Vendor Registration Guide

Vendor registration for HIePRO is an easy process and can be completed in a matter of minutes. There is a <u>vendor registration how-to video</u> available for your convenience.

What you'll need to get started

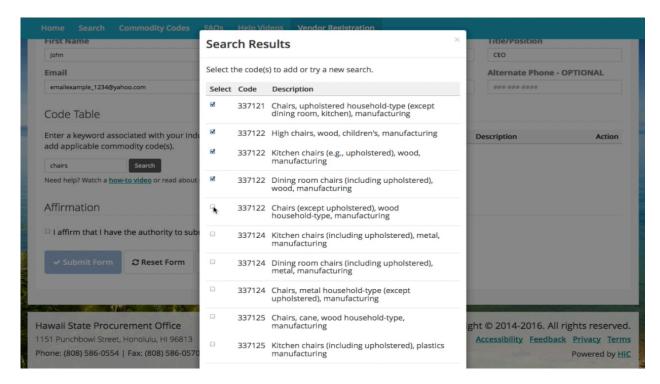
- 1. FEIN or SSN (if sole proprietor) Note: Be sure your FEIN/SSN matches the application in Hawaii Compliance Express (HCE)
- 2. Business name and address

Vendor Registration Steps

- 1. Go to: <u>hiepro.hawaii.gov</u>
- 2. Click 'Go to SSO Login'
- 3. Enter your email address
- 4. Click Next
- 5. If an account is found, you will enter your password and MFA information to complete the login process (skip to step 9)
- 6. If an account is not found, you will go through the <u>myHawaii</u> account creation process including Multi Factor Authentication (MFA) setup
- 7. After the myHawaii account is setup, you will enter all the required information under Additional Information
- 8. Agree to the Terms of Use and select "Submit"
- 9. Select 'Register as a vendor'
- 10. Fill in your business information (be sure your FEIN or SSN is correct)
- 11. Fill in your contact information
- 12. To add commodity codes to the code table, enter a keyword associated with your industry and select 'Search'

	ty Codes FAQs		Registration		
First Name		Last Name		litle/Position	
John		Smith		CEO	
mail		Phone	Alternate Phone - OPTIONAL		
emailexample_1234@yahoo.com		808-123-1234	###-###-####		
Code Table	th your industry cli	rk search then select &	Commodity Code	Description	Actio
		en seuren, enen select ot	commounty code	Description	ACLIO
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chairs Search Need help? Watch a <u>how-to video</u> of Affirmation	r read about <u>commodi</u>	rs on behalf of the compar	ny that I have entered.		

- 13. Select all the codes AND descriptions that apply to your business
 - 1. Note: The commodity code and description must match the solicitation exactly to receive email notifications



- 14. Click 'Add Selected Codes'
- 15. Check the 'Affirmation' box
- 16. Click 'Submit Form'
- 17. Click 'Continue'
- 18. That's it! You're a registered vendor!

Troubleshooting Guide

ID#	Problem	Answer	
1	I don't know if I have a <u>myHawaii</u> account.	If you try to create a myHawaii Account and you already have one the system, it will prompt you for a password. You can reset your password if you don't remember it then use those credentials to login and register as a vendor.	
2	Where do I go to get a <u>myHawaii</u> account?	 Go to <u>hiepro.hawaii.gov</u> Click 'Go to SSO Login' 	

		1. Go to <u>hiepro.hawaii.gov</u>		
3		2. Click 'Go to SSO Login'		
	I have a <u>myHawaii</u>	3. Enter your email address		
	account but don't	4. Click Forgot password		
-	know my password.	5. Go through the on screen prompts to reset the password		
	5 1	6. Use the password to login		
		1. Go to <u>hiepro.hawaii.gov</u>		
	I have a <u>myHawaii</u>	2. Click 'Go to SSO Login'		
4	account and I know	3. Select 'Login and register as a vendor'		
	my password.	4. Login with your email and password		
		1. From the vendor registration page		
	Where is the	2. Click 'Go to SSO Login'		
5	Vendor Registration	3. Go through the login process		
	form?	4. Then you will see the vendor registration form		
	Is there a Vendor			
6	Registration form	All vendor registrations are conducted online.		
	as a PDF?			
	How do Last	During business hours, (M-F 7:45 AM-4:30 PM HST) click on the		
7	How do I get immediate help?	Online Help Chat link on the top right hand part of the site or call		
		808-695-4620.		
	What are the	Commodity codes are used to connect you to solicitations. If a		
8	What are the Commodity Codes	solicitation is released that has a commodity code and description		
0	used for?	that match the commodity code and description on your vendor		
		profile then you will receive an email notification.		
	What if I don't	The commodity code search will display commodity codes that are		
9	know my	related to your search criteria. Then you can choose the commodity		
	Commodity Codes?	codes and descriptions that apply to your business.		
		Yes! Here's how:		
		1. Go to <u>hiepro.hawaii.gov</u>		
10	Can I change my	2. Login as a vendor		
	Commodity Codes?	 Select the Update My Vendor Profile 		
		 Click the 'Commodity Code' tab 		
		5. You will see the code table where you can make changes		
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11	Will I get emails about all solicitations posted?	No, you will only receive email notifications if there is a solicitation that is released that matches the commodity code and description you added to your profile. So be sure to add ALL the commodity codes and descriptions that apply to your industry!
12	Can I access this site from my mobile device?	Yes, HIePRO is enabled for mobile devices.
13	Why does my HIePRO accounts show Not Compliant?	Check your HCE account for specific reason from the appropriate agency. You should also check to insure your HIePRO account and HCE FEIN/SSN match.

Need help registering as a vendor?

• Phone: (808) 695-4620

State Procurement Office - Contact Information

- Phone:(808) 586-0554Email: hiepro@ehawaii.gov