

Introduction

The purpose of this document is to provide assistance to suppliers who may be experiencing difficulties using the eSourcing Scotland website.

Browser Support

Please note, at this time, the site is only supported on Microsoft Internet Explorer for the PC. Therefore, it is necessary to access the site using this browser.

Should you not have access to this browser, please contact the authority issuing the tender invitation and they may be able to provide a paper based version of the tender. This would be at the discretion of the tendering authority.

There are plans to expand support to other browsers such as Netscape and Firefox.

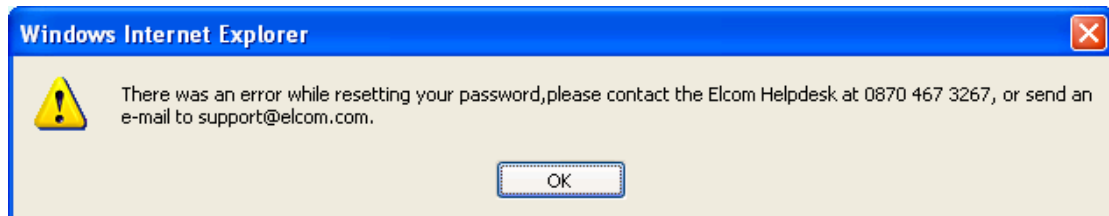
Resetting your password

To reset your eSourcing Scotland password please select the 'Forgot Password' link from the login page. You will be prompted to enter the 'Account' (this will always be "guest") and eMail address that you have registered.

If you are having trouble resetting your password please follow these steps:

Account: This should always be "guest", and **must** be lowercase.

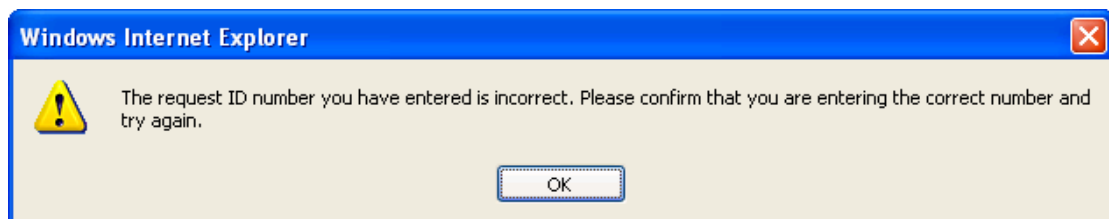
Email: Your eMail address is case sensitive and therefore the address being entered must match the case used when registering your account. For example if you registered using JOE.BLOGGS@supplier.com, entering joe.bloggs@supplier.com will result in a failure and you will receive the following error message:



If you are unable to reset your password despite checking the above, please contact Elcom Support at support@elcom.com for assistance.

Unable to retrieve Request ID

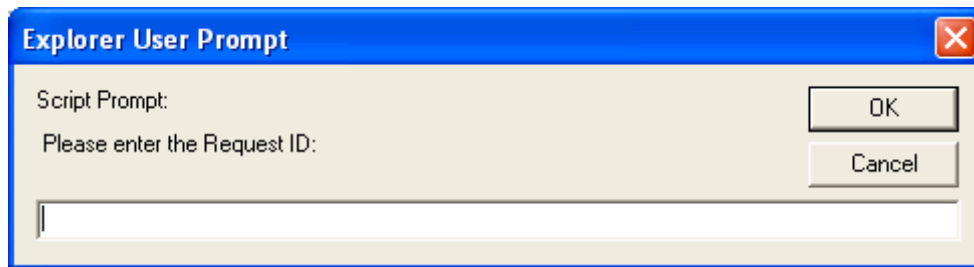
On occasion you may receive the following error message when using a Request ID that has been issued to you:



In this case, please contact the tendering authority and request they issue a new Request ID to you by eMail.

Upon receipt of the new Request ID please log into the system as normal.

From your **Inbox** click on 



You should then copy and paste the Request ID from your eMail into this window and click 'OK'.

Request ID already retrieved by another user

When entering your Request ID, eSourcing Scotland will check to see if it has already been used. When this validation is carried out you may receive the following message:

“Request ID already retrieved by another user”

This means that the Request ID has been retrieved by another user from within your organisation.

