



CPS Supplier Portal Frequently Asked Questions

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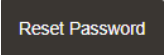
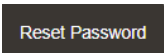
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Answers

1) How do I register my first user account on the Supplier Portal?

- a. If no one in your company has a supplier user account, access the CPS Supplier Portal website (<https://supplier.cps.edu/>).
- b. Click on the  button located next to the “**Account Registration**” 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 confirmation, with your username, containing instructions to activate your account (set up new password and configure Multi-Factor Authentication). For additional details, refer to [Initial Logon and View Policy Acceptances](#) document.

2) How do I 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. Click on [Forgot your Password?](#) link.
- d. Enter User Name and click  button.
- e. You will receive an email with the instructions to reset your password.
- f. Click on  in the email.
- g. Enter your desired new password into the ‘New Password’ field and enter again.
- h. Click the  button to change the password.

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


- a. After the Registration process is complete, CPS will review your application and validate if all the information submitted is accurate and correct. You’ll receive a message from ‘noreply_supplier@cps.edu’, with your username, containing instructions to activate your account (set up new password and configure Multi-Factor Authentication).
- b. For details refer to [Initial Logon and View Policy Acceptances](#) document.

4) 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 the 'Create User Account' box if an individual in your organization should have a login account for the Supplier Portal.
- g. If you select the 'Create User Account' box, an auto generated message will be sent to your email as well as the newly requested user's account with username, containing instructions to activate the account (set up new password and configure Multi-Factor Authentication).
- h. If you need more clarification, refer to the [Manage Contacts and User Roles](#) document contained in the Training Documents section.

5) How do I change the Primary Contact User for my supplier account?

- a. Login to the CPS Supplier Portal using your credentials.
- b. Once logged in, navigate to the 'Admin' Tab and click on the 'Organization' sidebar.
- c. You will see a section called 'Primary Contact' under the Organization section.
- d. Click on the  icon to display a list of all the active contacts for your organization.
- e. Select the contact who should be the new Primary Contact.
- f. Click on the 'Save' button to save the change of Primary Contact.
- g. If you need more clarification, refer to the [Update Primary Contact](#) document contained in the Training Documents section.


6) How do I change the User Role for a contact?

- a. Login to the CPS Supplier Portal using your credentials.
- b. Once logged in, navigate to the 'Admin' Tab in your Home page and click on the 'Contact Directory' sidebar where all contacts are listed.
- c. Click on the  icon for the active contact whose role you would like to update.
- d. On the Update Contact page, click on  **User Account Information** to expand the User account section.
- e. To add a role for the contact, click on the 'Add Role' button, select the role (e.g., Business Administrator), and click the 'Apply' button to save the change.
- f. To remove a role for a contact, click the  icon.




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7) How do I add a new physical address to my supplier account?

- a. Login to the CPS Supplier Portal using your company's Business Admin credentials.
- b. Once logged in, navigate to the 'Admin' Tab in your Home page and click on the 'Address Book' sidebar where all your company's active addresses are listed.
- c. Click on the  button to open the Create Address window.
- d. Fill in all the mandatory fields for your company address, including the purpose of the new address (Purchasing Address or Payment Address).
- e. Once finished click on the 'Save' button.
- f. The new address will be submitted to CPS for approval. If approved, the new address will be available for use on purchasing documents or payment documents, as applicable.


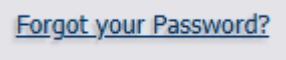
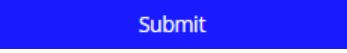
8) How do I update a physical address for my supplier account?

- a. Login to the CPS Supplier Portal using your company's Business Admin credentials.
- b. Once logged in, navigate to the 'Admin' Tab in your Home page and click on the 'Address Book' sidebar where all your company's active addresses are listed.
- c. Click on the  icon for the address that you would like to update.
- d. On the Update Address page, make the desired changes and click on the 'Save' button.
- e. The address changes will be submitted to CPS for approval. If approved, the updated address will be available for use on purchasing documents or payment documents, as applicable.

