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eTENDERBOX Portal Respondent User Manual

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Document Control

1.1 Document Version

The full version history of this document can be found in the appendix.

1.2 Terms and Definitions

Glossary containing the meaning of all names, acronyms, and abbreviations used within this document.

Term/Acronym	Definition
Access Code	The unique code issued to an invited Respondent that will grant them access to the Rfx within the eTenderBox. Access Codes are only provided when the tender is an 'Invited Only' tender.
Buyer	An internal CONTRACTS officer representing the entity that manages the eTenderBox for the purpose of establishing contracts with suppliers.
Closing Date	The date and time at which an RFx will be closed and Submissions can no longer be uploaded via the online eTenderBox.
Contract	'Contract' is the term used to represent an agreement between your organisation and another contracting Supplier or Suppliers (see below). A contract can refer to the actual agreement or to the contract record within the database, with associated data and documents attached.
Dashboard	The Dashboard is the first screen the user will be directed to once they log into Ready Contracts. It is made up of widgets, modules and a message bar. The dashboard can always be accessed by clicking on the Ready Contracts logo.
eTenderBox	The online portal in which RFxs are advertised and where Submissions are lodged electronically. The eTenderBox supports the tendering process on the web.
Opening Date	The date and time in which an RFx is open and accessible via the eTenderBox.
Pre-contract	A pre-contract is a record used to capture budgetary, sourcing, and/or procurement information prior to letting a contract.
Respondent	This is the term used to refer to an organisation that has registered on the eTenderBox. When a submission is imported into CONTRACTS, the respondent is added as a supplier.
Revised Clarification Date	The effective and revised closing date of the clarification period as it may be amended from time to time. After this date, no further clarifications can be submitted.
Revised Closing Date	The effective and revised Closing Date as it may be amended from time to time.
RFx	A generic term used to represent a stage in your tender process such as Request for Information (RFI), Request for Proposal (RFP), Request for Quote (RFQ), or Request for Bid (RFB).

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SOURCING	An optional module for CONTRACTS which supports the tender lifecycle and allows you to record tender details and collate tender documentation each time you go out to market via 'Stages'.
Submission	A written offer submitted by the Respondent to an RFx via the eTenderBox.
Supplier	A 'Supplier' is the term given to another contracting organisation. In most cases, a supplier will be associated to a Contract, Pre-contract or a Project within the application.
Tenderer	Another term that is used for a respondent.
Unlocker	Internal Staff member responsible for unlocking the RFX on the eTenderBox and importing RFx Submissions into Contracts.

1.3 Document References

All documents referenced and / or used to assist the creation of this document.

Document	Author(s)	Version
CONTRACTS User Manual	Various	8.1.17 – 8.1.21
SOURCING User Manual	Various	8.1.17 – 8.1.21
eTenderBox User Manual	Various	8.1.17 – 8.1.21

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2 Introduction

This user manual will assist you in using the eTenderBox to view and lodge electronic Submissions to RFx's. This document covers the following functions:

- Registering and logging in as a Respondent
- Viewing RFx details
- Register/deregister your interest in an RFx
- Download RFx Documentation
- Lodge and modify a Submission to an RFx
- View RFx communications and submit queries via the eTenderBox
- Contacting a Contact during the RFx period.
- Viewing RFx updates during the RFx Period.
- Managing your account details (including resetting your password)

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3 Registering on the eTenderBox

You are required to register on the eTenderBox to lodge submissions and access invited tenders. Use the following instructions to register, you will only need to do this if you have not previously registered and/or do not have an eTenderBox account.

1. From the **My Account** widget, select the **Create Account** link.

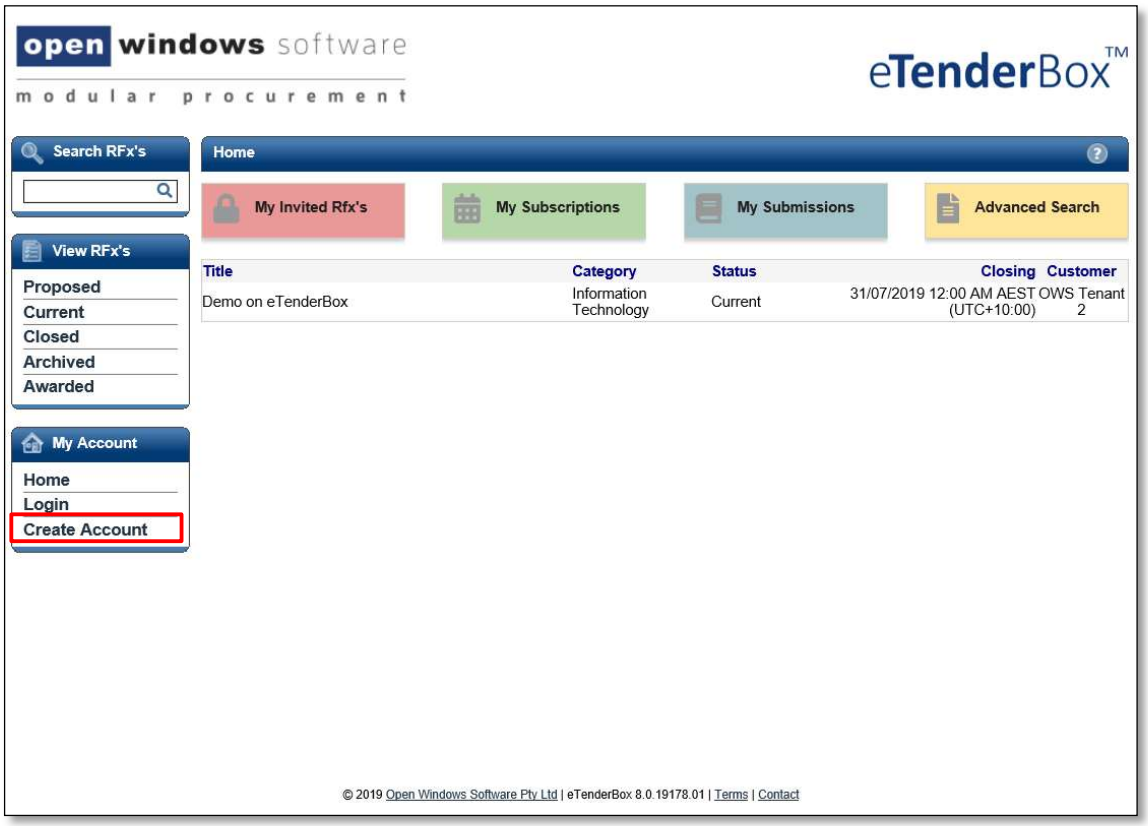


Figure 3-1: Create Account

2. Complete your details on the **Respondent Registration** page. Note all fields marked with ***** are mandatory.

   (Take care with using an email that you have access to and that has not been previously registered. This email will be used for all eTenderBox correspondence).

   Take note of the password rules.

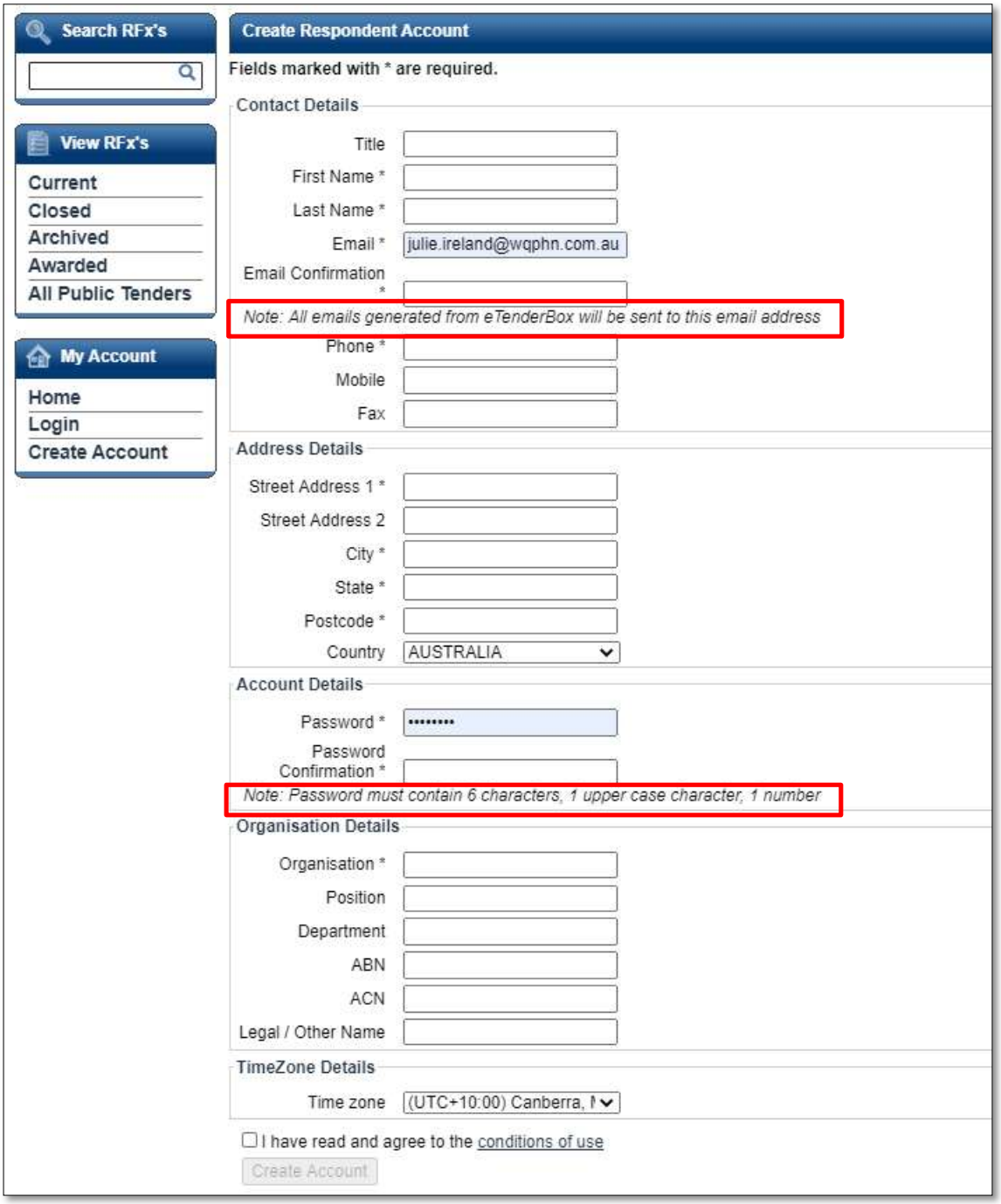


Figure 3-2: Create Respondent Account

3. Review the **Conditions of Use** and select the checkbox. Select **Submit** to complete the registration.

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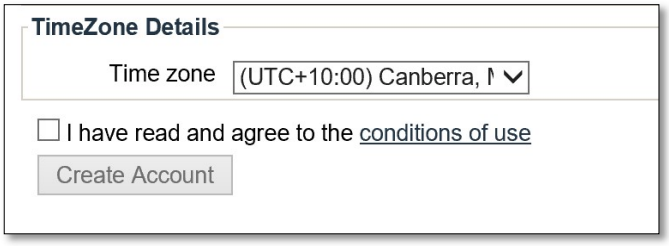


Figure 3-3: TimeZone Details

1. A message will appear indicating you have successfully registered and notify you that an email has been sent to you with instructions on how to complete the registration process.

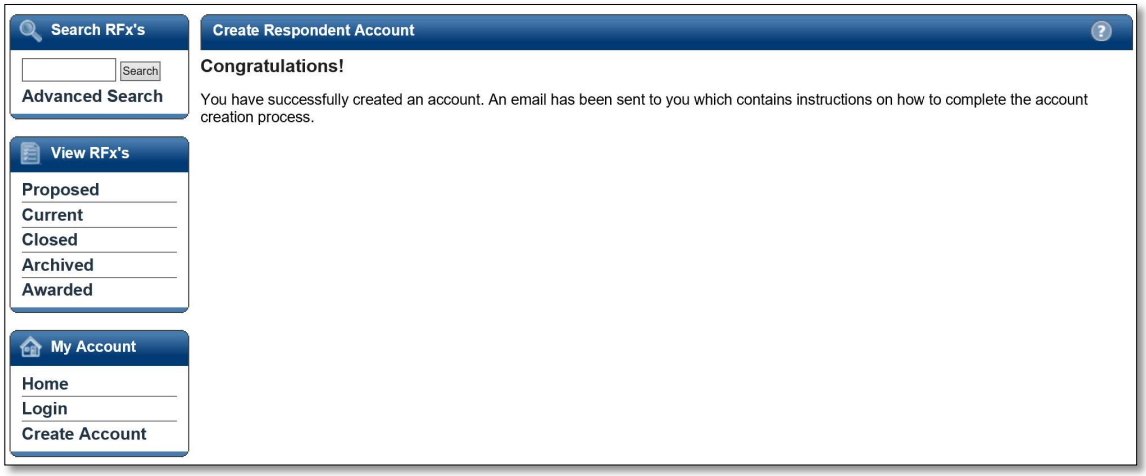


Figure 3-4: Create Respondent Account

2. Log into your email account, you will see an email like the following from the eTenderBox. Click the verification hyperlink to complete the registration.

   NOTE: *Your email security settings may prevent this hyperlink from being active. If this is the case copy and paste the link into the address bar of your internet browser.*

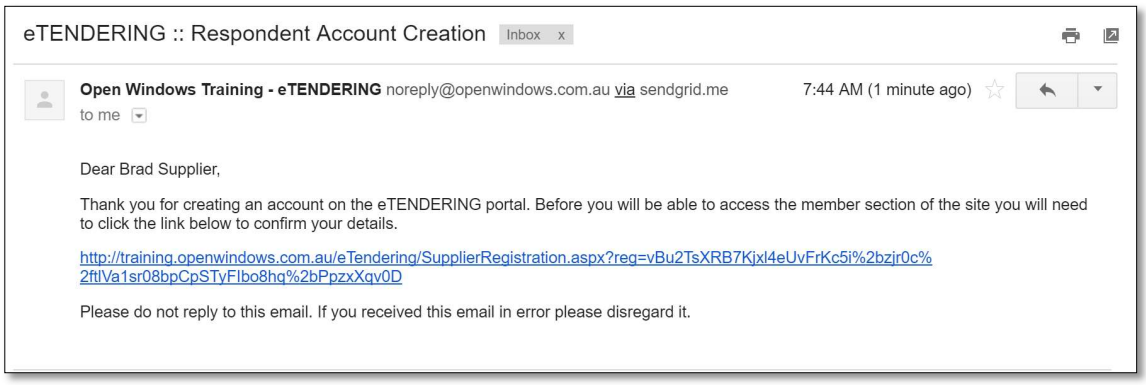


Figure 3-5: Respondent Account Creation

3. The link will open the eTenderBox to the **Respondent Account Registration** page. Enter your password to log into your account.