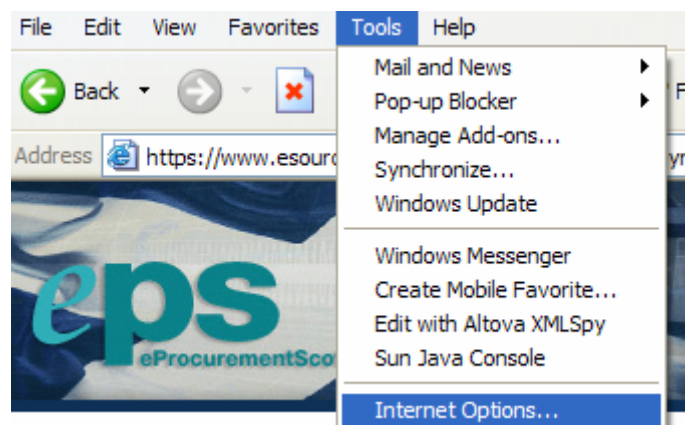
Please check with your colleagues to determine who else may have registered on the site. It is likely the document you are trying to access is located in this users 'Inbox'.

Should you be unable to determine who else from your organisation may have registered, please contact Elcom Support at support@elcom.com who will be able to perform a search and advise details of other registered users within your organisation.

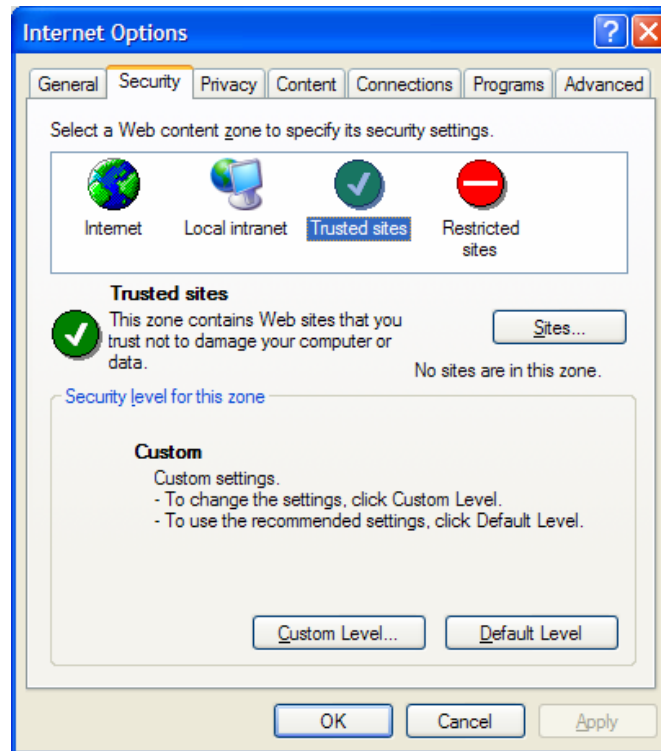
Unable to login - returned to login screen

If you are returned to the login screen upon entering your login credentials, please check to ensure the eSourcing Scotland site is added as a Trusted Site within Internet Explorer.

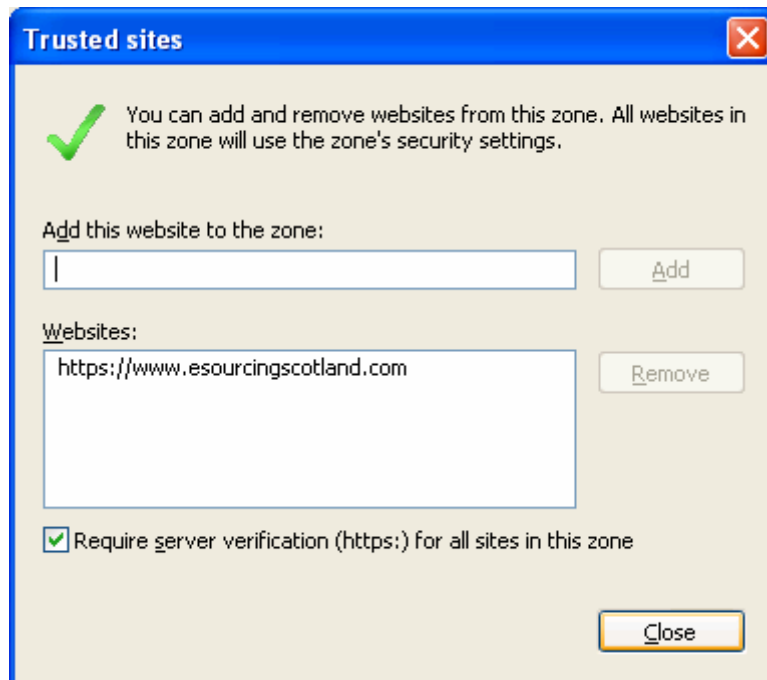
To do this click on 'Tools', and then select 'Internet Options':



Click the 'Security' tab, then select 'Trusted sites', now click on the 'Sites' button:



You will then see the 'Trusted sites' screen. In here add <https://esourcingscotland.com> and click 'Add':



Finally click 'Close' and then 'OK'.

