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.

IMPORTAT NOTE: if you do not remember the username and password when logging in for first time after the change in October, do not use the forgotten password link. Instead contact the focal point of the tender you are participating to request a password reset and follow steps as per the guide below.

Log in scenarios

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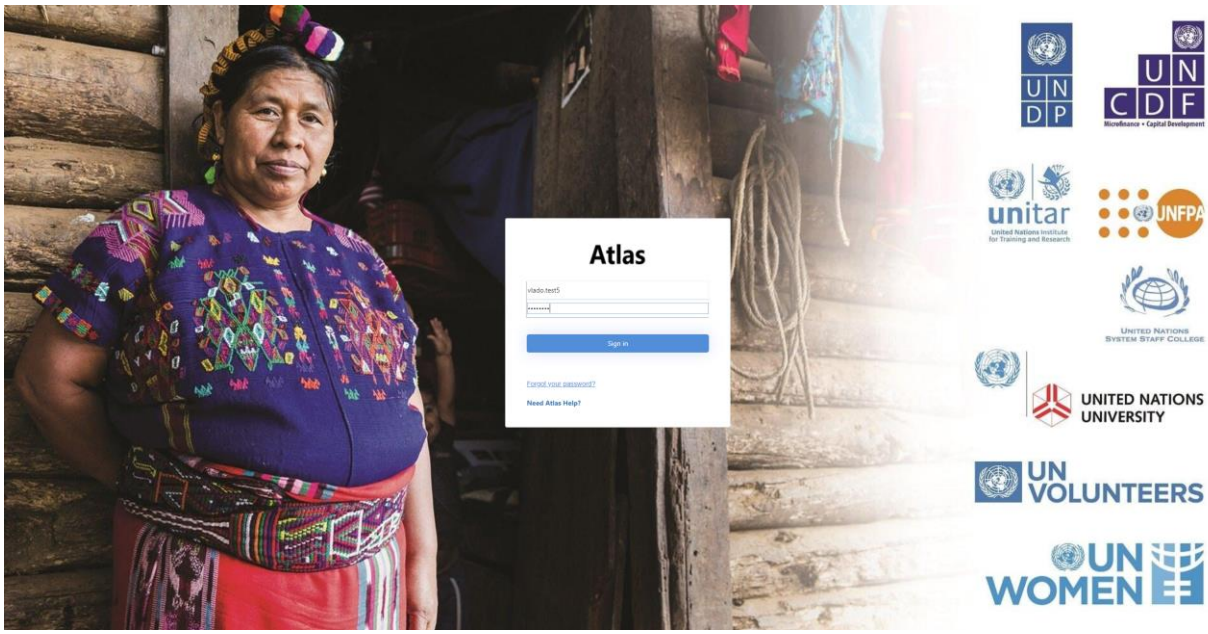
1. Logging in the system for first time after the change – user does not remember existing username or password.

DO NOT USE THE FORGOTTEN PASSWORD OPTION TO RESET YOUR 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 as per the steps in scenario 2 below.

2. 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 as below:

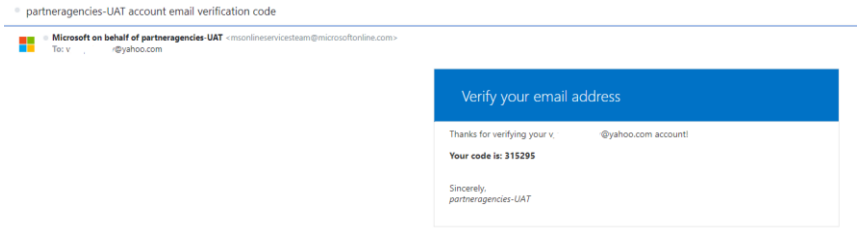
Step 1: Enter your user ID and the password and click the *Log in* button.