Figure 3-6: Respondent Account Resigtration

4. Once logged in you will be directed to the **eTenderBox Desktop.**

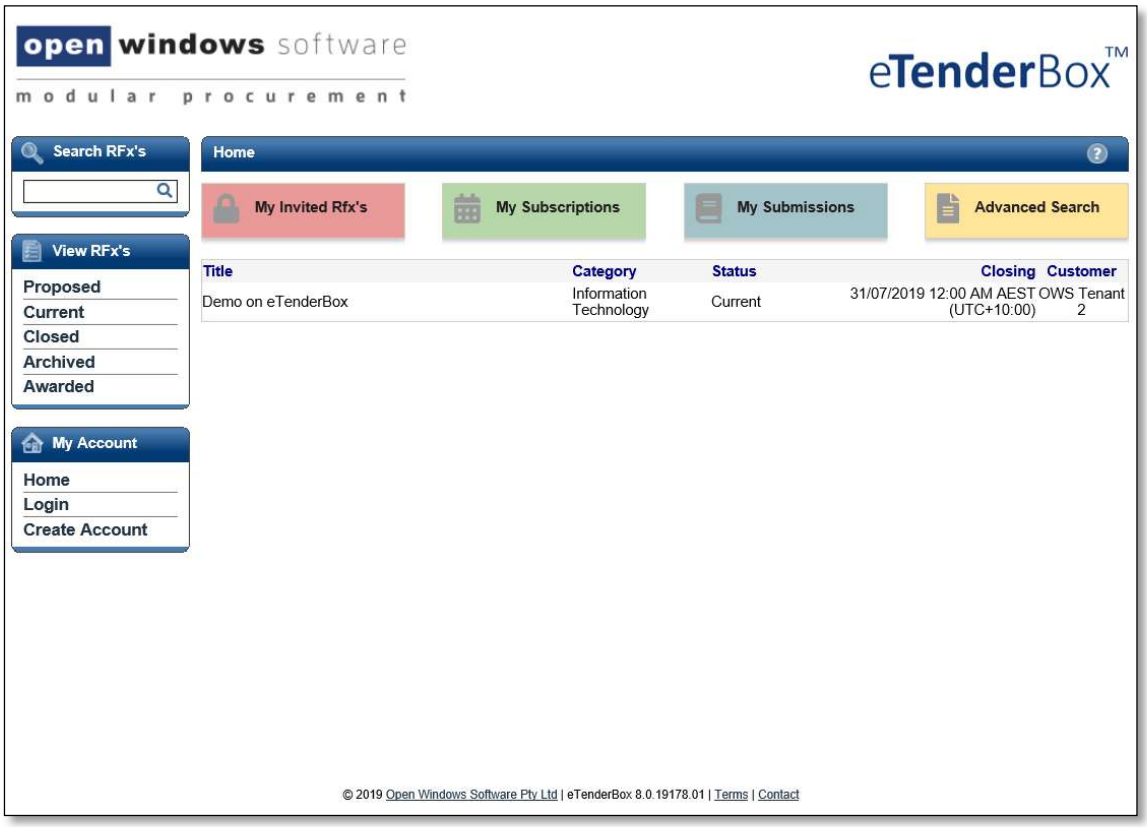


Figure 3-7: eTenderBox Desktop

4 Logging into the eTenderBox

Once you have registered an account on the eTenderBox you may use the **'login'** link to access your account. It is important you remember the email account you used to register on the portal, to ensure probity you are the only one who can modify your account.

To log onto the eTenderBox select the **Login** link.

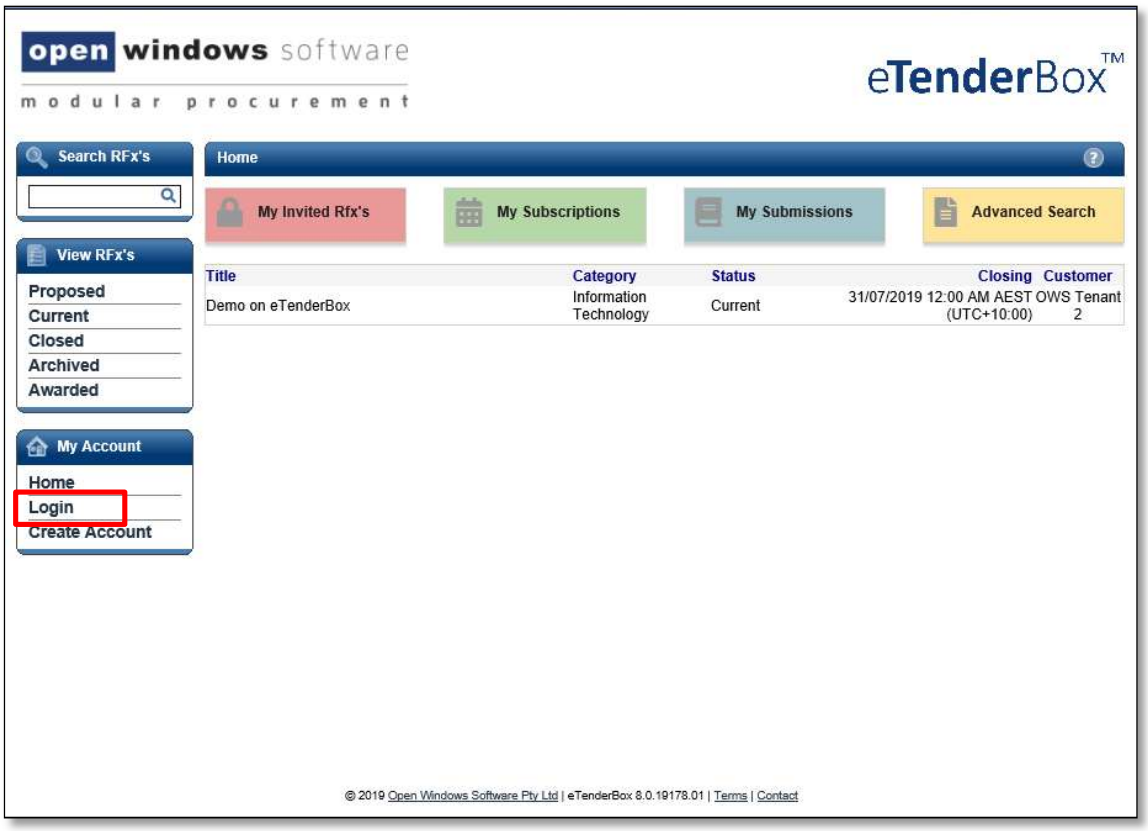


Figure 4-1: Login

Enter your registered email address and password on the Login screen. If you have forgotten your password, click on the **here** hyperlink. See the section **'Forgotten Password'** for more information on resetting your password.



Figure 4-2: Resetting Your Password

Once you are successfully logged in to the eTenderBox, you will be presented with your desktop where you can now search for your RFx, view all your current and closed RFx's, and view your Submissions history.

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5 The eTenderBox Desktop

The eTenderBox supports procurement and sourcing processes by providing a secure, web-based solution in which respondents can view upcoming and current RFx's and lodge responses electronically.

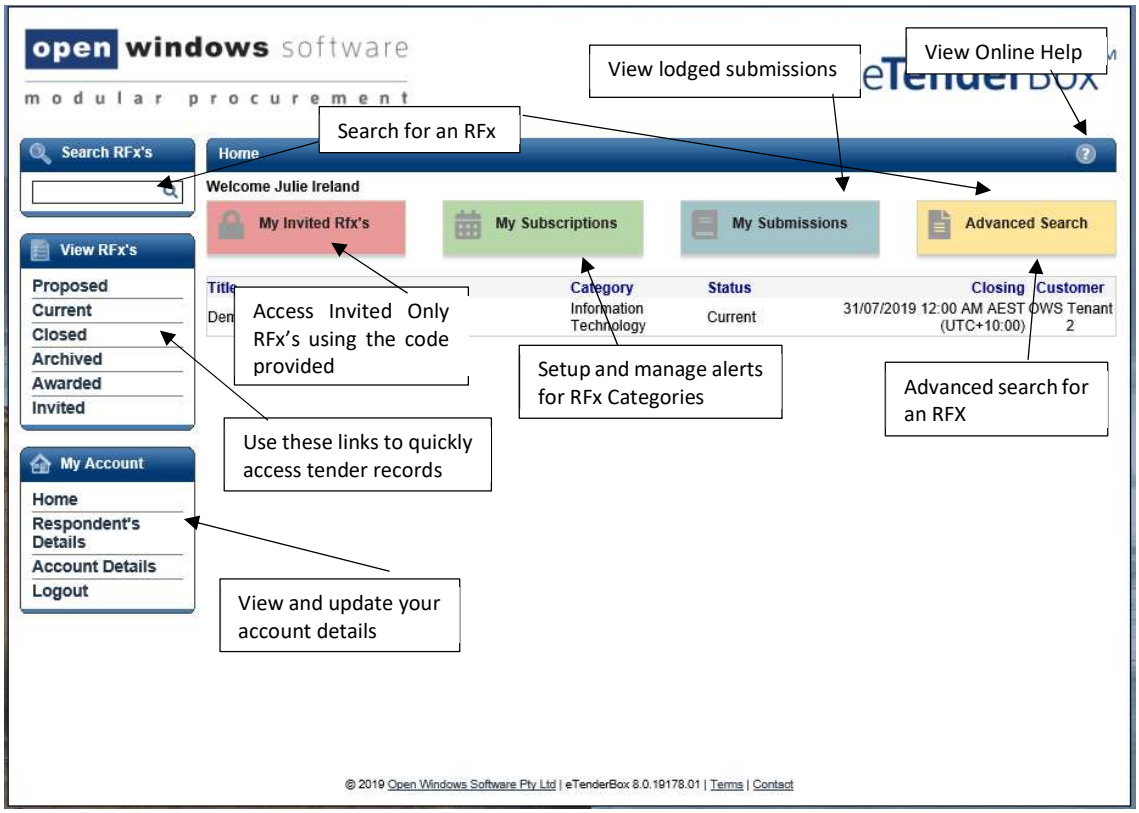


Figure 5-1: Portal Desktop

5.1 How to locate an RFx

There are 4 methods you can use to locate an RFx within the eTenderBox.

1. **RFX Search**:

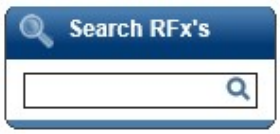


Figure 5-2: RFx Search

Click on the **Search** menu option to search across all current and expired RFX's within the system

(both public and those you have been invited to tender on). Use the following fields to perform your search:

a. **Number:** Search using part or all the RFx number.

b. **Title:** Search using part or all the RFx title.

c. **Customer:** Search by selecting the customer of the RFx.



Figure 5-3: Search

2. **Advanced Search:**

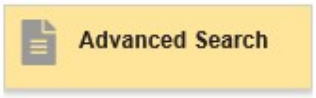


Figure 5-4: Advanced Search

Click on the **Advanced Search** button to view and access a set of more detailed search criteria. Use the following fields to perform a stricter search:

a. **Number:** Search using part or all the RFx number.

b. **Title:** Search using part or all the RFx title.

c. **Description:** Search using key words contained in the RFx description.

d. **Pre-contract Stage:** Search by using the stage the RFx is likely to be published under.

e. **Category:** Search by selecting the category of the RFx.

f. **Region:** Seach by selecting the location of the RFx.

g. **Closing Date Range:** Search by entering the date range you believe the RFx is due to close between.

h. Select **Search.**

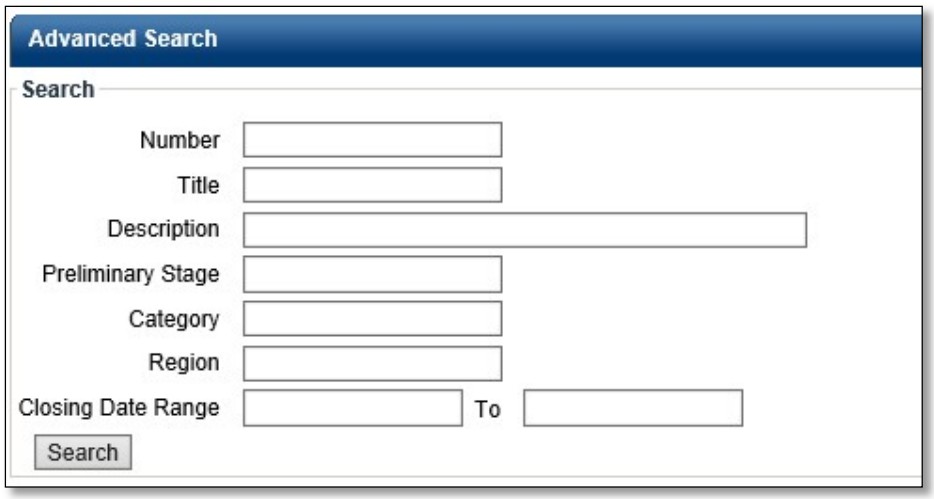


Figure 5-5: Advanced Search

3. **View RFx's:**



Figure 5-5: View RFx's

Located on the left-hand menu is a widget called View RFx's. Here you will find links that will allow you to locate the following RFx's:

a. **Proposed:** Displays an organisations proposed RFx's.

b. **Current:** All current public RFx's. These RFx's are currently accepting Submissions.

c. **Closed:** All closed public RFx's and all RFx's to which you were previously invited and have passed their Closing Date. These RFx's are no longer receiving Submissions. All RFx's will stay in a **'closed'** state for Ninety (90) days before moving to the archived folder.

d. **Archived:** RFx's will be visible within this folder for thirty (30) days after which the records will be removed from the eTenderBox.

e. **Awarded:** Displays information about the awarded RFx. Please note the decision to publish this information is at the discretion of the organisation.

f. **Invited:** Displays a list of all RFX's that you have been invited to submit a response against.

5.2 Locating an Invited Only RFx

An invited only RFx is not visible to the public and can only be responded to by those suppliers who have been invited to respond. If you are invited to respond to an RFx you will receive an email with an **Access Code** like the example below.

NOTE: *You must log into the eTenderBox with the email address that was sent the access code. Only this account can access the Invited Tender.*

Dear Sam Supplier,

RFx Details

Request for Tender Number: RFP24
Request for Tender Title: Engineering Services
Request for Tender Category: Building & Construction
Request for Tender Opening Date: 23/12/2014 11:00 AM (AEDT UTC+11:00)
Request for Tender Closing Date: 09/01/2015 05:00 PM (AEDT UTC+11:00)
Request for Tender Location: Melbourne
Request for Tender Description: Provide consulting services on council projects.

All times listed above are displayed in Canberra, Melbourne, Sydney time

Accessing the RFx

If you are a first time user of eTendering please click here and follow the registration process detailed below to access the Tender. Already registered users can login to the eTendering Portal and enter your Access Code, provided below, to access the RFx.

Access code "quoodi25" (without quotes).

Please do not reply to this email. Any enquiries related to this tender should be directed to the contact person shown on the information for the tender.

Buyer, Bob
Ph: 00 9999 9999
Email: bob.buyer@supplier.com.au

Figure 5-6:Invited Tender

5.3 Viewing an Invited Only RFx

To view the RFx use the following instructions.

1. Log into the eTenderBox.

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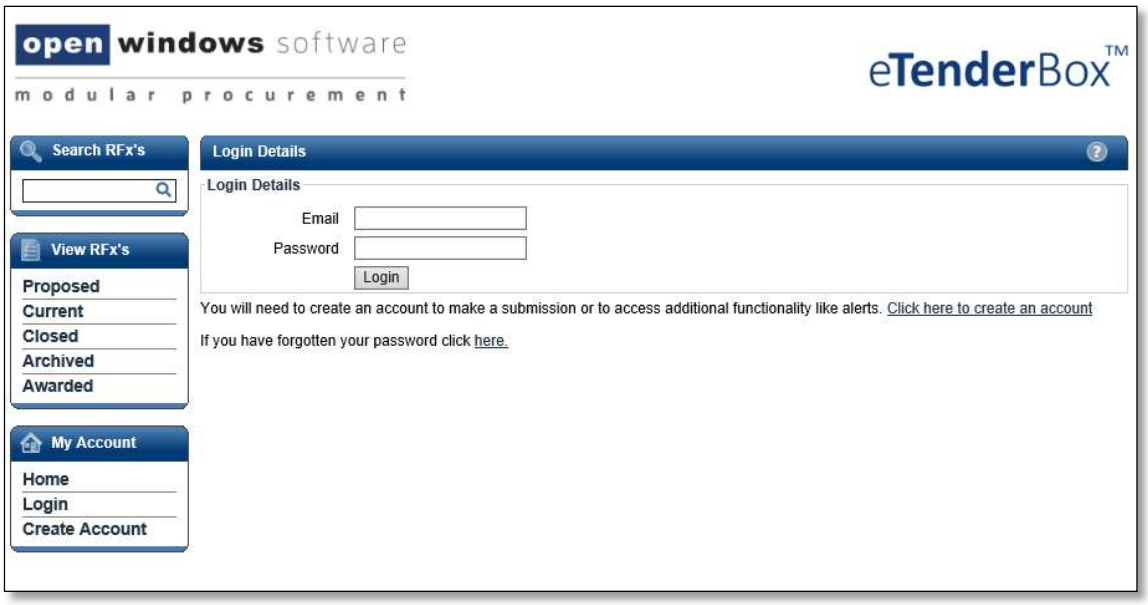


Figure 5-7: Login Details

2. Select the **Invited** View. Enter the **Access Code** in the **RFx Invited Code** field and the relevant organisation, then select the **Get RFx** button.



