

The national tendering platform, eTenders, will be changing on 15 May 2023.

It has not been possible to migrate all historical data. A decision has been taken to prioritise the information required to enable effective operation of existing live Frameworks, DPS and UQS. That includes basic Organisation and User data as well as Framework DPS and UQS data to enable drawdown from these arrangements.

While registration details will be transferred to the new platform, following the instructions outlined below users will need to re-input some details, as well as adding additional details, when activating their account on the new platform.

Users will have to validate and activate their Frameworks, DPS and UQS following the instructions outlined below.

### Contracting Authority Procurement Officer (CAPO - User)

The link to access the new platform will be provided here on 15<sup>th</sup> May.

'Forgot your password?' screen appears as per Figure 1

- 1: Enter your 'Old Username' as it was formatted on the old platform
- 2: Click 'RETRIEVE'. Your new Username will appear in the 'Username' data field.

**Please note: The format of the new username remove or change certain characters from the 'Old Username' due to enhanced security requirements.**

- 3: Click 'SEND'

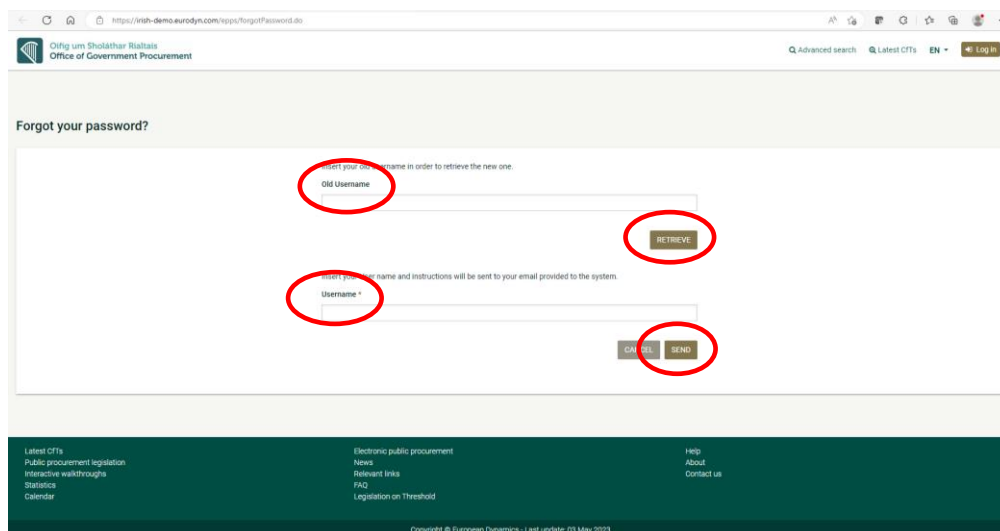


Figure 1: Forgot Password Screen

You will receive an email with a **link** and a **registration transaction number**, when you click on the link you will see the screen below (Figure 2), where you can enter the following:

- Your new Password
- Confirm your new Password
- Your registration transaction number

and click 'FINISH'

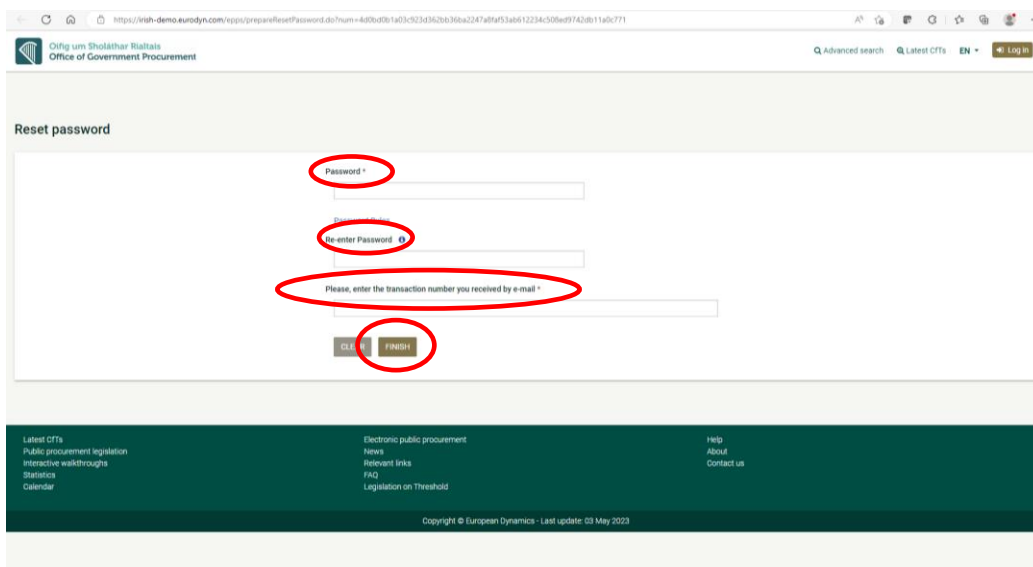


Figure 2: Reset Password Screen

You can then login to the platform using your new password.

