

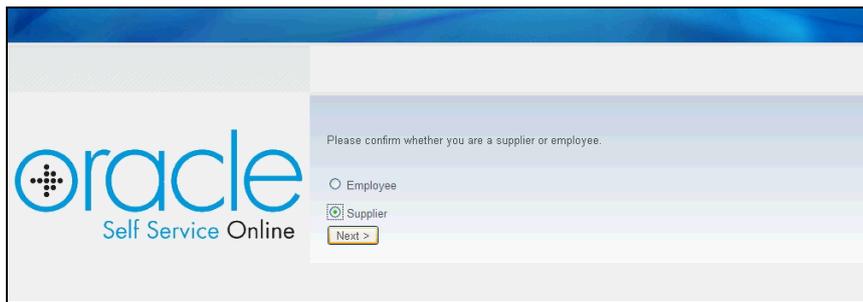
Quick Guide 2b: Forgotten Username or Password

iSupplier Portal

Forgotten Username or Password

A username reminder and password reset function is available on the login page.

- Click the 'Forgot Username or Password' link;



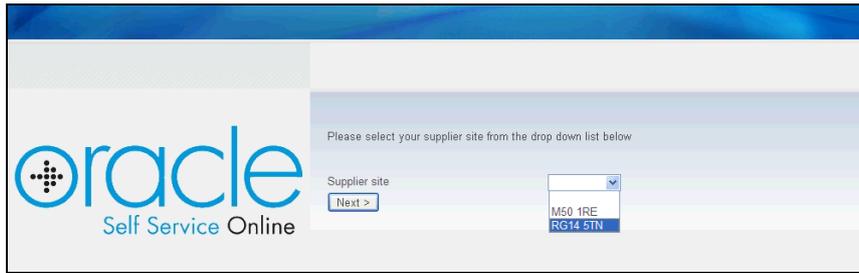
The screenshot shows the Oracle Self Service Online login page. On the left is the Oracle logo with the text 'Self Service Online'. On the right, there is a form with the heading 'Please confirm whether you are a supplier or employee.' Below this heading are two radio button options: 'Employee' and 'Supplier'. The 'Supplier' option is selected. A 'Next >' button is located below the 'Supplier' option.

- Select the 'Supplier' option and click the 'Next' button;

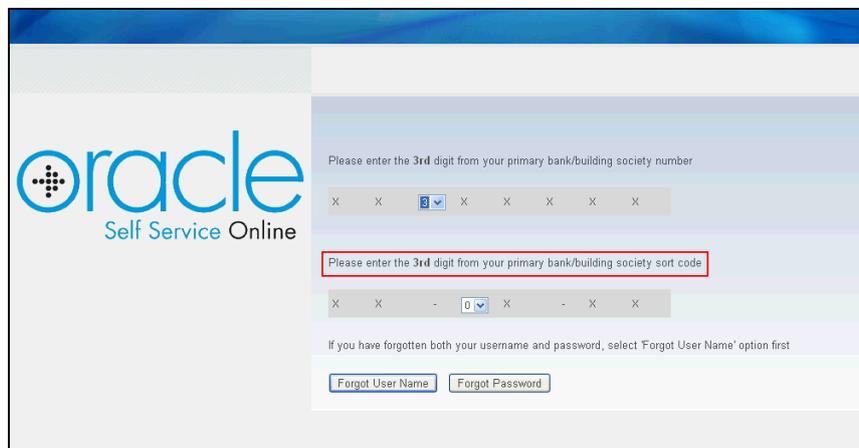


The screenshot shows the Oracle Self Service Online registration page. On the left is the Oracle logo with the text 'Self Service Online'. On the right, there is a form with the heading 'Please enter the following details.' Below this heading are three input fields: 'Supplier Number', 'First Name', and 'Last Name'. A 'Next >' button is located below the 'Last Name' field.

- Enter your supplier number (as shown on remittance slips);
- Enter your first name (this is the contact's name, not the supplier);
- Enter your last name;
- Click the 'Next' button;



- Use the down arrow to select a post code for an address you are associated with.
- Click the 'Next' button;



- Use the down arrow to enter the digits requested from the supplier's bank or building society account number and sort code.
- You must now select if you have forgotten your username or if you have forgotten your password;
- If you have forgotten both your username and password, request a username reminder before you request a temporary password.

Forgotten Username, or Forgotten Username and Password:

- Click on the 'Forgot User Name' button;



- A username reminder is sent to the email address held in the portal;
- If you have also forgotten your password, then click on the 'Reset your password' link;
- Repeat the security procedure to receive a temporary password, but after entering the bank account details, click on the 'Forgot Password' button;
- A temporary password is sent to the email address held in the portal.

Forgotten Password:

- Click on the 'Forgot Password' button;
- A temporary password is sent to the email address held in the portal.

Temporary Passwords

- Login, using the username and temporary password issued.
- You will be forced to select your own password.
- Select a secure password using the hints and tips.

Unable to Request Username Reminder or Password Reset

- If you are unable to request a username reminder or new password, please contact the authority at isupplierqueries@lancashire.gov.uk. Include the supplier name, supplier number and contact name. You will be asked to provide the answers to security questions before your password is reset.
- Please note: username reminders and temporary passwords are sent to the email address held in the Contact Directory. Please ensure this is correct.

If you need further assistance please email the following address with your query:
isupplierqueries@lancashire.gov.uk.