



PROCUREMENT eSERVICE

HM Government of Gibraltar

Supplier Guide 7 Resetting your password

Cannot access your account

1. Click cannot access your account

 English (United Kingdom) ▾



Supplier Network

[Haven't got a Username?](#)
[Cannot access your account?](#)

Sign In

Sign Up?

Don't have an account? [Register](#)

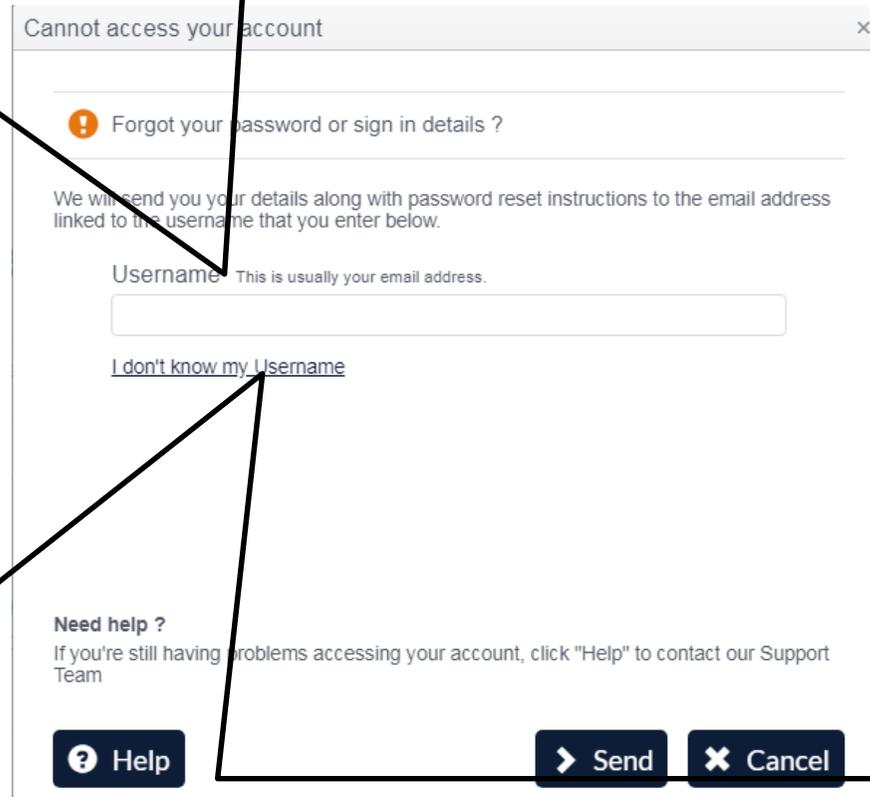
Have you been invited?

Go

Q Opportunities

Cannot access your account

1. Enter your 'username'. This is usually your email address. This can be found on the e-mail you were sent when you originally registered your organisation.



Cannot access your account

! Forgot your password or sign in details ?

We will send you your details along with password reset instructions to the email address linked to the username that you enter below.

Username This is usually your email address.

[I don't know my Username](#)

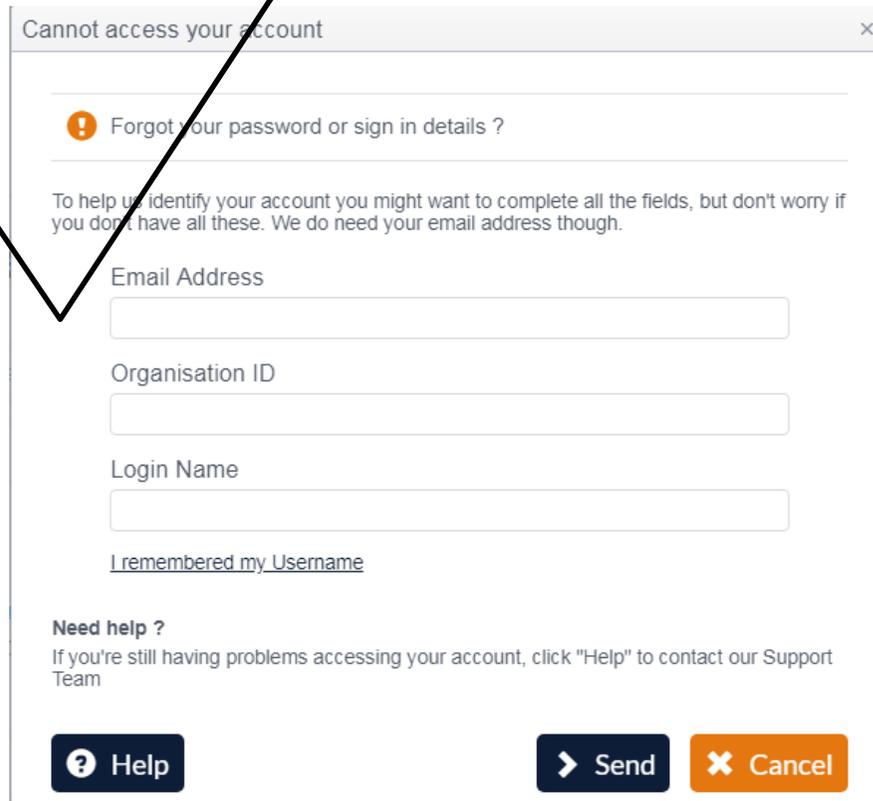
Need help ?
If you're still having problems accessing your account, click "Help" to contact our Support Team

