



Quick Reference Guide

Login Assistance

This guide answers frequently asked questions related to logging into eMaryland Marketplace and provides you with step-by-step procedures for completing common login processes.

Frequently Asked Questions

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Frequently Asked Questions

Can there be more than one users on an account?

Yes. It is recommended that each person requiring access to eMaryland Marketplace have their own login credentials, rather than using a shared login. The user assigned the Administrator role has the ability to add additional users. For step-by-step procedures on adding new users, refer to the Adding New Users Quick Reference Guides. *Note: the process of adding new users differs for government users and business users, so be sure to refer to appropriate guide for accurate procedures for your organization.*

What if I cannot remember my eMaryland Marketplace Login ID?

To obtain your eMaryland Marketplace Login ID, contact your organizations eMaryland Marketplace Administrator. The Administrator is the person who set up the account or a user who has been given administrator rights.

If you do not know who the eMaryland Marketplace Administrator is for your organization, you may contact the eMaryland Marketplace Help Desk at dgs.emaryland@maryland.gov or 410-767-1492 to request this information.

What if I do not have an eMaryland Marketplace Login ID?

If you have not yet been set up as a user in eMaryland Marketplace, you will need to contact your organization's eMaryland Marketplace Administrator to request access to eMaryland Marketplace. The Administrator is the person who set up the account or a user who has been given administrator rights.

If you do not know who the eMaryland Marketplace Administrator is for your organization, you may contact the eMaryland Marketplace Help Desk at dgs.emaryland@maryland.gov or 410-767-1492 to request this information.

Administrators who need assistance setting up new users may refer to the Adding Users Quick Reference Guides. *Note: the process of adding new users differs for government users and business users, so be sure to refer to appropriate guide for accurate procedures for your organization.*

What if I cannot remember my eMaryland Marketplace Password?

If you have forgotten your eMaryland Marketplace Password, use the Forgot Password link below the eMaryland Marketplace login box to reset your password. For step-by-step instructions on this process, refer to the Forgot Password Quick Reference Guide.

How do I change my password?

If you know your current password and can login to eMaryland Marketplace, you can change your password by visiting the My Account link at the top left of the eMaryland Marketplace tool

bar. For step-by-step instructions on changing your password, refer to the Changing Your Password Quick Reference Guide.

What is a Login Question and Login Answer?

The Login Question and Answer is used when users need to reset a forgotten password. When a user is set-up in the system, they will be asked to select a question from a list of four questions:

- What is your favorite food?
- What city were you born in?
- What is your father's middle name?
- What is your mother's middle name?

After the question is selected, you will be asked to type a response to that question in the Login Answer box. In the event you forget your password, you will be asked to provide the answer to your Login Question to proceed with resetting your password. For step-by-step instructions on how to reset a forgotten password, refer to the Forgot Password Quick Reference Guide.

What if the only user on our account is no longer with the company?

If the only eMaryland Marketplace user for your company has left the organization, you will need to complete these steps to remove access for this user and assign a new user that will serve as the Administrator for the organization:

On company letterhead, write a letter stating that the user (list user full name) is no longer with the company and provide the following information for the new user:

- First and Last Name
- Job Title
- Phone Number
- Email Address
- Create a login ID to be assigned to user (must contain 6 or more letters and/or numbers)
- Select a security question from this list:
 - What is your father's middle name?
 - What is your mother's middle name?
 - What is your favorite food?
 - What city were you born in?
- Proved an answer to the selected question.

Save the letter in a PDF format and email to dgs.emaryland@maryland.gov.

Why am I receiving an error message when attempting to login?

If you have attempted to login in to your eMaryland Marketplace profile and received this error message: *Error: Attempted Login Unsuccessful*, you have entered incorrect login information.

If you know your login information and would like to enter your information again, select Cancel and you will be directed back to the login screen.

If you have forgotten your password, see page 5 for procedures for resetting your password.

Procedures

Forgot Password

If you have forgotten your eMaryland Marketplace password, please follow the instructions below.

Visit www.emarylandmarketplace.com and select the link for *Login*.



Quick Links

- > [DGS Preferred Provider Program](#)
- > [Debarments](#)
- > [Statewide Contracts](#)
- > [Bid Boards](#)
- > [Procurement Forecast Reports](#)
- > [Outreach Events](#)

eMaryland Links

- > [Login](#)
- > [Register](#)
- > [View Open Bids and Contracts](#)
- > [Search for Vendors](#)

eMaryland Help Desk

Weekdays 8:00 a.m.-4:00 p.m.
Phone: 410-767-1492
dgs.emaryland@maryland.gov



Welcome to eMaryland Marketplace

SPECIAL ANNOUNCEMENT

Due to the recent update of the eMaryland Marketplace servers, you might experience difficulties accessing the eMaryland Marketplace system. To correct this issue, it might be necessary to update your browser. Please view these [instructions](#) on how to complete this task for the most common browsers.

