

# Communication on new password system for UNDP eTendering system

Starting from October 2020, the password system for UNDP eTendering website has been revised to enhance the security and user interface. This document explains how these changes will look and what users need to do in each scenario as below. Press “Ctrl” button and click on the scenario that represents your situation to go directly to specific instructions. Otherwise, read the full document for a comprehensive understanding of how to manage your account password.

## Log in scenarios

1. Logging in the system for first time after the change – user remembers existing username and password..... 2
2. Logging in the system for first time after the change – user does not remember existing username or password. .... 2
3. Registering a profile in the system for the first time after the change. .... 2
4. Logging in after the initial setup has been completed after change – user does not remember password..... 5

1. Logging in the system for first time after the change – user remembers existing username and password.

When you log in the system for first time after this change in October 2020 using your username and password, the system will prompt you to insert an email where a verification code will be automatically sent. **IMPORTANT:** use same email as the one associated with your profile in eTendering system and then complete the verification steps following the instructions on your screen.

2. Logging in the system for first time after the change – user does not remember existing username or password.

Contact the UNDP Procurement Focal Point managing the tender you are interested to participate and provide the company name entered at the registration. The user ID will be reset and a temporary password will be sent to the e-mail address associated with your bidder profile/user ID. Use the temporary password to login the system and follow the instructions on your screen to complete the process.

3. Registering a profile in the system for the first time after the change.

The registration steps remain same, see user guides and videos available here:

<https://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>.

Once you have completed registration, you will receive a temporary password that you can use to log in the system with your username. After logging in with your username and the temporary password, you will be prompted to insert a verification email which will be the email where system will send verification codes in the future. **IMPORTANT:** use same email as the one associated with your profile in eTendering system.

Enter your user ID and the temporary password and click the *Log in* button.