Figure 5-8: Access Invited RFx

3. The **RFx** will now display in the list.

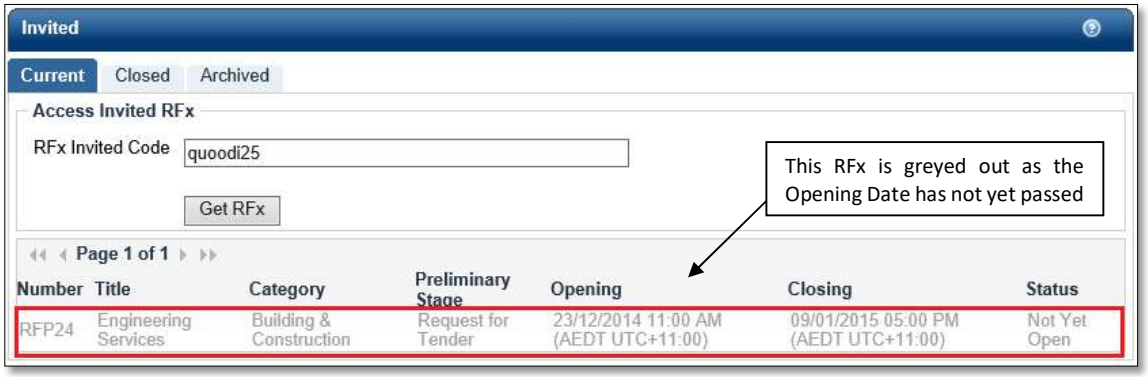


Figure 5-9: Invited

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6 Navigating within an RFx

Once you have located an RFx you are interested in, select the **Current** option on the side menu, then click on RFx to view more details.

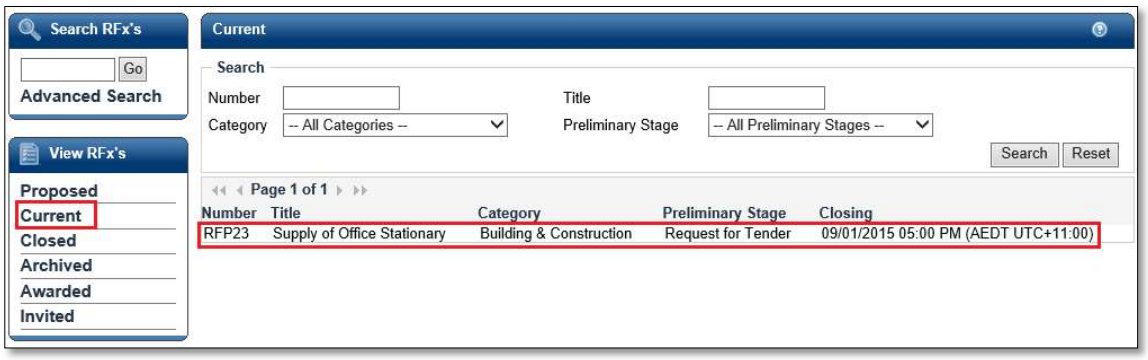
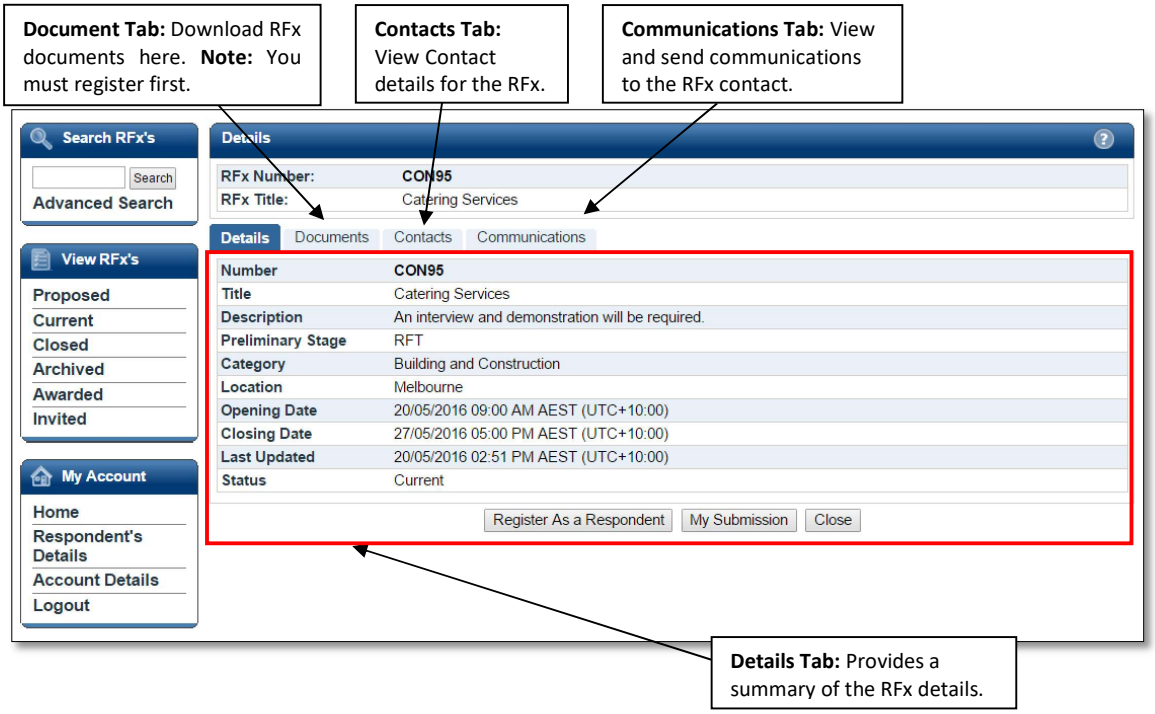


Figure 6-1: Current RFx

You will be directed to the RFx Details screen, where you can navigate through the different tabs of information relating to the RFx. These tabs are further explained in the next sections.



6.1 The Details Tab

The **Details** tab shows all the key details about the RFx.

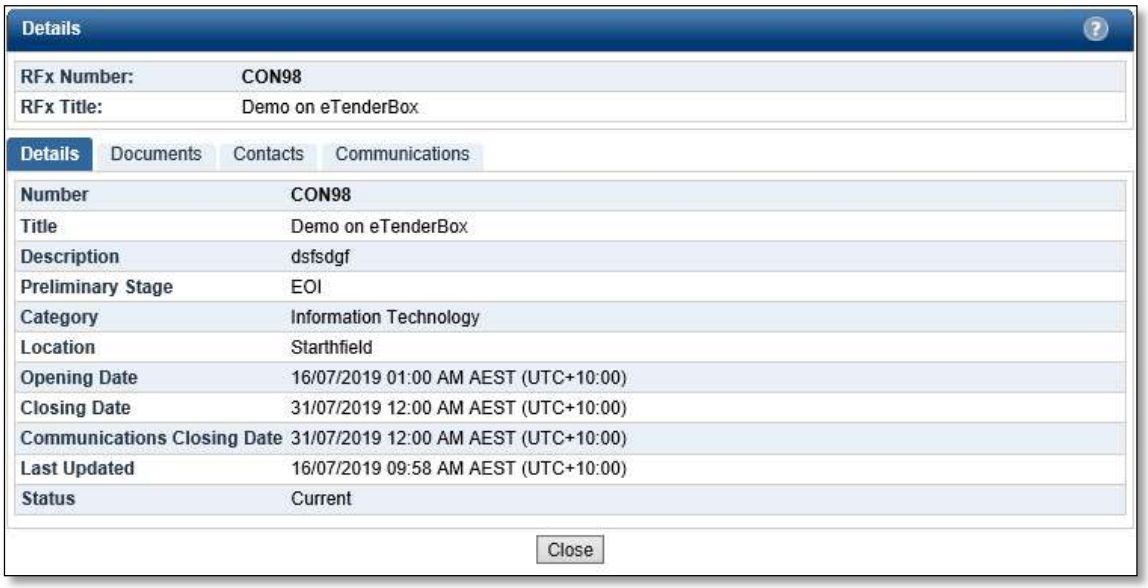


Figure 6-2 : Details

What do the fields mean?

1. **Number:** Tender reference number.
2. **Title:** Title of the RFx.
3. **Description:** A summary description of the RFx.
4. **Pre-contract Stage:** The market approach used for your RFx, e.g. Expression of Interest, Request for Proposal, Request for Services etc.
5. **Category:** The category or classification for the project/goods/service.
6. **Location:** The RFx Location or Site for which the project works/goods/service is required.
7. **Opening Date:** The date and time at which an RFx is open, accessible and available for Submissions.
8. **Closing Date:** The date and time at which an RFx will be closed and electronic lodgement of Submissions thereafter is strictly unavailable.
9. **Communications Closing Date:** This is the date that the communication period closes.
10. **Last Updated:** The last time a change was made to the RFx.
11. **Status:** The status of the RFx: Current or Closed.

6.2 The Documents Tab

The Documents tab lists all RFx Documents issued with the RFx. To access the **Download all documents** button you will first need to **Register as a Respondent.**



Figure 6-3: Register as a Respondent

6.2.1 Registering as a Respondent / Downloading RFx Documents

To view RFx documents you will be required to login using your eTenderBox account and register for the RFx, if you do not have an eTenderBox account please see section 3. Registering on the eTenderBox. To register for an RFx and download the RFx documents:

1. Ensure that you are on the **Documents** tab of the RFx.
2. Click on the **Register as a Respondent** button.

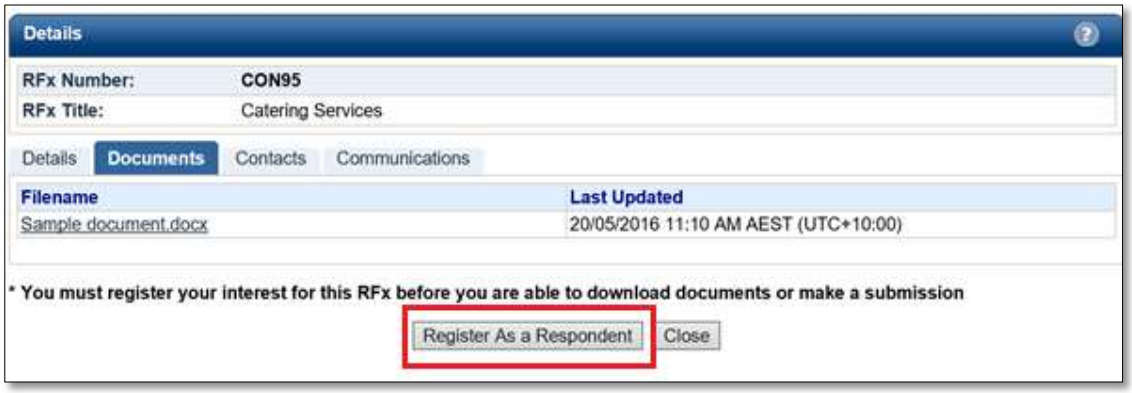


Figure 6-4: Register as a Respondent

3. If you are not logged into the eTenderBox you will be required to enter your account details at this point.
4. Select the **Click here to download all documents** button, this will only be available once you have registered as a respondent to the RFx.

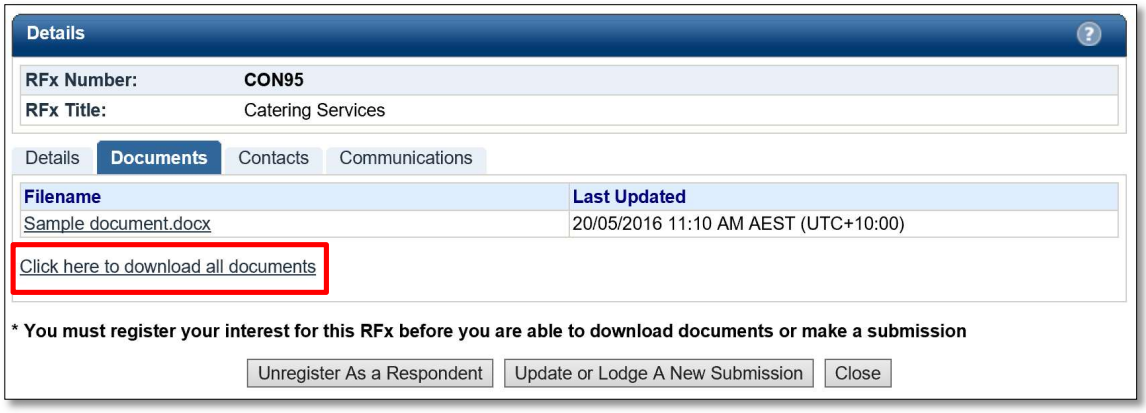


Figure 6-5: Download Documents

6.2.2 Unregistering as a Respondent

At any time during the RFx Period you can unregister your intent to participate in the RFx.

1. Navigate to the Documents tab of the RFx and click on the **Unregister as a Respondent button.**

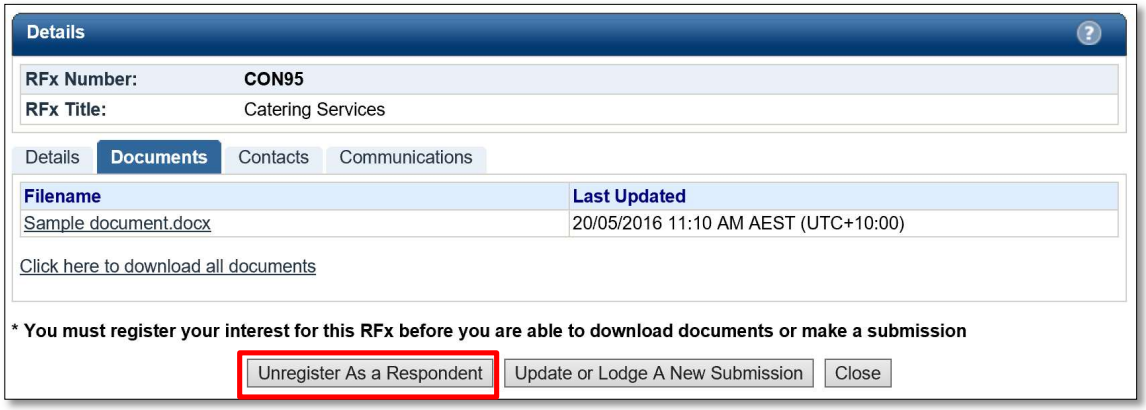


Figure 6-6: Documents

2. Click **Confirm** to acknowledge that you no longer wish to receive communications regarding the RFx.

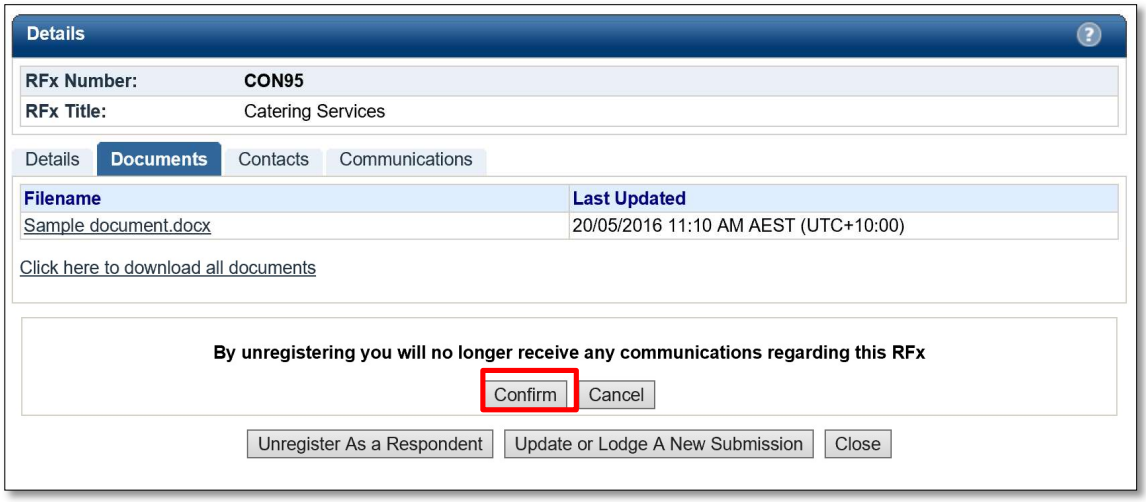


Figure 6-7: Confirm

3. Once you have unregistered you will notice that your access to the RFx has reverted to **"Read Only"** as it was prior to your registration. This means you are no longer able to download RFx Documents (including any addendums), send communications or lodge a Submission.

