

## Steps for Resetting iSupplier Password

iSupplier Oracle Portal works with in multiple browsers. DO NOT USE THE LINKS IN WORKFLOW MAILER NOTIFICATIONS OR FROM WITHIN THE NOTIFICATIONS IN YOUR WORKLIST.

To reset your password go to <https://www.nashville.gov/finance/procurement>. It is recommended that you **do not** save the direct links to the login screen to your favorites.

Click on “update my information in iSupplier”

The screenshot shows the website for the Finance Procurement Division. The breadcrumb trail at the top reads "Nashville.gov > Finance > Procurement". On the left is a navigation menu with categories: Finance, Finance Foundations Video Series, Accounting, Accounts Payable, Grants and Accountability, Management and Budget, Office of the Treasurer, Payroll, and Procurement. The Procurement section is expanded, showing links to Procurement Division Office, Purchasing and Contracts Office, Business Assistance Office, and Council & Board Reports. The main content area is titled "Finance Procurement Division" and contains a description of the division's role. Below this is a section titled "I want to..." with a list of links: "do business with Metro.", "register my information in iSupplier", "update my information in iSupplier", "report or verify subcontractor payments", "search Metro's directory of small, minority, and women-owned businesses", "find an existing or expired contract.", and "find information related to a contract award." A red arrow points from the text above to the "update my information in iSupplier" link. On the right side, there is a "News" section with three articles: "6/9/2020 Metro Announces Architect and Engineering (A&E) Services Contract Award Process Change", "6/3/2020 Guidance for Purchases Through Amazon Business", and "4/20/2020 Procurement Standards Board May Meeting Cancelled". A "Visit the Newsroom" link is at the bottom of the news section.

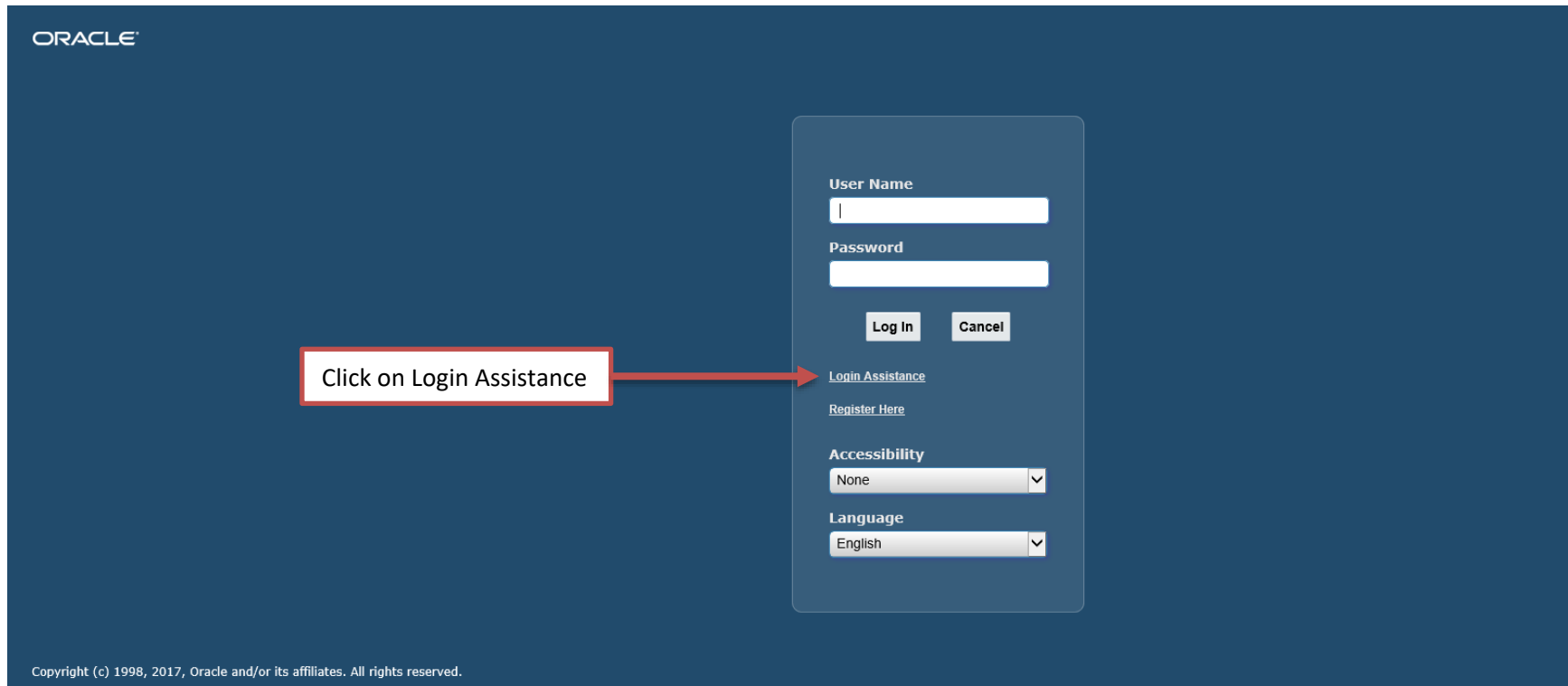
If experience issues always make sure to clear your browsing history, cache, and cookies then restart, then attempt to access the iSupplier Portal again by following the above instructions.

