4.0 Register Bidder Profile

Bidders using eTendering for the first time must register for a Bidder User Account before participating in any eTendering event. This section provides a brief overview of the bidder registration process, how to log in to begin registration, and how to register your Bidder profile details in 8 steps.

- Introduction to Bidder Registration
- Action 1: Log in with event.guest
- Action 2: Click on Register Bidder
- Action 3: Register Profile Details
- Action 4: Confirm Registration & Create New Password

2 key points to keep in mind:

1. You should only register for an account once
2. Bidders are responsible for managing who has access to their account, not UNDP
Introduction to Bidder Registration

The first time a bidder enters eTendering, a one-time registration process is required. Bidders only register once, and thereafter enter eTendering with their own user name and password.

Action 1
Login with event.guest

Action 2
Click on Register Bidder

Action 3
Register Bidder Profile Details

Action 4
Confirm Registration & create new password

Step 1: Select Type of Bidder Profile (Individual or Business)
Step 2: Create Company profile and Users
Step 3: Enter Company Address
Step 4: Add Other Company Account Addresses (Optional - can be skipped)
Step 5: Designate Addresses for Additional Users (Optional – can be skipped)
Step 6: Accept Terms and Conditions
Action 1: Log in with *event.guest*

To get started with registration, first-time users are required to use the following generic credentials to access the eTendering site:

- **✓ Username:** *event.guest*
- **✓ Password:** *why2change*
- **✓ Link:** [https://etendering.partneragencies.org](https://etendering.partneragencies.org)

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**IMPORTANT**

If you are already registered in the system but do not remember your password please **do not register again**.

If you have forgotten your password, you need to click on the **Forgotten Password** link and create a new password.
Action 2: Click on Register Bidder

Once you are logged in the event.guest account, navigate to the drop-down menu on the left hand side of the main page, and expand the menu titled “Manage Events and Place Bids”.

Click on the “Register Bidder” link.

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**IMPORTANT**

It may take up to 3-4 minutes while the system loads to the next page after you click on Register Bidder. Please be patient and wait for the page to finish loading without clicking on any other links.

Page loading is indicated by the rotating icon on the top right of the page.
Step 1: Select type of bidder

In the first step of registration, the bidder must select whether they are a Business or Individual and whether they are interested in buying or selling goods and/or services, or both.

Tip

For Question 2, always select the “Both” option. This will enable the bidder to see all the ongoing tenders.
**Step 2: Create Company profile & users**

*Company Name:*
- Must correspond to the name recognized and registered in relevant registration office.
- Special characters are not permitted for company names.
- If the company name you are trying to enter in the system already exists you will receive an error message. Please click here for assistance.

*First and Last names:*
- Name of the person authorized by your company to use the system and represent the company.

*Email ID:*
- Must be a valid email address for your company. Please note that all future communication from the system will be sent to this address.

*User ID:*
- It is strongly recommended to create a username with two parts separated by a dot. For example: company.name
- The username should ideally be related to the company name rather than the name of the User.
- Special characters and spaces are not permitted for User IDs.
- If the User ID you are trying to enter in the system already exists you will receive an error message. Please click here for assistance.

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**Tip**
It is recommended to add at least 2 users to allow several people from the same company to access the eTendering site. To add another user, click on **Save and Add Another User**, otherwise, click on **Next** to proceed to step 3.
Action 3: Register Bidder Profile Details

Step 2 (continued): Add more users

If you clicked on “Add Another User”, you will be prompted to enter additional information.

Each user will have their own User ID and password.

Click “Save and Add another User” to add another User, or click “Next” when done.

Tip

If after registering, you need to update any of the user profiles, refer to the section on how to Manage Bidder Profiles.
Step 3: Enter Company address

In Step 3, the address of the bidder is required. **Please pay special attention to the selected country.** For all bidder profiles, the system will automatically default the country to USA. If this is not the correct country for the bidder address, please make sure to change it accordingly by clicking on “**Change Country**” and selecting the correct country from the drop down menu.

Bidders may complete the mandatory fields* and leave other fields blank.

Once you have completed this section, click on “**Next**”.

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**Action 3: Register Bidder Profile Details**

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*Required Field*
Action 3: Register Bidder Profile Details

Step 4: Add other company addresses

Step 4 is optional. Click on “Next” to go to next step.
Action 3: Register Bidder Profile Details

Step 5: Designate addresses for additional users

Step 5 is optional and can be skipped. Click on “Next” to go to next step.
Step 6: Accept Terms and Conditions

The last step in the registration process is the acceptance of the Terms and Conditions. Please read the Terms and Conditions carefully.

