



ONLINE VENDOR REGISTRATION USER GUIDE

Online Vendor Registration User Guide

City of Indianapolis Purchasing Division

Please note, the online vendor registration process has been updated.

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GETTING STARTED.

Are you an existing vendor previously registered with the City-County?

If yes, your existing vendor profile has been migrated to the new system.

To ensure that your existing profile syncs with your new account, you MUST use the email address from your initial vendor registration as your username when setting up an account in the new system. Please note, you will be able to review and make changes to migrated information.

Not sure what email address is associated with your profile?

Contact us at Purchasing@indy.gov. Please note, upon requesting the email address, you must provide the last five digits of the TIN associated with your vendor profile.

Is this your first time registering with the City-County?

Yes. Please create a new account.

LOGGING IN

<https://vendor.indy.gov>



To access this page, you have to log in to Vendor Registration.

Username

Password

Remember me

[Forgot Your Password?](#) [Sign Up](#)

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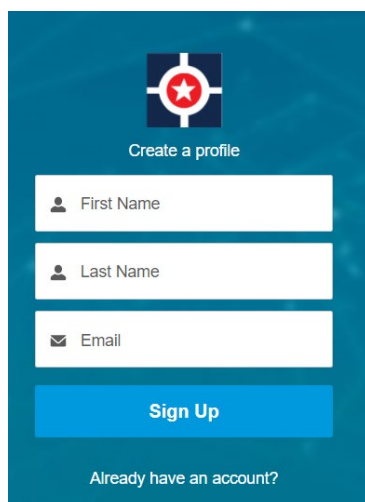
CREATING AN ACCOUNT

Are you an existing vendor previously registered with the City-County?

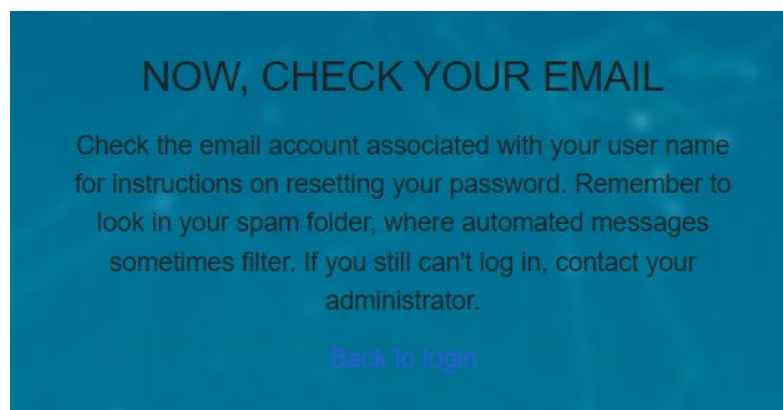
If yes, your existing vendor profile has been migrated to the new system.

To ensure that your existing profile syncs with your new account, you **MUST** use the email address from your initial vendor registration as your username when setting up an account in the new system.

1. Click **Sign Up** on initial log-in screen. On next screen, enter information and click **Sign Up**.

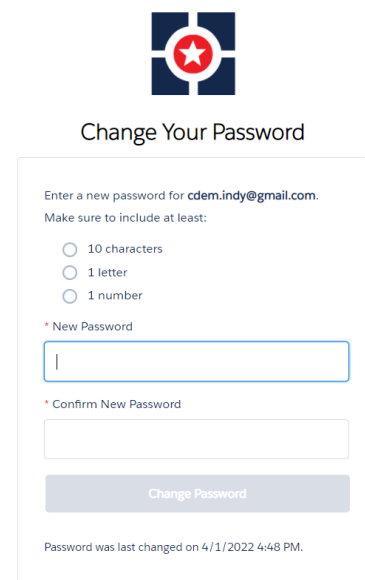


The screenshot shows a registration form titled "Create a profile" with a city logo at the top. It contains three input fields: "First Name", "Last Name", and "Email". Below the fields is a blue "Sign Up" button. At the bottom, there is a link that says "Already have an account?"



The screenshot shows a teal background with the heading "NOW, CHECK YOUR EMAIL". The text reads: "Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator." There is a blue link that says "Back to login".

2. You will get an email from the "City of Indianapolis-Marion County Purchasing Division." *NOTE: Please be sure to check your spam folder if you do not see the email in your inbox.*
3. From the email, click the link to set your password. Note your assigned username. Once your password is set, you'll have immediate access to start the Vendor Registration process.



The screenshot shows a "Change Your Password" form with a city logo at the top. It asks the user to "Enter a new password for cdem.indy@gmail.com." and lists requirements: "10 characters", "1 letter", and "1 number". There are two password input fields: "New Password" and "Confirm New Password". A "Change Password" button is at the bottom. A footer note says "Password was last changed on 4/1/2022 4:48 PM."

