HIePRO Vendor Registration Guide

Vendor registration for HIePRO is an easy process and can be completed in a matter of minutes.

What you'll need to get started

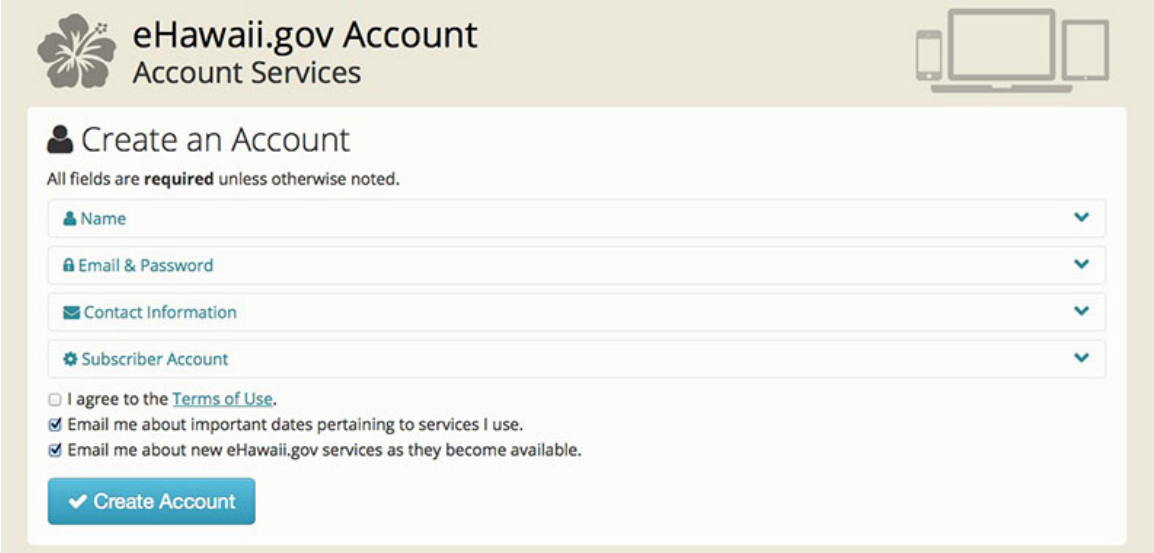
1. **eHawaii.gov Account** login and password.
2. **FEIN** or **SSN** (if sole proprietor)

Creating an eHawaii.gov Account

An eHawaii.gov portal account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. If you do not have an eHawaii portal account, please follow these instructions first. Some users may already be signed up for this.