6.3 The Contacts Tab

The Contacts tab details the contact information of the Organisation's Contacts that have been nominated for the RFx. Please note that the Contacts may differ for each RFx.



Figure 6-8: Contacts Tab

6.4 The Communications Tab

The Communications tab acts as a repository for all RFx communications and queries that have been submitted to the RFx Contact since the RFx Opening Date.

NOTE: *Your use of the Communications tab will be restricted until you have registered as a respondent for the RFx. Communications may close at a different date to the actual RFx, please note the Clarification Closing Date listed on the RFx details tab.*

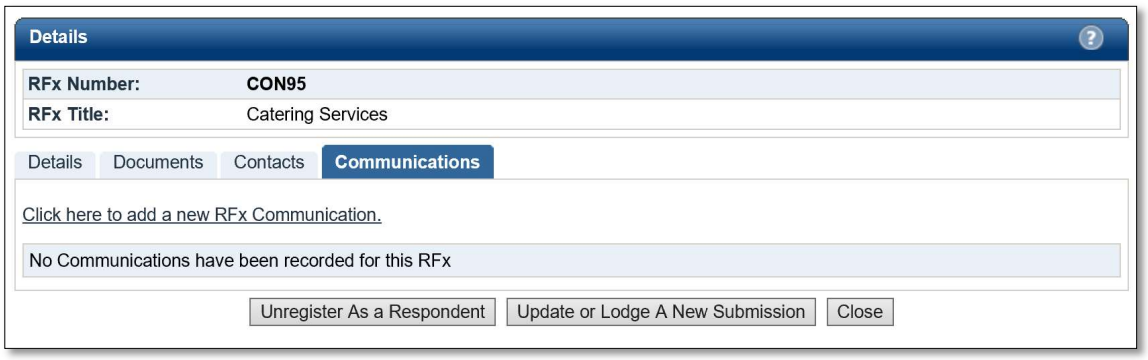


Figure 6-9: Communications

6.4.1 Sending a Communication

You may submit a query or clarification for RFx's at any time while the RFx is open and once it has been closed. The RFx contact will receive an alert to notify them of the query once it has been submitted. Follow the steps below to send a query to the RFx Contact:

1. Click the link **Click here to add a new RFx Communication.**

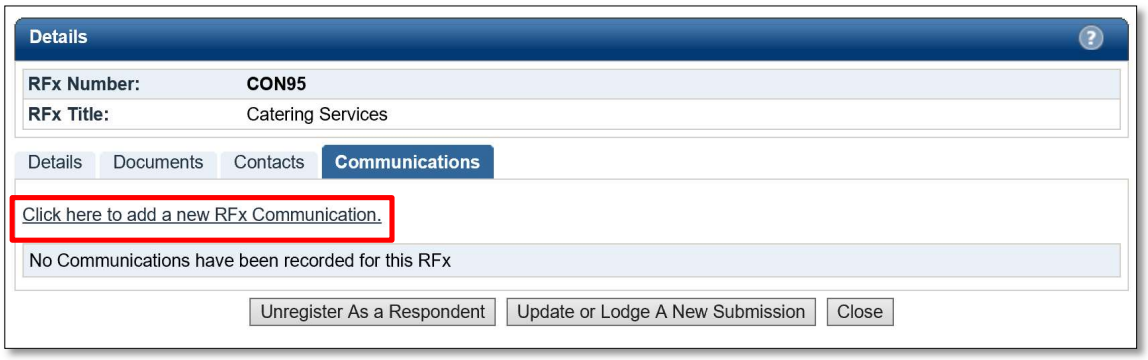


Figure 6-10: Communications

2. Enter a **Subject** for the communication and populate the detail of your query in the text box.

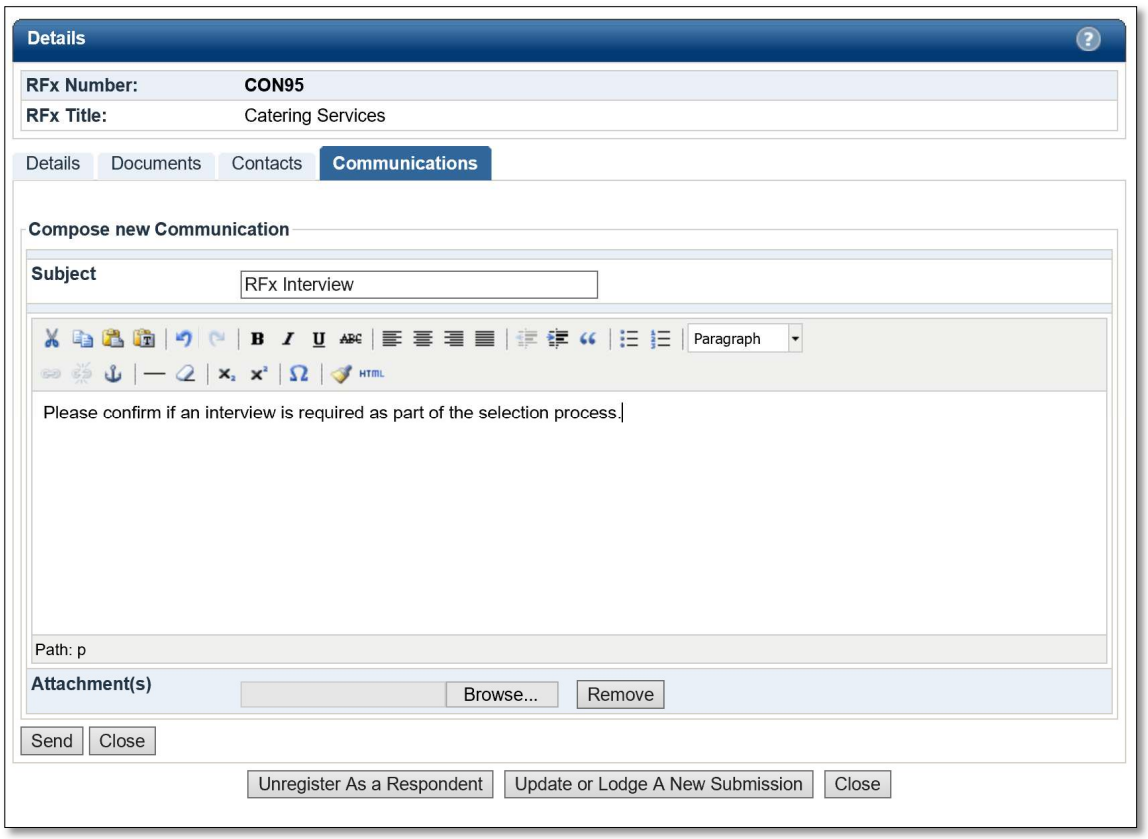


Figure 6-11: Communications

3. Attach any relevant documentation using the **Browse** button to locate the document.

   NOTE: *If you would like to attach more than 1 document, these can be uploaded as a Zip File.*
   To remove an attachment simply click on the ***Remove*** *button.*

4. Click **Send** to lodge the communication.

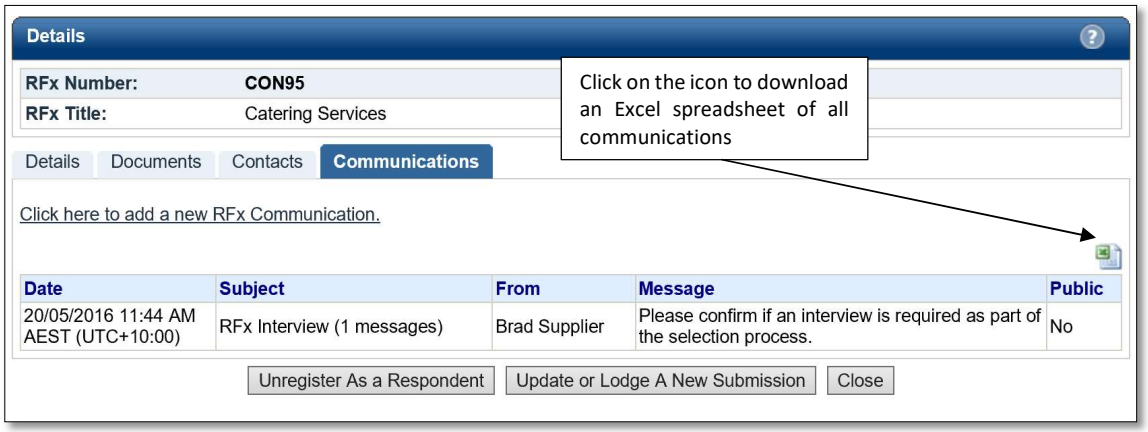


Figure 6-12: Communications

5. The Communications screen lists all public communications for the RFx including any you have submitted. Upon successfully submitting a communication your communication item will appear in this log.

6. Once the RFx contact has responded to your communication you will receive an email with the details of their response. You will also be able to view the details of the response within the Communications tab.

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7 Responding to an RFx

To respond to an RFx and lodge a submission you must first ensure that you:

A. Register as a Respondent to the RFx
B. Download all RFx documentation

The following instructions assume you have already completed these steps.

7.1 Lodging a Submission

The following steps will guide you through lodging a Submission.

NOTE: *There are limits on the acceptable file types, file size and number of documents per Submission, as explained below.*

1. Locate the RFx you wish to respond to using one of the methods indicated earlier.
2. Click on the RFx to open the RFx details.

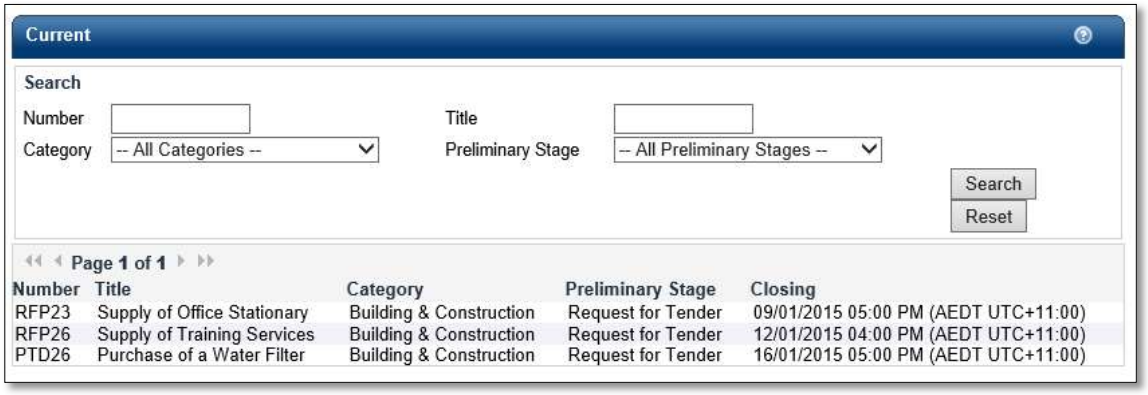


Figure 7-1: Current

3. Firstly, you will need to Register as a Respondent by clicking the button (if you have already done this move on the next step).
4. Click on the **Update or Lodge a New Submission** button.

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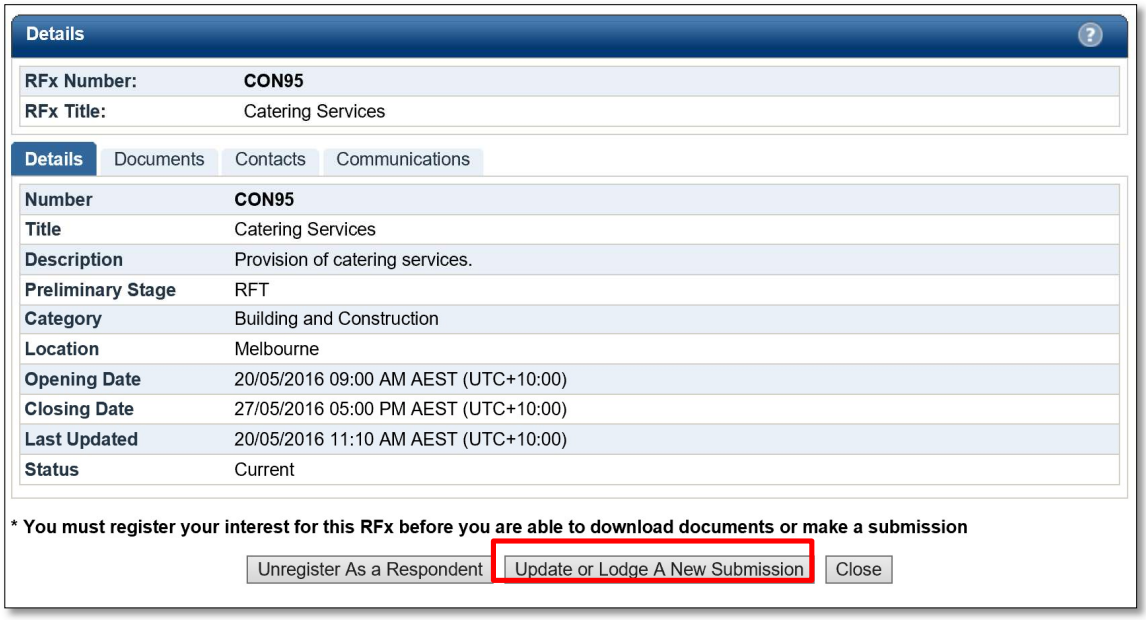


Figure 7-2: Update or Lodge a New Submission

5. You will be directed to the **Update or Lodge a New Submission conditions page**. Click on the **Continue** button to agree with the terms and conditions of the RFx process

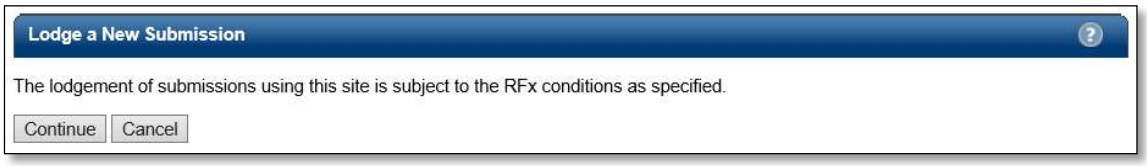


Figure 7-3: Lodge a New Submission

6. You will navigate to the screen where you are able to upload your Submission. Before you start uploading documents and lodging your Submission, please locate the RFx name and check that you are lodging your Submission against the correct RFx.