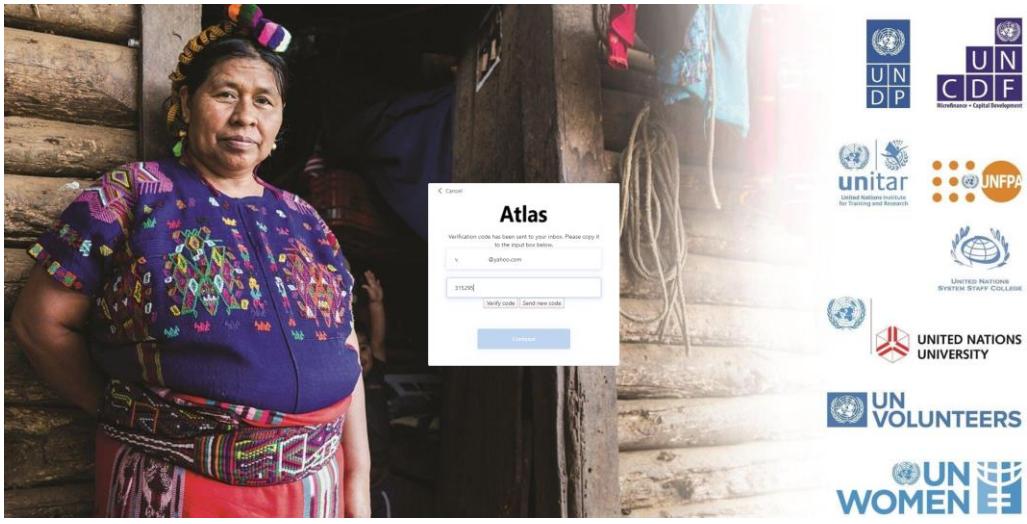
Step 2: Verification is necessary before the first login. Enter the e-mail address associated with your bidder profile/user ID and click the button *Send verification code*.



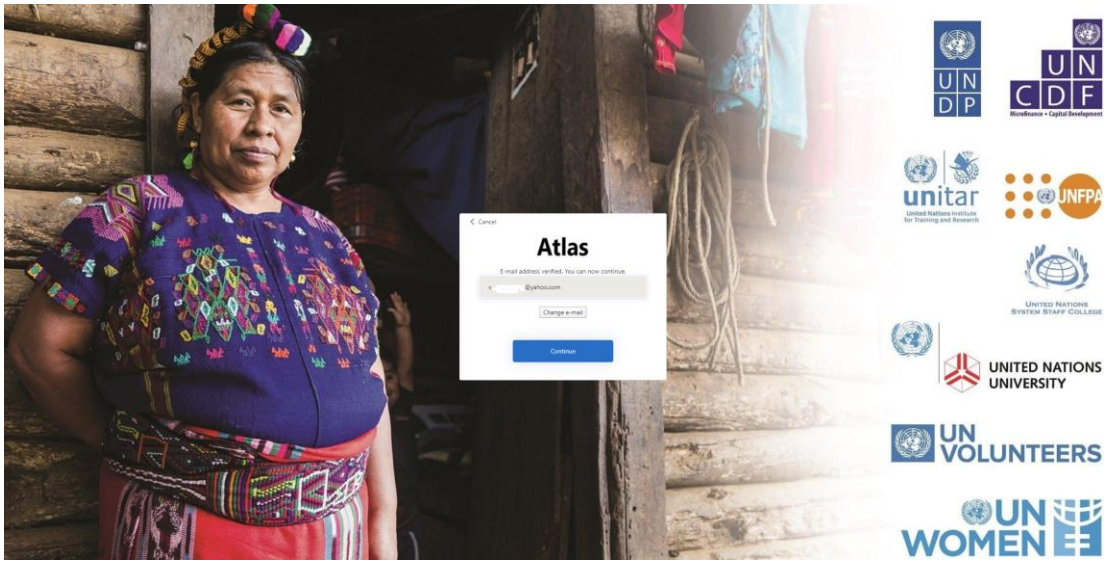
A verification code was sent to the e-mail address associated with your bidder profile.



Step 3: Enter the verification code in the appropriate field and click the button *Verify Code.*