? Help **>** Send **X** Cancel

2. If you can't remember your username click on 'I don't know my username'.

Cannot access your account

1. Enter as many details as possible to generate an email with a link to reset your password and Click Send.



Cannot access your account

! Forgot your password or sign in details ?

To help us identify your account you might want to complete all the fields, but don't worry if you don't have all these. We do need your email address though.

Email Address

Organisation ID

Login Name

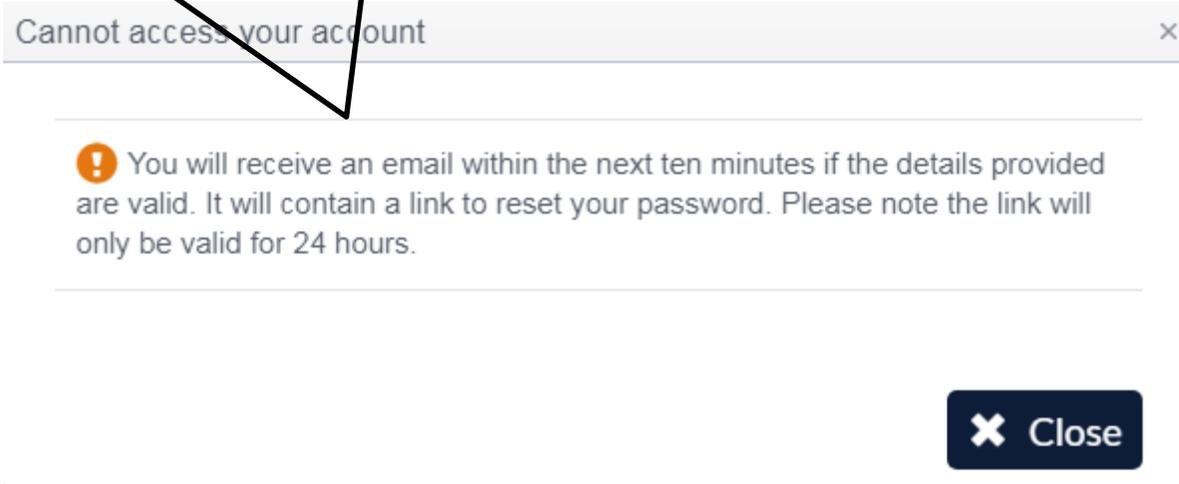
[I remembered my Username](#)

Need help ?
If you're still having problems accessing your account, click "Help" to contact our Support Team

[? Help](#) [➤ Send](#) [✕ Cancel](#)

Cannot access your account

1. An email containing your login details will be sent to your email address. It also contains a link to reset your password which will only be valid for 24 hours.



Cannot access your account ×

 You will receive an email within the next ten minutes if the details provided are valid. It will contain a link to reset your password. Please note the link will only be valid for 24 hours.

× Close

Cannot access your account

1. An email containing your login details will be sent to your email address. It also contains a link to reset your password which will only be valid for 24 hours. Follow the instructions and click on the link to reset your password. Make a note of your username for future use.

From: PROACTIS System Administration <noreply@proactis.com>
Sent: Wednesday, October 4, 2017 11:01
Subject: Recover your Proactis Supplier Network login details
To: <johnsmith@gibtelecom.gi>

You have received this email because you have requested to recover your PROACTIS Supplier Network Login details.