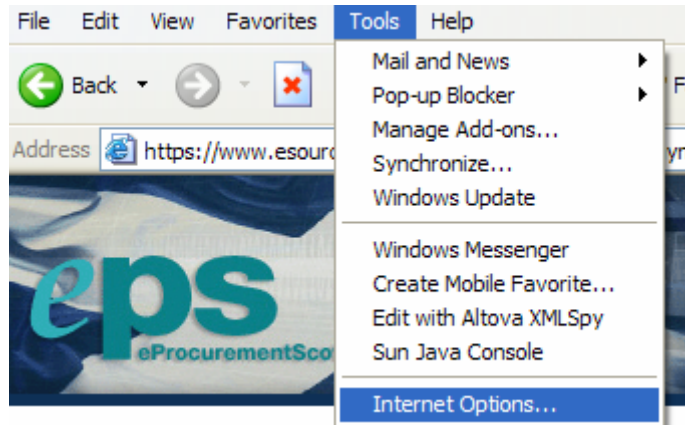
Before these changes will take effect you will need to close your web browser and open a new session.

Should the issue persist, despite having followed the above, please contact Elcom Support at support@elcom.com for further assistance.

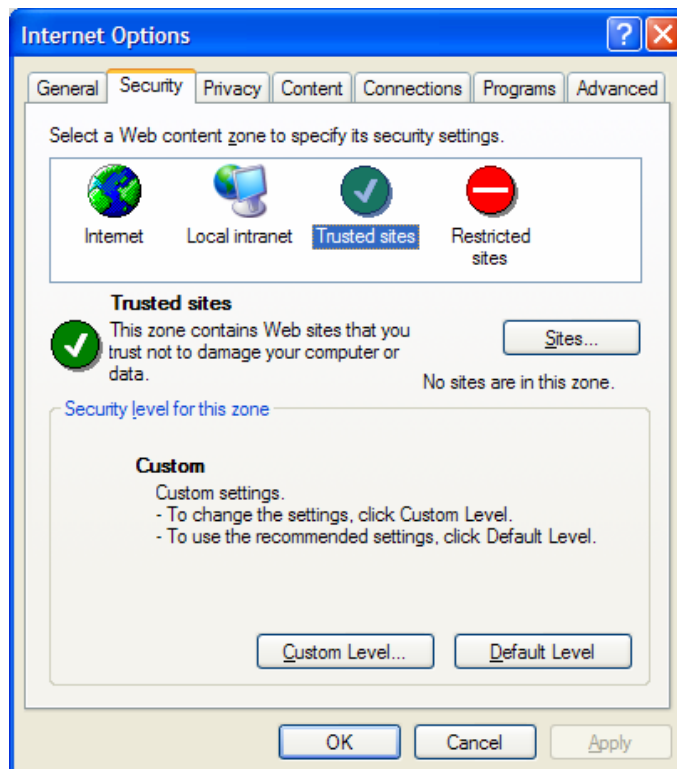
Unable to access/download attachments

If you are experiencing difficulty accessing and downloading attachments such as Excel spreadsheets and Word documents, please check to ensure your internet browser is set accordingly.

To do this click on 'Tools' and then select 'Internet Options':