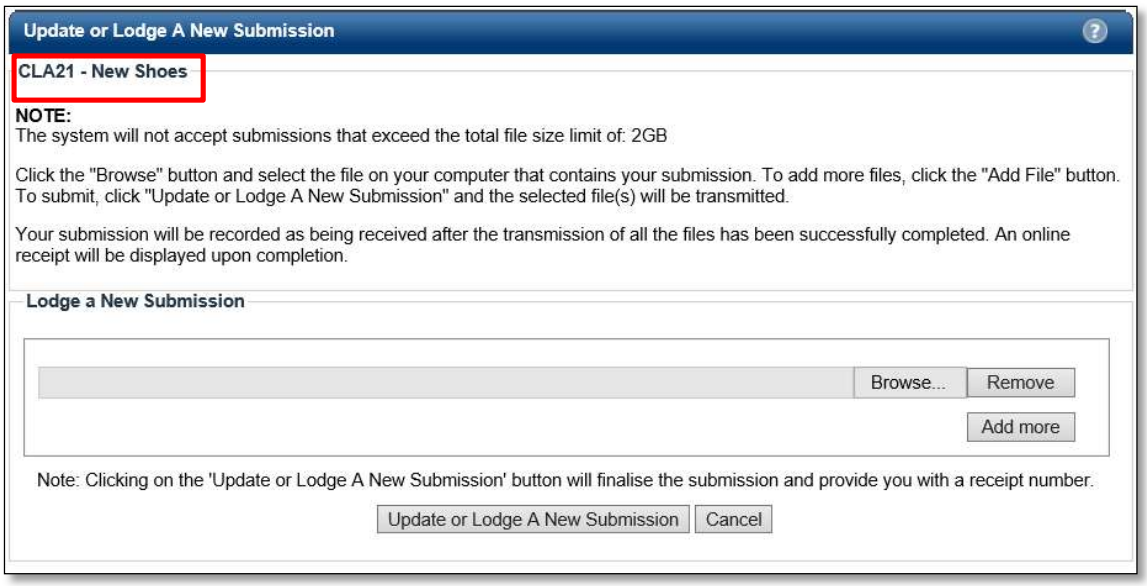


Figure 7-4: Update or Lodge a New Submission

7. To upload a Submission document, click on the **Browse** button to locate your document.
8. To upload additional documents, click on the **Add More** button. Repeat this process for all remaining documents, remembering there is a limit of 15 documents per Submission. You can make multiple submission against the RFx if you have more than 15 documents to upload.

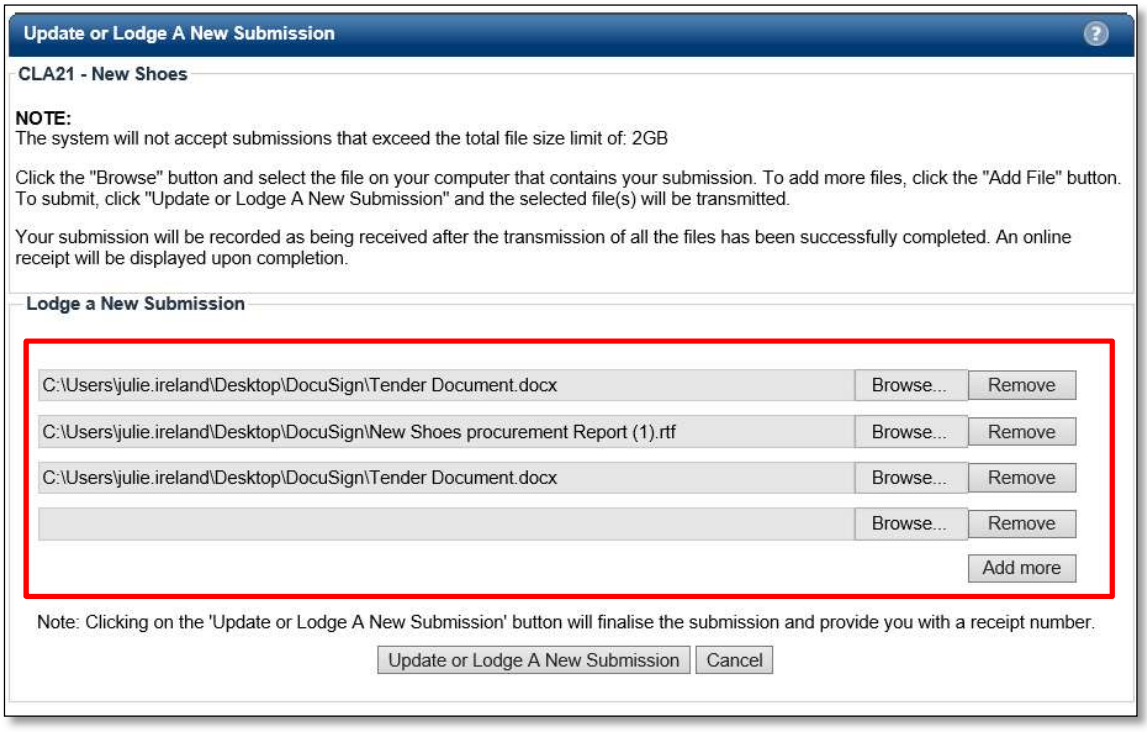


Figure 7-5: Lodge a New Submission

9. If you make a mistake and need to remove a document from your Submission, click on the '**Remove'** button next to the file you wish to remove.
10. Click on the '**Update or Lodge a New Submission'** button to lodge your Submission. You may see an '**Upload in progress'** screen which indicates the Submission is being uploaded.
11. Once your Submission has been successfully lodged, you will be navigated to the Submission Receipt screen. On this screen, please:
    a. Locate and note your Submission receipt number for future reference; and
    b. Check that all your Submission documents have been successfully lodged.
    c. You will receive a reference number for each lodged Submission

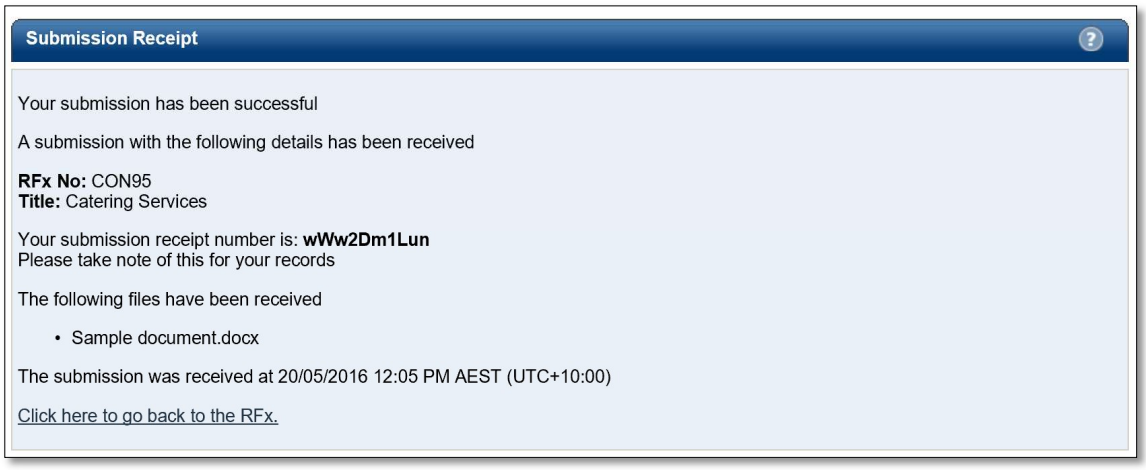


Figure 7-6: Submission Receipt

You will also receive an **eTenderBox: RFx Submission Lodged Notification** email which is a copy of your Submission Receipt.

To retrieve your Submission history against an RFx, return to the **Details** screen of the RFx and click on the **My Submission** button.

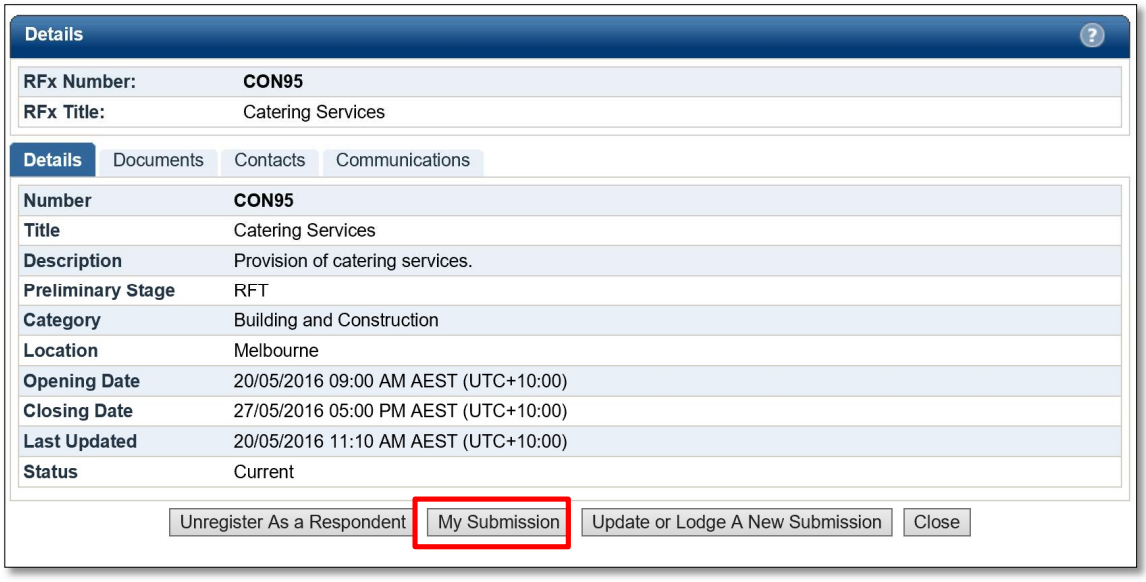


Figure 7-7: My Submission

You can click on the view submission files to see the filename, the size of the doc and the time and date that you uploaded them.



Figure 7-8: My Submissions

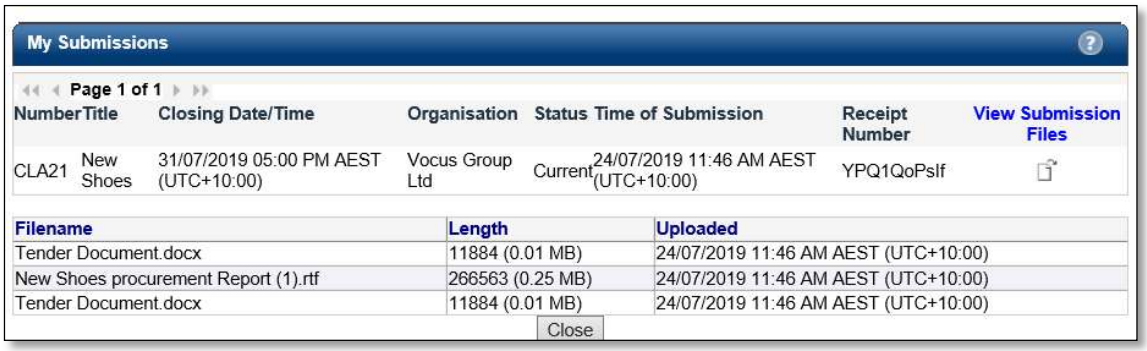


Figure 7-9: Submission Files

7.2 Modifying your Submission

At any time before the Closing Time, you can modify your previously lodged Submission(s).

1. Log into the eTenderBox and navigate to the RFx.

2. On the **Details** screen of the RFx, click on the **Update or Lodge A New Submission** button.

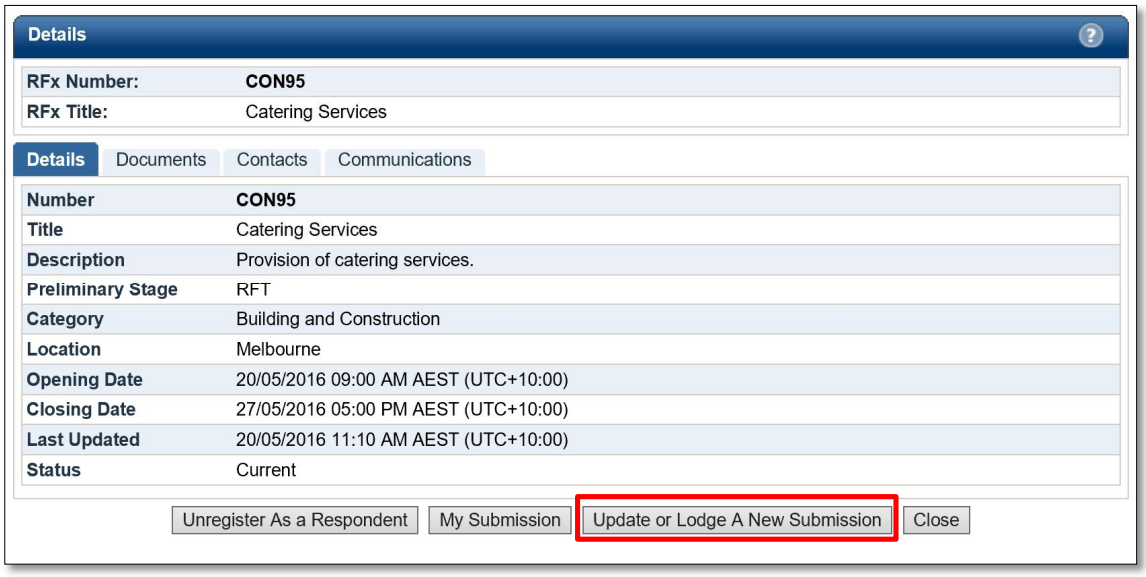


Figure 7-8: Modify Submission

3. Click on the **Continue** button to accept the terms and conditions of the RFx process.
4. You will be navigated to the **Update or Lodge a New Submission** screen. Since you have previously lodged a Submission, the screen will now display **Lodged Documents** and an area to **Lodge a New Submission** as shown below:

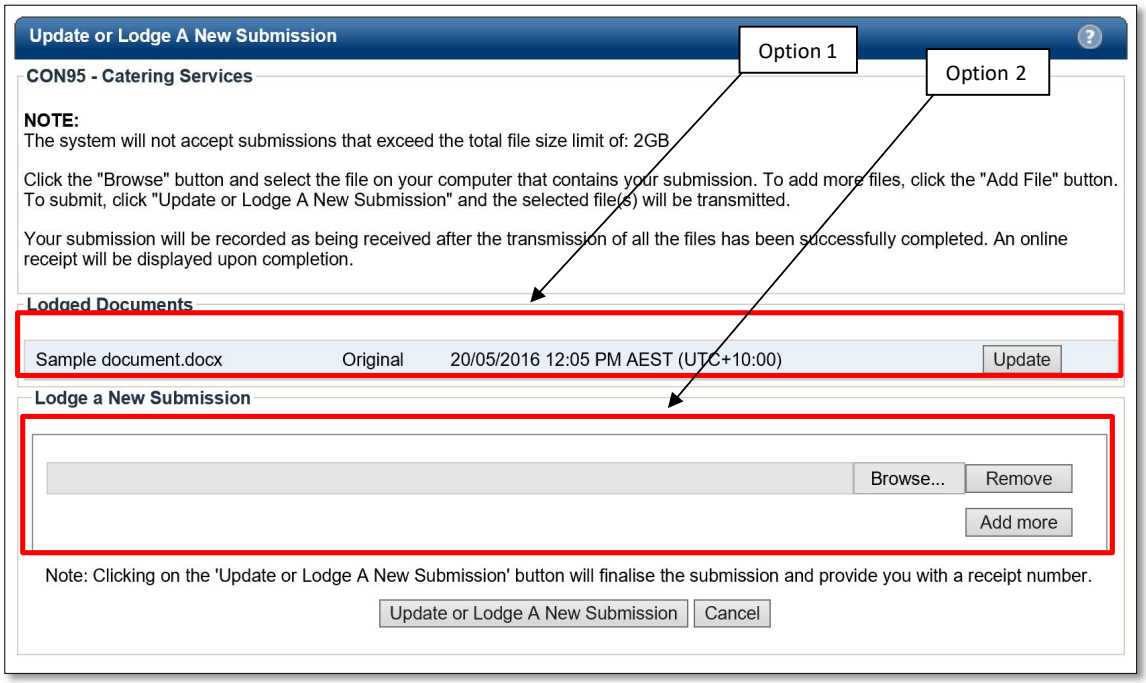


Figure 7-9: Modify Submission

5. You are now ready to make amendments to your Submission(s). There are two (2) options for updating your previously lodged Submission:

Option 1 – Update a previously lodged Submission document.

