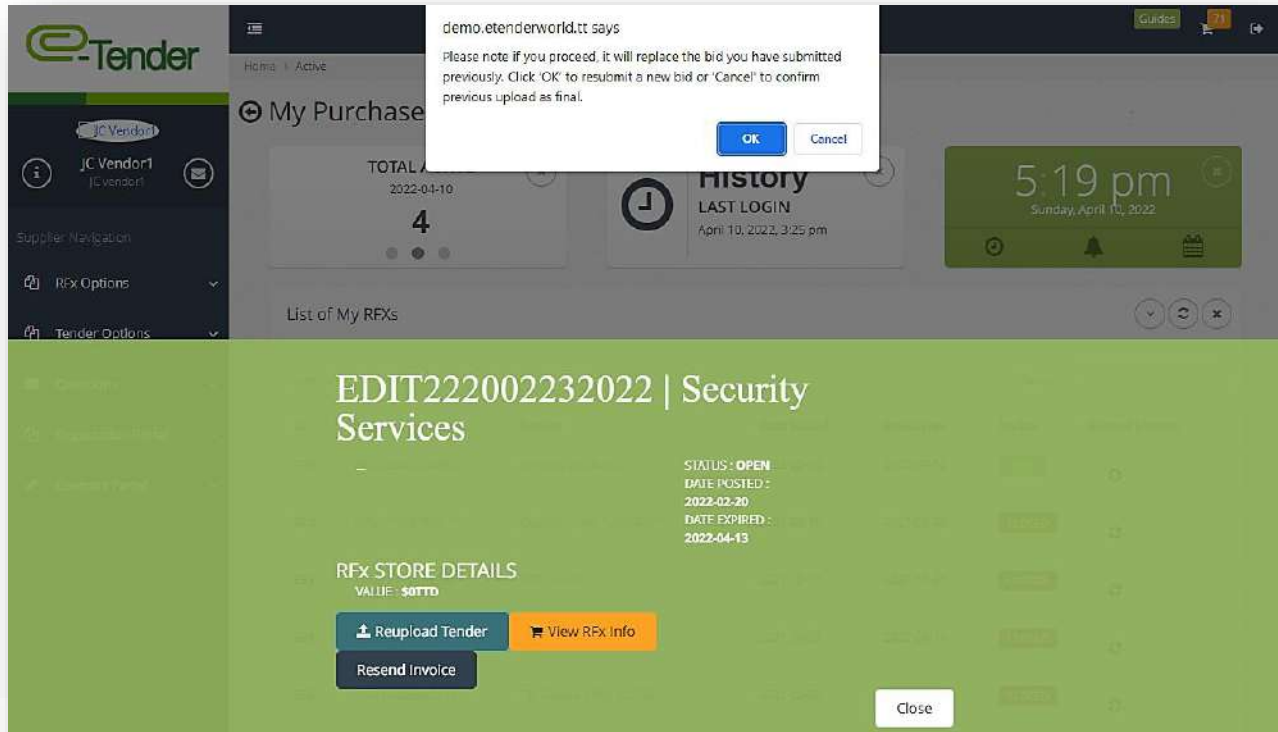
To edit your bid submission, select 'RFx Options', then select 'My Purchased RFx's' as shown below:



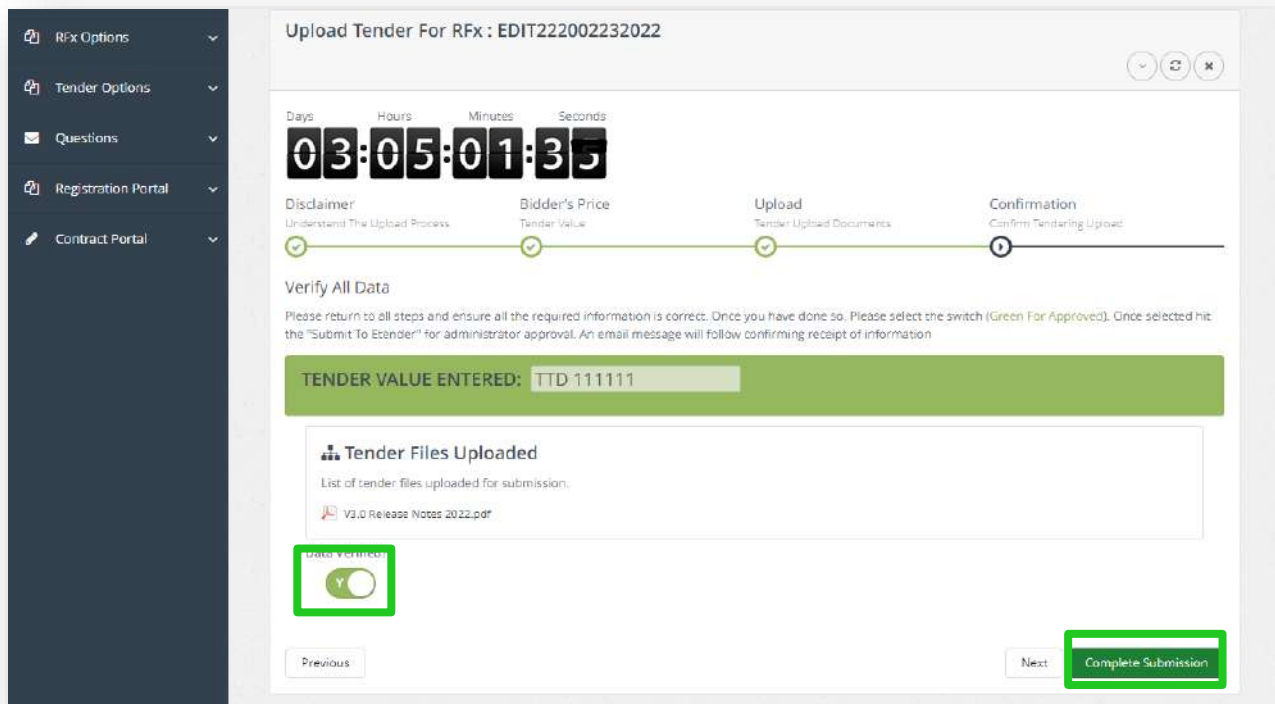
You will be directed to the following screen. This page displays all RFx's your would have purchased as well as their status. Remember, you can only edit those RFx's/tenders that are open. To edit an open RFx/tender, select the tender reference number as shown below:



