

## MOST COMMON SUPPLIER QUESTIONS OR ISSUES

### **1) I AM TRYING TO REGISTER MY COMPANY BUT I AM HAVING TROUBLE FINDING MY PROFILE CATEGORIES**

Resolution:

You will need to drill down through the choices on the first page to find your products and/or services. You can do this in two ways:

- A. Click on the words of a category that looks like it might have what you are looking for. This will bring you to a sub category listing. When you find a subcategory (subcategories are displayed in capital letters) that looks like it is heading in the right direction, click on the words. Scroll down the list of this "3rd" page, putting a check mark in each box that may apply. Click on Submit Remain, and go up one level to search the rest of the subcategory listings. Once you have completed the subcategories, go to the top level and select another main category and repeat the process.
- B. Click on the "Find" button and type in a keyword. Make the keyword as simple as possible, using the root of the word. The program will search each of the categories for your word and will display them in a "Hierarchy". The first page main category, and under it the subcategory, and under it the "3rd" page options. Follow the selection procedure listed above. Go back to the find button and type in the same keyword and do this until all of the pages have been reviewed.

Having your profile set correctly is especially important if you have the Premium Service subscription.

NOTE: If you are still having difficulties, please call the ORPIN help desk at (503) 378-4642.

### **2) I FORGOT MY PASSWORD (AND OR USER NAME)**

Resolution:

- A. If you cannot log on to ORPIN, please select the link "[Having trouble logging in? Click here](#)" that you see below the user name and password login fields.
- B. Choose one of the two ways available to get the information you need.
- C. After you receive the emails with the requested user name and new temporary password, please log in to ORPIN and change the temporary password to a permanent one.

### **3) I HAVE TRIED THE NEW TEMPORARY PASSWORD THAT YOU SENT ME AND I STILL CAN'T GET IN**

Resolution:

Call the ORPIN help desk at (503) 378-4642 for assistance.

#### 4) HOW DO I FIND AN OPPORTUNITY TO BID ON

Resolution:

Log in to ORPIN and select the "Browse Opportunities" feature where you will find 5 ways to find the information you may be looking for. The three (3) most popular searches are as follows:

- 1) "Open Opportunities" will list every opportunity that is available to you.
- 2) "Browse By My Profile" is where the program has searched through the "Open Opportunities" and sorted the ones that most closely match your profile. For the "Browse By My Profile" option to work correctly, it is important that you have your products/services profile set up correctly.
- 3) "Browse by Organization" is where the program has sorted all of the Open Opportunities by the Agency that has posted them to ORPIN.

#### 5) I AM GETTING A "BAD REFERRER" MESSAGE

*Note: This error is related to system "cookies". In a secure system, "cookies" are what keep the application in communication with the secure server. The "Bad Referrer" error occurs when this "connection" is lost.*

Resolution:

*There are two general situations in which this can occur.*

- A. You are using the "**Forward/Back**" buttons on your browser instead of the ORPIN system's own buttons. You will need to be careful to use the system buttons on the pages - not the internet explorer buttons - to move around in the system. In this instance, you will need to exit ORPIN and log out of your internet browser. Then log back in to our internet program, log back in to ORPIN and try to complete the task where you encountered the original problem.
- B. You are trying to open a new window, such as expressing interest, trying to access attachments in an opportunity, making premium payments, etc. In this instance, this can be your cookie (security) settings or one (or many!) popup blockers on your computer. If this is what is causing your problem, you can try to resolve it by trying the following steps:
  - 1) In Internet Explorer, add ORPIN as a "Trusted Site":
    - a. Go to Tools > Internet Options > Security
    - b. Select the green circle icon (Trusted Sites) and click on the "Sites" button
    - c. In the next screen, have them type <https://oregon.gov>. Click the Add button. Then click OK at the bottom of the page
    - d. Now go to the Tools > Internet Options > Privacy
    - e. Select the "sites" button
    - f. Enter in "oregon.gov" and click "Allow" and close
    - g. In the "Pop-Up Blocker" section at the bottom of the privacy area, the block pop up box should be selected. Click on "settings"
    - h. Type in "oregon.gov" in the small window and click the "Add" button. Click "Close" and then Click "OK" on the Internet Options page

If you are still having difficulties, you can contact your internet service provider, or call our help desk at (503) 378-4672

**6) I HAVE TRIED TO MAKE MY ONLINE PAYMENT FOR PREMIUM SERVICE AND I JUST STAY ON THE SAME PAGE**

Your security program is blocking the payment (pop up blocking is on) because a new window is trying to open on a page. You can resolve this by following the steps outlined above, or by calling our help desk at (503) 378-4642.

**7) I CAN'T OPEN THE OPPORTUNITY BID DOCUMENTS. I GET A MESSAGE THAT TELLS ME TO EXPRESS INTEREST**

You will need to go to the Menu option "Interested" after you open the document, and express interest. If you have any difficulties or questions about this process, please call the help desk at (503) 378-4642.

**8) HOW DO I FIND THE BID RESULTS ON ORPIN?**

- A. Log in to ORPIN and select "Browse Award Results" under the Menu options. Select one of the search choices and type in the opportunity number. You may need to adjust the date range. If you don't find anything, it generally means that the buyer has not yet posted the information in these subject fields.
- B. If you have not found anything in the menu selection "Browse Award Results", you have 2 options:
  - 1) Contact the Administrator of the Opportunity to ask questions about why the results information has not yet been posted
  - 2) Call the ORPIN help desk. We will assist you to look for the information. If there is nothing yet posted, we will direct you to call the Administrator of the Opportunity to ask questions about why the results information has not yet been posted.

**9) HOW DO I FIND THE ELECTRONIC BIDDING APPLICATION?**

- A. Log in to ORPIN
- B. Select "My Profile" under the Menu options on the left of the screen
- C. Select "Registration Summary"
- D. Scroll down the registration summary page until a PDF document appears with the title Supplier Authentication Application Packet

**10) MY SUBSCRIPTION HAS EXPIRED - WHAT DO I DO?**

**BASIC SERVICE**

- A. Log in to ORPIN (**DO NOT RE-REGISTER!!!**)
- B. Once you have successfully logged on and are on the Welcome Screen, you will see a notice that your subscription has expired. There will be a hyperlink provided that states "to renew click here". You can review your subscription information, and then click "next". This will take you to the Registration Summary page where you just click the finish button on the bottom right of the page.

**PREMIUM SERVICE**

If you have selected PREMIUM service, when you get to the registration summary page, you can select "Pay Online" where you will be able to enter your VISA or MasterCard information, or Pay Offline" and you will be able to send in your payment. (If paying online, you can pay with a VISA or MasterCard only.

**11) I HAVE NOTICED THAT MY COMPANY NAME IS MISPELLED - HOW DO I FIX IT, OR UPDATE ANY COMPANY INFORMATION?**

- A. Log in to ORPIN
- B. Select "My Company Details" under the menu options
- C. Select "Company Information"
- D. Highlight the Company name and update it.

NOTE: If the Company has been authenticated for electronic bidding, all of your information is locked down and can only be changed by having the Authenticated Primary Contact person send us an email with specific instructions on the changes that need to be made and we will be able to change them for you.

**12) THE PERSON WHO WAS THE PRIMARY CONTACT FOR OUR COMPANY REGISTRATION IS NO LONGER WITH THE COMPANY SO HOW CAN WE ACCESS ORPIN TO FIX IT?**

Call the Help Desk at (503) 378-4642 for assistance.