If you have questions, please contact the eMaryland Marketplace Help Desk.

eMaryland Marketplace User Information

Maryland's online procurement system, eMaryland Marketplace, is a business tool that provides vendors with easy access to State procurement information. Potential bidders can find solicitations on eMaryland Marketplace and submit bids electronically. The system also allows vendors to obtain bid results online once the due date and time for bid submission have passed.

To register or login to **eMaryland Marketplace**, please use the links to the left.

QUICK REFERENCE GUIDES AND INSTRUCTIONS

For further information, Quick Reference Guides are posted here – [eMaryland Marketplace Instructions](#), and Frequently Asked Questions (FAQs) are posted here - [FAQs](#) to provide you with step-by-step details on how to navigate the system and perform specific procedures with ease. Thank you for your time and interest in doing business with the State of Maryland.

eMARYLAND MARKETPLACE USER FEEDBACK

Please take some time to complete our [User Feedback Questionnaire](#). Your feedback is important and will enable us to better understand and meet our users' needs.

The eMaryland Marketplace Login screen will open.

Select the option for *Forgot your password?*

DGS

Quick Links

- > DGS Preferred Provider Program
- > Debarments
- > Statewide Contracts
- > Bid Boards
- > Procurement Forecast Reports
- > Outreach Events

Login

Login ID:

Password:

[Forgot your password?](#)

e Maryland Marketplace

Welcome to eMaryland Marketplace

Registration Information

- **Register**
Register here to begin using New eMaryland Marketplace. Vendors, please read this [disclaimer](#) prior to registering.
- **Complete Registration**
Complete registration here to begin using New eMaryland Marketplace. Vendors, please read this [disclaimer](#) prior to completing registration.

Open Bids and Contracts

- **Open Bids**
Browse open bid opportunities.
- **Active Contracts**
Browse active Contracts/Blankets.
- **Contract & Bid Search**
Search for Bids and active Contracts/Blankets.

Registered Vendors

- **Registered Vendor Search**
Search for Registered Vendors.

The Change Password screen will open.

Enter your Login ID and Email Address. Select *Continue*.

Change Password

For verification purposes, please enter your Login ID and Email Address.

Login ID:

Email Address:

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You selected a Login Question when you initially registered in eMaryland Marketplace. This question will appear. Please provide the answer to this question. Select *Continue*.

Change Password

For verification purposes, please enter your Login ID and Email Address.

Login ID:

Email Address:

Login Question:

Login Answer:

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You will receive a message stating “Upon clicking the Continue button, a new password will be auto-generated and sent to the email address on file.” Select *Continue*.

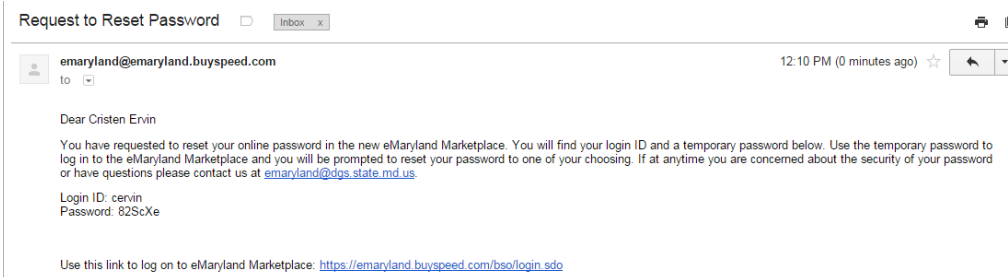


You will receive an email from sender: emaryland and address: emaryland@emaryland.buyspeed.com with the title “Request to Reset Password”.



Open the email and follow the instructions.

The email will contain a temporary password to be used to access your eMaryland Marketplace account.



Go back to the eMaryland Marketplace Login page and enter your Login ID and temporary password (from the email).

DGS

Quick Links

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Login

Login ID:

Password:

[Forgot your password?](#)

e Maryland Marketplace

Welcome to eMaryland Marketplace

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- **Complete Registration**
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Open Bids and Contracts

- **Open Bids**
Browse open bid opportunities.
- **Active Contracts**
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- **Contract & Bid Search**
Search for Bids and active Contracts/Blankets.

Registered Vendors

- **Registered Vendor Search**
Search for Registered Vendors.

You will be prompted to create a new password.

When creating a new password, please follow the password criteria:

Passwords must be a minimum of six (6) characters and a maximum of thirty (30) characters and **MUST** be Alphanumeric (combination of letters and at least 1 number, **NO** special characters can be used (i.e. ? " \ !). **Passwords are case sensitive.**

Re-enter your current (temporary) password (from the email). Enter a **NEW** password. Re-enter the **NEW** password. Select *Submit*.

Change Password

Current Password*

New Password*

Confirm New Password*

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Your current password is temporary. You must enter a new password.

You will then be logged into eMaryland Marketplace.