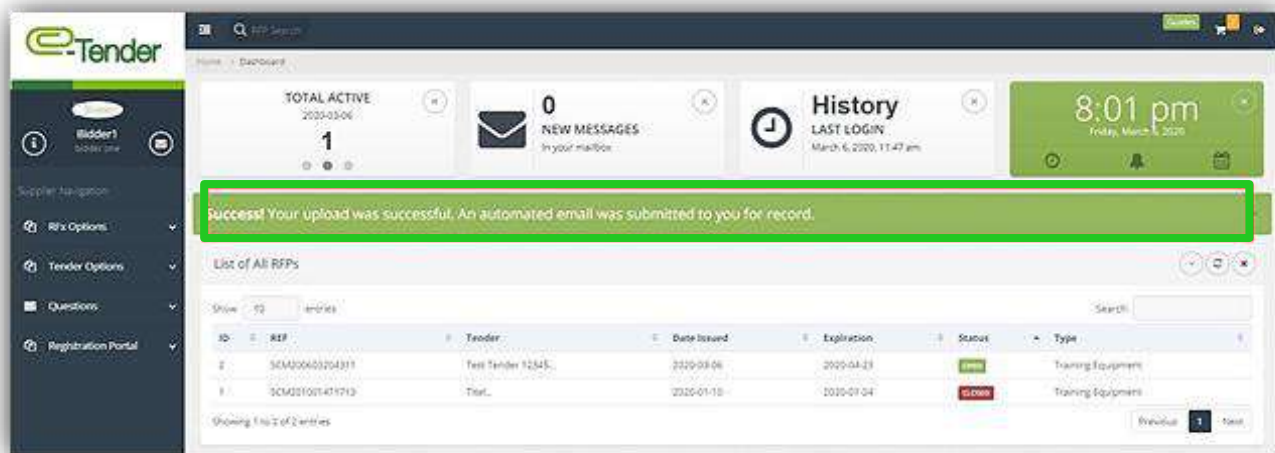
The following page will appear. Select 'Re-Upload Tender'. A pop up message will appear on screen, notifying you that if you proceed with the resubmission, it will replace the bid submitted previously. You must complete the submission.



Proceed to re-upload your tender as you would have done initially. It is important to note that once you proceed to edit your bid submission by re-entering the tender i.e clicking the 'Re-Upload Tender' button as shown above, you MUST re-enter the price as well as your bid submission. You must also ensure that you select the 'Data Verified' tab so that it turns Green as well as the 'Complete Submission' tab as shown below:



To verify that your re- upload was successful, ensure that you receive the following confirmation as well as email as shown below:



Tender Upload - Successful Submission External Inbox x



eTender Online - Account Management <demo@etenderworld.tt>
to me

2:13 PM (3 minutes ago) ☆ ↶ ⋮



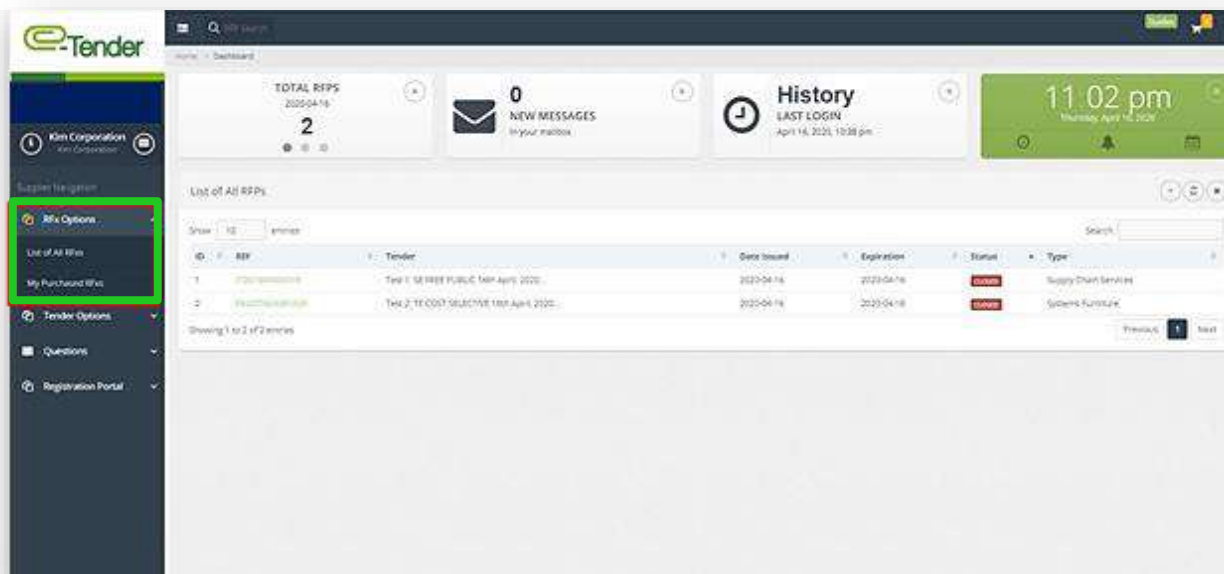
YOU HAVE SUCCESSFULLY UPLOADED YOUR
TENDER FOR THE RFx - TST220903100811

VIEWING AWARDED & CANCELLED TENDERS

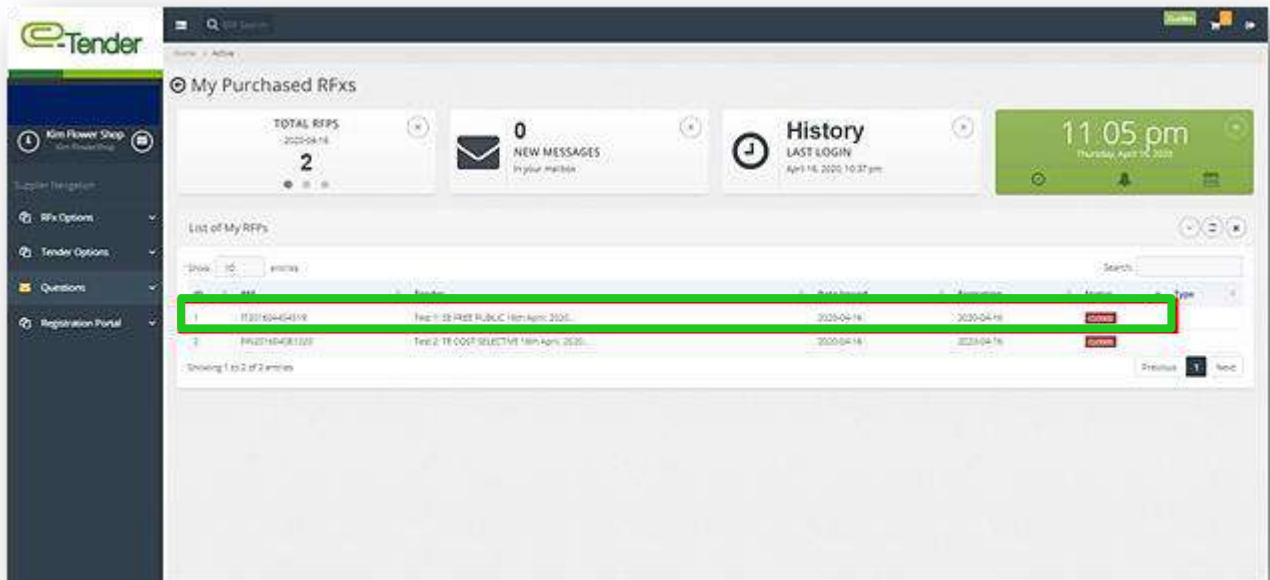
You will receive an email when the tender for which you have applied has been awarded or cancelled. Samples of this email are shown below: -



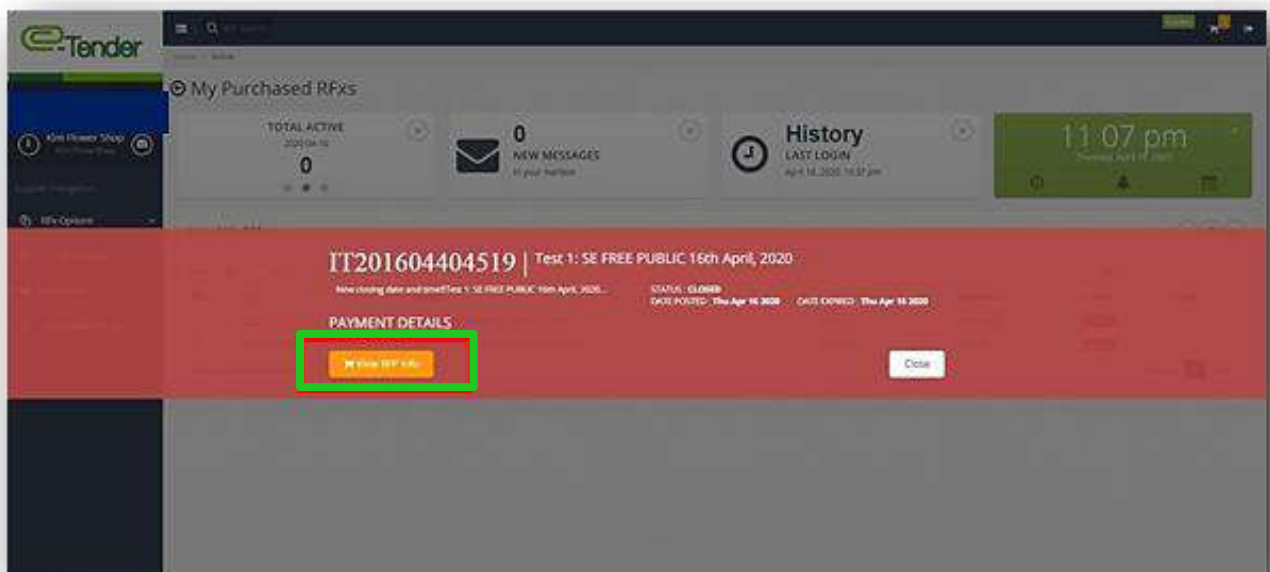
To view these details, log in to your e-Tender account and select 'Rfx Options' and then select 'My Purchased Rfx's'



