BidBuy
ILLINOIS ePROCUREMENT

State of Illinois
Vendor
Troubleshooting Manual

Periscope
HOLDINGS INC

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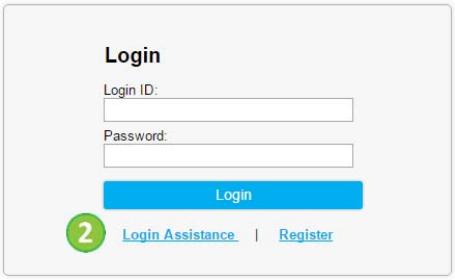
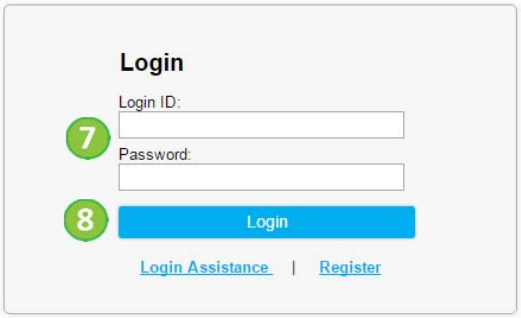
Forgot login

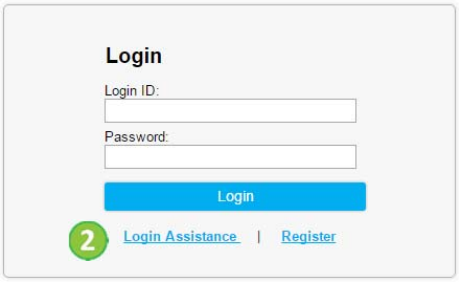


1. Enter https://www.bidbuy.illinois.gov/bso/ into URL address
2. Click on **Login Assistance**
3. Select **Forgot User ID** option then
4. Enter **Email Address** associated with your login ID
5. Click **Continue**
6. An email to reset your password is sent to the email address you entered.