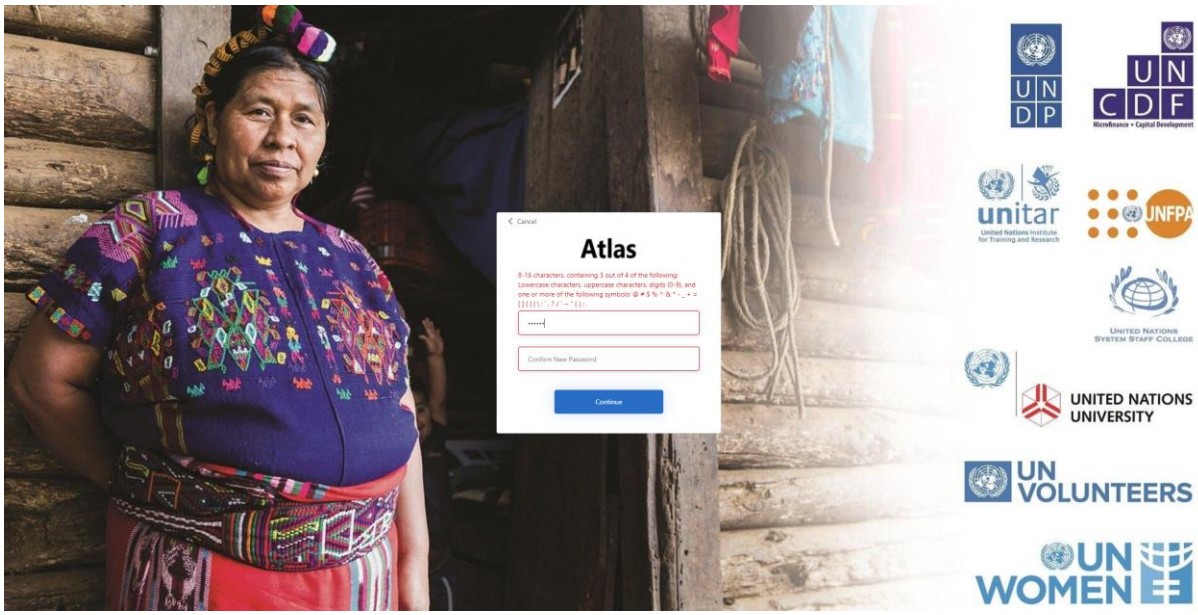
Your e-mail address has been verified. Click the *Continue* button.



Step 4: Enter your new password and confirm it. The password should contain 8-16 characters and contain 3 out of 4 of the following:

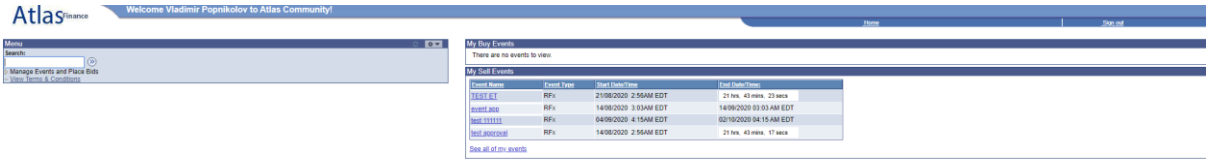
- Lowercase characters
- Uppercase characters
- Digits (0-9)
- One or more of the symbols @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

Click the button *Continue.*



You logged in the system. Detailed instructions on using the system are provided in the *eTendering User Guide for Bidders,* available on the UNDP Public Website

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

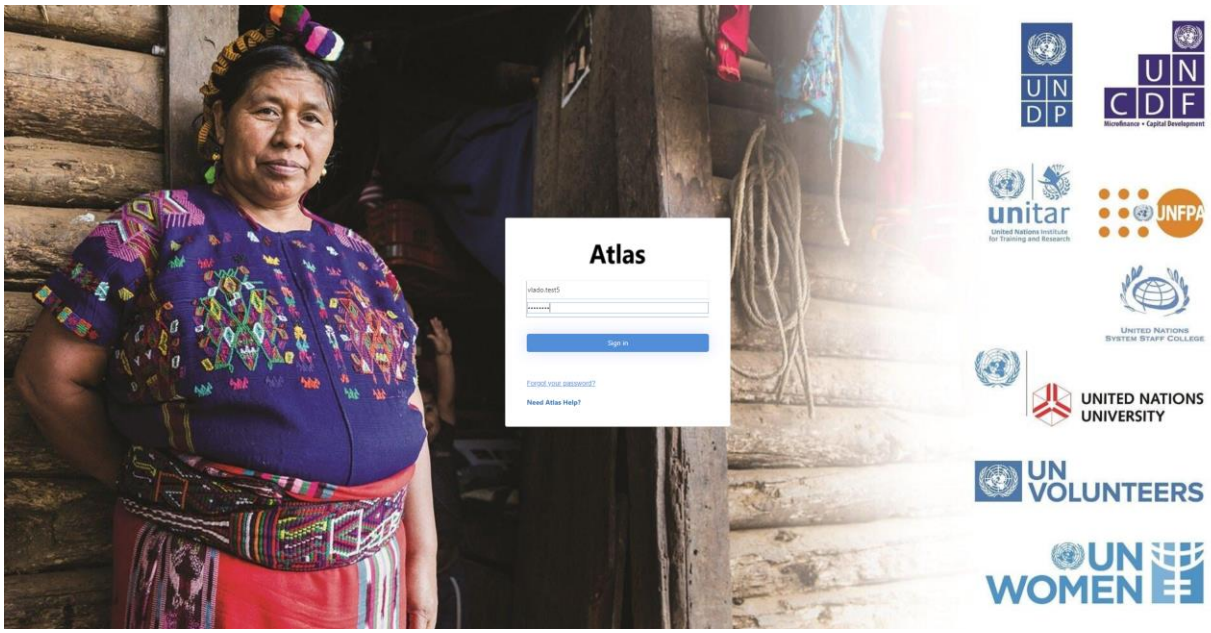


3. Registering a profile in the system for the first time after the change.

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.

