Registration

Supply Partner Portal User Guide
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Introduction
FCDO has launched a new Supply Partner Portal. This is part of a wider release of a new internal eProcurement platform which will increase FCDOs capability to conduct electronic procurement processes. The new platform is provided by Proactis and provides both FCDO and Supply Partners with a much more intuitive user journey and richer functionality.

Registering on the new Supply Partner Portal allows your organisation to access and respond to FCDO funding opportunities. The portal also allows you to create your organisations profile which provides FCDO with richer and more meaningful data about its supply base. Enabling FCDO to improve its engagement and understanding of the supply base.

The Supply Partner Portal can be accessed from any computer with internet capabilities. Before you can access any customer pages you will first need to self-register your details on the Proactis system to create a username and password.

Important information about your account details
The Supply Partner Portal is a fully self-service platform and it is important that you always keep the details held within your profile up to date. It is your data and you are responsible for maintaining it, particularly when you experience staff changes. Failure to do so could result in access problems and missed tendering opportunities for your organisation.

The Supply Partner Portal will not permit the same email address to be used more than once for separate accounts, please ensure you use a unique e-mail address associated with each account.

Email Protocol
Please register under your organisation or company name and use your organisations e-mail address where possible. Personal accounts can be used but please check your SPAM folder regularly to avoid missed opportunities. Central government email addresses cannot be accepted. Generic mailboxes can be used but be mindful of personal or potentially commercial information. If you forget your login details, you will need to use the “Cannot Access Account” on the Supplier Network login screen. You will be sent instructions on how to access your account.

Security
FCDO has taken steps to ensure the FCDO Supply Partner Portal is secure and that your bank and any other commercially sensitive information are protected. However, you do have a responsibility to ensure your username and password are safeguarded and that the contact email is available only to people who have authority to view and amend the payment details we hold for you.

Use of Screen Shots
This guidance uses some views of the various screens within the FCDO Supply Partner Portal to help you. In some cases, the actual screen you are viewing might be slightly different from the screen shot but the guidance provided will still be appropriate to that screen.
Supply Partner Portal Registration
Registration on the new Supply Partner Portal is a simple 3-stage process.

A. Registration
B. Activate your account
C. Review and complete FCDO Profile

Stage A – Registration

Access the Supply Partner Portal by clicking the following link: https://fcdo.proactisportal.com/ and click ‘register’. You will then be asked to complete the following self-registration form:

Once complete, click register.

Please note: If the details you submit are flagged by the portal as matching (or being very similar) to an existing account, then you will receive an on-screen prompt indicating there may be a duplicate account already registered. Check the list presented and if your organisation appears, then somebody within your organisation has already registered and will be able to add you to the existing organisation registration. Alternatively, if you no longer have access to the registered account details (for example if the registered contact has left your organisation) you should contact FCDO directly to arrange access via: supplierportalenquiries@FCDO.gov.uk
Stage B: Activate Your Account
Subject to successful completion of stage 1, you will receive the following email

Click the link provided in the email to validate your registration. You will then be required to complete some further details regarding your organisation.

Mandatory fields are denoted by *

Step 1 – Organisational details

Check you have completed all mandatory fields.

NB: You don’t need to provide your VAT/DUNS number at this stage, however, we will need this should you ever bid on a FCDO tender opportunity.

Press Next to proceed to next screen
Step 2. Organisation Address

- Ensure you enter the registered UK address for your organisation (or of the country you are based in). This will be the address we use for any formal agreements that may be established as the result of a successful tender submission.
- To amend your details, click on the Action button and make the necessary changes.
- Click on Next to take you to the next screen

Please ensure any changes to your organisational address are reflected as soon as possible to ensure we have accurate information.

Step 3. Users

- Add users. You, as the person who has registered will automatically appear however if you want to add another user to the list you should click on Add User and complete the screen. An email with the link and user details will be sent to the added user upon completion of registration.
- Click on Next to move to next screen.

Please ensure that any changes to the Users are reflected as soon as possible to ensure we have accurate information and you don’t miss out on any tendering opportunities.
Step 4. Products and Services

- Click on area you wish to select. Dependent on what you select you may be given a further dropdown to narrow/define your selection.
- Once you have found correct product/service click on the > to move your selection to the right-hand side of the screen. Please use lowest level description that is most appropriate when making your selection.
- Repeat until you have defined all your products/services
- Click Next to move to next screen

Step 5 – Buyer Organisation

Please ensure you follow the instructions under this step carefully. Failure to do so may cause delay in accessing your account and/or the processing of any payments.
This Portal has been developed for the use of FCDO only. To use FCDO’s Supply Partner Portal, you must always select FCDO as the Buyer Organisation. If you don’t select this, we will not pick up your details for our supplier portal.

- Click on the box to select FCDO and then Next

Step 6. – Primary Contact Details

- Check details are correct; amend as necessary
- Click Next to move to next screen

The Primary Contact is the person who has registered on the Supplier Portal. You can only have one primary contact.

Please ensure that any changes to the Primary Contact are reflected as soon as possible to ensure we have accurate information and you don’t miss out on any tendering opportunities.

Once your account has been created it is possible to give users Administration access to your organisation’s account. To change the Primary contact; ie if the person is leaving the organisation, a user with administration access will need to add a contact and make them the Primary Contact. The new Primary contact will then need to delete the original Primary Contact.
Step 7. Notifications

This is the full list of email notifications and they are all enabled at present.

- You can select/deselect whichever ones you require.
- Click **Next** to move to next screen

Further changes can be made under the Preferences tab under “Your Business”.
Step 8 – Proactis Terms of Use

Please read and accept or decline the Terms and Conditions for registration onto the Proactis Supplier Network. Kindly note, if you decline your registration cannot be progressed.

Access to and use of the FCDO Supply Partner Portal, provided by Proactis, is absolutely free of charge for suppliers. There are no costs associated with completing the registration or using the portal.
Step 9 – Your Login Details

- Please enter a password, then repeat in the second box for confirmation
- Click Complete Registration

Once you have clicked Complete Registration you should be taken to the Supplier Network Portal
Stage C – Complete FCDO Profile

Once you have successfully created your record there are some more fields we would like you to complete to help ensure you receive all relevant opportunities.

Click on the button on the left-hand side of the screen.

You will be directed to the screen below. As previously mentioned, FCDO is the only “Customer” on the Supply Partner Portal. Click, on the Edit button. If you do not have the Edit option as shown below, click on the ‘+ Customers’ option near the top of the page and add FCDO.

You will need to select the specific geographical areas you are interested in or able to work in.

- Click on area you wish to select. Dependent on what you select you may be given a further dropdown to narrow/define your selection.
- Once you have found correct geographical area click on the to move your selection to the right-hand side of the screen.
- Repeat until you have defined all relevant areas
- Click Save and then Additional Data to move to next screen
Please complete the details as much as you can at this stage, including the appropriate banking information in order to facilitate payments (if appropriate).

If you are registering in order to facilitate payment from FCDO, please notify the appropriate FCDO budget holder at this stage that you have successfully completed the registration process and entered the appropriate banking information.