If you agree, please tick “I agree to be bound by the following Terms and Conditions” and thereafter click “Finish”.

If you do not agree to the stipulated Terms and Conditions, click on “Cancel Registration”.

[Image of the registration process with options to agree or cancel]
Action 3: Register Bidder Profile Details

Step 7: Complete Bidder Registration

Once you have accepted the Terms and Conditions, the following message will appear confirming successful registration:

Bidder registration for Bidder Users Guide was successful.
You will receive a confirmation email with your username and password. Please note there may be a delay in granting the necessary access to you. Therefore, please close this browser completely and wait for 15 minutes and use the url provided in the email.

Click “OK” to complete your bidder registration.
Action 4: Confirm Registration & Create New Password

When you have completed your online registration, you will receive an automated confirmation email. The email will contain:

✓ A temporary password
✓ Your User ID
✓ Instructions on how to create a new password for your eTendering account.

**Bidder Registration Approved**

Dear Bidder,

Your registration for the UNDP online tendering system is now almost complete. As a last step, please clear your Internet temporary files, cookies and history and log onto https://etendering.partneragencies.org. Sign in with your username and the temporary password provided in this email, and change the password to one of your choosing.

Please make sure that your chosen password meets the criteria below:

- At least 8 characters long
- Maximum 16 characters long
- Contains at least one capital letter, one small letter, and one number
- Is not one of your last two passwords used for this account.

**NOTE:** Please make sure that you type in the correct temporary password provided in the email. Preferably type it manually and do not copy/paste the whole password.

- Collect and store passwords in a safe place.
- Do not use your temporary password for any other account.
- Do not share your password with anyone.

When you have completed your registration, you will receive an automated confirmation email. The email will contain:

- Instructions on how to create a new password for your eTendering account.
- Instructions on how to view and update your personal information.

**IMPORTANT**

- You can only use your temporary password once.
- You must generate a new password to login to your account and view events.

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User ID and Password

- **User ID:** eTenderingBidder
- **Password:** SMMY7kK3

URL

- Login to eTendering System
1) When you log into eTendering for the first time, you will be prompted to create a new password of your choice. Enter your User ID and the temporary password you received in the registration confirmation email (see previous slide). Click on “Login”. Do not click on “Change Password”.

![Password Change Request](image)

2) Create your new password by first entering your temporary password and then entering a password of choice following the criteria below. Then click on “Change Password”.

Your new password should meet the following criteria:

- Have a minimum of 8 characters.
- Contain at least one UPPERCASE LETTER.
- Contain at least one lowercase letter.
- Contain at least one number

**IMPORTANT**

Before logging in with your temporary password, please do the following:

- Clear your internet browser history and close browser
- Re-open the browser and go to: http://etendering.partneragencies.org
- Type in User ID and password – do not copy and paste

**Action 4: Confirm Registration & Create New Password**
5.0 Manage Bidder Profile

This section describes some additional eTendering features that enable the bidders to view their bidding activity and update the information in their bidder profile.

➢ 5.1 View bidding activity
➢ 5.2 Update bidder profiles
➢ 5.3 Manage user access
5.1 View Bidding Activity

To view your bidding activities, click on “View Events and Place Bids” → “My Event Activity” → “Event Bids On”.

All your bidding events that you have participated in will be displayed.
5.2 Update Bidder Profiles

To update your bidder profile, go to “Manage Events and Place Bids” → “My Bidder Profile” and update information as needed.

- Please note that the username cannot be changed.

- Update User information such as email addresses or phone number as needed. If you have more than one User and would like to update their profile, click on the top right hand arrow to navigate to the next user profile as shown below.

Click on “Save” when you have finished.
5.3 Manage User Access

If a registered user has left your company and you would like to re-assign their username to another employee, login to your account, go to the “My Bidder Profile” tab, and update the registered email address, names and telephone as required.

Click on the arrow on the top right corner to navigate to the next registered User Profile.

Once you update an email address, use the forgotten password feature to reset the password. A new Password will be sent to the new email address. Follow steps to change password.

Click on “Save” when you have finished.
6.0 Helpdesk Support

This section provides details on who to contact for technical assistance, how to address some commonly asked questions and where to find additional resources on eTendering.

- 6.1 Technical assistance
- 6.2 Additional resources for bidders
- 6.3 Frequently asked questions
- 6.4 Forgotten password
6.1 Technical Assistance

If you experience technical issues with the bid submission process, please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.

