



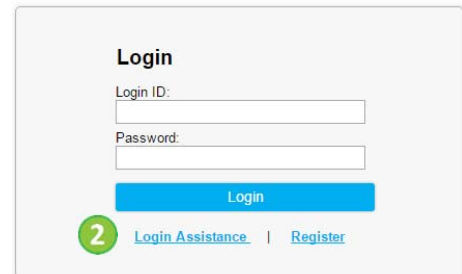
State of Illinois
Vendor
Troubleshooting Manual

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Forgot login

1. Enter <https://www.bidbuy.illinois.gov/bs/> into URL address
2. Click on **Login Assistance**
3. Select **Forgot User ID** option then
4. Enter **Email Address** associated with your login ID
5. Click **Continue**
6. An email to reset your password is sent to the email address you entered.



Login

Login ID:

Password:

2 [Login Assistance](#) | [Register](#)



Login Help

What type of Login assistance do you require?

3 **Forgot User ID** **Forgot Password**

For forgotten User ID requests, please enter your email address below.

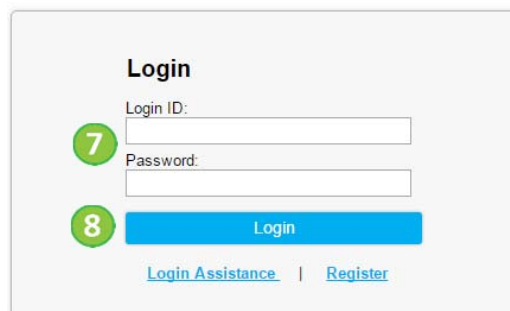
Email Address:

4

5

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7. Go back to Login Page and enter **Login ID** and **Password** from the email you received
8. Click **Login**



Login

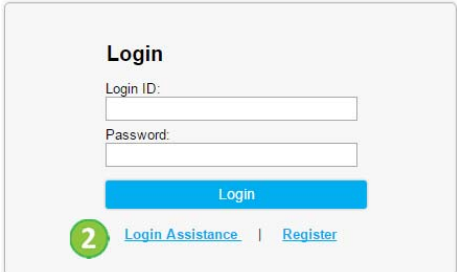
7 Login ID:

8 Password:

[Login Assistance](#) | [Register](#)

Forgot password

1. Enter <https://www.bidbuy.illinois.gov/bs/> into URL address
2. Click on **Login Assistance**
3. Select **Forgot Password** option
4. Enter **Login ID** and **Email Address** associated with your login ID
5. Click **Continue**




Login

Login ID:

Password:

2 [Login Assistance](#) | [Register](#)



Login Help

What type of Login assistance do you require?

Forgot User ID **3** **Forgot Password**

For forgotten Password requests, please enter your Login ID and Email Address below.

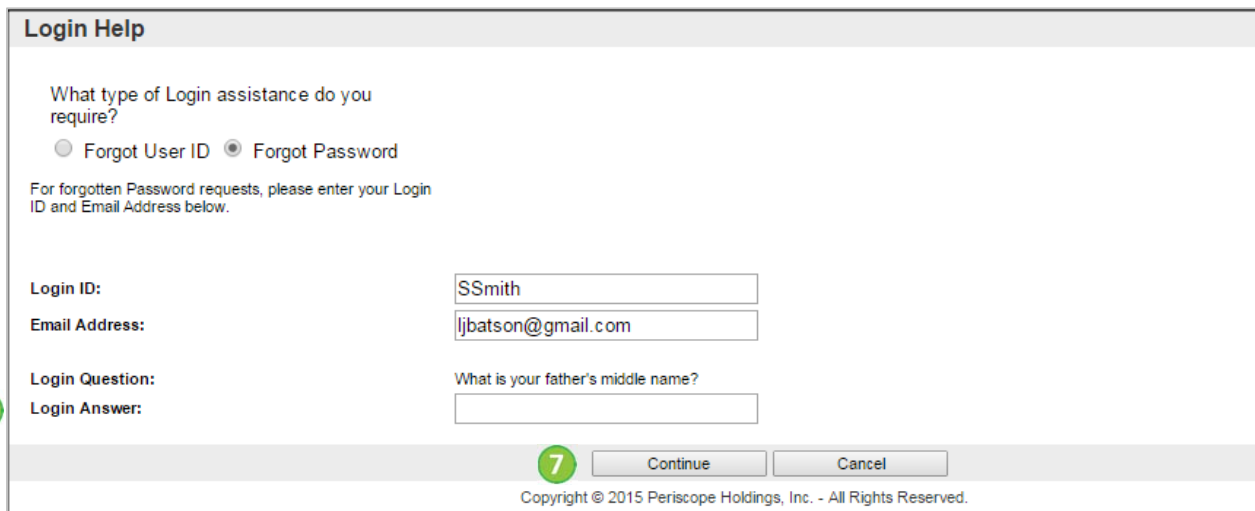
4 Login ID:

Email Address:

5

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6. Enter the **Login Answer**
7. Click **Continue**. An email to reset your password is sent to the email address you entered



Login Help

What type of Login assistance do you require?

Forgot User ID **Forgot Password**

For forgotten Password requests, please enter your Login ID and Email Address below.