Please contact your Supplier Network Administrator or PROACTIS support desk if you didn't request this information.

Your Supplier Network login details are:

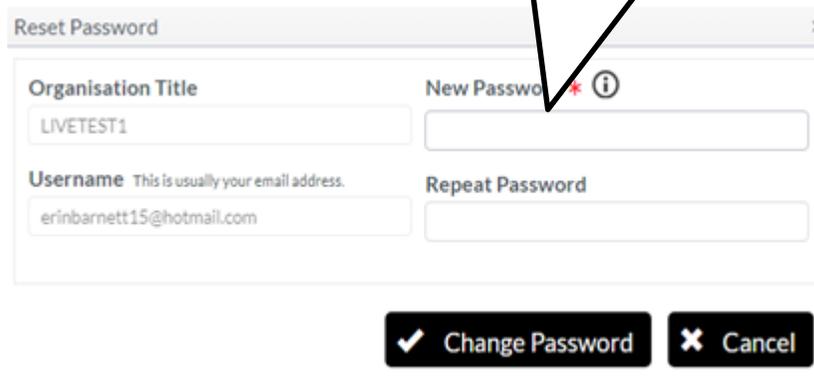
Username: johnsmith@gibtelecom.gi
Supplier Network website URL: <https://hmgogsupplier.gibraltar.gov.gi/>

If you have forgotten your password please [click here](#)

Please note that this link will be valid for 24 hours from the email being sent.

Cannot access your account

2. Follow the instructions and click on the link to reset your password. Make a note of your username and password for future use.

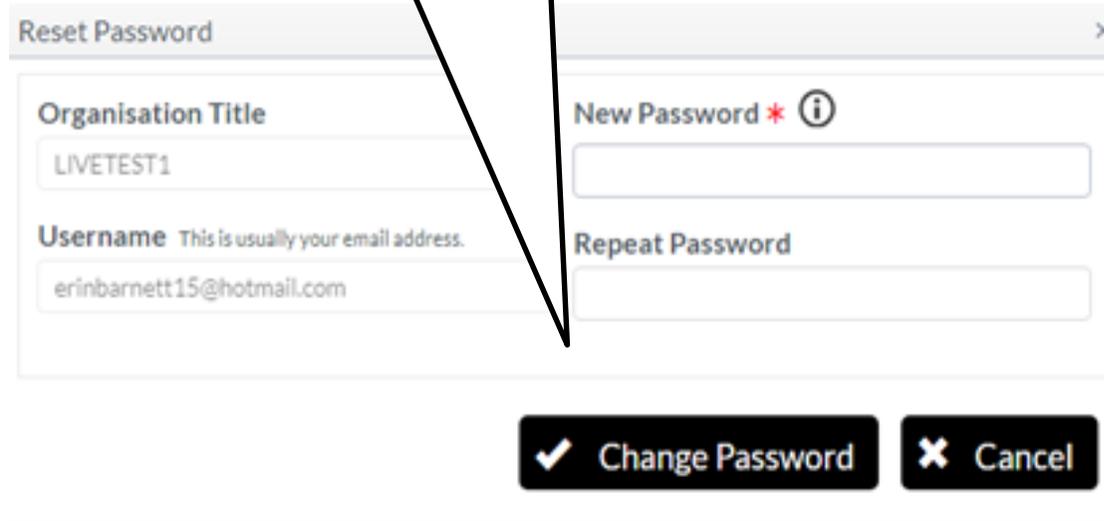


The screenshot shows a 'Reset Password' form with the following fields and controls:

- Organisation Title:** Input field containing 'LIVETEST1'.
- Username:** Input field containing 'erinbarnett15@hotmail.com'. A note below the field reads 'This is usually your email address.'
- New Password:** Input field with a red asterisk and an information icon (i) to its right, indicating an error.
- Repeat Password:** Input field.
- Buttons:** 'Change Password' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

Cannot access your account

1. Set a new password. Note this down for future use.



The screenshot shows a 'Reset Password' form with the following fields and controls:

- Organisation Title:** LIVETEST1
- Username:** erinbarnett15@hotmail.com (with a note: "This is usually your email address.")
- New Password:** A required field (marked with a red asterisk and an information icon) that is currently empty.
- Repeat Password:** A field for confirming the new password, also currently empty.
- Buttons:** 'Change Password' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

A callout box from the text above points to the 'New Password' field.

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