1. Go to: https://**hiepro.hawaii.gov**
2. Select the ***Create eHawaii Account*** button.

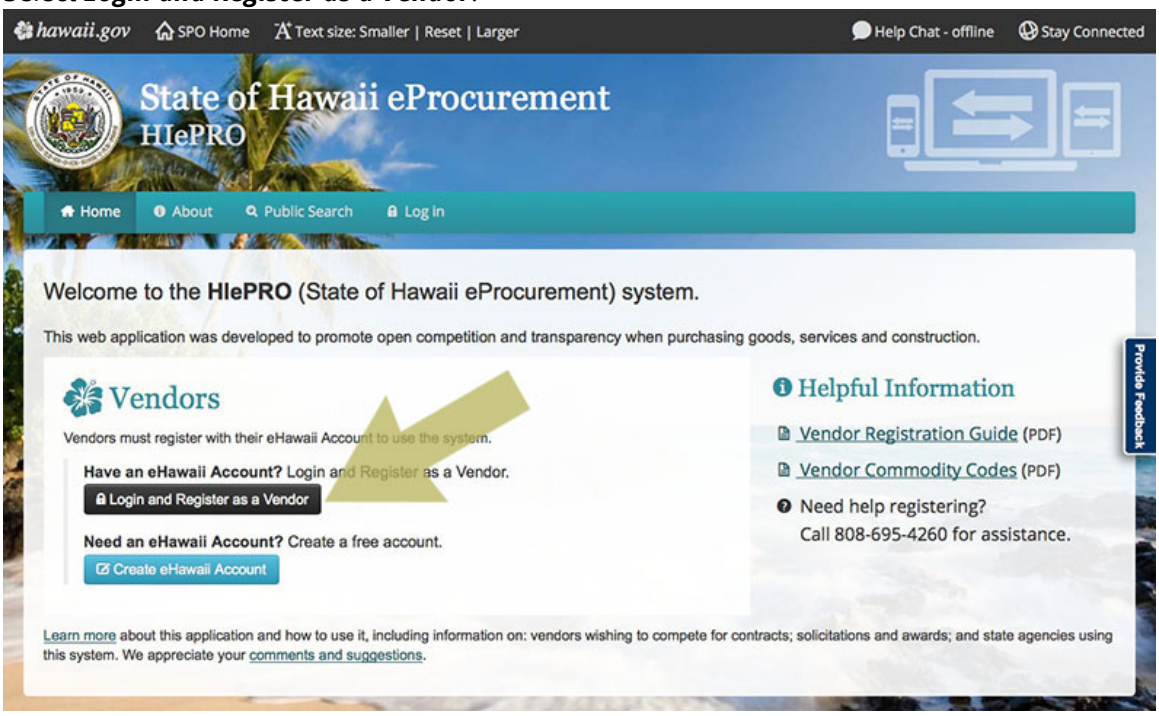
3. Complete all required information and select ***Create Account***.



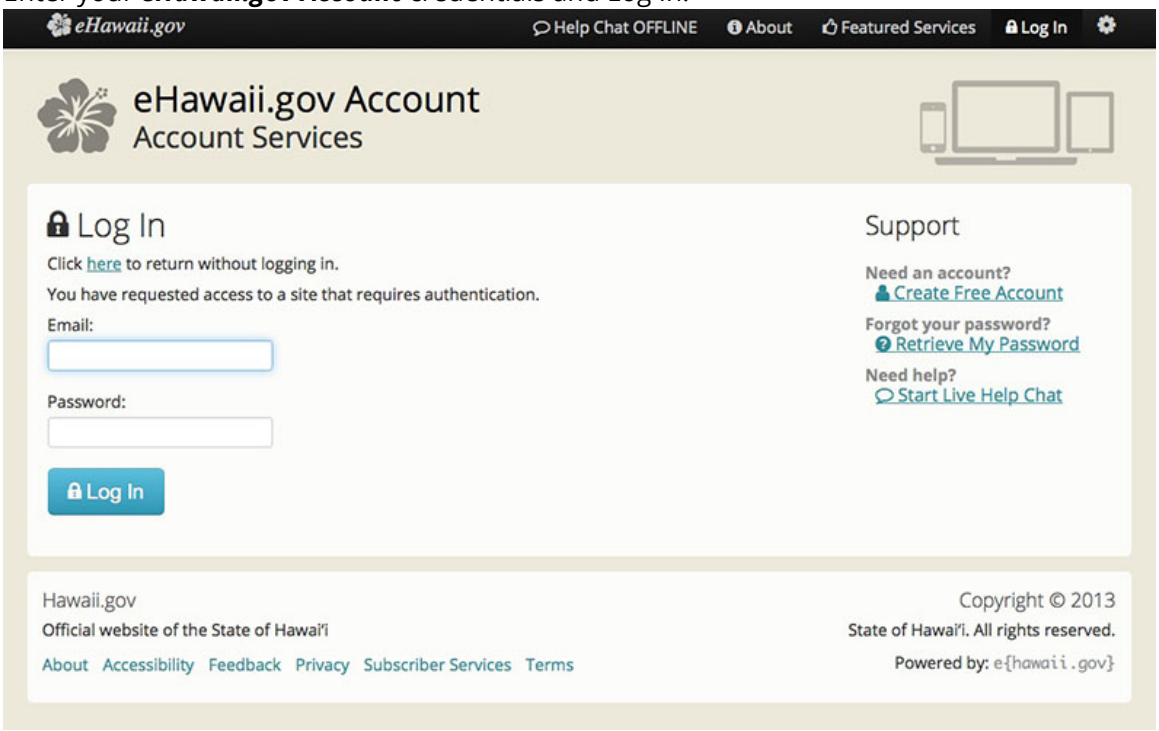
Congratulations! You set up an eHawaii.gov account. Now you can ***Register as a Vendor***.

