



INSTRUCTIONS

If you run into one of the following common issues related to accessing the Supplier Portal or managing your Bidder profile, read the details below for what to include in your Request for Assistance and follow the instructions on page three (3) to submit it.

COMMON ISSUES

Issues with the Taxpayer Identification Number (TIN)

- You're trying to complete the Bidder Registration Application, but it won't accept the Taxpayer Identification Number. You've checked the Registered Bidder List <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/> and can't find a profile that matches the one you need to create.
 - ✓ **Include the TIN in the 'Detailed description of the problem' field.**
- You need to update the Taxpayer Identification Number on an existing bidder profile.
 - ✓ **Include the new TIN in the 'Detailed description of the problem' field.**

Issues with the Primary Contact, the Email Address, or the Company Name

- The primary contact on the Bidder Profile is no longer with the company or the email address needs to be updated. Or you found an x in front of the primary email address or no email address on the Registered Bidder List <https://www.in.gov/idoa/procurement/supplier-resource-center/requirements-to-do-business-with-the-state/bidder-profile-registration/>.
 - ✓ **Include the new primary contact's first name, last name, and email address in the 'Detailed description of the problem' field.**
- The email address on the bidder profile and the one on your Access Indiana account don't match. Request that the primary email address on the bidder profile be updated to match the one on your Access Indiana account.
 - ✓ **Include the email address used on the Access Indiana account in the 'Detailed description of the problem' field.**
- You need to update the Company Name on the bidder profile.
 - ✓ **Include the new company name in the 'Detailed description of the problem' field.**



Important

If you make a request to update the primary contact's email address, you won't be able to use the new email address to sign into the Supplier Portal until the next business day after it's updated.

Issues with UNSPSC categories

- You want to add an UNSPSC category to your bidder profile from the [unspsc.org](https://www.unspsc.org) website, but it can't be found.
 - ✓ **Include the eight-digit code(s) and the description(s) in the 'Detailed description of the problem' field.**

After making the UNSPSC(s) available, we'll add them to your bidder profile.



Issues with the Buy Indiana Application

- You aren't seeing the Buy Indiana Application after you've followed the steps to update the response to the bidder profile question.
 - ✓ **Let us know that you've followed the steps in the 'Detailed description of the problem' field.**

Issues with the Supplier Diversity Application

- You aren't seeing the Supplier Diversity Application after you've followed the steps to update the response to the bidder profile question.
 - ✓ **Let us know that you've followed the steps in the 'Detailed description of the problem' field.**

Other Issues

- If you run into a different issue, be sure to give us as much information as possible in the 'Detailed description of the problem' field.



Important

Always include the following in the 'Detailed description of the problem' field:

- ✓ Bidder ID number (if a profile already exists)
- ✓ Company name
- ✓ Primary contact's first name
- ✓ Primary contact's last name
- ✓ Primary contact's email address



HOW TO FILL OUT THE REQUEST

1. Navigate to <https://webhda.iot.in.gov/app/Request>
2. Provide your contact information on the first page.
3. The field titled **Reason for address change** isn't used for our purposes, but completion is *required*. Enter something like, "need assistance."
4. Click the **Next** button.

The screenshot shows the 'Service Request' form with the following fields highlighted in yellow:

- Your email address * (pennp@rolmail.com)
- Cancel Edit
- First Name * (Penny) and Last Name * (Public)
- Suite/Room/Office (Sullivan/Room/Office)
- Phone * ((317) 555-5555 x...)
- Your street address * (402 W Washington Street)
- City * (Indianapolis), State * (IN), and Zip code * (46204)
- This is a permanent change
- Reason for address change (Need assistance)
- Next > button

5. In the **Detailed description of the problem** field, provide as much detail about your problem or situation as possible including any specific details mentioned above.

Be sure to include the:

- ✓ Bidder ID number (if a profile already exists)
- ✓ Company name
- ✓ Primary contact's first name
- ✓ Primary contact's last name
- ✓ Primary contact's email address

6. Click the **Submit** button when you're finished.

The screenshot shows the 'Service Request' form with the following fields highlighted in yellow:

- Short description of the problem * (Need the primary contact on a bidder profile updated)
- Detailed description of the problem * (Our CEO left two years ago and we need the primary contact on our bidder profile (Bidder ID 000002967) updated. Please add the primary contact to Penny Public whose phone number is 317-555-5555 and email address is pennp@rolmail.com. Thank you.)
- Back < button
- Submit button
- * - required



Important

Every now and then a State issued email gets caught by a spam filter and never makes it to your inbox.

We recommend that you check it when you're waiting for a response to your request.