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

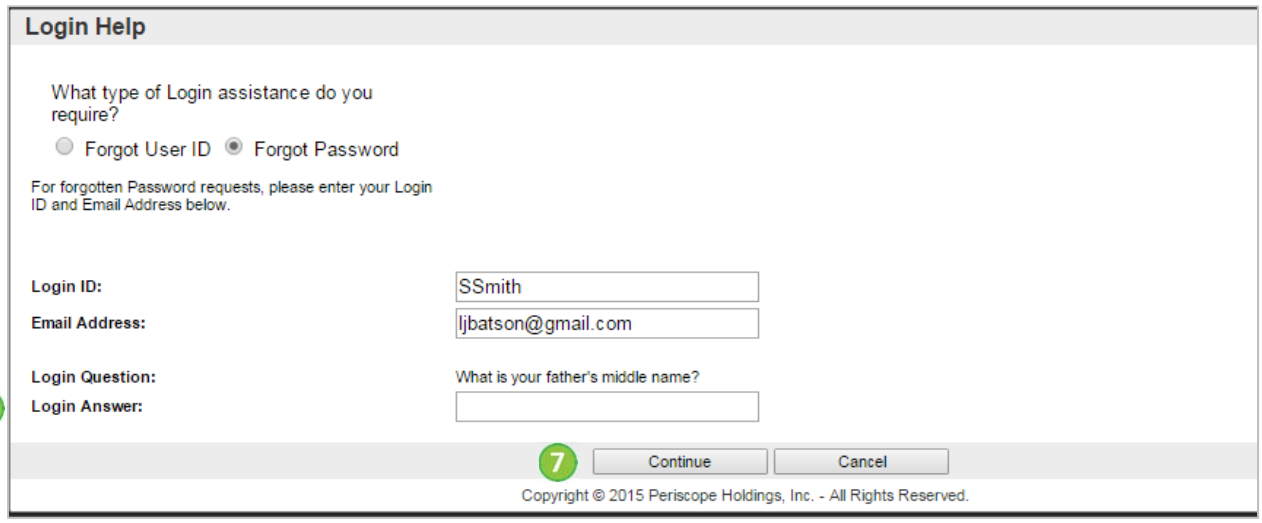


Forgot password



1. Enter https://www.bidbuy.illinois.gov/bso/ 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**

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



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

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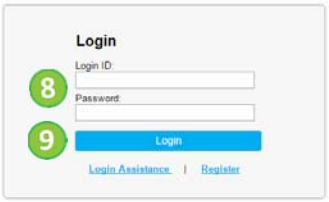
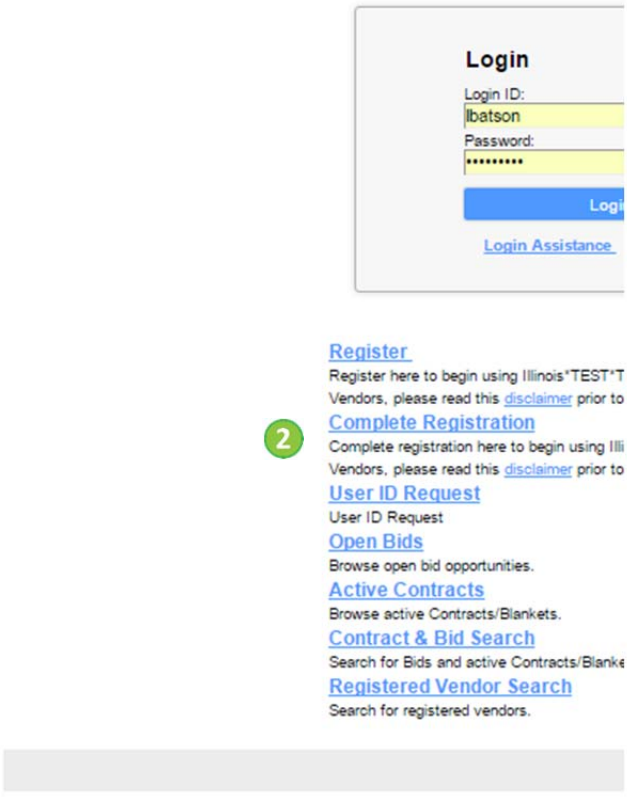
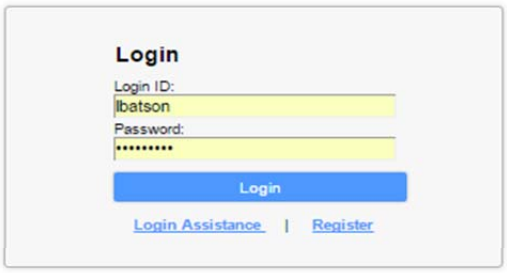
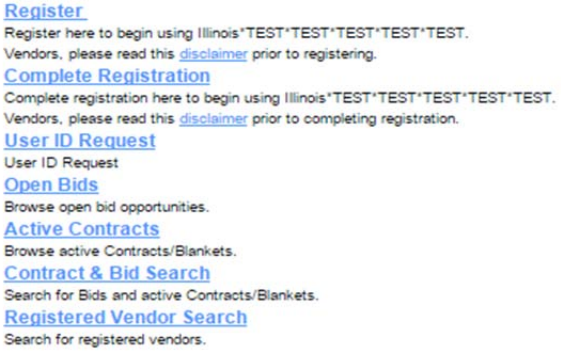


Complete a previously started application

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



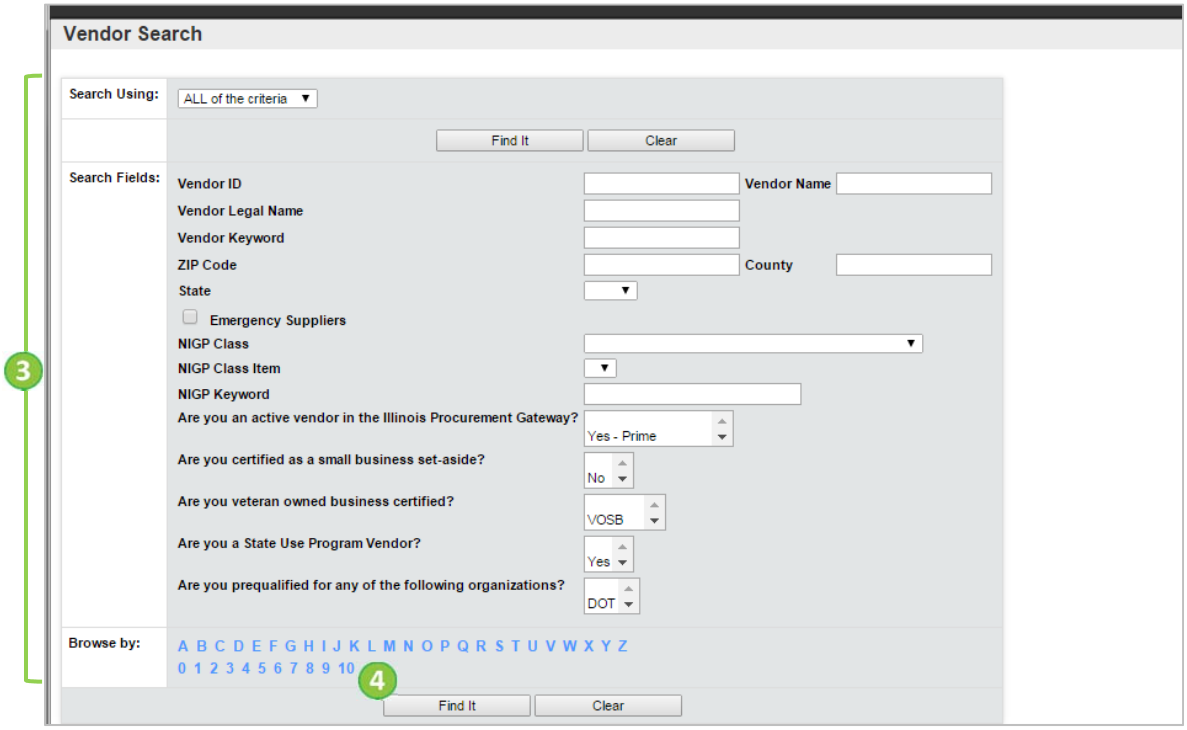




Search for a Vendor

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

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



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 guidesand 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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