To ensure your case is resolved as quickly as possible, when requesting helpdesk support, it is always recommended to share the following details:

- Your User ID and Company name
- The Event ID you are participating in (if applicable)
- Screenshots of any error or warning messages
- A brief description of the steps you took before encountering any errors or issues

Please always prepare and submit your bid well in advance of the deadline of the event so that any issues can be addressed in time.
6.2 Additional Resources

To view additional resources on eTendering, including video user guides and translated versions of this user guide (French, Spanish, Chinese, Arabic and Russian), go to the UNDP Procurement Notice Page http://procurement-notices.undp.org/ and click on “More Information for Bidders” at the bottom left hand side of the page.
6.3 Frequently Asked Questions

During Registration:

I just logged in to event.guest to begin registration but the system is very slow and does not seem to be loading properly.

It can take up to 3-4 minutes for the system to load after you click on “Register Bidder”. Please wait and do not click on any other links. You may also try refreshing your browser if it is taking longer than 4 minutes to load. If the problem persists please contact your procurement focal point for further assistance.

The company name I want to use to register my Bidder Profile has already been taken. What do I do?

If your company has never registered for eTendering before and you receive an error message that this company name is already taken, please modify the company name slightly, noting that special characters are not allowed. For more information please click here.

If you have already registered for a Bidder account before, but cannot remember your credentials, please do not register for a new account. Instead, go to the section on Forgotten Passwords.

The User Name I want to use to register my Bidder Profile has already been taken. What do I do?

If you have never registered as a User on eTendering before and you receive an error message that the user name is already taken, please select a different user name. For more information please click here.

If you have already registered for a Bidder account, but cannot remember your credentials, please do not register for a new account. Instead, go to the section on Forgotten Passwords.
6.3 Frequently Asked Questions

I have received the temporary password after registering, but when I try to log in to activate my account, I receive an error message.

Please refer to the instructions on creating a new password. If you still receive an error message after multiple attempts, please contact helpdesk support.

Log In Issues:

I cannot remember my password.

To reset your password, please go to the section on Forgotten Passwords.

I cannot remember my user name.

If you cannot remember your user name please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.

During Bid submission

I cannot download tender documents.

Please ensure that your internet browser has enabled pop-ups. For more information on how to view and download solicitation documents, please go here.
6.3 Frequently Asked Questions

**Why do I get an error message when I try to upload a document into the system?**
When uploading files please note the following restrictions:
- The file name can only contain 60 characters.
- If you are uploading a large number of files (ex. 15 or more), please zip the files into a ZIP folder and upload the folder instead of each file individually. You can upload several ZIP folders, but if you do this, please note that the total size of each ZIP folder uploaded cannot exceed 45MB.
- Individual file sizes cannot exceed 45MB in size.
For more information on uploading files, please go [here](#).

**I submitted my bid but did not receive a bid confirmation email.**
If you do not receive a confirmation email, you can confirm the status of your bid and check if it has been posted directly on the system. Please click [here](#) for further information on viewing your bid.

**Managing your Account**

**Can I update the contact details in my bidder profile?**
Yes. To update your bidder profile and other users registered under your profile, go to “Manage Events and Place Bids” → “My Bidder Profile” and update information as needed. See [Section 5.0 Manage Bidder Profile](#) for more information.
6.4 Forgotten Password

If you have forgotten your password, please take the following steps:

1. Go to www.etending.partneragencies.org and click on the Forgotten password link.

2. You will be prompted to enter your Atlas ID, which is the User ID you selected during registration and the associated email address. Click on Submit.
6.4 Forgotten Password

3. The security hint that you selected during the registration process will appear. Enter the correct answer and click on Submit.

4. An automated email will be sent to the email address for the concerned user. Use the password provided in the email to log into eTendering. After the first login, the system will prompt the user to change the password.

Tip

Please note that the security answer is sensitive to capital letters. Be sure to type the answer exactly as it was typed during the bidder registration.

Tip

Your new password should meet the following criteria:
• Have a minimum of 8 characters.
• Contain at least one UPPERCASE LETTER.
• Contain at least one lowercase letter.
• Contain at least one number

IMPORTANT

Before logging in with your temporary password, please do the following:
• Clear your internet browser history and close browser
• Re-open the browser and go to: http://etendering.partneragencies.org
• Manually type in User ID and password – do not copy and paste
Thank you for using UNDP eTendering!

To view additional resources such as instructional videos for bidders and this user guide in other languages, please click here.