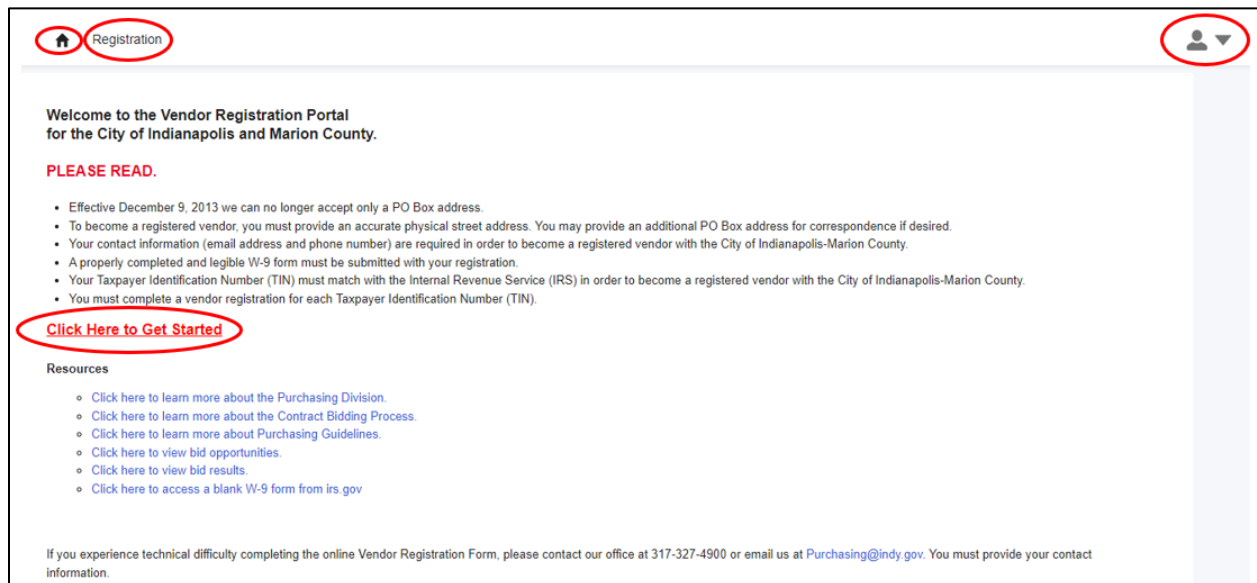
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VENDOR REGISTRATION

Welcome Screen

This is the screen you see when you first enter the application. It contains registration instructions and important resource links.



Top Menu

Icon	Description	Action
	House	Click to return to the welcome screen.
Registration	Registration	Click to start the vendor registration process.
Click Here to Get Started	Get started link	Click to start the vendor registration process.
 	Person	Click to log-out.

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FORGOT PASSWORD

1. Click **Forgot Your Password?** on initial log-in screen.
Please note: You can only use the "forgot your password link" a maximum of 5 times in a 24-hour period.
2. Enter username (email) and check email.
NOTE: Be sure to check your spam folder if you do not see the email in your inbox.



Forgot Your Password

To reset your password, enter your username.

Username



Check Your Email

We've sent you an email with a link to finish resetting your password.

Can't find the email? Try checking your spam folder.

If you still can't log in, have us [resend the email](#) or contact your administrator.

3. Reset password from link in email.

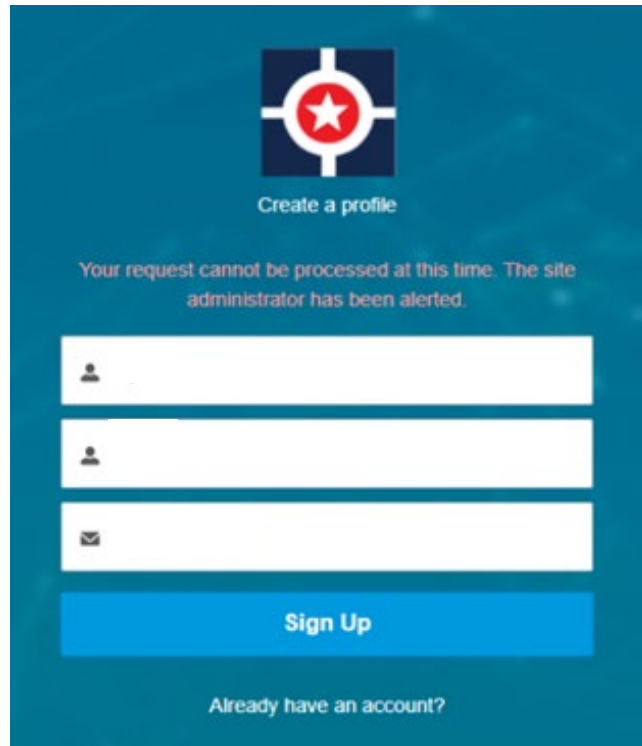
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TROUBLESHOOTING

Creating an Account

- If you receive the following error message “Your request cannot be processed at this time. This site administrator has been alerted,” when attempting to create a profile, this typically means that an account already exists for the email you are attempting to create an account for. Please try logging in or resetting the account password.



Passwords

- You can only use the forgot password link a maximum of 5 times in a 24-hour period.
- If you have exceeded the 5 times in 24 hours, please wait 24-hours, and then clear your browser cache, delete previous password reset emails, and then try requesting another password reset.
- If you have tried to reset your password, have not received a password reset email, and are sure you have created an account, please note that you might have created your account under a different email address. You can try another email or contact Purchasing to confirm the email associated with your vendor account.
- Still having issues, please contact email us at Purchasing@indy.gov. You must provide your contact information.