Register as a Vendor

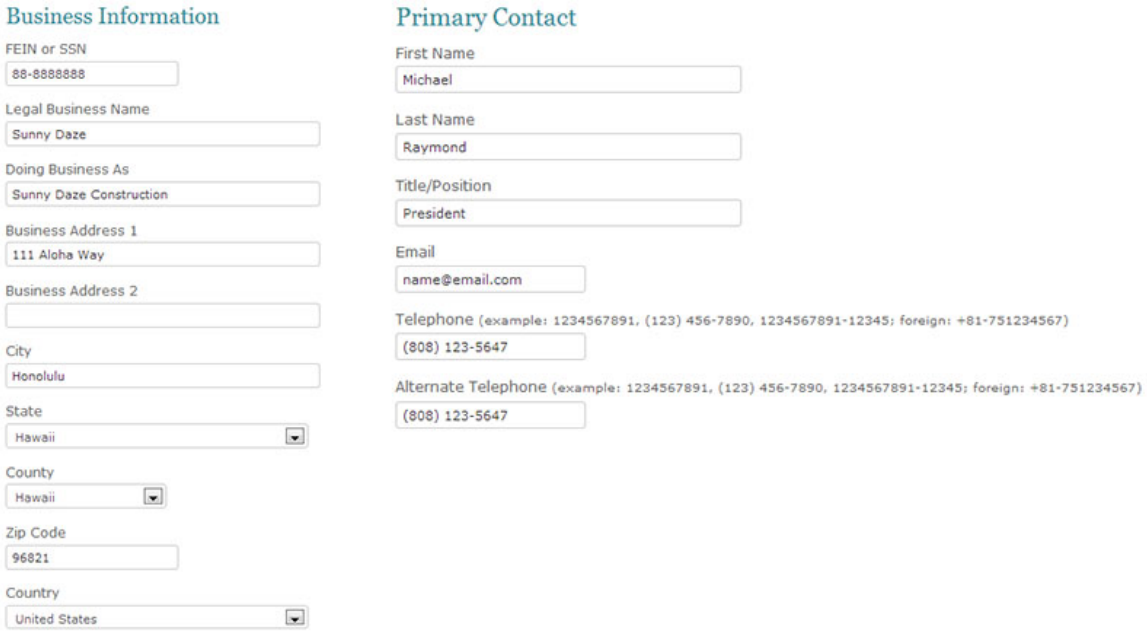
1. Go to: https://**hiepro.hawaii.gov**
2. Select ***Login and Register as a Vendor***.