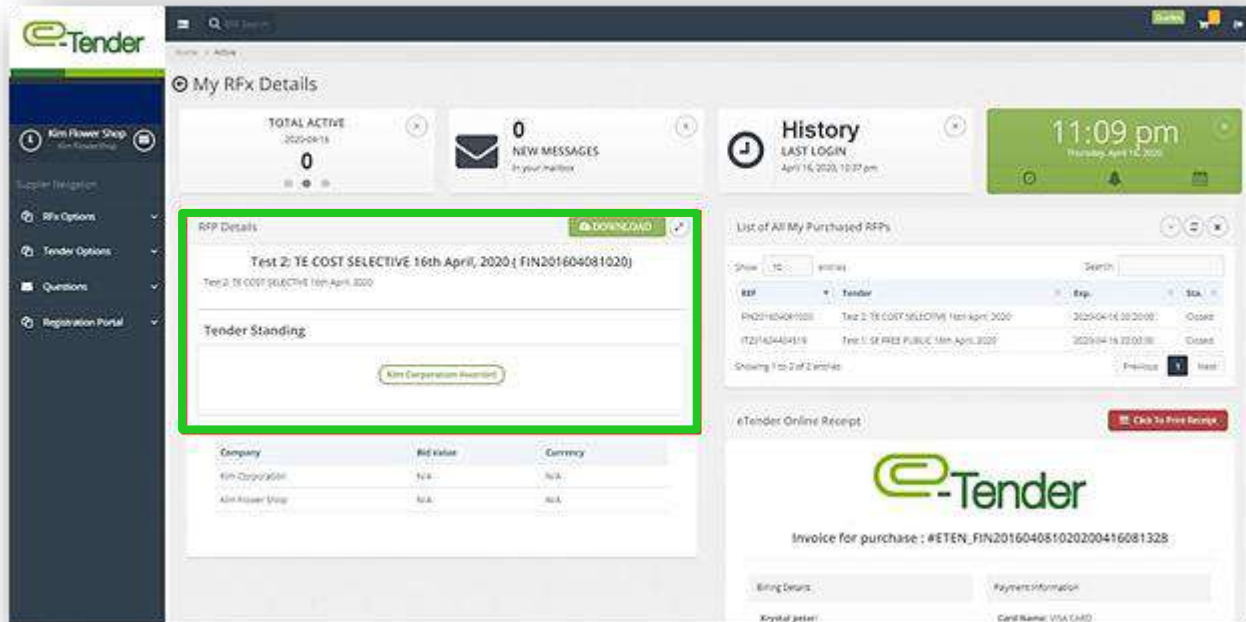
You will be directed to the following page. Select the tender you would like to view the award details of by selecting the unique reference number as shown below:



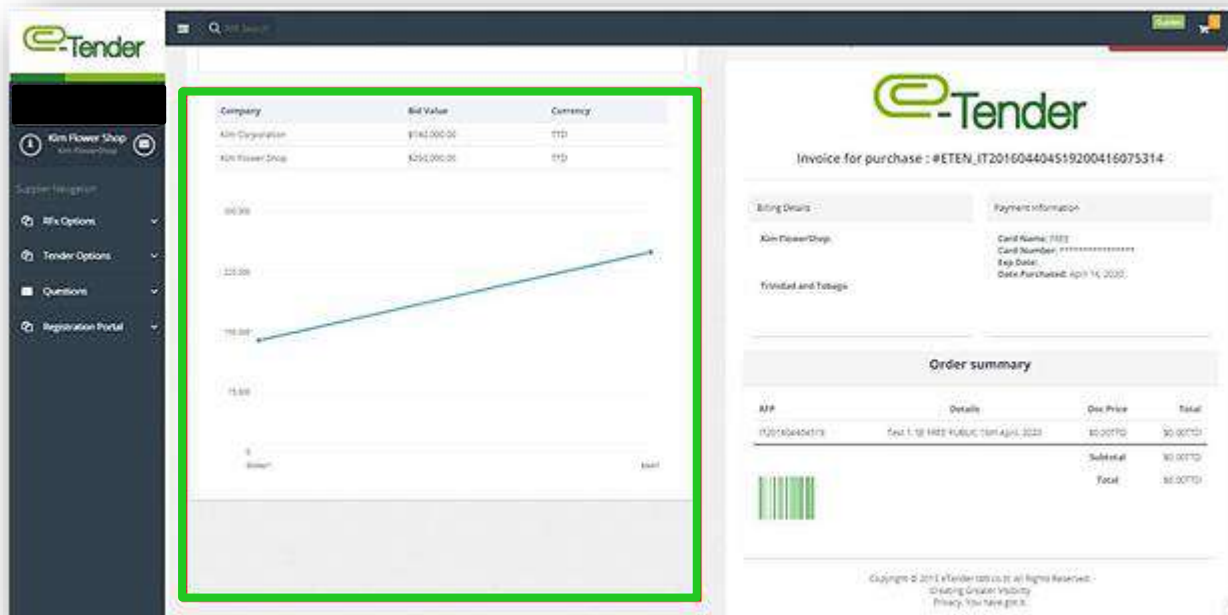
The following page will appear. Select 'View RFP info' as shown below:



For tenders which have been awarded the following page will appear. The area highlighted below will display the Vendor to whom the tender was awarded:



The Tender Standing Graph is also available for viewing as shown below:



For tenders that are not awarded the following page will appear and the reason for non-award of the tender indicated as seen below:

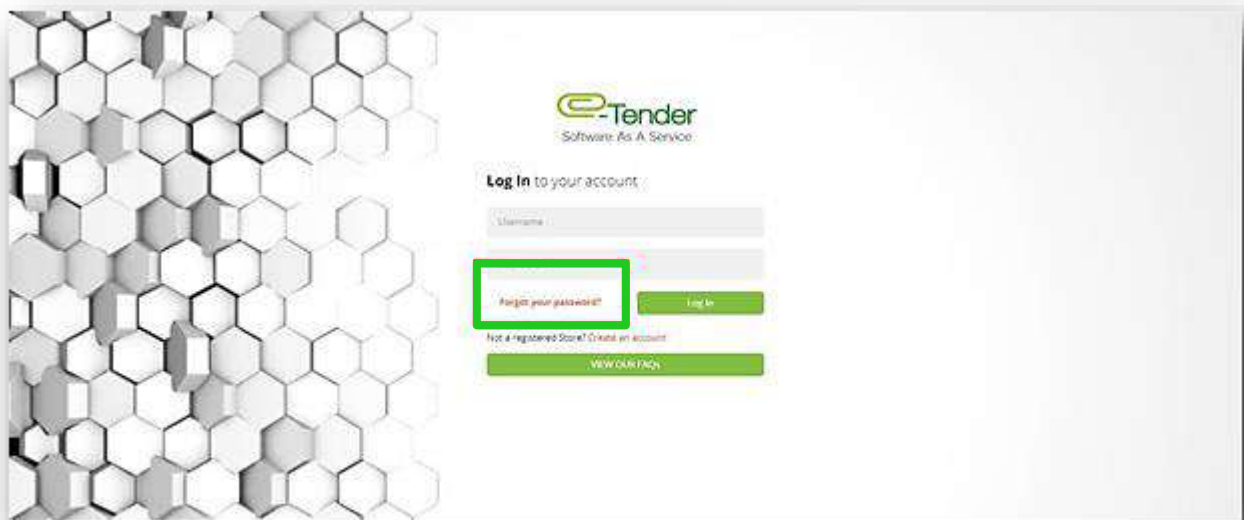
The screenshot displays the 'My RFX Details' page in the e-Tender system. At the top, it shows 'TOTAL RFXS' as 1 and a 'History' section with the last login on February 26, 2022, at 5:27 pm. The main content area is titled 'RFX Details' and shows information for 'Forward (EMERSE210309205413)'. A green box highlights a message box that reads 'Tender Not Awarded' and 'Reason: Tender Cancelled'. To the right, there is a 'List of All My Purchased RFXs' table.

RFX	Number	Exp.	Sta.
7572181247118	Supply	2022-02-10 07:04:00	Closed
0422091044718	RFI	2022-01-31 12:44:00	Closed
7572181247118	Check Fee	2022-02-10 13:16:00	Closed
0421150203009	Service Fee	2021-02-21 09:28:00	Closed
7572181247118	Registration	2021-12-21 13:34:00	Closed
7572181247118	Amend 2	2021-02-03 11:57:00	Closed
0421091042811	Amend 2	2021-02-03 11:57:00	Closed
0421091042811	Amend 2	2021-02-03 11:57:00	Closed
0421091042811	Amend 2	2021-02-03 11:57:00	Closed
ACT1021028711	Fee Unloading Error	2021-12-07 15:47:00	Closed
7572181247118	Outgoing Hours & Services	2021-12-02 10:08:00	Closed

KEY THINGS TO NOTE

Username and Passwords on E-Tender are case sensitive. It is important that you take note of this when creating your account and entering your account information upon log in. Additionally, to log in, you require your Username and Password, NOT your email address. Also, please do not include special characters in your Username.

The Bidder is responsible for resetting his/her own password. This feature is available on your log in page as shown below:

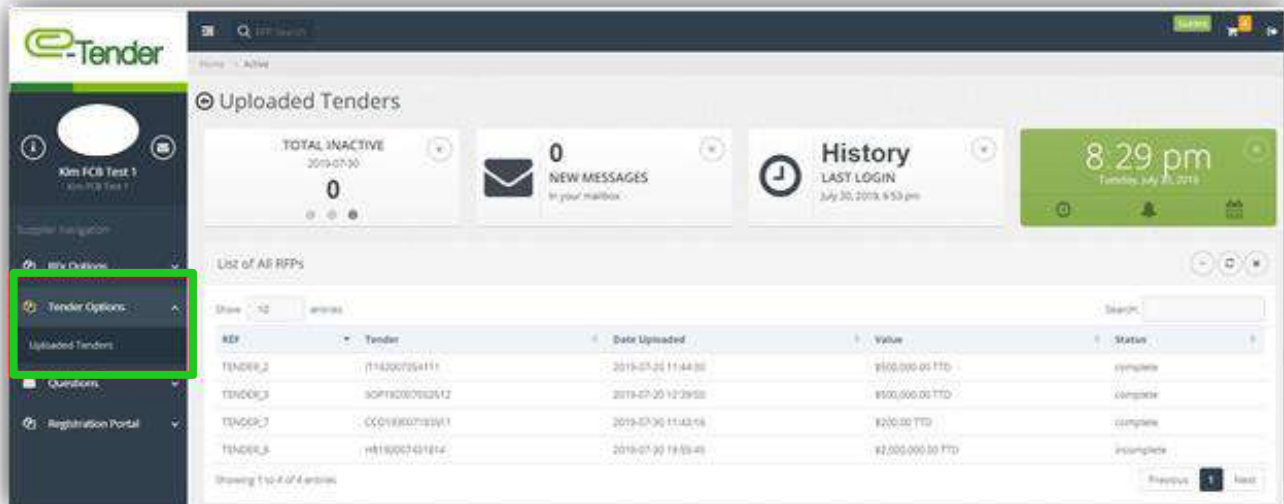


Only when you have exceeded your log in attempts and are instructed to contact the Administrator are you to send an email to the Procurement representative of the Company, requesting a password reset.

