


City of Minneapolis eSupplier users may occasionally experience issues when signing into the supplier portal. Below is a checklist of solutions Suppliers and Bidders can take to resolve their potential issue.

For additional eSupplier assistance, contact eProcurement: eProcurement@minneapolismn.gov

Please provide detailed information regarding your issue and any screen shots of the issue, if possible.

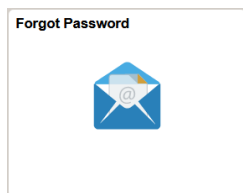
Tip #	Login Troubleshooting Checklist	Yes	No	Notes
1	Have you cleared your browsing history?			See 1. Below
2	Have you attempted logging in with a different Internet Provider?			See 2. Below
3	Have you attempted to login from a different device (if possible)?			See 3. Below
4	Are you attempting to login through the City's webpage?			See 4. Below
5	Are you logging in with a current password?			See 5. Below
6	Have you taken a screen shot of the error message?			See 6. Below

1. Cache can store old data from previous eSupplier sessions to save. Follow the step below for the browser type you're using to delete your browser cookies and clear browser cache. You may need to do this daily:

- **Chrome:** Select the **Customize & Control Google Chrome** icon  in the upper-right corner of the Chrome browser, and then click **More Tools > Clear Browsing Data**. Select **Clear Browsing History**
- **Firefox:** Select the Settings icon in the upper-right corner of the browser, then select History>Clear Resent History. Clear Everything, and check both the Cookies and Cache boxes.
- **Safari:** Select Settings > Safari > Advanced > Website Data, then tap Remove All Website Data.
- **Edge:** Select the Settings Icon>History and select **Clear all History**

After clearing the cache and cookies, close and then restart the browser.

2. If the login issue persists, please attempt logging into eSupplier from a different internet provider. For example, if you are using chrome, attempt logging in through internet explorer.
3. If you can access a different computer, laptop, or mobile device, please attempt logging into eSupplier from that alternate device.
4. If you are unable to login from a bookmarked page, or contracting event notice, please attempt logging in from the City of Minneapolis webpage:
<http://www2.minneapolismn.gov/finance/procurement/eSupplier>
5. If you are unsure if your password is correct, select the Forgot Password icon from the eSupplier public page to request a temporary password. An email will be sent to the select user ID (required)



6. If the login issue persists, please contact eProcurement@minneapolismn.gov with a screen shot of the error or issue and description of the issue. A City of Minneapolis representative will follow up with you and ensure these troubleshooting steps have been taken.