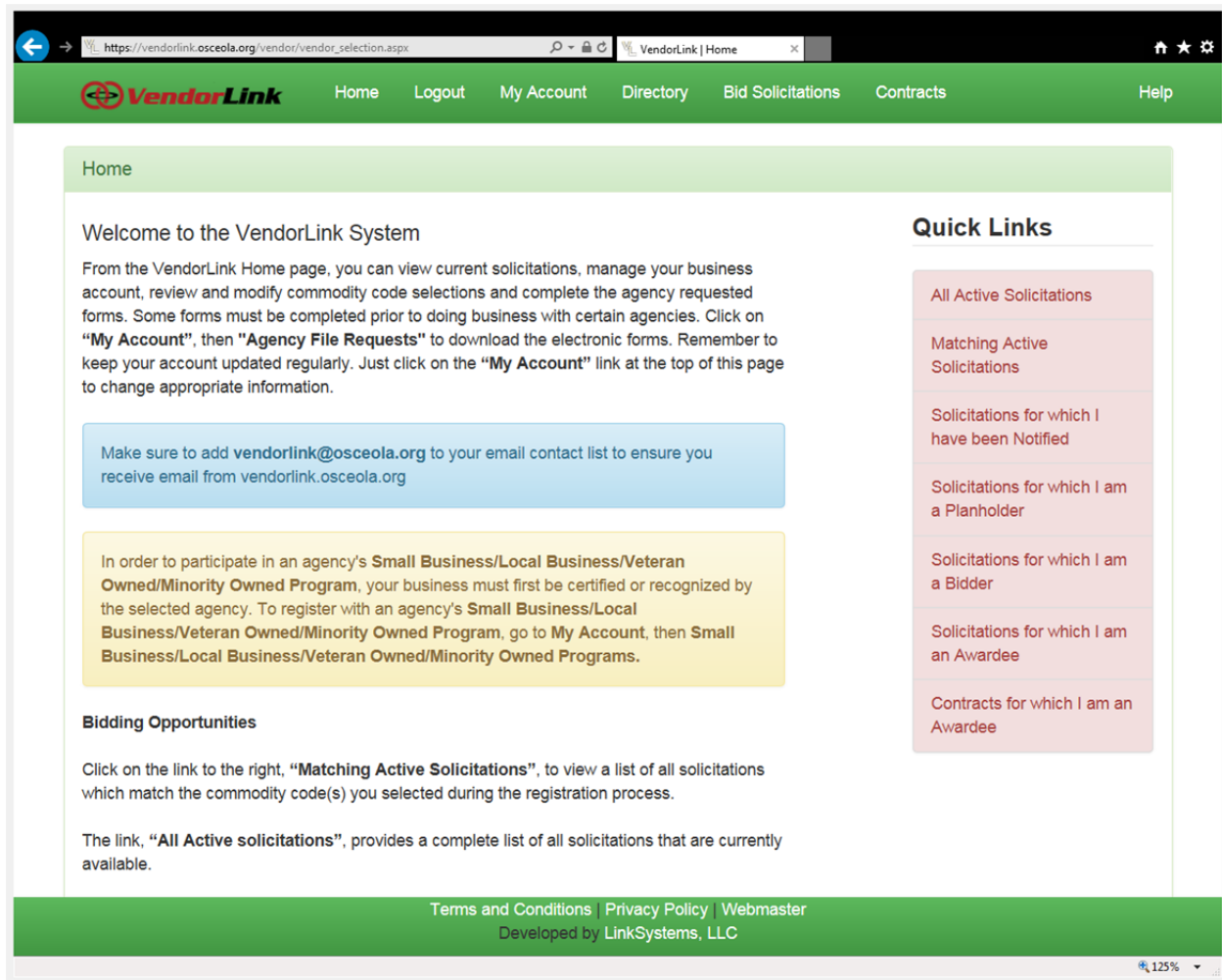


VendorLink – Frequently Asked Questions

How do I make changes to my account?

VendorLink is a self-managed site. From the VendorLink home page – Vendors need to select “MY ACCOUNT” from the green navigation bar at the top of the web page.



The screenshot shows the VendorLink website interface. At the top, there is a green navigation bar with the VendorLink logo and links for Home, Logout, My Account, Directory, Bid Solicitations, Contracts, and Help. A blue arrow points to the 'My Account' link. Below the navigation bar, the main content area is titled 'Home' and contains a welcome message, a 'Quick Links' sidebar, and a 'Bidding Opportunities' section. The 'Quick Links' sidebar includes links for 'All Active Solicitations', 'Matching Active Solicitations', 'Solicitations for which I have been Notified', 'Solicitations for which I am a Planholder', 'Solicitations for which I am a Bidder', 'Solicitations for which I am an Awardee', and 'Contracts for which I am an Awardee'. The 'Bidding Opportunities' section provides instructions on how to view matching active solicitations and all active solicitations.

How do I LOGIN? What is my username?

The username is the email used to create the account.

I forgot my password.

A user can have their password reset by selecting the reset password button. An email will be sent to the user’s email account with the new password.

I keep getting an error when trying to complete my registration.

A vendor must complete all fields noted with a red asterisk. Once all the information fields have been entered, a terms and conditions pop up will appear. In order to complete registration, a vendor must accept the terms and conditions. After acceptance, the vendor will be registered and automatically logged into the VendorLink system.

VendorLink – Frequently Asked Questions

How do I search for solicitations?

Solicitations can be found by clicking on the Bid Solicitations link in the navigation menu. Vendors can select the criteria to search for solicitations then click on the Search Solicitations button. Users may view the details of the solicitation by clicking on the view button of the selected solicitation.

Vendors can also use the “QUICK LINKS” section on the home page to view active or matching solicitations.

I am not able to see any solicitations when I log on and do a search.

The Vendor should check to make sure they have selected agencies as part of their registration. Vendors should select the “AGENCY REGISTRATION” tab in “MY ACCOUNTS” to check on agencies.

Agency Registration

Please ensure all relevant information has been entered before submitting.

- FL (1 counties)
 - Osceola (2)
 - Osceola County Board of County Commissioners
 - Osceola County School Board

I know I’m registered but I keep getting an error when I try to login.

Is the Vendor registered on vendorlink.osceola.org? The vendor may have registered on another one of the VendorLink websites.

Technical support – support@evendorlink.com

If the above tips do not work – please send an email to the support desk. If possible, please include a screen shot of the error message.