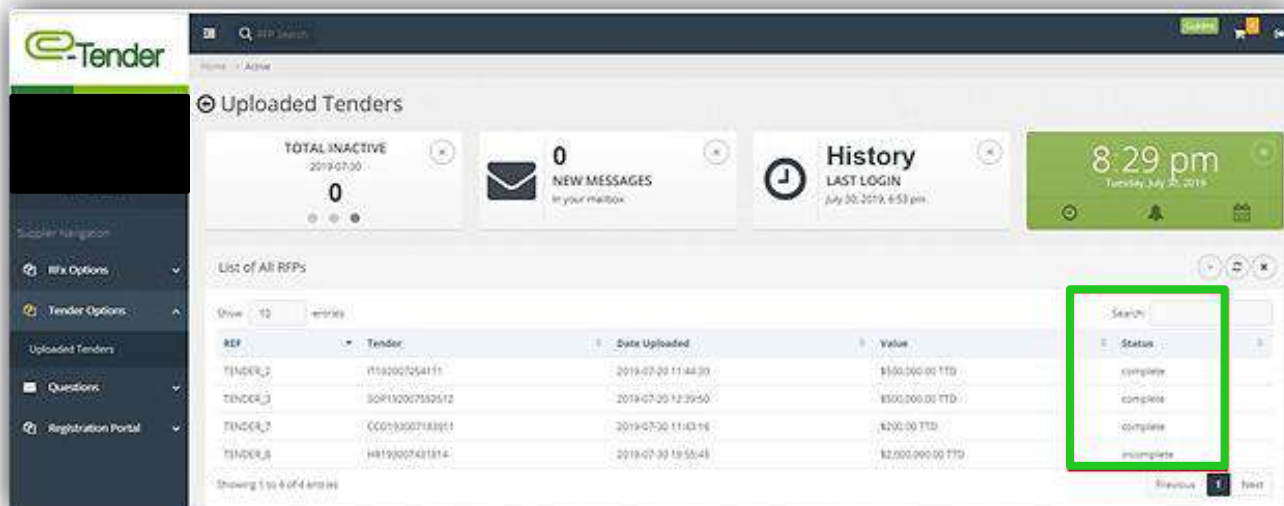
With regard to bid submissions, it is important to give yourself ample time to upload your bid. If the tender closes at 10:00 am, it is ill-advised to start uploading your tender at 9:50 am. If you are uploading your bid submission and the closing time for the tender has passed, the system will not allow you to upload your bid submission even though you have already begun the process. To confirm if your bid submission was uploaded/received, check to see if you would have received an email.

Additionally, to check the status of your bid submission in E-Tender, you can do the following:

Select, 'Tender Options' in your Supplier Navigation Pane and then select, 'Uploaded Tenders':



The status of all of your tenders would be on display as shown below:



- 'Complete' means that your bid submission was successfully submitted.
- 'Incomplete' (if the tender is still open) means that no final submission was done i.e. you started the process but did not select 'Complete Submission'.
- 'Incomplete' (if the tender is closed) means that the submission received is incomplete i.e. you were unable to complete your bid submission.
- 'Not Uploaded' means that no submission was done for that specific tender.

IF YOU HAVE ANY QUERIES OR CONCERNS, PLEASE FEEL FREE TO REACH OUT THE PROCUREMENT DEPARTMENT OR THE HELPDESK.

COMMON CHALLENGES

CHALLENGE #1: SUSPICIOUS ACTIVITY RECORDED

This challenge is experienced during the registration process when Vendors take too long to complete the registration process. This is an enhanced security feature that protects the system from malicious bots and intrusion.

If you do experience this challenge, you have the following options available to you to complete the registration process:-

1. Try another browser for registration
2. Clear your browser's Cache
3. Try again later
4. Try another laptop/desktop
5. Complete the registration in a timely manner

If the above aforementioned options do not result in successful registration, please email the Procurement Helpdesk for further details.



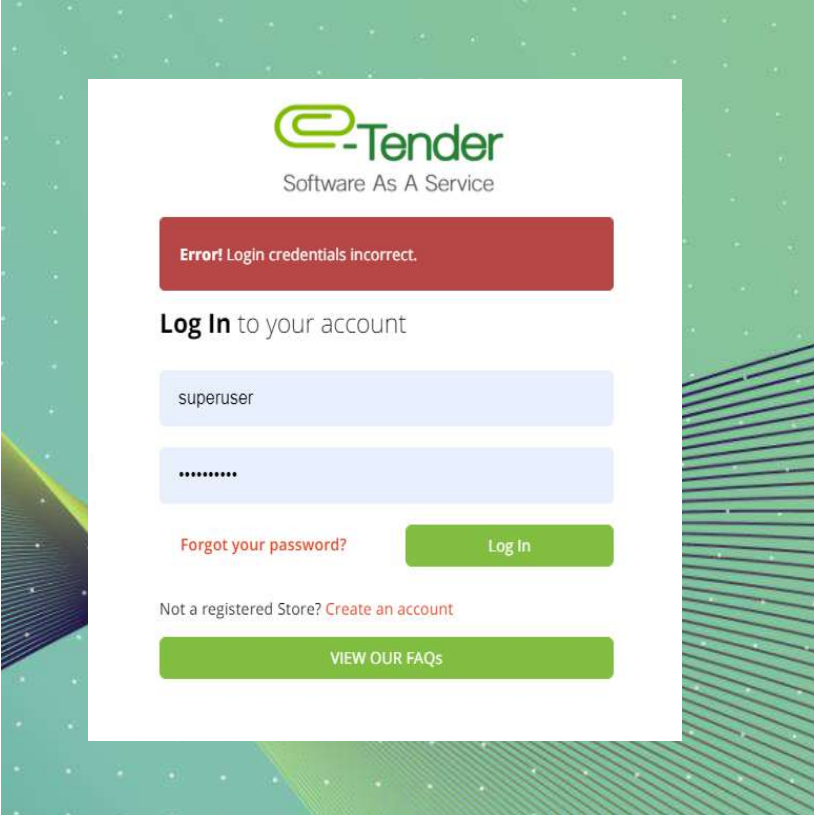
CHALLENGE #2: LOGIN CREDENTIALS INCORRECT

