

PUBLIC PURCHASE HOW TO GET HELP – VENDOR SUPPORT

1. ONLINE HELP SCREENS

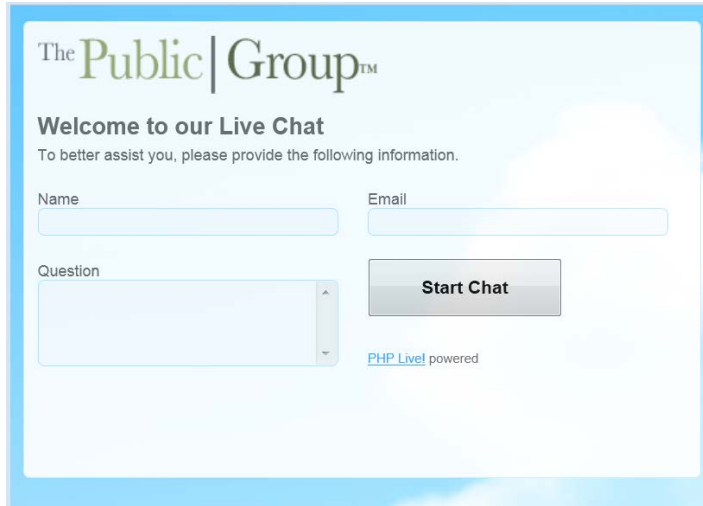
GENERAL INFORMATION (prior to registration)

- How do I register?
- How do I login?
- How do I contact Public Purchase Support?
- What do I do if I've forgotten my username?
- What do I do if I've forgotten my password?
- How do I enable cookies?
- How do I enable JavaScript?

VENDOR INFORMATION (post registration)

- Vendor Registration
- How do I check my bids?
- How do I search for specific bids?
- How do I ask questions about bids?
- How do I track bid addendums or changes?
- How do I check for notifications or contact from Public Purchase?
- How do I manage agency registrations?
- How do I manage my classifications codes?
- What are the different bid types?
- How do I respond to a bid?
- How do I find out if I have been awarded a bid?
- How do I (vendor) withdraw my submitted bid response?
- How do I access Public Vendor?
- How a Vendor Places a Bid Response

2. ONLINE CHAT



The Public | Group™

Welcome to our Live Chat
To better assist you, please provide the following information.

Name Email

Question

Start Chat

PHP Live! powered

(Monday - Friday 3 am – 12 noon HST)

3. EMAIL SUPPORT

email support@publicpurchase.com

(Monday - Friday 3 am – 12 noon HST)

4. PHONE CALL

(801) 932-7000 (Monday - Friday 3 am – 12 noon HST)