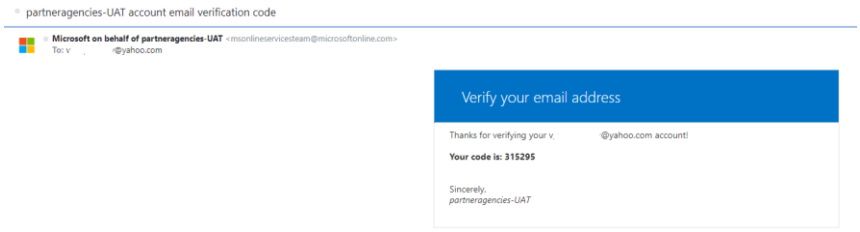
Enter your user ID and the temporary password and click the *Log in* button.



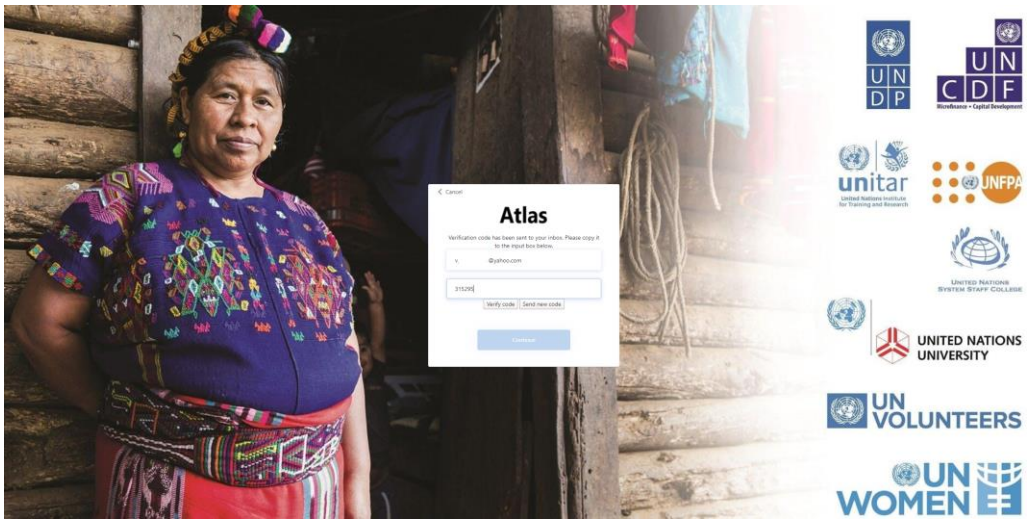
Verification is necessary before the first login. Enter the e-mail address associated with your bidder profile/user ID and click the button *Send verification code*.



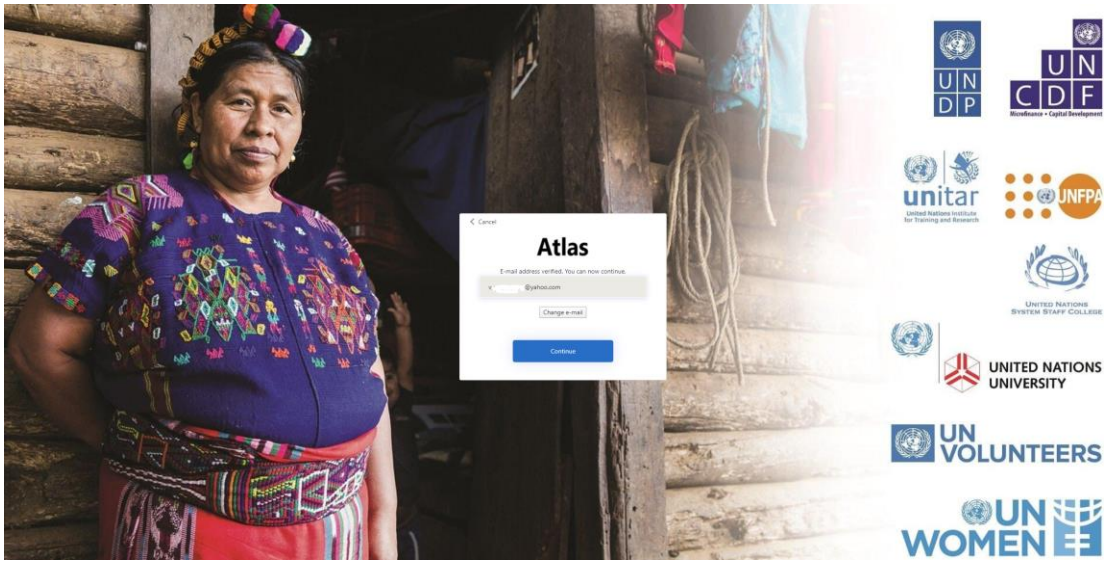
A verification code was sent to the e-mail address associated with your bidder profile.



