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Answers

1) How do I register my first user account on the Supplier Portal?

    a. If no one in your company has a supplier user account, access the CPS Supplier Portal website (https://supplier.cps.edu/)

    b. Click on the [Register] button located next to the "**Account Registration**" section

    c. Complete all required fields as indicated on the form provided

        i. CPS requires the TAX ID or FEIN # because it uniquely identifies your organization

    d. When you are finished, click "**Submit**".

    e. If the information provided is valid & correct, you will receive an email with your username, temporary password and instructions to login

2) How do I change my password?

    a. Access the CPS Supplier Portal website (https://supplier.cps.edu/)

    b. Click on the [Login] button located next to the "**Supplier Login**" section

    c. Enter your username & password

    d. Once logged in, look for the 'Preferences' hyperlink located at the upper right corner of the screen

    e. Go to the 'Change Password' section (located in middle of the preferences screen)

    f. Enter current password in the 'Old Password' field

    g. Enter your desired new password into the 'New Password' field and enter again

    h. Click the 'Apply' button (located at the right corner of the preference screen)

3) I just registered for the Supplier Portal. How do I log on for the first time?

    a. After the Registration process is complete, CPS will review your application and approve it if all information submitted are accurate and correct. You'll receive a message from 'Oracle Workflow Mailer' with your active supplier number when CPS approves your registration.

    b. The message will contain your username and a temporary password

    c. Access the CPS Supplier Portal website (https://supplier.cps.edu/)

    d. Click on the [Login] button located next to the "**Supplier Login**" section

    e. Enter your username (Email Address) & the temporary password

    f. Click 'Login'

    g. Once you've entered your credentials, you will be prompted to accept the CPS policy documents

4) If my company is already registered on Supplier Portal, how do I add additional users?

    a. Login to the CPS Supplier Portal using your credentials

    b. Once logged in, navigate to the 'Admin' Tab

    c. Click on the 'Contact Directory' hyperlink

    d. Click the 'Create' button

    e. Enter all applicable information into the applicable fields

    f. Check 'Create User Account' if you wish to create a login username for an individual in your organization

    g. An auto generated message will be sent to your email as well as the newly requested user's account with a randomly generated password

    h. If you need more clarification, refer to the Manage Contacts and User Roles document contained in the Training Documents section

5) How do I change the Primary Contact User for my supplier account?

    a. Login to the CPS Supplier Portal using your credentials

    b. Once logged in, navigate to the 'Admin' Tab and go to 'Organization' side bar

    c. You will see a section called 'Primary Contact' under the Organization.

    d. You can choose the Primary contact User Name by clicking on the 🔍 icon which will display all the active contacts.

    e. Click on 'Save' button to save the change of Primary Contact.

    f. If you need more clarification, refer to the Update Primary Contact document contained in the Training Documents section

6) How do I change User Roles access?

    a. Login to the CPS Supplier Portal using your credentials

    b. Once logged in, navigate to the 'Admin' Tab and go to 'Contact Directory' sidebar where all contacts are listed out.

    c. Click on 🖉 to update the role of an active user which will take you to Update Contact page.

    d. Click on ⊞ **User Account Information** to expand the User account section.

    e. Click on 'Add Role' button to add Admin previlege, and user 'Apply' button to save the change.

    f. You may use 🗑 icon to remove the access.

7) What should I do if I forget my password?

    a. Password Reset is now automated!

b. Access the CPS Supplier Portal website (https://supplier.cps.edu/)
c. Click on the **Reset Password** button located next to the "**Supplier Login**" section
d. You'll be prompted to enter the username (Email Address) you're requesting to have the password reset for and your organization's CPS Vendor Number
e. If the information provided is valid and correct, an automated message will be sent to your e-mail with a temporary password
f. Access the CPS Supplier Portal (https://supplier.cps.edu/)
g. Click on the **Login** button located next to the "**Supplier Login**" section
h. Enter your username (Email Address) & the temporary password
i. Click 'Login'
j. Once you've entered your credentials, you will be prompted to create a new password

8) Why haven't I received my reset password?

a. The password reset notification may not be sent out for several reasons
b. The first issue may be: The CPS Supplier username isn't valid (end dated, not valid or the email address provided is not resolvable)
c. The second issue may be: The vendor # was not entered correctly
d. The password reset notification may take about 10 – 20 minutes to arrive

9) Why can't I see the "User Policies Acceptance" check box?

a. This issue is related to the Java Applet being out of date
b. CPS recommends version 6.0 and above be installed on your machine
   i. Java Download (all operating systems)

10) What are the minimum requirements for Web Browsers and Adobe Reader?

a. Internet Explorer version 9.0 & above
   i. Internet Explorer Download
b. GOOGLE Chrome
   i. Google Chrome Download
c. Mozilla Firefox
   i. Mozilla Firefox Download
d. ADOBE Reader version 7.0 & above
   i. Adobe Reader Download

11) What do I do if I receive the message "This page cannot be displayed"?

a. Ensure internet connectivity is working as expected
b. Follow these steps to remove your temporary Internet files, history, and form data

      i.   Start Internet Explorer
     ii.   Click the Safety button, and then click Delete Browsing History
   iii.   Select the check box next to each category of information you want to delete
   iv.   Select the Preserve Favorites website data check box if you do not want to delete the cookies and files associated with websites in your Favorites list
    v.   Click Delete (This could take a while if you have a lot of files and history)
   vi.   Close Internet Explorer, start Internet Explorer again, and then try to access the Web page

  c. Reset Internet Explorer Settings
      i.   [Microsoft guide to reset IE settings](#)

12) How do I save a document as a PDF?

a. To save a pdf file to your hard drive, right-click on the link to the selected document
b. Select "Save As"
c. Select a location to save the file (e.g. your Desktop), and click the Save button
d. Navigate to the location where you saved the file (e.g., your Desktop) and double-click on the file to open it

13) What if I'm having difficulties logging in with Internet Explorer?

1. Access the CPS Supplier Portal website (https://supplier.cps.edu/) in Google Chrome or Mozilla Firefox
2. Log on with your username and password as usual
3. This should resolve the problem
4. If it does not, please let us know and we will do our best to provide further assistance. Send an e-mail to Purchasing@cps.edu with the subject Login Difficulties