This challenge is experienced when Vendors do not enter the correct username and password required to successfully login to the system.

It is important to note that your username is NOT your email address.

If you cannot remember your password, select the 'Forgot Password' tab as shown below and proceed to following the instructions.

If you cannot remember your Username, request your username on the application or please email the Procurement Helpdesk for further details.

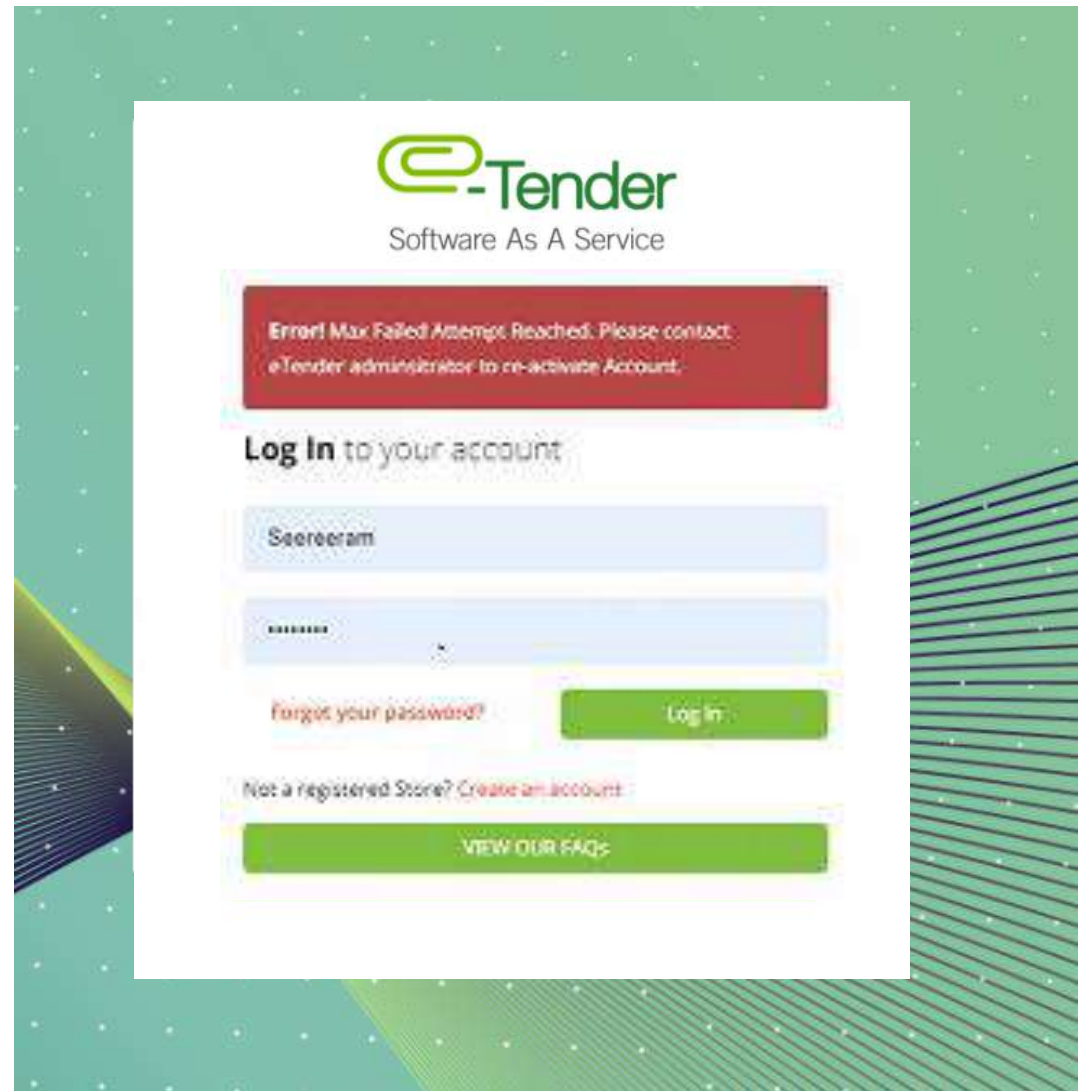


The screenshot displays the login interface for e-Tender Software As A Service. At the top, the logo features a stylized 'e' followed by '-Tender' and 'Software As A Service' below it. A prominent red error banner reads 'Error! Login credentials incorrect.' Below this, the text 'Log In to your account' is displayed. The login form consists of two input fields: the first contains the username 'superuser', and the second contains a masked password '.....'. To the left of the password field is a red link for 'Forgot your password?'. To the right is a green 'Log In' button. Below the form, there is a link for 'Not a registered Store? Create an account' and a green button labeled 'VIEW OUR FAQs'.