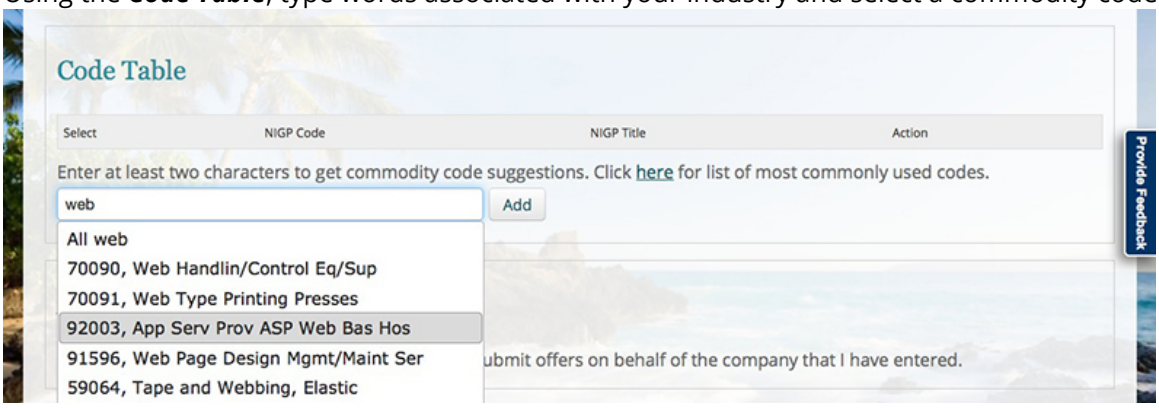
3. Enter your ***eHawaii.gov Account*** credentials and Log In.



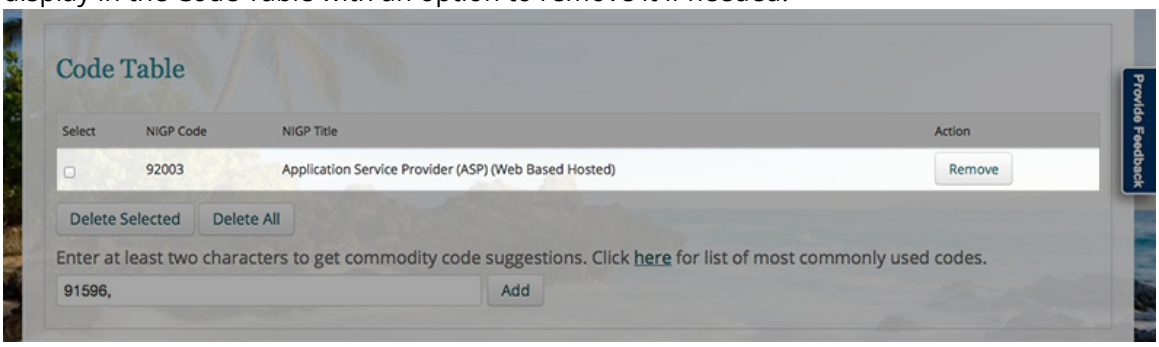
4. Complete the ***Business Information*** and ***Primary Contact*** information fields. Information will display as typed.



5. Using the ***Code Table***, type words associated with your industry and select a commodity code.



6. Once a code is selected from the menu, select ***Add***. Your selected commodity code(s) will display in the Code Table with an option to remove it if needed.



7. If you wish to remove a commodity code, choose it from the Code Table and select the ***Remove*** button. The commodity code will be removed.

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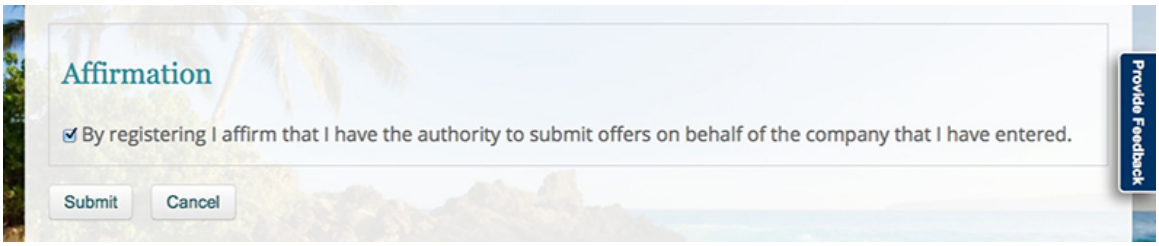
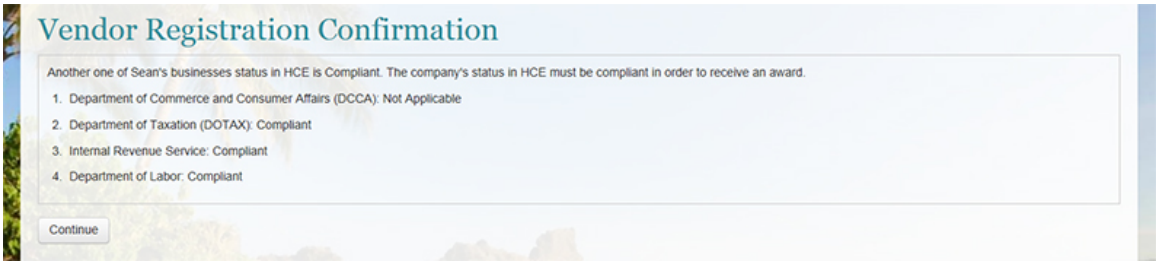
8. Select the ***Affirmation*** checkbox, *"By registering I affirm that I have the authority to submit…"* The checkbox should be checked. Select the ***Submit*** button.



