eSigning
Troubleshooting Guide

Q **Help! What is the contract number? What is my User ID? Where do I get the contract? How do I get my password reset?**

A PeopleSoft generates an email to you when the contract is ready to sign. Unless the content was edited, the email provides the Contract ID number, your User ID, a link to the supplier portal and information about how to get your password reset.

Q **How do I find my User ID and password if I can't find my email?**

A You must log into the Supplier Portal with the User ID for the signatory assigned to the contract by the State's Contract Administrator.
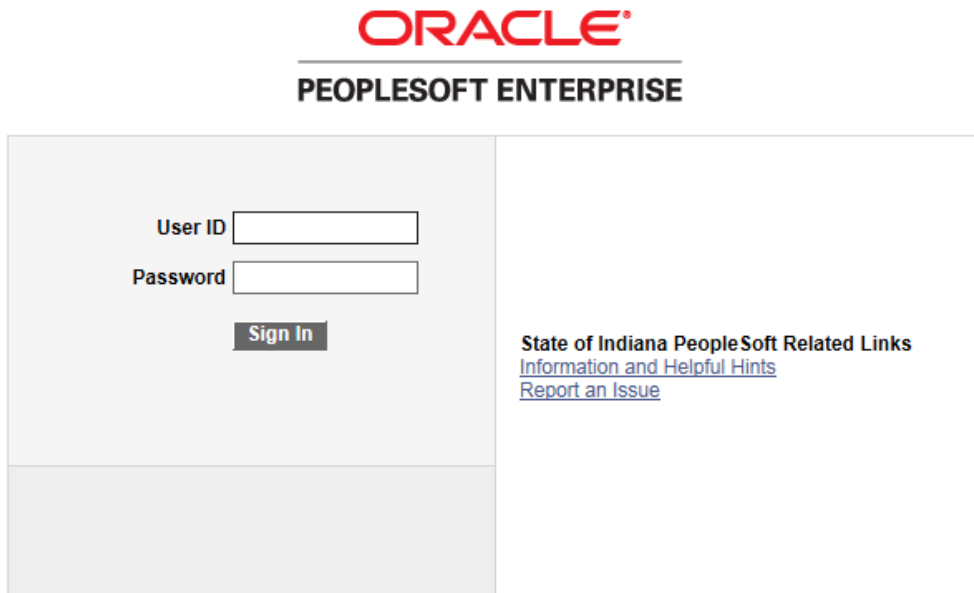
If you're the creator of the Bidder Registration, your User ID will begin with "EXT" and will be followed by the ten digit bidder id number. (Example: EXT0000012345.) Your password will be the **same as what you use to sign into your Bidder Registration**.

If you're not the creator of the Bidder Registration, but you were linked to the existing profile by the Contract Administrator, your User ID will begin with "EXS" and will be followed by a ten digit number assigned to you. (Example: EXS0000000678.) When you are initially set up with an EXS User ID, you'll receive an email including your User ID and **temporary password (INDIANA**). The first time you log in, you'll be immediately prompted to change your password.

Some signatories have been mistakenly assigned multiple User IDs – you may need to contact the State Contract Administrator so he/she can give you the User ID assigned to the contract.

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Q **Where do I log in to download the contract?**

A https://fs.gmis.in.gov/psp/fsprd/SUPPLIER/ERP/?cmd=login&languageCd=ENG&

ORACLE®

PEOPLESOFT ENTERPRISE

User ID [   ]

Password [   ]

[Sign In]

State of Indiana PeopleSoft Related Links
Information and Helpful Hints
Report an Issue

Once you're in, Navigate to **Main Menu** >> **Manage Contracts** >> **Maintain Contract Documents**

If you can't get logged into the Supplier Portal, use the "Report an Issue" link on the log in page to request assistance.

Q **Why can't I get logged in?**

A Internet Explorer version 11.0 or earlier and Mozilla Firefox are the acceptable browsers **(Google Chrome is not compatible).**

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Q **How do I electronically sign the contract?**

A Step by step information is included in the *eSigning a Contract* manual and video posted at https://secure.in.gov/idoa/2977.htm.

Q **Why can't I sign the contract?**

A Adobe Reader version 10.0 or later is required. If needed, the signatory can download a free copy at www.adobe.com/reader/.

Q **Where did I save the contract?**

A Search your computer for the **last 5 digits of the contract number** or look in your temporary files folder.

Q **Nothing worked. What can I do now?**

A If all else fails, contact the State Contract Administrator so that he/she can cancel the signing process and start over. A new email will be generated so you can access the contract through it.