<u>Enter the verification code in the appropriate field and click the button *Verify Code.*</u>



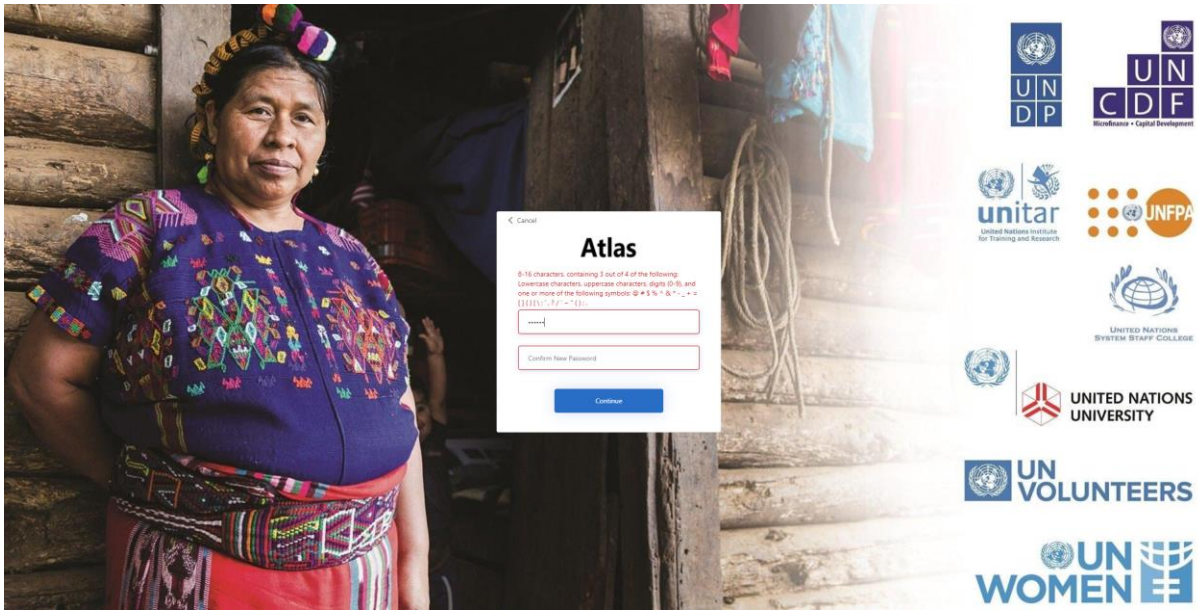
Your e-mail address has been verified. Click the *Continue* button.



Enter your new password and confirm it. The password should contain 8-16 characters and contain 3 out of 4 of the following:

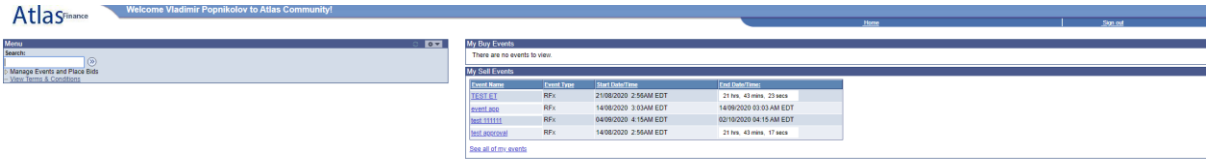
- Lowercase characters
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Click the button *Continue.*



You logged in the system. Detailed instructions on using the system are provided in the *eTendering User Guide for Bidders,* available on the UNDP Public Website

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



4. Logging in after the initial setup has been completed after change – user does not remember password.

If you do not remember the password of your account or you want to change the existing password, you can use the *Forgotten Password* link from the sign in page. System will send a verification code to the email associated with your bidder profile/user ID. After inserting the code received, system will prompt you to choose a new password for your account. Follow the instructions on your screen to complete the process.