CHALLENGE #3: ERROR MAX FAILED ATTEMPTS REACHED

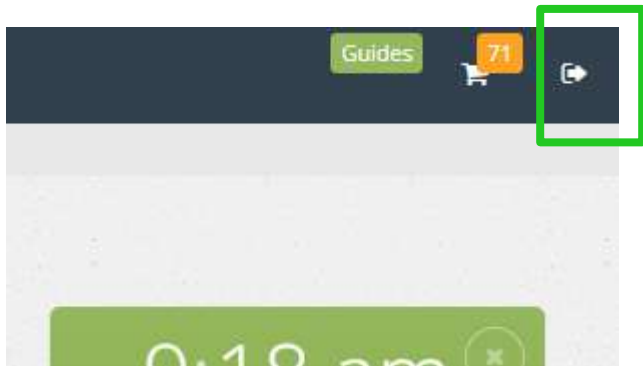
This challenge is experienced when Vendors enter their incorrect password too many times and as a result, are locked out of the system.

If you experience this challenge, please email the Procurement Helpdesk to unlock your account and reset your password.



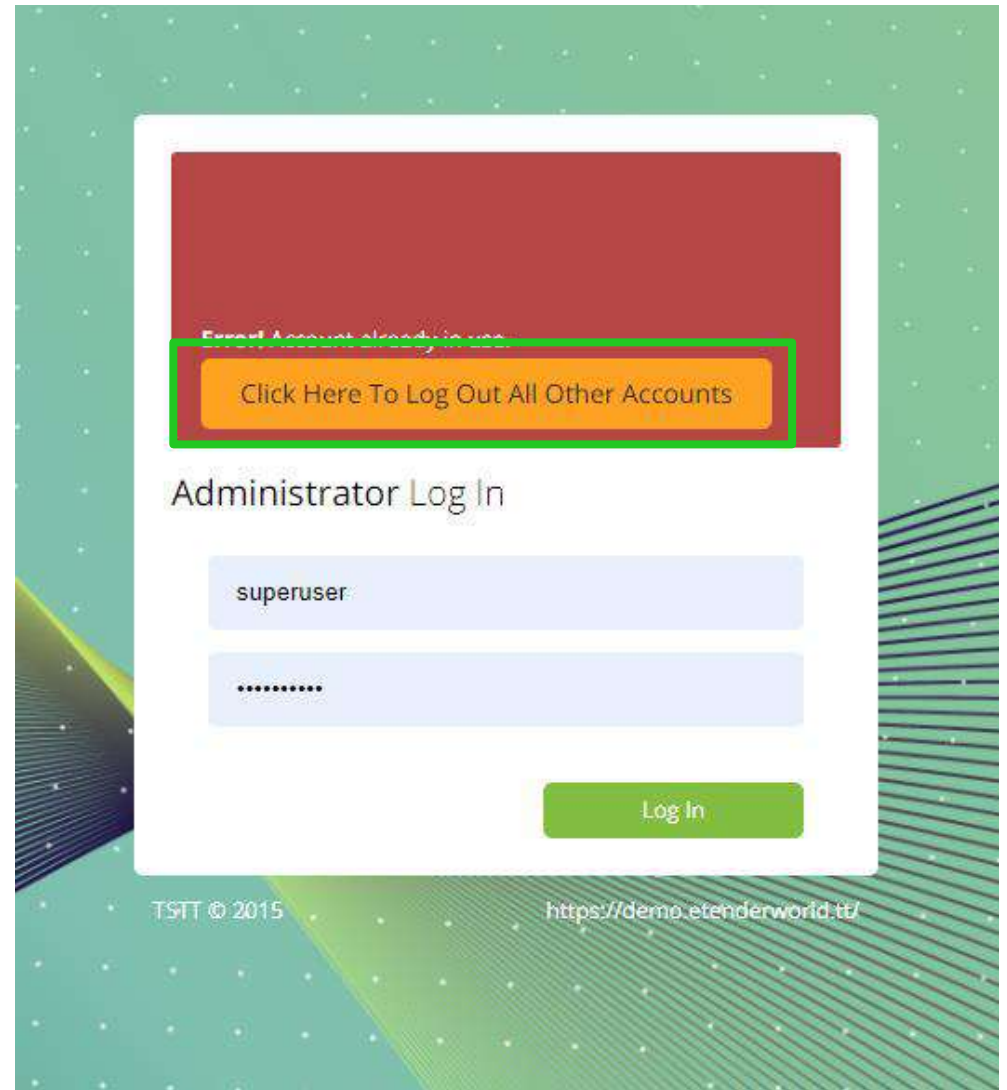
CHALLENGE #4: ACCOUNT ALREADY IN USE

This challenge is experienced when Vendors do not actively and properly log out of the application by selecting the log out tab as shown below:



If you do experience this challenge, simply follow the instruction on the orange tab and proceed to enter your credentials again.

To prevent this challenge from occurring, please actively and properly log out of the application using the log out tab as shown above.



CHALLENGE #5: ACCOUNT ACTIVATION

Log in challenges are often experienced when vendors do not activate their account before attempting to log in to the application.

After creating your account, check the inbox or spam/junk folder of the email address used to locate your confirmation email.

Copy the activation code before clicking on the 'Activate My Account' button. After clicking the button, paste the code into the empty Account Confirmation field. When done, click the 'Activate' button to complete activation.

If you experience challenges receiving the activation email, please email the Procurement Helpdesk for assistance.