9) How will I know if my request to add/update an address has been approved?

- a. A confirmation email will be sent to your Primary Contact when your request has been approved or rejected.

10) 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. Click on  link.
- e. Enter User Name and click  button.
- f. You will receive an email with the instructions to reset your password.



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- g. Click on **Reset Password** in the email.
- h. Enter your desired new password into the 'New Password' field and enter again.
- i. Click the **Reset Password** button to change the password.

11) Why haven't I received my password reset notification?

- a. The CPS Supplier username could be invalid for various reasons (e.g., account has been inactivated within the Supplier Portal, the email address was entered incorrectly).

12) What should I do if my primary multi-factor authentication method is not working?

- a. If your primary multi-factor authentication method is **OTP Over SMS**, follow the steps below to use **OTP Over E-Mail**
 - i. Login to the CPS Supplier Portal using your credentials.
 - ii. click on [Use an alternative authentication method](#) link. You will only get this option if **OTP Over SMS** is your primary Authentication Method.
 - iii. Click **EMAIL** button. An email will be sent to your registered email address.
 - iv. Enter OTP from the email and click on **Verify** button to login to the CPS Supplier Portal
- b. If your primary multi-factor authentication method is **OTP Over E-Mail**, you cannot switch to **OTP Over SMS** to receive your authentication code.
 - i. You would need contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#) to reset your Multi-factor Authentication setup.

13) Why can't I see the "User Policies Acceptance" check box?

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

14) What are the requirements for Web Browsers and Adobe Reader?

- a. Microsoft Edge
 - i. [Microsoft Edge](#)
- b. Google Chrome
 - i. [Google Chrome Download](#)
- c. Mozilla Firefox



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- i. [Mozilla Firefox Download](#)
- d. Adobe Reader version 7.0 & above
 - i. [Adobe Reader Download](#)

15) What do I do if I receive the message “This page cannot be displayed”?

- a. Ensure internet connectivity is working as expected.
- b. Clear your browser cache and remove your temporary Internet files.

16) 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.

17) 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. If this does not resolve your problem, please submit a [Procurement Customer Service Request](#) with details about any error messages you receive, and we will do our best to provide further assistance.

18) How do I update the Product and Services section (commodity codes)?

- a. CPS allows the supplier to change the Product and Services codes only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).

19) How to update the Supplier Information section?

- a. CPS allows the supplier to change the Supplier Information only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).



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20) How to change the Employment Information section?

- a. CPS allows the supplier to change the Employment Information only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).

21) How to change the Student Safety Information section?

- a. CPS allows the supplier to change the Student Safety Information only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).

22) How to change the Risk Management Information section?

- a. CPS allows the supplier to change the Risk Management Information only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).

23) How to change the Product & Services section?

- a. CPS allows the supplier to change the Product & Services only through the supplier registration, supplier reactivation, or supplier attestation process. If you are an active supplier with CPS, please contact the Department of Procurement at 773-553-2280 or via [Procurement Customer Service Request](#).

24) What is the Projected Inactivation Date?

- a. CPS wants to ensure that all active vendors are vendors that our schools and departments use on a regular basis and will deactivate vendors after 15 months with no purchase or payment activity.
- b. The Projected Inactivation Date is when your CPS Vendor Number is projected to be deactivated based on your most current purchase or payment activity.
- c. You can view your organization's Projected Inactivation Date in the Organization tab, and you will also receive an email notification the month prior to your Projected Inactivation Date.
- d. If your CPS Vendor Number becomes inactive, you would need to go through the reactivation process in order to do business with CPS again; and there is no guarantee that your CPS Vendor Number will be reactivated after this process.



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25) How to upload invoices online?

- a. CPS is testing a feature that allows suppliers to upload invoices online. If your organization has access to this feature, then please review the [Manage Contacts and User roles](#) document for how to assign the appropriate user role access and [Manage Invoice Upload](#) for how to submit your invoice online.

26) Where do I get more information about attestation?

- a. Please review our "[FAQ for Attestation](#)".