



# quick start guide



## How to register and get your digital ID...

1. To complete the registration process for your company, go to [www.bidexpress.com](http://www.bidexpress.com) and click the grey **FREE VENDOR SIGNUP** button at the top right of the page.
2. Verify that the agency you wish to bid to is featured on the page. If so, click the blue **CONTINUE REGISTRATION** button in the pop-up window that appears.
3. Enter your name in the First Name and Last Name fields. This name will appear on the digital ID application for your company. Type in your email address.
4. This email address will become your username for the account and be where all email notifications from the agencies with which you bid will be received.
5. Create a secure password for your account. The password must be at least eight characters long and contain at least one capital letter, one number, and one symbol. Choose your local time zone from the drop down and then agree to the Terms of Agreement and Acceptable Use Policy at the bottom of the registration page and click the green **REGISTER** button. The Bid Express service sends a registration confirmation email to the address entered as the username.
6. Click the link in the email. Enter the password you used on the registration page in the Password field and click **ACTIVATE**. The Bid Express service displays the **HOME** tab where you create your company.
7. On the Bid Express home page, click **Create Business**. A **Create New Vendor Business** pop-up window appears. Enter your company name, the address, state, postal code, and phone number. Also, choose your **Payment Approach**. If you plan to bid more than once or twice a month, choose the monthly subscription of \$50.00/month. If you plan to only occasionally bid, select the pay as you go feature at \$25/per solicitation. The **Payment Approach** can be updated at any time. *Note that we do not prorate and bill on the first of every month regardless of when your account was created.* If you are joining a business that has already been created, click **Join Business** then type in the business name to find it. Once you select a business, your business manager must approve you before you can move forward in the process.
8. Click **INSTALL SIGN TOOL**. Note that you will have to install the sign tool on every computer you wish to set up for bidding. Once installed, close your internet browser and start it back up.
9. Click the blue **Generate Digital ID** link. This will walk you step by step through creating a digital ID for your company. Digital IDs are the electronic equivalent of a person's signature.
10. The Bid Express Digital ID Generation screen displays. Make sure the information is correct. Click the green **SUBMIT** button.

11. The wizard will load and then prompt you to back up your new digital ID. Click **BACKUP**, then enter a password for the backup file of your digital ID in the Password and Verify Password fields. *This password will be used when uploading the digital ID to another computer for bidding.* Do not forget this password, as there is no way for the Bid Express team to retrieve or reset it. Click **OK**.
12. Save the digital ID backup file to a memory stick, CD, company server, or other secure location outside of this computer for safe keeping.
13. Add the signer's name to the file name from Bid Express Digital ID.pfx so it will more recognizable when used for importing the backup file, (eg. John\_Smith\_Digital\_ID.pfx). This will ensure you do not confuse your company's other digital IDs. Once you have entered the digital ID name and location, click **SAVE**. The Bid Express service returns you to the Bid Express Digital ID Generation window. Click **NEXT**.
14. Print a copy of the new registration page to have signed/notarized and mailed to our Customer Support team; *the address will be on the page.* NOTE: Customer Support must receive this page for processing before the due date of the job you wish to bid. When you have finished printing the document, close the print window and click **FINISH**.
15. When your digital ID is activated, the red digital ID field on the home page of your new account will disappear and you will be able to begin purchasing and bidding on solicitations posted by the agencies with which you work.

## How to bid...

1. To select a solicitation to bid, click on the Solicitations tab at the top of the screen. Find the solicitation from the list; if you have a keyword for the job, type it in the search box to the top right.
2. Click on the blue job name. When you've determined you want to bid the job, click the green **Select for Bidding** button at the top right. You can then put in your purchasing information if you have a pay as you go account, or if you have a monthly subscription you will need to click on the shopping cart icon at the top right and purchase the monthly subscription.
3. As you are working, make sure to click Save Draft as you work. When the bid is ready for submission, simply click the green **Submit Bid** button at the top. The job will submit and you will receive an email for your bid submission receipt.

**Note:** *If you want to create a Joint Venture Digital ID for bidding, follow the steps above from the beginning. You will need to create a separate account for the Joint Venture because our system will see it as a separate company entirely.*

## Where to get help...

If you need assistance with the Bid Express web site, our customer support team is available to help. Support specialists are available by phone Monday through Friday from 7:00 am to 8:00 pm eastern time (excluding major U.S. holidays). The phone number for customer support is (352) 381-4888 or toll free (888) 352-BIDX (2439). Customer support voice mail and email can be reached 24 hours a day, 7 days a week. The email address is [support@bidexpress.com](mailto:support@bidexpress.com). The goal of the customer support team is to respond promptly to each user and get you back to business fast.