This option allows you to update specific documents that you have lodged as part of a previously lodged Submission.

1. Locate the **Lodged Documents** area on the top half of the **Update or Lodge a New Submission** screen; all your submitted documents will be listed in this area.

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2. Click on the **Update** button next to the document that you wish to update.

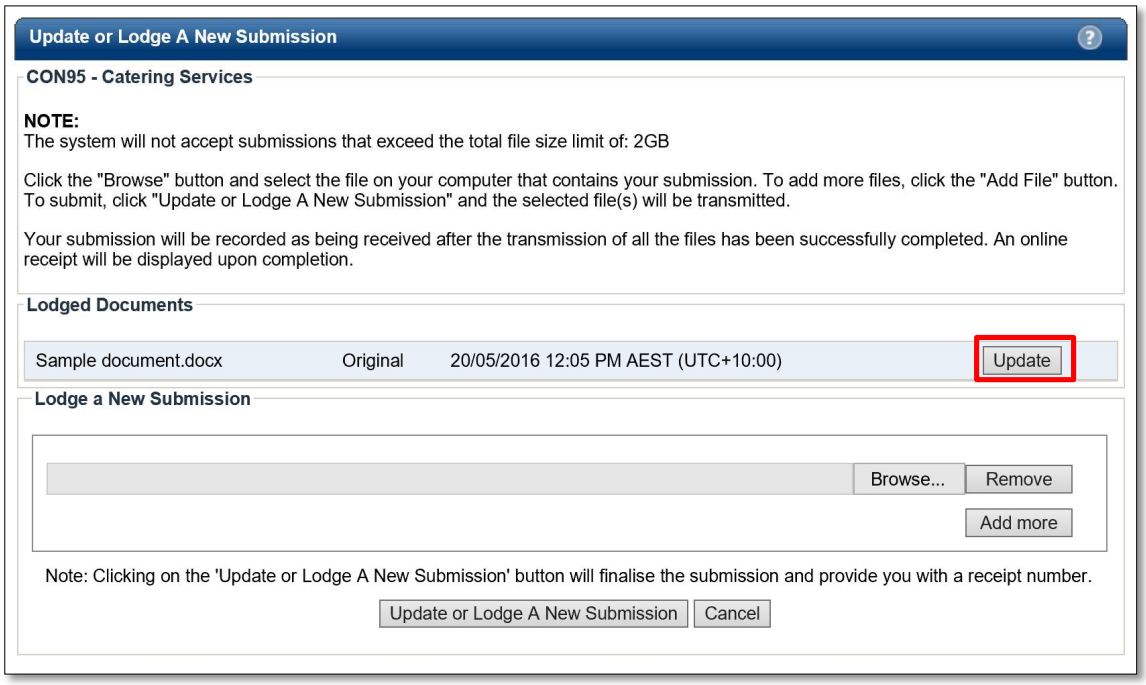


Figure 7-10: Update or Lodge a new submission

3. A browse 'documents' option pop up will appear under the document record that you are modifying.

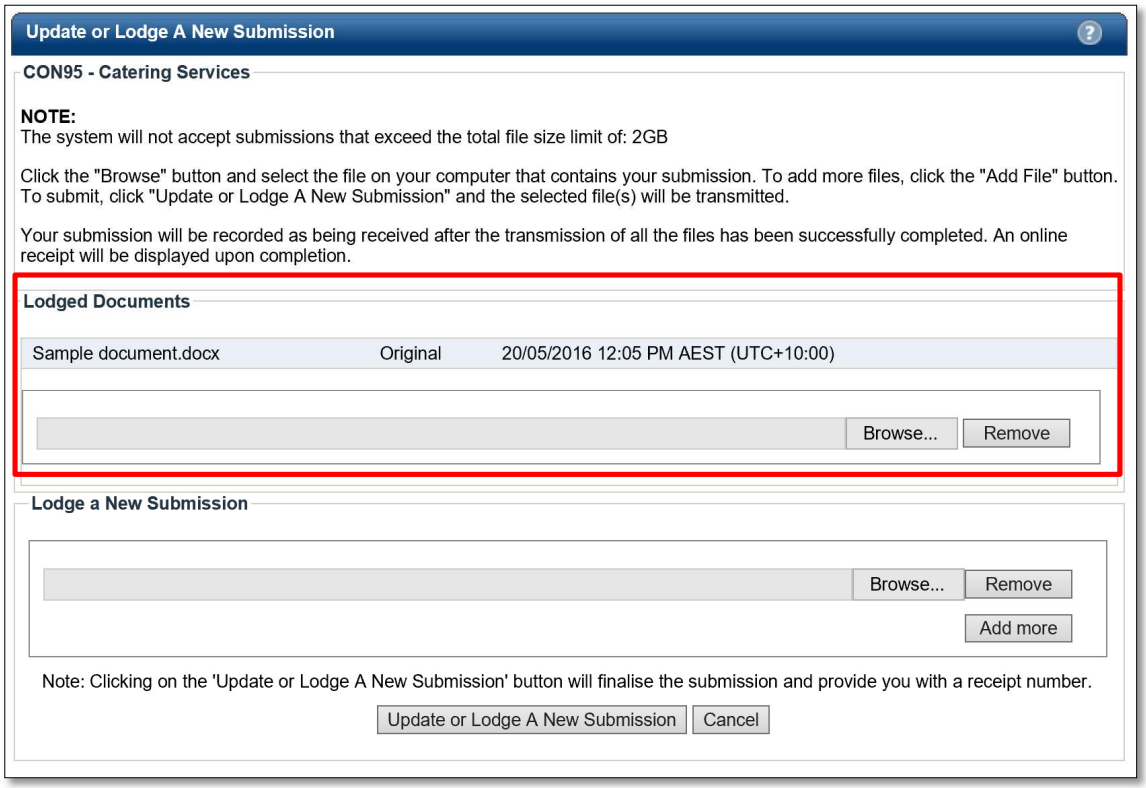


Figure 7-11: Lodged Documents

4. Click on the' **Browse'** button and locate your revised/modified document. If you have selected the incorrect document, click on the **'Remove'** button and repeat this step. Click on the '**Update or Lodge a New Submission'** button at the bottom of the screen to finalize your modification.

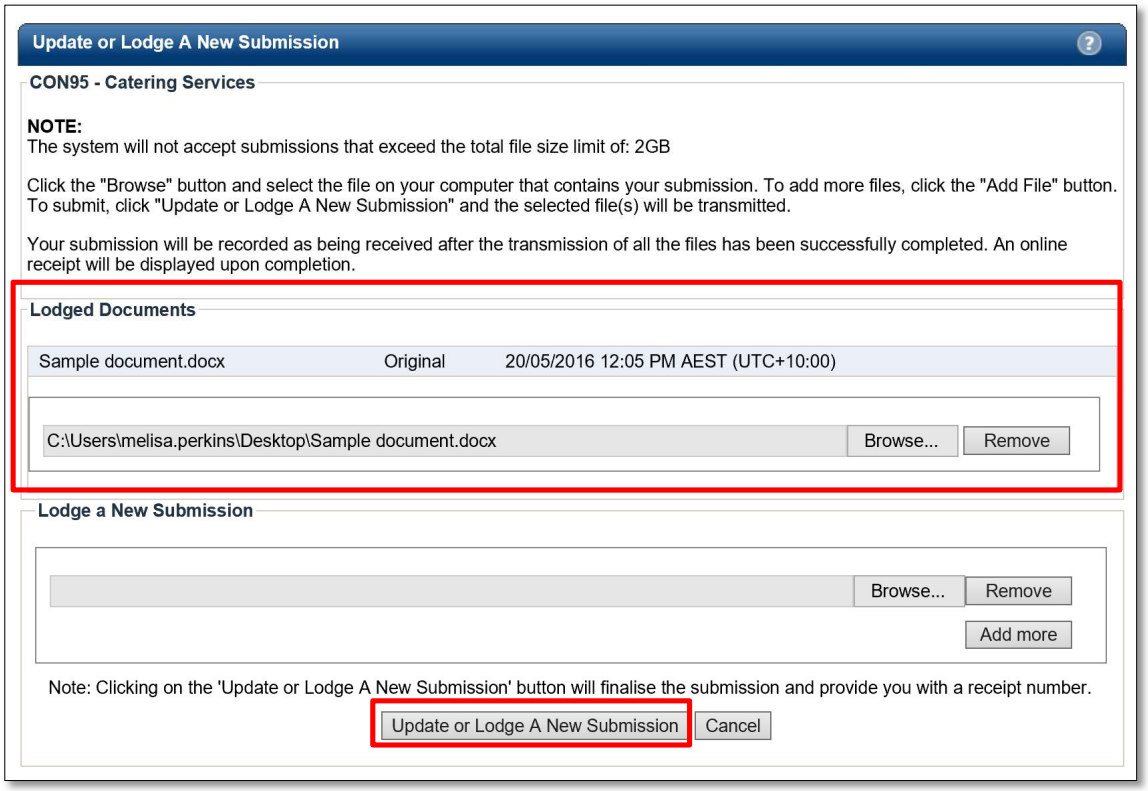


Figure 7-12: Documents

5. You will receive another **Submission Receipt**. Please note your Submission receipt number for future reference and check your modified document(s) has been successfully uploaded. Your Submission Receipt will also be emailed to you.

<u>Option 2 – Submit additional Submission documents:</u>

This option allows you to add more documents to your Submission.

1. Locate the **Lodge a New Submission** area at the bottom half of the **'Update or Lodge a New Submission'** screen.

2. Click on the '**Browse'** button and locate the document you wish to lodge. If you have selected the incorrect document, click on the **'Remove'** button and repeat this step. Click on the '**Update or Lodge a New Submission'** button at the bottom of the screen to finalise your submission.

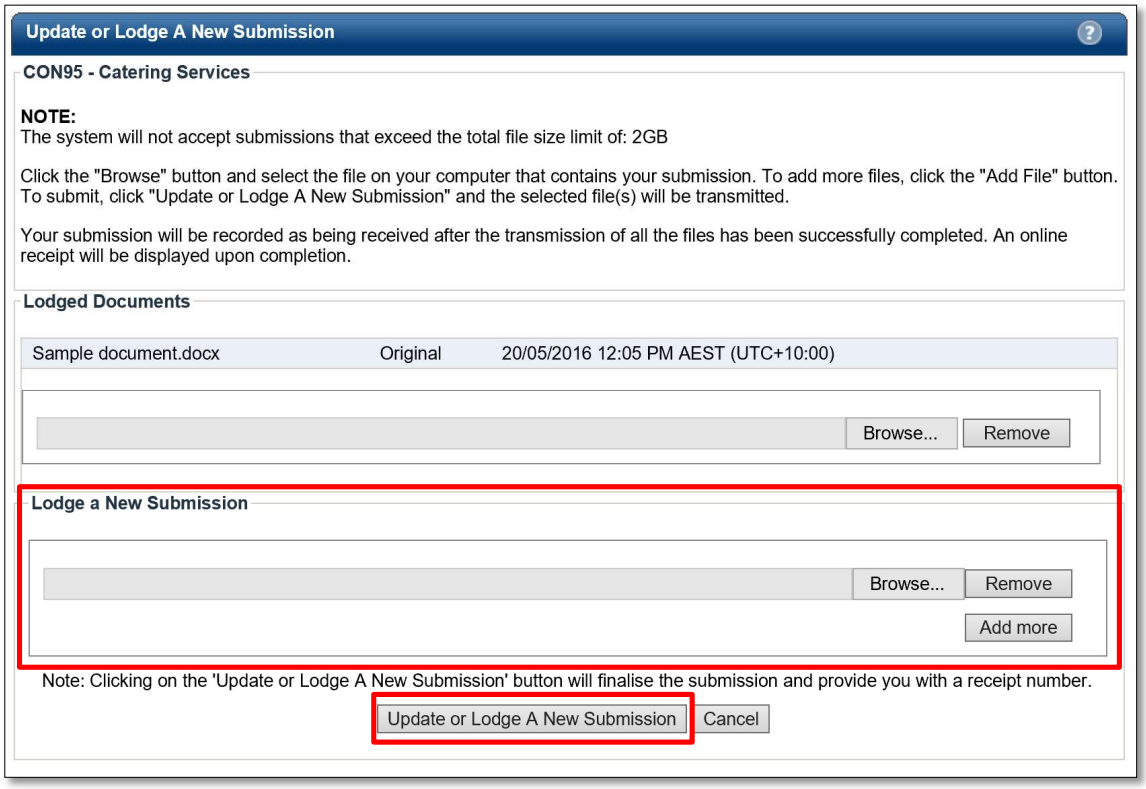


Figure 7-13: Update or Lodge a New Submission

3. You will receive another Submission Receipt. Please note your Submission receipt number for future reference and check your modified document(s) has been successfully uploaded. Your Submission Receipt will also be emailed to you.

7.3 Viewing your Submission History

There are 2 methods of viewing your Submission history depending on whether the RFx is still open or has closed.

Submission History - RFx Open

When the RFx is still open, your Submission history will appear on your **Update or Lodge a New Submission** screen.

1. Log into the eTenderBox and navigate to the RFx.
2. On the **Details** screen of the RFx click on the **My Submission** button to view a summary of the submission details.

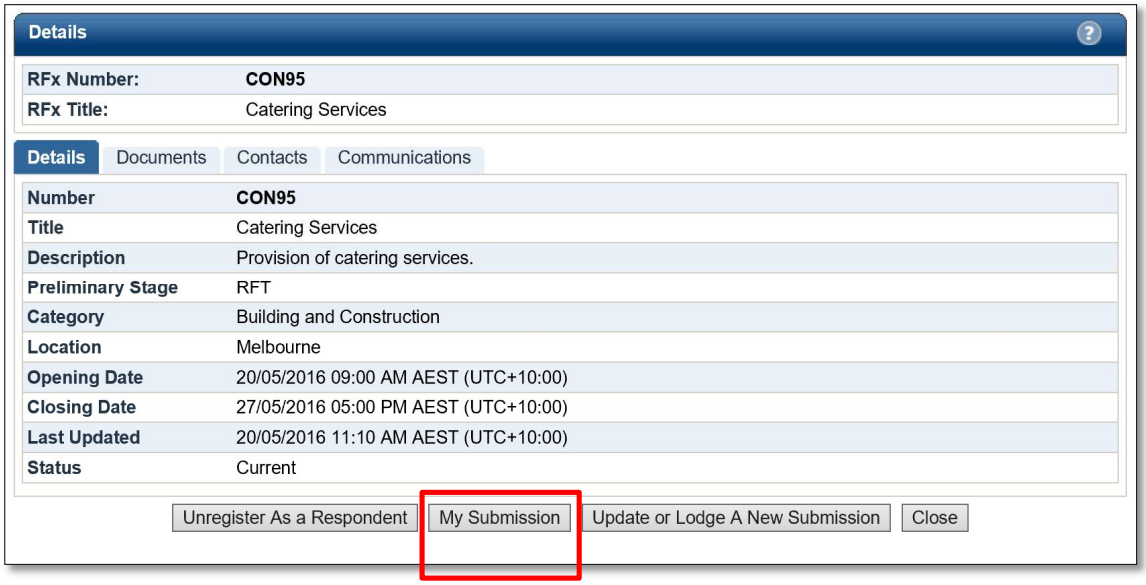


Figure 7-14: My Submissions

4. A history of your submissions will display. Click the **View Submission Files** to see a list of the documents you submitted. (Note this is only a list – you will not be able to open or view the content of the files)

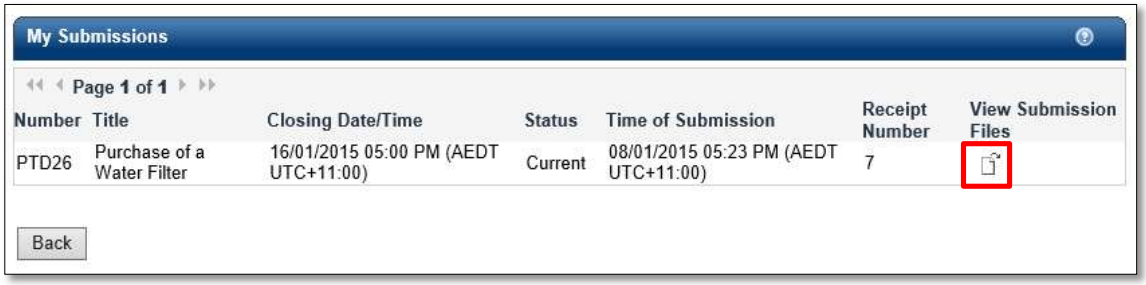


Figure 7-15: View Submission Files

Submission History - RFx Closed

When the RFx has closed, follow the below steps to view your Submission history.

