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Account Configuration and Settings

How do I add another user?

1. From the **Edit Settings** menu, point to **Business Settings**, and then click **User List**.
The Users window of the Vendor Console appears.
2. Click **Add User**. The User Information window appears.
3. Complete the information in the **Contact Information** box:
 - In the **Name field**, type the user's first and last name.
 - In the **Email/Username field**, type the user's e-mail address. The user must have an e-mail address to access the system.
 - In the **Phone Number and Fax Number fields**, type the user's phone and fax numbers.
 - In the Choose password and Retype password fields, type the user's password, and then retype it. When the user logs on to the system, they will be prompted to change their password.
4. Complete the information in the Addresses box:
 - In the **Physical list**, select the user's physical address (where the user is located).
 - In the **Mailing list**, select the user's mailing address (where the user's mail is sent).
 - In the **Billing list**, select the user's billing address (where the user receives invoices and payments).
 - In the **Shipping list**, select the user's shipping address (where the user receives shipment).
5. Complete the information in the **Account Preferences** box:
 - In the

System Support

How do I access the online help system?

1. On the menu, point to **Help**, and click **Help System**.
2. Click any of the blue question mark icons throughout the system.

How do I get help from customer/technical support?

1. From the **Tools** menu, point to **Messaging**, and click **Contact System Support**.
2. Enter your message and click **Submit**.

How do I report a problem with the system?

1. From the **Tools** menu, point to **Messaging**, and click **Report a Problem**.
2. Enter your problem in the provided fields and click **Submit**.

How can I provide feedback/suggestions?

1. From the **Tools** menu, point to **Messaging**, and click **Submit Feedback**.
2. Enter your feedback and click **Submit**.

How can I view the Forums/Knowledge Base?

To access the Forums/Knowledge Base

1. On the menu, point to **Help & Support**, and click

Contracts

How do I find a specific contract?

1. From the **Search** menu, click **Contracts**.
2. Enter the contract number in the first field, or fill in/select other parameters.
3. Click **Search**.

How do I view a list of my contracts?

1. From the **Left Navigation Module** menu, click **View**, then click **My Contracts**.
2. All of the contracts that are assigned to you will be displayed.

How do I view an audit?

1. From the contract search results, scroll down to see your Audit History.

General

How do I send a message to another user?

1. From the **Message** menu, click **Send a Message**.

Comma delimited (CSV)

Security

Is the system secure?

The system is extremely secure. When you log in, you are assigned a unique, temporary identifier. The identifier will expire within four hours. Using the system will refresh the expiration of the identifier, so that you can continue your work. When you are finished, we recommend logging out before you close your Internet browser. This will delete the identifier, preventing someone from using your computer to gain access to your account.

Is my data protected?

Your data is protected all of the time. It is stored on top-of-the-line servers that are protected by multiple hardware and software firewalls. Confidential data is protected by industrial-strength encryption.

Can others access my account?

No other users can access your account. Your username and password are unique. **NEVER** give these to any one else. If someone in your organization requires access to the system, you can set up a new account for them.

Can others access my data?

Other users in your organization can see the same information as you, depending upon their access settings.

System Menu Options

When you log in to your account, the menu on the left provides quick access to all functions in the system. Click the main categories to reveal additional sub-items, and click those items to link to the selected function in the right display window. **Note: As new functions are added, the menu system is extended and sometimes rearranged for efficiency.**

