



PA Supplier Portal – Forgot My User

Follow this information when the PA Supplier Portal User is unknown. You must have access to the email on file.

1) Must have available:

- a. Access to email on file

2) Use Edge or Chrome Internet browsers for the PA Supplier Portal.

Do **not** use the following: MAC/Apple products, Safari, Firefox Mozilla, tablets, or mobile devices (i.e. cell phone). They are **not** compatible.

1. Under “PA Supplier Portal Admin Support”- click the hyperlinked: [PA Supplier Portal](#) within the website. Review the information on the main page of the PA Supplier Portal.
2. Click the “Log on” located in the upper, right-hand corner of the page.



3. The following screen appears:

Welcome Pennsylvania Suppliers!

NOTICE: Multi-Factor Authentication (MFA) has been enabled. Type in User, Password, and click Log On. Check your email for the emailed six (6) digit numerical MFA Code that will allow continued access to the PA Supplier Portal screens. Users receive a new MFA Code per each log on attempt.

4. Click “Forgot Your UserID?” • [Forgot Your UserID?](#)

Forgot User ID?

Enter the details below to retrieve User ID/Particulars.

Tax ID Number: Enter nine-digit Tax ID Number. Do not input hyphen.

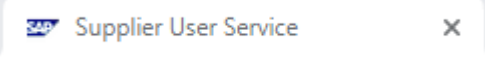
Vendor Number: Enter six-digit Vendor Number

Email: Enter your email address.

Validate

Click Validate

- 5.
6. System note will appear: Thank you for the information. Your details have been verified and an email has been sent with the particulars to the email address given below. If the email containing the User is not received within 5 minutes, check your SPAM folder and/or add @pa.gov as an approved domain in your email.

7. Close the tab  by clicking the “X”. This closes that tab and takes you back to the main Log On screen in preparation of receiving the User by email. You are now back at the main Log On screen. Input the emailed user and proceed.

Note: If the system provides an error message, try again with alternative information. If still receiving an error message, use the “Contact Us” form and provide all the details including the information submitted in the “Forgot User ID?” Screen, the error message, and submit to the PA Supplier Portal Team for assistance.

NOTE 1: After returning to the main Log on screen, if you do not know the Password, click Forgot Your Password? in order to retrieve a Temporary Password. Follow separate instructions entitled: [Forgot Your Password?](#)

8. The following screen appears:

Welcome Pennsylvania Suppliers!

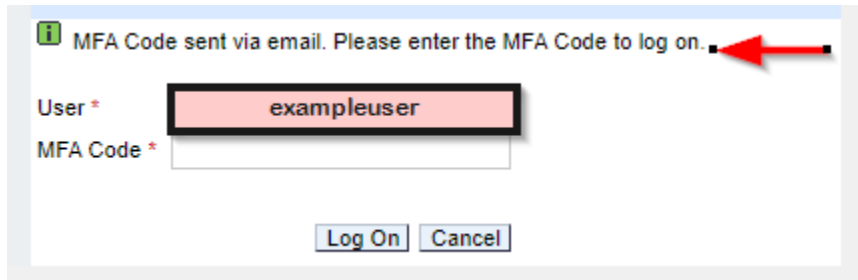
NOTICE: Multi-Factor Authentication (MFA) has been enabled. Type in User, Password, and click Log On. Check your email for the emailed six (6)

digit numerical MFA Code that will allow continued access to the PA Supplier Portal screens. Users receive a new MFA Code per each log on attempt.

9. Type your user (retrieved from the email).

10. Type your Password and click “Log On”.

11. The message changes to the MFA Code message:



MFA Code sent via email. Please enter the MFA Code to log on.

User *

MFA Code *

12. The email will be sent with the subject line: MFA Code to Log on to PA Supplier Portal. If the MFA Code is not received within 5 minutes, check your SPAM folder and/or add @pa.gov as an approved domain in your email.

13. Type in the six (6) digit numeric MFA Code. Do not save the MFA Code as it expires in 15 minutes and a new MFA Code is provided for each Log On attempt.

14. Click “Log On” button.

15. **WELCOME VENDOR ADMINISTRATOR** or **WELCOME BIDDER** will appear with your name in the upper right-hand corner under the “Log Off” button.

You are now logged on.

Helpful Information and Resources for using the PA Supplier Portal:

-Go to the Blue Block entitled: “PA Supplier Portal Admin Support” (Suggestion: Bookmark this page.) and scroll down to the “How to...” section for step-by-step instructions.

-Having trouble? Use the “Contact Us” form along the right-hand margin. Be sure to include all information requested (including screen shots) to receive the quickest assistance.

-When editing information in the PA Supplier Portal, don't forget to scroll back up to the top of the page and click the "SAVE".

-On the Manage Company Data page, the Business Partner Number listed at the top of the page is the SAP vendor number (0000XXXXXX). It is ok to drop the beginning zeros (0).

-Click the "Log off" button in the upper, right-hand corner and click the "Are you sure" to completely log off the PA Supplier Portal system.

-The Department of General Services (DGS) oversees the following programs and help can be found on: www.dgs.pa.gov or use the "Supplier Service Center" link.

- 1) COSTARS: 866-768-7827
- 2) eMarketplace: 877-435-7363 option 2
- 3) Small and Diverse Business: 717-783-3119
- 4) Automotive Service Providers (ITQ): 717-787-3162