9. Vendor Registration confirmation page displays with your HCE compliance status. Select the ***Continue*** button.



You will be sent to your Vendor Dashboard display.

Troubleshooting Guide

ID#	Problem	Answer
1	I don't know if I have an eHawaii.gov account.	An eHawaii.gov account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. Go to https://hiepro.hawaii.gov and select *Register as a Vendor*. This will take you to where you may retrieve your password or set up a free account.
2	Where do I go to get an eHawaii.gov account?	An eHawaii.gov account allows you to log on to our services to access our programs requiring a log in, such as Hawaii Compliance Express, Hawaii Business Express or eCrim. Go to https://hiepro.ehawaii.gov to retrieve your password or set up a free account.
3	I have an eHawaii.gov account but don't know my password.	Go to https://hiepro.hawaii.gov. Go to Log In, and then select the *Forgot my Password* link.
4	I have an eHawaii.gov account and I know my password.	Go to https://hiepro.hawaii.gov and select the *Log In* button.
5	Where is the Vendor Registration form?	The Vendor Registration form is available once you have logged in to HIePRO by clicking the Login and Register as a Vendor button and entering your eHawaii.gov credentials
6	Is there a Vendor Registration form as a PDF?	All vendor registrations are conducted online.
7	How do I get immediate help?	During business hours, (M-F 7:45 AM–4:30 PM HST) select the *Online Help Chat* link on the top right hand part of the site or call 808-695-4620.
8	What are the Commodity Codes used for?	Commodity Codes are used to associate buyers, vendors and solicitations. Your notifications are based on the Commodity Codes you select. HIePRO is using the NIGP codes.
9	What if I don't know my Commodity Codes?	Use the Commodity Code search box and type in a few letters of the goods, services, or construction you provide. Different combinations of the NIGP codes will be displayed. For any search you can also select the "All <search term>" item at the top of each set of results. That will attach all the similar codes displayed in the dropdown to your profile.
10	Can I change my Commodity Codes?	Yes, go to HIePRO, login as a vendor, and select the *Change My Profile* icon in the vendor dashboard. You will see a tab your commodity codes and you can make changes as needed.
11	Will I get emails about all solicitations posted?	As long as the solicitation or award has commodity codes that match your profile and your email or server does not block them, you will get email notifications. It is recommended that you visit the site regularly to track solicitations and awards that may be of interest to you. You do not need to log in to see the notices for solicitation. Go to https://hiepro.hawaii.gov and select *Public Search*.
12	Can I access this site from my mobile device?	Yes, HIePRO is enabled for mobile devices.

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Need help registering as a vendor?

If you need help registering as a vendor, please contact eHawaii.gov support at:

Telephone: (808) **695-4620**

Email: **hiepro@hawaii.gov**

Online Chat (weekdays 7:30am - 4:30pm)
http://messenger.providesupport.com/messenger/hic.html

State Procurement Office - Contact Information

Questions? Contact us at the State Procurement Office at 808.586.0554 or **hiepro@hawaii.gov**.

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