1. Log into the eTenderBox using your account details.
2. On the eTenderBox Desktop locate and click on the '**My Submissions'** widget.

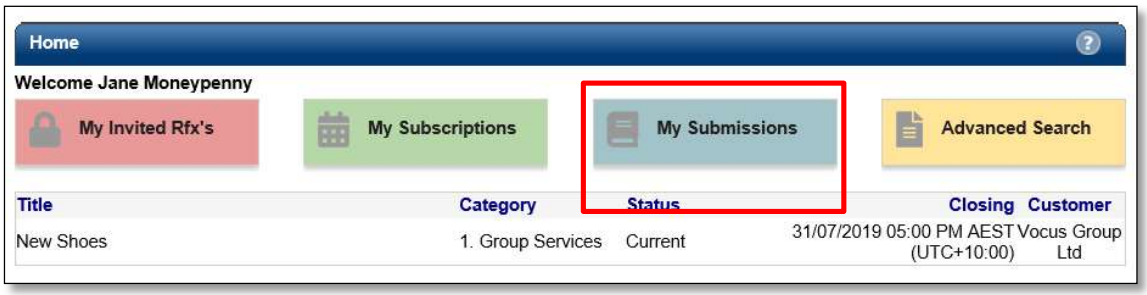


Figure 7-16: eTenderBoxDesktop

3. You will be navigated to the **My Submissions** screen which displays your entire submission history.

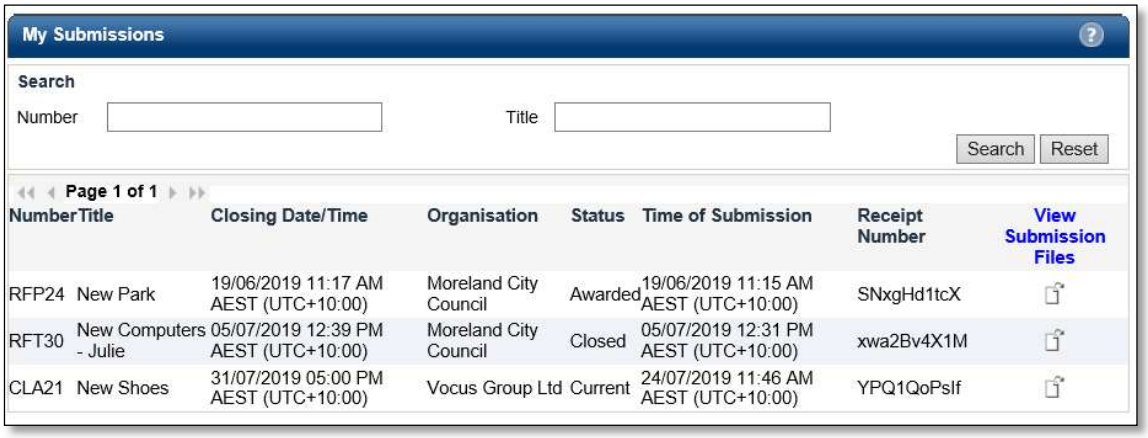


Figure 7-17: My Submissions

NOTE: *There will be a Submission record for each Submission receipt. Therefore, if you have lodged more than one Submission for a RFx or you have modified a Submission, you will have a Submission record for each Submission Receipt.*

4. Click on the **View Submission Files** icon next to the RFx record for which you wish to view the Submission document log.

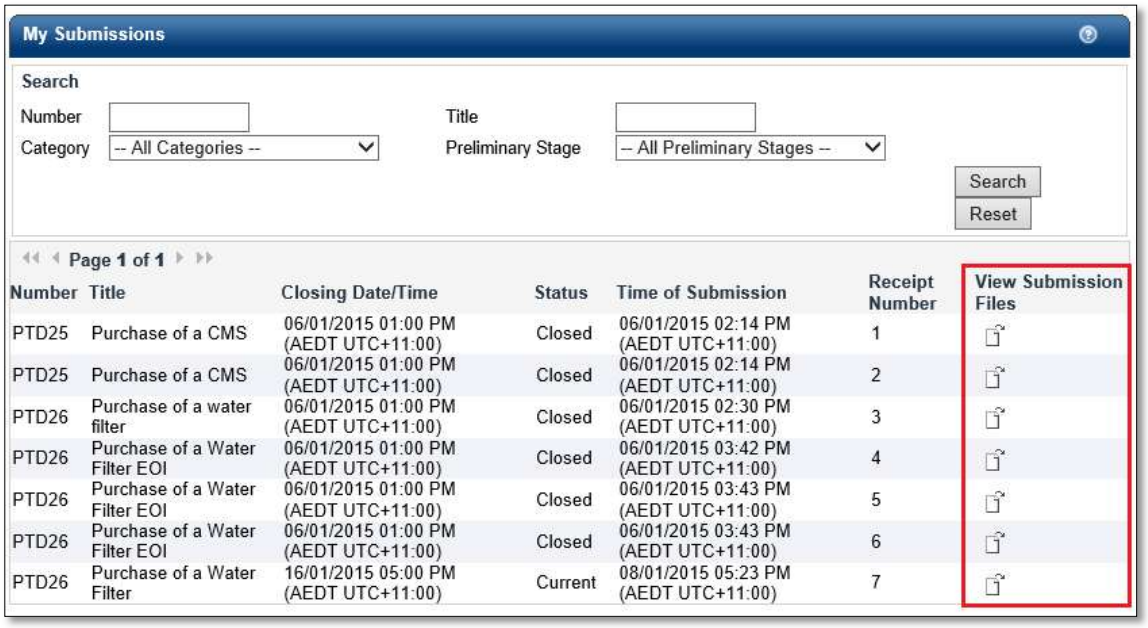


Figure 7-18: My Submissions

5. The **Submission Document** log will be presented below the Submission History List as highlighted in the following screenshot.

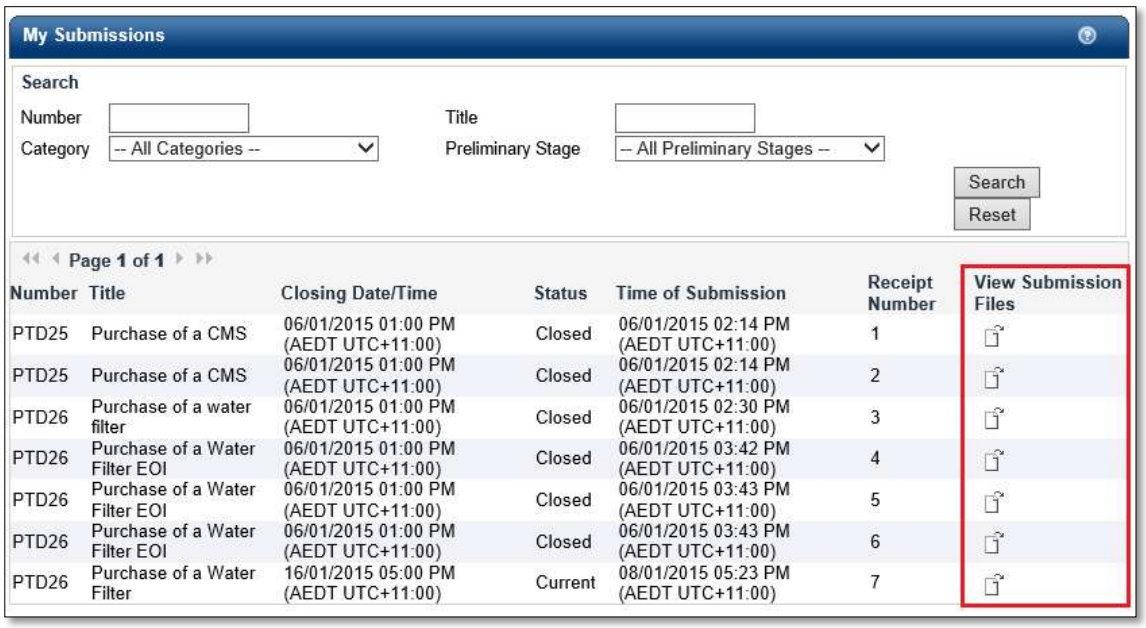


Figure 7-19: Submission Document

8 Setting up / Managing Subscriptions

You may wish to setup subscriptions alerts to ensure you are notified by email when an advertised tender matches a category you have subscribed to.

8.1 Adding Subscription Alerts

1. Click the **'My Subscriptions'** button on the dashboard.



Figure 8-1: My Subscriptions

2. Select the link **'Click here to add a new RFx Subscription'**.

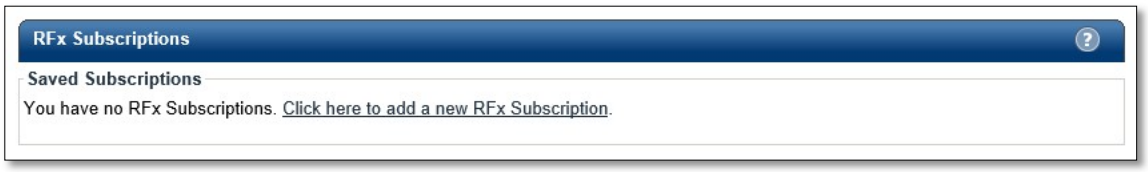


Figure 8-2: Add a new RFX Subscription

3. The following screen will appear:

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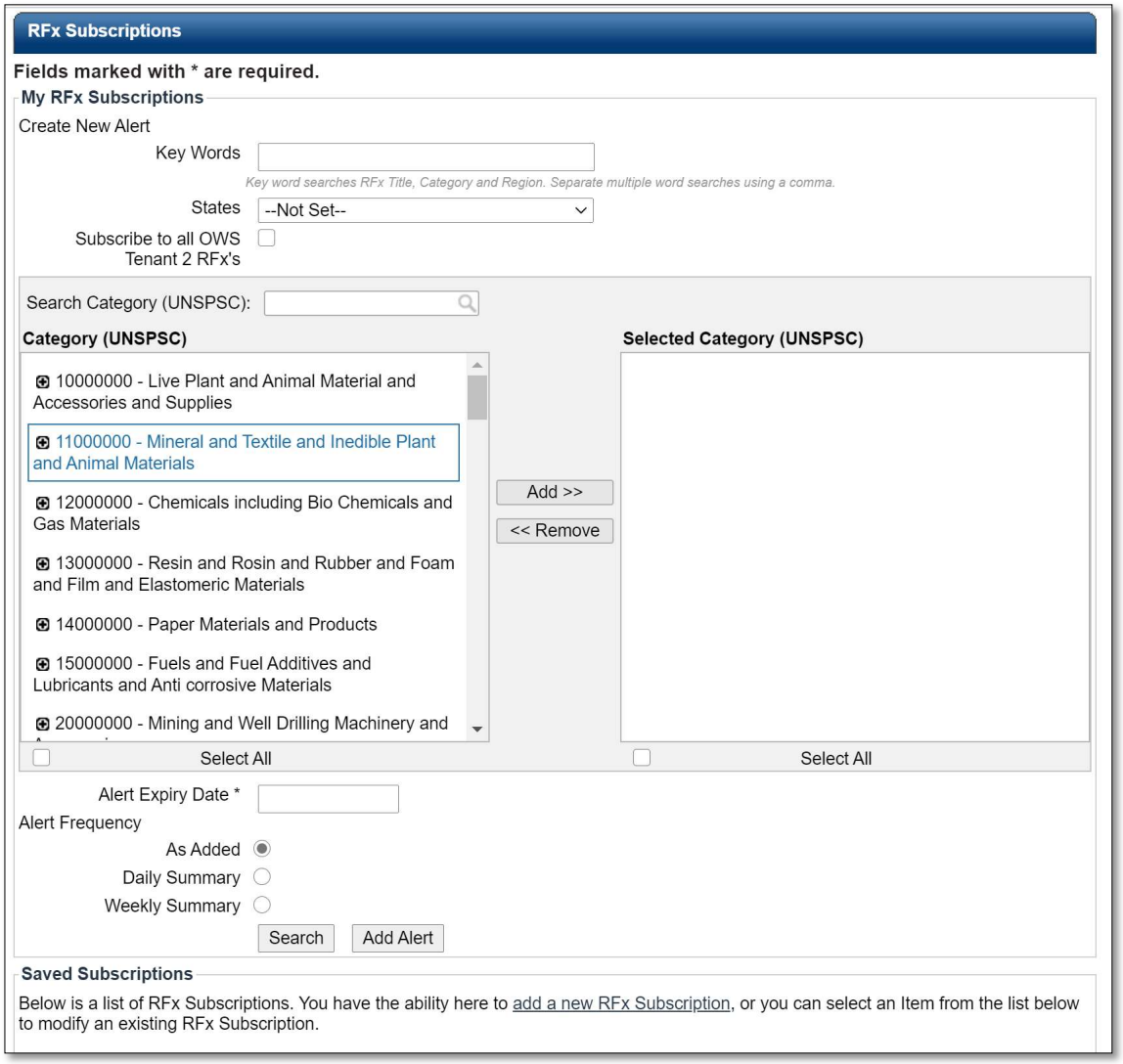


Figure 8-3: RFx Subscriptions

4. Enter the combination of search criteria required for the subscription:
   - Key Words – enter key words to perform a word search. i.e. **'After Hours'**, this will search for all tenders with RFx titles that match the title of **'After Hours'** and any relevant States.
   - The Key Words subscription option includes the 'Region' field in key word match. The 'Region' field is populated each time you publish a RFx to eTenderBox and is meant as a narrowed down location beneath the 'State' drop-down.
   - As above, 'State' is also a subscription option either on its own, or in conjunction with a 'Region' key word match.
   - Select the **'Category'** using the UNSPSC categories.
   - Add an **'Alert Expiry Date'** sometime into the future.
   - Choose from either **'As Added'**, **'Daily Summary'** or **'Weekly Summary'** for the frequency of the alert to be provided.
5. Select **'Add Alert'**.
6. If you select **'Test Alert'** you will receive an email as a test for that alert.

7. Your alert will be listed in the RFx Subscriptions screen, at any time you can come back and adjust the alert.

   NOTE: A hyper link directly to the Current Tenders List screen has been added to the bottom of the subscription email.

- Customer column has been added to the matching subscription tenders table.

