



## ePortal Frequently Asked Questions

### **What are the benefits of registering with CH2M HILL via the ePortal?**

CH2M HILL's ePortal provides Suppliers and Subcontractors the ability to do much of their business with CH2M HILL in a secure online environment. The CH2M HILL ePortal integrates Supplier / Subcontractor information into the CH2M HILL Materials and Subcontract Management System (CMAS) which is utilized for Procurement on projects across company business groups.

The ePortal provides an easy way for contractors and suppliers to register and continuously maintain your qualifications online. The data submitted via the ePortal is available to assist CH2M HILL Procurement personnel in sourcing projects around the world. The ePortal will also allow suppliers and subcontractors to submit bids online and, once an agreement is issued, execute agreements online and facilitate interactive communications, submittals, and the administration of subcontracts on projects.

### **Please describe the 3-step registration process for Suppliers and Subcontractors?**

The Supplier / Subcontractor registration process consists of 3 steps:

1. The initial Logon Request establishes basic company information and provides each User with a unique USER ID and PASSWORD.
2. The Company Profile is submitted to further establish your company's line of business and certifications.
3. Once your Company Profile has been approved, you will be requested to complete a Qualification Statement to provide additional detailed information to better enable you to work with CH2M HILL.

### **Which operating systems and browsers are compatible with the ePortal?**

The ePortal should run using most common platforms and browsers. We have tested it with Windows XP, Vista, and Windows 7 as well as with recent Macintosh Operating System versions. We have found it to run effectively using Microsoft Internet Explorer, Apple Safari, and Google Chrome browsers, and we are research issues found with loading Java for the ePortal using Mozilla Firefox. Of course, each computer's configuration is different so occasionally one may encounter issues that others may not have.

### **What should I do if I have a problem or question related to using the ePortal?**

The written ePortal guidelines and the videos that are on the ePortal web page provide detailed instructions on using the ePortal. If after referring to these sources, please send an email describing the problem in as much detail as possible to [CMASHelpDesk@CH2M.COM](mailto:CMASHelpDesk@CH2M.COM). We will respond to your question as soon as possible.

**This is the first time I am entering the ePortal, have clicked on the ePortal link and the internet browser has opened, and all I see is a blank (or grey) screen?**

The first time you use the ePortal it will automatically load Java on your computer (unless Java is already loaded on the computer) to enable the ePortal software to run. Depending on the speed of your internet connection, this may take several seconds or even a few minutes. There can be several “pop-up” messages that need to be answered to enable the software to load. If you have waited a while and nothing is happening, try to locate another “pop-up” message that may be hidden under an open window, or in another windows tab, that may be waiting to be answered.

**I find this software very confusing. How can I get help using it?**

Please refer to the ePortal Registration Guidelines on the Procurement ePortal webpage which will walk-you-through the registration process using the ePortal. We have also created a video for each step of registration that can be viewed from the Procurement ePortal Webpage.

**There are required documents for certain questions in the Qualification section – but they don’t pertain to my company since we are in Canada. How do I complete the qualification questions so I can submit?**

If a mandatory document is required, but does not pertain to you – create a blank PDF or Text file named “NOT APPLICABLE” and upload it to those rows that require a document attachment. This will satisfy the software’s requirement to have a document attached.

**I have uploaded all of my documents, but the tag next to the folder is still red. What did I do wrong?**

On any question where the “Document Rqd” checkbox is checked, the software requires that the document be uploaded on that same question line. If you do not upload at least one document on that line, the software will not consider that requirement to be fulfilled. You must put your cursor on the question/row where the uploaded document is required and only upload at least one document to that row. We do not require more than a single document to a single question.

**There are so many material groups. Is there an easier way to navigate through this list?**

You may “query” or search for a specific word. To do this, press the F11 function key, which will turn the fields yellow, and then place your cursor in the Description column. This is a case sensitive field so to find “Services” you must enter - %Services% - then use your F12 function key to begin the search. The “%” is a wildcard that, if entered before and following the search string, will pull up any entry with the word “Services” in the description.