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1. General Instructions on how to register and use HISD Vendor Management System can be found here. http://www.houstonisd.org/cms/lib2/TX01001591/Centricity/Domain/8017/Vendor_Registration_Instructions_JV.pdf

2. Where do I go to Sign Up?

- A. [Visit the Registration Portal](#)
- B. [Visit to view pending solicitations](#)

3. How is this different from previous registrations on the HISD website?

- A. On June 12, 2018, HISD implemented a new vendor database. Any registrations you had prior to June 12, 2018 are no longer active. You MUST register in the new vendor database to access and receive information about HISD solicitations. [You can register via this link](#). Note: If you are an active HISD Supplier you should have been pre-registered and received an e-mail with Log-in information.

4. What will I need to register?

- A. You will need an email account: Only ONE account and only ONE email address can be used per vendor. Please make sure that this email belongs to the person best able to respond directly to solicitations or who has the ability to distribute the information to the appropriate person in the company. *Why is this important?: This will be the only email to receive bid notifications and perform password resets.*
- B. Tax Identification Number (TIN): An EIN (Employer Identification Number) or a *SSN (Social Security Number) can be used.
- C. Password: You will need to select a password in order to access your account. Minimum of 8 characters, an uppercase character, a lowercase character, a number, and a special character.
- D. Physical Address: US Location where information can be mailed.
- E. NIGP Codes relevant to your company (See Questions below for a definition of NIGP Codes and where to find them).

5. Why am I limited to one email? What if I have multiple employees who I want to view HISD bid information?

The system will allow one email per company to receive solicitation notifications. We recommend the use of a group e-mail if multiple employees need to view bid information.

6. What are NIGP Codes and why do I need them?

Commodity Codes developed by the National Institute of Governmental Purchasing (NIGP) to bring efficiency to automated purchasing. Because these codes identify a Supplier by their specialty, trade and/or line of business, it is important that you select all NIGP Codes that apply. [Search for your codes](#)

7. My NIGP code is not listed.

Email masterdata@houstonisd.org for technical support.

8. Quick Troubleshooting Guide: If you encounter a problem please check the following:

- A. SPAM/Junk Folder
- B. If using Microsoft Internet Explorer 11, please use the following instructions:
 - o Open Internet Explorer Browser
 - o Click on Tools / Internet Options / Security / Select a Zone to view or change Security Settings.
 - o Make sure to select Internet Zone
 - o Click on Custom Level / set parameter value for parameter from "User Authentication" to "Anonymous logon"
 - o Click OK. Go back to Internet Options / Advanced / Settings. Untick parameter "Enable Integrated Windows Authentication"
 - o Click OK
- C. If using an Apple system, please use the following instructions To fix Apple (MacBook) / Safari certificate error:
 - o Go to Finder > Applications > Utilities > Keychain Access
 - o Search for certificate name(s) that showed up in the Certificate window. Delete them all.
 - o Restart Safari and try again.
- D. For additional technical support Email masterdata@houstonisd.org.

9. Who do I contact for questions?

Please direct any questions or concerns to masterdata@houstonisd.org You can also locate your User ID online via this [link](#) and reset password online via this [link](#).

10. What if I receive the Error "Please check your SSN/EIN entry. Supplier is already registered under the SSN/EIN." When trying to register?

Step 1 - Check with other members of your company to verify if someone else within you company has already registered.

Step 2 - Look for a HISD registration email in spam/junk folder.

Step 3 - If email / registration information not found contact masterdata@houstonisd.org for technical support.

11. Have not received initial registration email with user name and password.

Step 1 - If you have not yet registered for an account, you will need to register a new account. Go to the [Procurement site](#), click "Register a New Supplier Account" on left side of screen.

Step 2 - If already registered, refer to question above regarding "Supplier is already registered".

12. I received an email with username and temporary password, what is it for?

If you are an active supplier with HISD, we have automatically registered and sent out an initial registration e-mail to your company within the new vendor registration system. Go to the [Procurement site](#), to log on.

13. Error Message: You have been locked out.

If you know your user ID but forgot your password, please go to the [Procurement site](#) and click "Forgot Password".
If you do not know your user ID, click on "Forgot User ID".

14. Email and Password were sent to an unmonitored email or person is no longer with company.

Please email masterdata@houstonisd.org, to provide us an email address where you would like to receive solicitations.