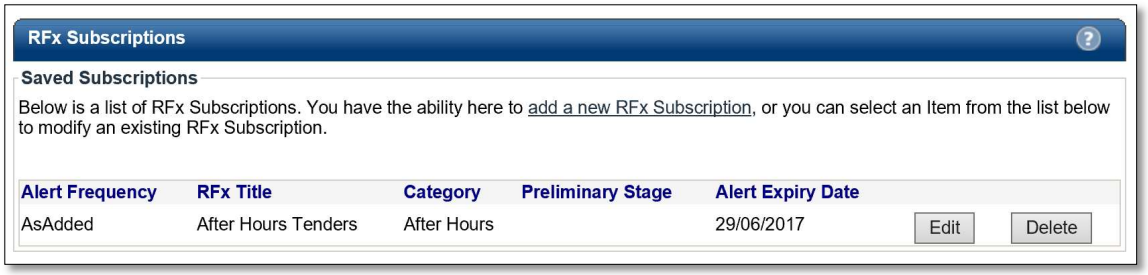


Figure 8-4: RFx Subscriptions

8.1.1.1 Subscription to all RFX's published by a specific customer

If you have navigated to the https://etenderbox.com.au site to view all current RFx's from the Home screen and then selected a current RFX to view the details, you are taken to the sub-site of that Ready Contracts customer – https://customername.etenderbox.com.au where clicking on the 'Current' screen in the left-side menu will then only display Current RFx's for that customer. Similarly, if you are invited to a RFx, the links provided in the eTenderBox emails are to the customer sub-site. This has allowed us to add a 'Subscribe to all *customer* RFx's option in the My Subscriptions.

- From within a customer sub-site (accessed by the supplier via the abovementioned methods, or via a specific link our customers may have published to their website) an additional subscription option will be available:

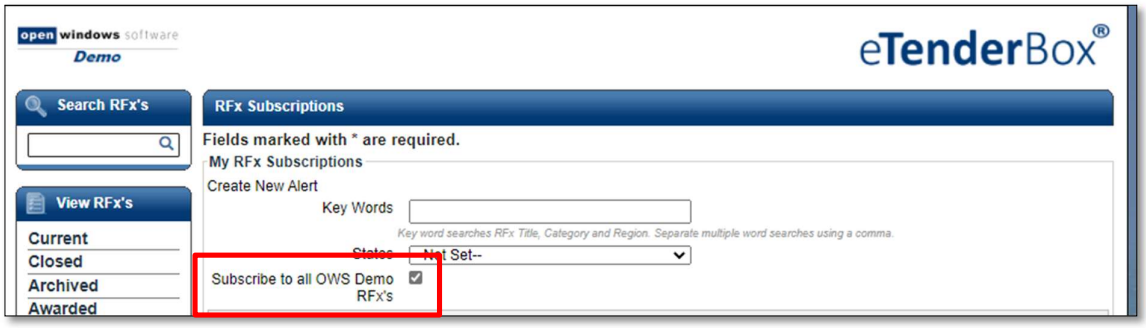


Figure 8-5: Subscribe to all OWS RX's

- When creating a subscription and selecting this checkbox you will receive a notification of ALL RFx's published by that customer, or you can use it in conjunction with the other options to customise the notifications within that customer's published RFx's.

8.2 Modifying Subscription Alerts

1. Click the **'My Subscriptions'** button on the dashboard.



Figure 8-5: My Subscriptions

1. To modify information on an Alert, simply click on the **'Edit'** button next to the alert:

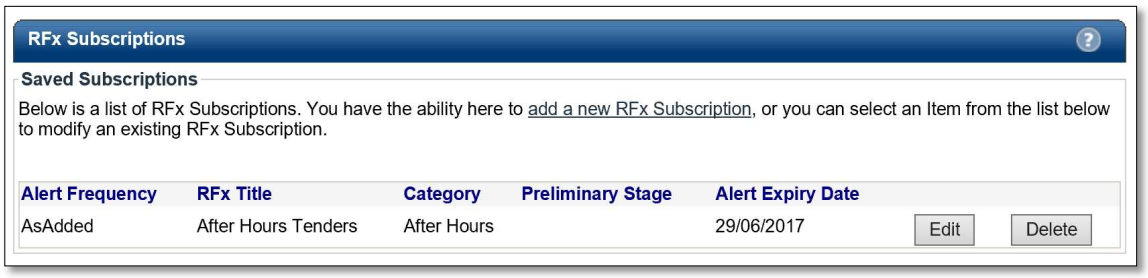


Figure 8-6: RFx Subscriptions

2. Modify the required details and click **'Update Alert'** to save the changes.

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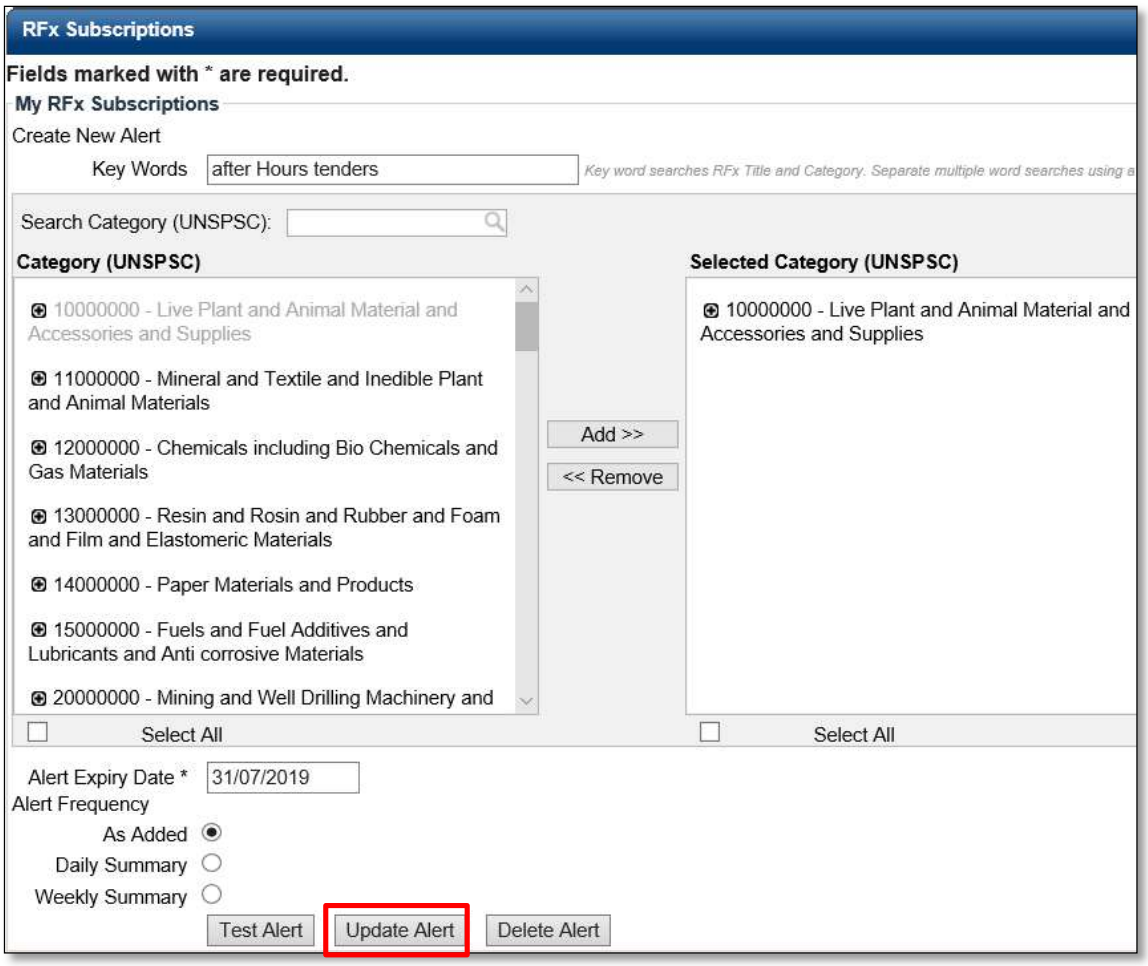


Figure 8-7:Update an alert

8.3 Deleting an Alert

1. Click the '**My Subscriptions**' button on the dashboard.



Figure 8-7: My Subscriptions

2. To delete an Alert, simply click on the '**Delete**' button next to the alert:

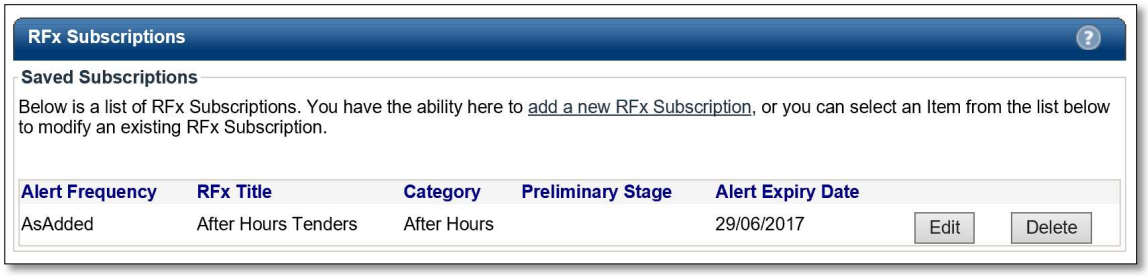


Figure 8-8: Delete Subscription

8.4 Forgotten Password

The organisations that you are submitting tenders for do not have access to your account on the eTenderBox, therefore they cannot change or reset your password on your behalf. If you have forgotten, or wish to change, your password please refer to the guidelines below.

If you have forgotten your password to the eTenderBox, you are able to obtain a new password using the Forgot Password function.

1. Locate and select '**Login**' under the '**My Account**' left hand menu.

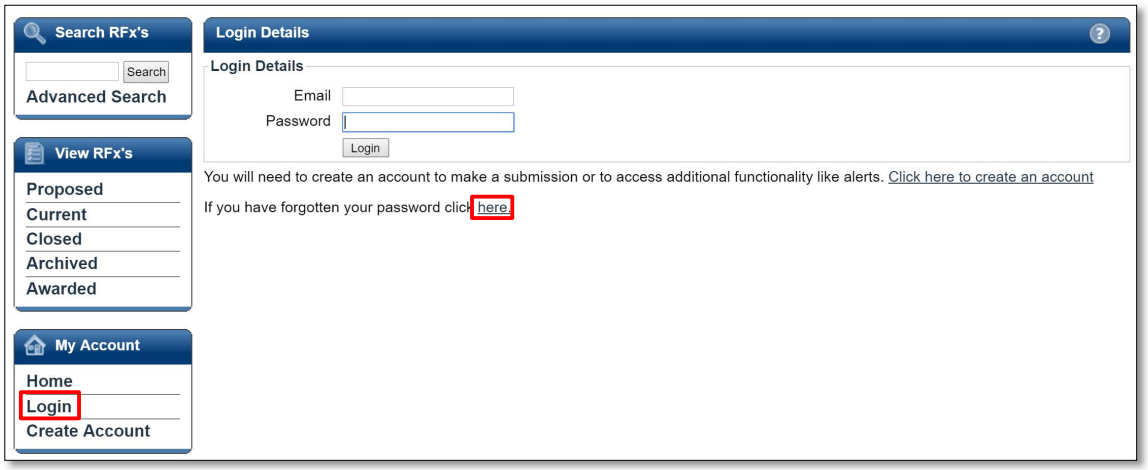


Figure 8-9: Login Details

2. Locate the **'If you have forgotten your password click here'** information below the **Login Details** area. Click on the **here** hyperlink.
3. You will be navigated to the **Forgot your password** screen where you are required to enter your email address for confirmation purposes. Click '**Send password information**'.

NOTE: *Your email address must match the one you used to initially register on the eTenderBox.*



Figure 8-10: Forgot Your Password

4. You will receive an on-screen notification, notifying you that your new password request has been successful. Your new password will be contained in an **eTenderBox: New Password Notification email**.

9 Changing your Password

You may change your password at any time by following the steps outlined below.

1. Log into the eTenderBox. If you do not remember your password, please refer to Section 8.4, **'Forgotten Password'** to receive a temporary password.
2. Navigate to **the My Account** left hand menu and click on **Account Details**.

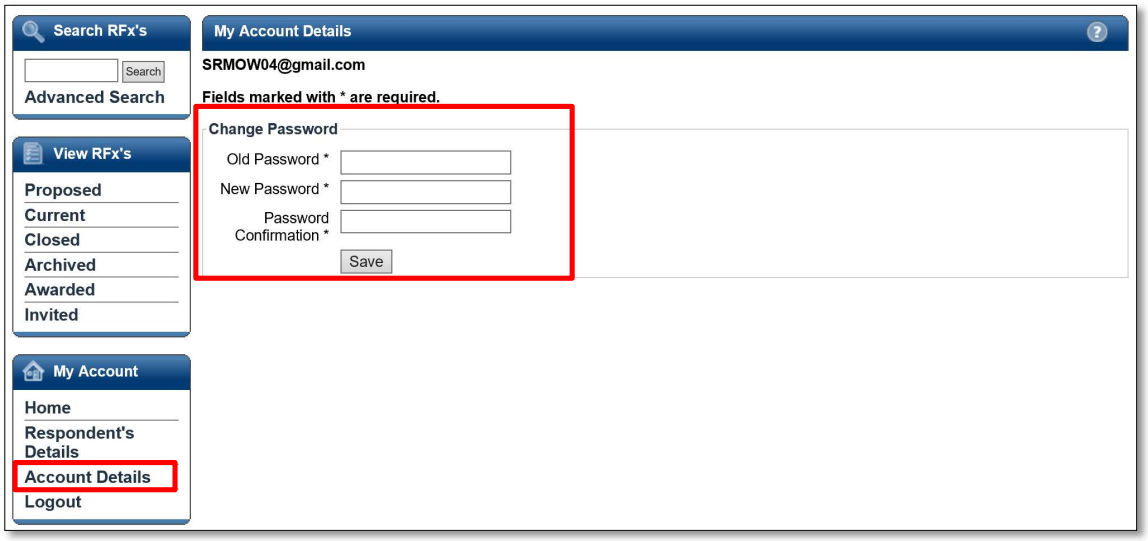


Figure 9-1: Changing your Password

3. On this screen you will be required to enter your old password into the Old Password* field.
4. Enter a new password and confirm this password in the New Password* and Password Confirmation* fields. Your new password must be at least seven (7) characters long and contain letters and numbers. The password is case sensitive and cannot have a space between letters and numbers.
5. Click the '**Save**' button to reset your password. Your password has been reset when you receive a successful on-screen message.

10 Appendix: Document Revision History

The purpose of this section is to capture all changes made to the content of document.

Version	Date	Updates / Changes	Author / Reviewer
0.1	21/08/2017	Update to Version 7.0.5	Melisa Perkins
1.0	21/08/2017	Final QA	Melisa Perkins
1.2	15/06/2018	Update to Version 7.0.6	Julie Ireland
2.0	16/06/2018	Final QA Approval	Ryan Newstead
3.0	27/08/2018	Update to Version 7.0.7 & Final QA	Melisa Perkins
4.0	24/07/2019	Update to Version 8.0.0	Julie Ireland
5.0	24/09/2019	QA	Catherine Erasmus
6.0	8/10/2019	QA changes made	Julie Ireland
7.0	05/08/2020	Added release note updates V8.1.5 – 8.1.7	Julie Ireland
8.0	10/08/2020	Added release note updates V8.1.8 – 8.1.9	Julie Ireland
9.0	20/08/2020	Added Release notes updates V8.1.10 – 8.1.11	Julie Ireland
10.0	27/08/2020	Added Release notes updates V8.1.12 – 8.1.13	Julie Ireland
11.0	21/09/2020	Added Release notes updates V8.1.14 – 8.1.15	Julie Ireland
12.0	6/02/2024	Peer Review	David Do
13.0	26/08/2024	Updated lodging a submission documents	Julie Ireland

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