



State of Illinois  
Vendor  
Troubleshooting Manual



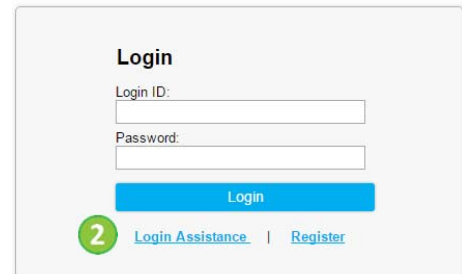
# TABLE OF CONTENTS.....

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- FORGOT LOGIN ..... 2
- FORGOT PASSWORD ..... 3
- COMPLETE A PREVIOUSLY STARTED APPLICATION ..... 4
- SEARCH FOR A VENDOR ..... 4
- FAQ ..... 6
  - 1. What’s the difference between a seller and a seller administrator? ..... 6
  - 2. Why can’t I make entries into the Categories & Certifications field?..... 6
  - 3. Which terms should I select? ..... 6
  - 4. What are commodity codes? ..... 6
  - 5. Where can I go for additional assistance? ..... 6

## 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.

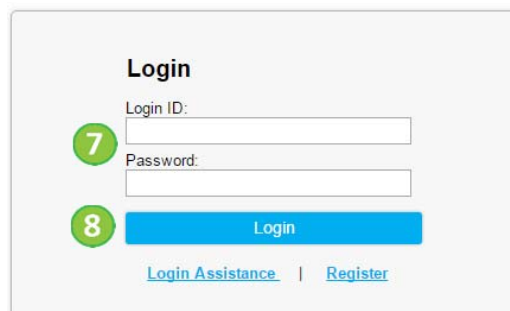
Email Address:

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**

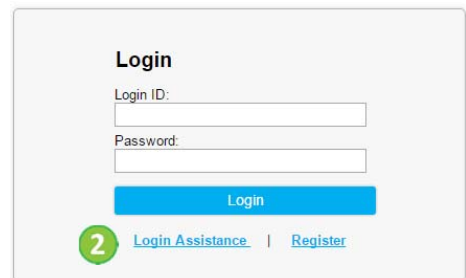
7 Login ID:

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**

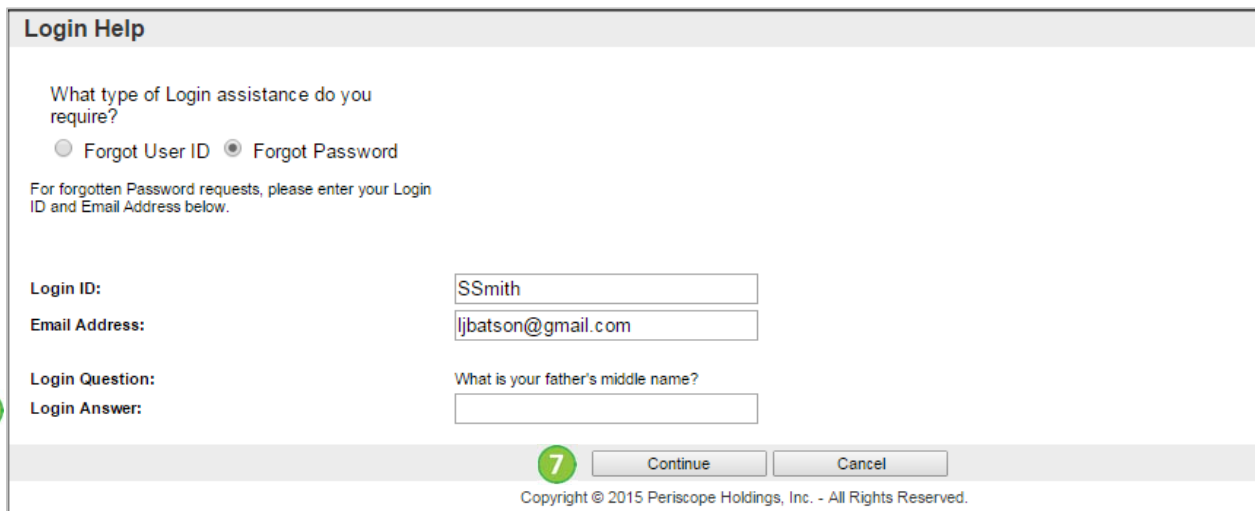


The screenshot shows a 'Login' form with two input fields: 'Login ID:' and 'Password:'. Below the fields is a blue 'Login' button. At the bottom of the form, there are two links: 'Login Assistance' and 'Register'. A green circle with the number '2' is placed over the 'Login Assistance' link.



The screenshot shows the 'Login Help' page. The question is 'What type of Login assistance do you require?'. There are two radio buttons: 'Forgot User ID' and 'Forgot Password'. The 'Forgot Password' option is selected, indicated by a green circle with the number '3'. Below the question, there is a note: 'For forgotten Password requests, please enter your Login ID and Email Address below.' There are two input fields: 'Login ID:' and 'Email Address:'. A green circle with the number '4' is placed over the 'Login ID:' label. At the bottom, there are two buttons: 'Continue' and 'Cancel'. A green circle with the number '5' is placed over the 'Continue' button. The footer text reads: 'Copyright © 2015 Periscope Holdings, Inc. - All Rights Reserved.'

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



The screenshot shows the 'Login Help' page with the 'Forgot Password' option selected. The 'Login ID:' field contains 'SSmith' and the 'Email Address:' field contains 'ljbatson@gmail.com'. A green circle with the number '6' is placed over the 'Login ID:' label. Below the input fields, there is a 'Login Question:' field with the text 'What is your father's middle name?' and an empty 'Login Answer:' field. At the bottom, there are two buttons: 'Continue' and 'Cancel'. A green circle with the number '7' is placed over the 'Continue' button. The footer text reads: 'Copyright © 2015 Periscope Holdings, Inc. - All Rights Reserved.'

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

9. Click **Login**

**Login**

Login ID:

Password:

**8**

**9** Login

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

## Complete a previously started application

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

**Login**

Login ID: jbatson

Password: \*\*\*\*\*

Login

[Login Assistance](#)

**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/Blanke

### [Registered Vendor Search](#)

Search for registered vendors.

**Login**

Login ID: jbatson

Password: \*\*\*\*\*

Login

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

### [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' points to the 'Find It' button. The form includes a 'Search Using:' dropdown menu set to 'ALL of the criteria', a 'Find It' button, and a 'Clear' button. The 'Search Fields:' section contains input boxes for Vendor ID, Vendor Legal Name, Vendor Keyword, ZIP Code, State (dropdown), County, Vendor Name, NIGP Class (dropdown), NIGP Class Item (dropdown), NIGP Keyword, and a checkbox for 'Emergency Suppliers'. Below these are several certification questions with dropdown menus: 'Are you an active vendor in the Illinois Procurement Gateway?' (Yes - Prime), 'Are you certified as a small business set-aside?' (No), 'Are you veteran owned business certified?' (VOSB), 'Are you a State Use Program Vendor?' (Yes), and 'Are you prequalified for any of the following organizations?' (DOT). At the bottom, there is a 'Browse by:' section with a grid of letters (A-Z) and numbers (0-10), and another 'Find It' and 'Clear' button pair.

## 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](mailto: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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