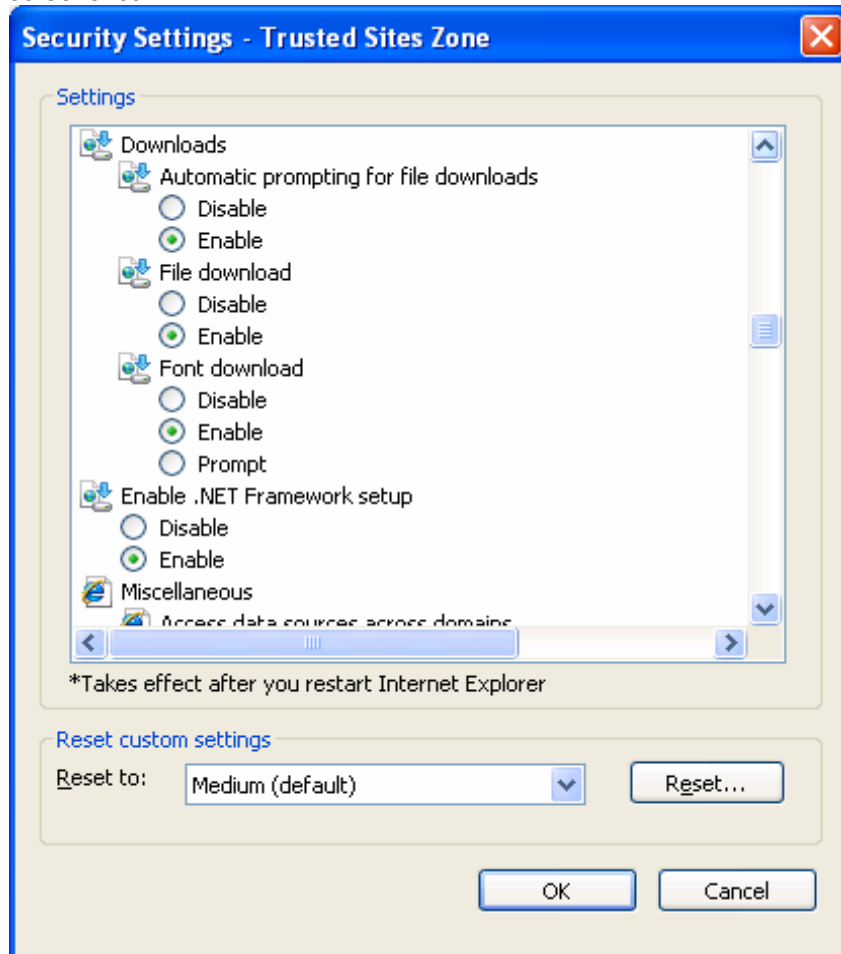
Click the 'Security' tab and then click the 'Custom Level' button:



Scroll down approximately just under half way to the section headed "Downloads" and check that the following is set:

Automatic prompting for file downloads = Enable
File download = Enable

See below screenshot:



Once selected, click 'OK' and 'OK' again.

Before these changes will take effect, you will need to close your web browser and open a new session. Then login and attempt to access/download the relevant attachment(s)

Please also note, if your organisation is using pop-up blocking software, this will prevent the Open/Save pop-up window from appearing.

It will be necessary to switch off pop-up blocking for this site as well as performing the above steps.

Users can temporarily switch off pop-up blocking from within their browser by pressing the CTRL and ALT keys and keeping them held down whilst clicking the link to the attachment. Once the Open/Save window appears you can release these keys.

Should the issue still persist, despite having followed the above steps, please contact Elcom Support at support@elcom.com for further assistance.

Unable to access the Bulletin Board

If you have clicked the Bulletin Board icon and nothing happens, you may have pop-up blocking software that is preventing the window from appearing.

It will be necessary to switch off pop-up blocking for this site.

Users can temporarily switch off pop-up blocking from within their browser by pressing the CTRL and ALT keys and keeping them held down whilst clicking the link to the Bulletin Board.


Once the window appears you can release these keys.
Should the issue still persist, despite having followed the above steps, please contact Elcom Support at support@elcom.com for further assistance.

How do I access the Bulletin Board when a tender has closed?

When a tender closes you can still access the Bulletin Board from your eSourcing Scotland 'Inbox'.

To do this, select the radio button to the left of the tender:

From	Document Name	Type
<input checked="" type="radio"/> West Lothian Council	PS1126 Supply and Delivery of Corporate Clothing	RFx
<input type="radio"/> West Lothian Council	Musical Instruments	RFx

Once you have done this the click on  Bulletin Board

Although the submission deadline has passed, you still have the ability to review the content of the Bulletin Board, and if required you can create a new message.

If you are still unable to access the Bulletin Board, despite following the above steps please contact Elcom Support at support@elcom.com for further assistance.

Guidance on attachments

When completing a tender using eSourcing Scotland, you may need to upload documents to support your tender submission.

Attachment Types

The eSourcing Scotland system supports all current file types.

Attachment Size

We recommend that you only attach files that are less than 10MB in size. If you require to attach a document that is larger than 10MB please consider breaking the file up into multiple attachments or using compression software (for example Win Zip).

eSourcing Scotland will accept attachments larger than this, but keeping your file below 10MB will decrease the amount of time you spend uploading attachments. This will also reduce the risk of your connection being timed out before the upload completes.

It is worth noting that organisations will differ on what size of attachments they can accept. If you think the attachments are too big and should be compressed then please contact the buying organisation for further guidance.

Demonstration ITT

It is worth noting that suppliers should leave themselves adequate time to submit their responses and not leave it to the last minute. Certain documents can take a while to upload and suppliers leaving accessing the system at the last minute can realise they encounter compatibility issues using eSourcing Scotland.

To obtain a “demonstration ITT” please contact the eprocurement helpdesk on eprocurementscotland@scotland.gsi.gov.uk. This will provide an ideal opportunity to see how the system works and a practice run at submitting a response whilst also ensuring your browser is compatible with eSourcing.