### 1.1 Logging into the platform

Registered users of eTenders must provide their credentials in the login section in order to log into the platform.

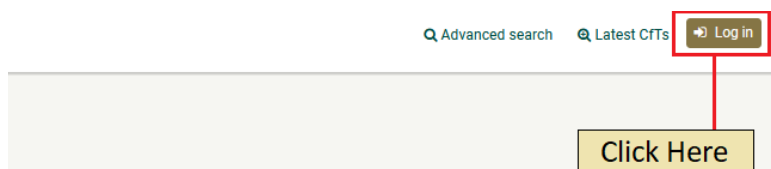


Figure 3: Login button

user credentials input area Login

Username:

Password:

LOGIN

Forgot your password?

For security reasons, please log out and exit your web browser when you are done accessing services that require authentication!

Figure 4: Login functionality in CAS

If a user provides some incorrect credentials (either user name or password), an error message will be displayed.

Invalid credentials. The total number of allowed failed attempts is 10

Username:

Password:

LOGIN

Figure 5: Wrong credentials

If a user provides an incorrect password for a username more than 10 times, the user account will automatically get de-activated. In this case, the user should contact the System Administrator in order to re-activate the account. This can be done by contacting the Helpdesk using the Contact us option displayed in the footer of the page.

- After logging in, each CAPO user will have to complete the details related to their profile to complete their registration as follows:

The user can edit their profile by clicking the down arrow beside their name and platform profile, which produces the screen below in Figure 6: Edit profile link. Click “Edit Profile” to navigate to the “Edit User” page where the user’s information can be updated.

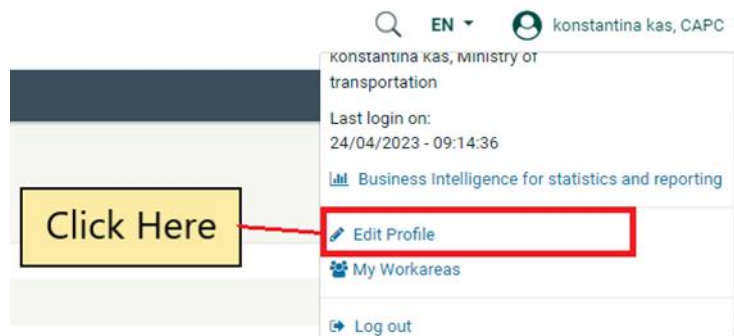


Figure 6: Edit profile link

The user can update the information fields and then, click on the **“SAVE”** button to store the performed modifications. In case the user’s password expires or invalidates, the user will be directed to the “Edit Account” page upon their login in order for them to provide a new password. In case the user does not provide a new password, they will not be able to have full access to the eTenders platform, e.g. access to “View Tenders” page.

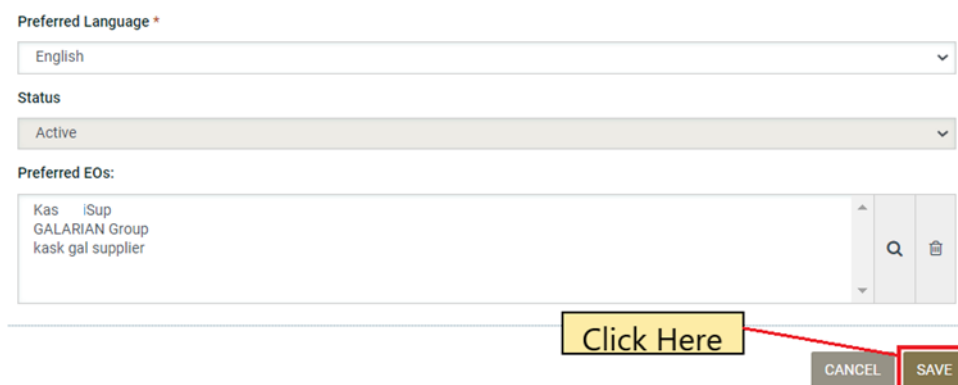


Figure 7: Edit Profile

Profile details required include:

- Department (mandatory)
- Street
- Eircode/ Post Code
- City
- County (list for Ireland, text for other countries)
- Country
- Phone, Mobile, and Fax number
- Preferred Language (mandatory): (list) English, Irish