



## CPS Supplier Portal Frequently Asked Questions

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## CPS Supplier Portal Frequently Asked Questions

### Answers

#### 1) How do I register my company on the Supplier Portal?

- a. Access the CPS Supplier Portal website (<https://supplier.cps.edu/>)
- b. Click on the  button located next to the “Have you registered?” section
- c. Complete all required fields as indicated on the form provided
  - i. CPS requires the TAX ID or FEIN # because it uniquely identifies your organization
- d. When you are finished, click “Submit”
- e. If the information provided is valid & correct, you will receive an email with your username, temporary password and instructions to login



#### 2) I just registered for the Supplier Portal. How do I log on for the first time?

- a. After the Registration process is complete, you’ll receive a message from ‘Oracle Workflow Mailer’
- b. The message will contain your username and a temporary password
- c. Access the CPS Supplier Portal website (<https://supplier.cps.edu/>)
- d. Click on the  button located next to the “Supplier Login” section
- e. Enter your username (Email Address) & the temporary password
- f. Click ‘Login’
- g. Once you’ve entered your credentials, you will be prompted to accept the CPS policy documents
- h. After accepting all the policies, you will be logged out of the system
- i. Login to the system once again using your username (Email Address) & the temporary password
- j. You will now be prompted to change your password


#### 3) If my company is already registered on Supplier Portal, how do I add additional users?

- a. Login to the CPS Supplier Portal using your credentials
- b. Once logged in, navigate to the ‘Admin’ Tab
- c. Click on the ‘Contact Directory’ hyperlink
- d. Click the ‘Create’ button
- e. Enter all applicable information into the applicable fields
- f. Check ‘Create User Account’ if you wish to create a login username for an individual in your organization
- g. An auto generated message will be sent to your email as well as the newly requested user’s account with a randomly generated password
- h. If you need more clarification, refer to the [05 - Self-Service "Admin"](#) document contained in the Training Documents section

### 4) What should I do if I forget my password?

- a. Password Reset is now automated!
- b. Access the CPS Supplier Portal website (<https://supplier.cps.edu/>)
- c. Click on the  button located next to the “Supplier Login” section
- d. You’ll be prompted to enter the username (Email Address) you’re requesting to have the password reset for and your organization’s CPS Vendor Number
- e. If the information provided is valid and correct, an automated message will be sent to your e-mail with a temporary password
- f. Access the CPS Supplier Portal (<https://supplier.cps.edu/>)
- g. Click on the  button located next to the “Supplier Login” section
- h. Enter your username (Email Address) & the temporary password
- i. Click ‘Login’
- j. Once you’ve entered your credentials, you will be prompted to create a new password

### 5) What should I do if I want to change my password?

- a. Access the CPS Supplier Portal website (<https://supplier.cps.edu/>)
- b. Click on the  button located next to the “Supplier Login” section
- c. Enter your username & password
- d. Once logged in, look for the ‘Preferences’ hyperlink located at the upper right corner of the screen
- e. Go to the ‘Change Password’ section (located in middle of the preferences screen)
- f. Enter current password in the ‘Old Password’ field
- g. Enter your desired new password into the ‘New Password’ field and enter again
- h. Click the ‘Apply’ button (located at the right corner of the preference screen)

### 6) Why can’t I see the “User Policies Acceptance” check box?

- a. This issue is related to the Java Applet being out of date
- b. CPS recommends version 6.0 and above be installed on your machine
  - i. [Java Download \(all operating systems\)](#)



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### 7) Why haven't I received my reset password?

- a. The password reset notification may not be sent out for several reasons
- b. The first issue may be: The CPS Supplier username isn't valid (end dated, not valid or the email address provided is not resolvable)
- c. The second issue may be: The vendor # was not entered correctly
- d. The password reset notification may take about 10 – 20 minutes to arrive

### 8) What are the minimum requirements for Web Browsers and Adobe Reader?

- a. Internet Explorer version 9.0 & above
  - i. [Internet Explorer Download](#)
- b. GOOGLE Chrome
  - i. [Google Chrome Download](#)
- c. Mozilla Firefox
  - i. [Mozilla Firefox Download](#)
- d. ADOBE Reader version 7.0 & above
  - i. [Adobe Reader Download](#)

### 9) What do I do if I receive the message "This page cannot be displayed"?

- a. Ensure internet connectivity is working as expected
- b. Follow these steps to remove your temporary Internet files, history, and form data
  - i. Start Internet Explorer
  - ii. Click the Safety button, and then click Delete Browsing History
  - iii. Select the check box next to each category of information you want to delete
  - iv. Select the Preserve Favorites website data check box if you do not want to delete the cookies and files associated with websites in your Favorites list
  - v. Click Delete (This could take a while if you have a lot of files and history)
  - vi. Close Internet Explorer, start Internet Explorer again, and then try to access the Web page
- c. Reset Internet Explorer Settings
  - i. [Microsoft guide to reset IE settings](#)

### 10) How do I save a document as a PDF?

- a. To save a pdf file to your hard drive, right-click on the link to the selected document
- b. Select "Save As"
- c. Select a location to save the file (e.g. your Desktop), and click the Save button
- d. Navigate to the location where you saved the file (e.g., your Desktop) and double-click on the file to open it



## CPS Supplier Portal Frequently Asked Questions

### 11) What if I'm having difficulties logging in with Internet Explorer?

1. Access the CPS Supplier Portal website (<https://supplier.cps.edu/>) in Google Chrome or Mozilla Firefox
2. Log on with your username and password as usual
3. This should resolve the problem
4. If it does not, please let us know and we will do our best to provide further assistance. Send an e-mail to [Purchasing@cps.edu](mailto:Purchasing@cps.edu) with the subject Login Difficulties