

FREQUENTLY ASKED QUESTIONS (FAQs)

Illinois Capital Development e-Builder system

QUESTION: I'm already registered with the e-Builder portal, do I have to register again?

ANSWER: If you previously registered as a bidder in the e-Builder Bid Portal, you do **not** have to register again. Your Bid Portal credentials can be used for all projects and owners who use the e-Builder Bid Portal.

QUESTION: I signed up for an e-Builder account but why is it asking for a key after logging in?

ANSWER: Specific project bid links will be provided on the Project Professional Services Bulletin with no key needed, once the bid URL is published.

QUESTION: I see the bid package online, but why am I having trouble accessing it and/or entering a bid?

ANSWER: The portal will show the bid package, however it only opens at a certain time specified by CDB. Please also confirm the due date has not passed by looking at the top middle summary box showing how many days are left in the bid.

QUESTION: I forgot my password, how do I reset it?

ANSWER: Click this link <https://bidders.e-builder.net/> and select "Forgot Password".

QUESTION: After I submit my bid, how do I know it was received?

ANSWER: You will receive an email confirmation that your bid has been submitted and received.

QUESTION: Can a bid be updated after it's been submitted?

ANSWER: A bid can be recalled and updated until the bid's due date. After the due date has passed, the bid will be in a "read-only" status.

QUESTION: Can I print my bid from the portal?

ANSWER: There is an option to download the bid cost on the "Response Form" tab under Step 1.

QUESTION: Who should I contact if I'm having problems submitting my bid?

ANSWER: Please contact support at cdb@onindus.com if you have any technical questions. If you have questions regarding the bid, please see your contact on the "CDB contact list" from the solicitation.

QUESTION: How do I sign up for e-Builder training?

ANSWER: Fill out this Google* [Form](#) to register for one of our upcoming training sessions:

If you have already registered for a session you do not need to do so again. You will receive an email confirming your registration.

**Google account is not needed to fill out the google form*