Login ID:

Email Address:

6 Login Question:

Login Answer:

7

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8. Go back to Login Page and enter **Login ID** and **Password** from the email you received

9. Click **Login**

The screenshot shows a 'Login' form with two input fields: 'Login ID' and 'Password'. A blue 'Login' button is positioned below the fields. A green circle with the number '8' points to the 'Login ID' field, and another green circle with the number '9' points to the 'Login' button. At the bottom of the form, there are two links: 'Login Assistance' and 'Register'.

Complete a previously started application

1. Enter <https://www.bidbuy.illinois.gov/bs/> into URL address
2. Click on **Complete Registration**

This screenshot shows the 'Login' form with the 'Login ID' field containing the text 'jbatson' and the 'Password' field filled with asterisks. The blue 'Login' button is highlighted. The 'Login Assistance' link is visible below the button.

2

[Register](#)

Register here to begin using Illinois*TEST*T Vendors, please read this [disclaimer](#) prior to

[Complete Registration](#)

Complete registration here to begin using Illi Vendors, please read this [disclaimer](#) prior to

[User ID Request](#)

User ID Request

[Open Bids](#)

Browse open bid opportunities.

[Active Contracts](#)

Browse active Contracts/Blankets.

[Contract & Bid Search](#)

Search for Bids and active Contracts/Blankets

[Registered Vendor Search](#)

Search for registered vendors.

This screenshot shows the 'Login' form with the 'Login ID' field containing 'jbatson' and the 'Password' field filled with asterisks. The blue 'Login' button is highlighted. The 'Login Assistance' and 'Register' links are visible at the bottom.

[Register](#)

Register here to begin using Illinois*TEST*TEST*TEST*TEST*TEST. Vendors, please read this [disclaimer](#) prior to registering.

[Complete Registration](#)

Complete registration here to begin using Illinois*TEST*TEST*TEST*TEST*TEST. Vendors, please read this [disclaimer](#) prior to completing registration.

[User ID Request](#)

User ID Request

[Open Bids](#)

Browse open bid opportunities.

[Active Contracts](#)

Browse active Contracts/Blankets.

[Contract & Bid Search](#)

Search for Bids and active Contracts/Blankets.

[Registered Vendor Search](#)

Search for registered vendors.

Search for a Vendor

1. Enter <https://www.bidbuy.illinois.gov/bso/> into URL address
2. Click on **Registered Vendor Search**

2

3. Enter known criteria for Vendor
4. Click **Find It**

The screenshot shows the 'Vendor Search' interface. A green bracket on the left side of the form is labeled with a circled '3', indicating the search criteria section. At the bottom of the form, a circled '4' is placed over the 'Find It' button, indicating the search action.

Vendor Search

Search Using: ALL of the criteria ▼

Find It Clear

Search Fields:

| | | | |
|---|----------------------|-------------|----------------------|
| Vendor ID | <input type="text"/> | Vendor Name | <input type="text"/> |
| Vendor Legal Name | <input type="text"/> | | |
| Vendor Keyword | <input type="text"/> | | |
| ZIP Code | <input type="text"/> | County | <input type="text"/> |
| State | <input type="text"/> | | |
| <input type="checkbox"/> Emergency Suppliers | | | |
| NIGP Class | <input type="text"/> | | |
| NIGP Class Item | <input type="text"/> | | |
| NIGP Keyword | <input type="text"/> | | |
| Are you an active vendor in the Illinois Procurement Gateway? | <input type="text"/> | | |
| Are you certified as a small business set-aside? | <input type="text"/> | | |
| Are you veteran owned business certified? | <input type="text"/> | | |
| Are you a State Use Program Vendor? | <input type="text"/> | | |
| Are you prequalified for any of the following organizations? | <input type="text"/> | | |

Browse by: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
0 1 2 3 4 5 6 7 8 9 10

Find It Clear

FAQ

1. What's the difference between a seller and a seller administrator?

Within BidBuy, there are 2 types of registered vendor roles -- the Seller role and the Seller Administrator role. A Seller can search, view, and respond to bid opportunities; search and view active State contracts; and view purchase orders. In addition to all of the rights of the Seller, the Seller Administrator can maintain their business's information, user profiles, and can invite Associated Organizations to register in BidBuy.

When the account is initially created, the person identified as the Administrator will be designated as the Seller Administrator. This can be changed at any time and there can be multiple Seller Administrators on a single account, though there must always be at least one. To access these commands, select the "Seller Administrator" tab in the upper right corner.

2. Why can't I make entries into the Categories & Certifications field?

Certain categories and certifications are pre-populated by the State of Illinois. Those included are BEP Certified, Veteran Owned Business, State Use Vendor, Active Member of the Illinois Procurement Gateway, and Small Business Set-Aside.

3. Which terms should I select?

The "Terms" tab is used to indicate desired terms. However, the purchase order or contract terms will always override selections made in BidBuy.

4. What are commodity codes?

Commodity Codes, sometimes called NIGP Codes, are used by the State to identify Offerors and Bidders to solicit the goods and services to be procured.

5. Where can I go for additional assistance?

Online registration guides and videos are located at:

<http://www.illinois.gov/cpo/PathwayToProcurement/Pages/BidBuy.aspx>

Contact Customer Service

.....by emailing BidBuy Help Desk at il.bidbuy@illinois.gov

..... by calling BidBuy Customer Service 866-455-2897
(Hours of Operation: Monday through Friday from 8:30am to 4:30pm CT. Please leave a message for a return call, all messages are returned.)



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