**NOTE: PLEASE ALLOW ENOUGH TIME TO CREATE AND SUBMIT A QUOTE TO PREVENT EXPERIENCING ANY DELAYS**

# Steps to Resetting iSupplier Password

You must know the username in order to reset your password. If you do not know the username please send an email [iSupplier@nashville.gov](mailto:iSupplier@nashville.gov) requesting this information and be sure to include your US Taxpayer ID associated with your organization for security purposes.

**Click Login Assistance to access screen to reset your password**



The screenshot shows the Oracle iSupplier login interface. At the top left is the ORACLE logo. The main area contains a login form with the following elements:

- User Name**: A text input field.
- Password**: A password input field.
- Log In** and **Cancel**: Two buttons.
- Login Assistance**: A link with a red arrow pointing to it from a box labeled "Click on Login Assistance".
- Register Here**: A link.
- Accessibility**: A dropdown menu currently set to "None".
- Language**: A dropdown menu currently set to "English".

At the bottom left of the page, there is a copyright notice: "Copyright (c) 1998, 2017, Oracle and/or its affiliates. All rights reserved."

# Steps to Resetting iSupplier Password

You must know the username in order to reset your password. If you do not know the username please send an email [iSupplier@nashville.gov](mailto:iSupplier@nashville.gov) requesting this information and be sure to include your US Taxpayer ID associated with your organization for security purposes.

## Login Assistance

\* Indicates required field

## Forgot Password

Enter your user name. Instructions for how to reset your password will be emailed to you.

User Name

Once you enter the Username then click *Forgot Password*

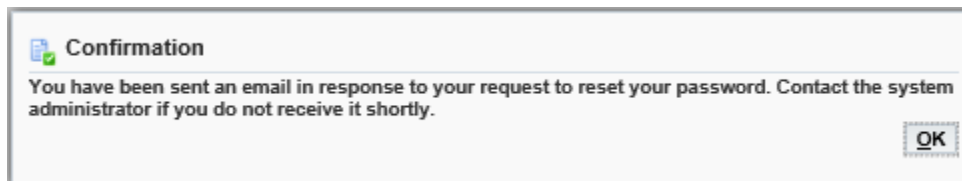
## Forgot User Name

Enter the email address associated with your account. Your user name will be emailed to you.

Email    
(Example: first.last@domain.com)

The username is always the email address associated with the contact when it was setup so the "Forgot User Name" functionality is necessary to use.

You will receive an on-screen confirmation message like the one below:



## Steps to Resetting iSupplier Password

You should receive a workflow mailer notification regarding the password reset within 24 hours from submitting the request.

Please make sure you check your junk and/or spam folder if you do not receive the email in your inbox.

**NOTE:** some email security settings will not allow emails with certain subjects or email address to come through the company firewall. The email account these messages are being sent from is actually [wfmndcebsprd@us2.opc.oracleoutsourcing.com](mailto:wfmndcebsprd@us2.opc.oracleoutsourcing.com). Metro recommends whitelisting the email address so that emails do not get routed to junk, spam, or even blocked by your email server.

If you do not receive a workflow mailer notification regarding the password reset within 24 hours from submitting the request, please email [isupplier@nashville.gov](mailto:isupplier@nashville.gov) and provide your US Taxpayer ID. The team will copy you on the email request to Metro ITS requesting them to manually reset the password in order for you to gain access to the company profile. No action will be required of you when the email is sent to our ITS Dept.

Below is a screen show example of a password reset workflow mailer notification. **Click *Reset Your Password Hyperlink***



The screenshot shows an email interface. At the top, the sender is identified as 'Workflow Mailer' with the email address '<wfmndcebsprd@us2.opc.oracleoutsourcing.com>' and the recipient as 'to GG'. The time is '12:33 AM (12 hours ago)'. A yellow warning banner at the top reads 'Be careful with this message' and 'This message contains one or more attachments that can't be verified as safe. Avoid downloading them unless you know the sender and are confident that this email is legitimate.' Below this is a 'Looks safe' button. The email body contains the following text: 'To GG TEST SUPPLIER', 'Sent 20-FEB-2020 09:59:03', 'ID 996689', and 'Reset Password using the below link and follow the on-screen instructions. This email can be ignored in case you didn't request a password reset, the link is only available for a short time.' The 'Password Url:' is followed by a blue hyperlink 'Reset your password'. A red arrow points from the text 'Click Reset Your Password Hyperlink' to this link. At the bottom, another yellow banner states 'Downloading this attachment is disabled. If you want to download it and you trust this message, click "Looks safe" in the banner above.'

## Steps to Resetting iSupplier Password

By clicking the link, you will be prompted to enter a new password. Your password must meet the following qualifications:

- Must be nine characters
- Must contain at least one number or special character
- Cannot contain back to back letters, numbers or characters (for example you cannot use “progress”)
- Password is case sensitive
- Cannot be a previously used password used

### Reset Password ☆

\* Indicates required field

Please enter your username and passwords below. The password you enter below will be used to replace your old password.

\* User Name

\* Password   
(8 characters or more)

\* Confirm Your Password

You will receive an on-screen confirmation that your password has been reset.




#### Confirmation

The password has been reset; use the new password to login to the system.

By clicking *OK*, you will be routed back to the login screen.

## Steps to Resetting iSupplier Password

If you receive the error shown below it is because the link provided within the reset the password workflow mailer notification has expired. When you receive this error message, please email [iSupplier@nashville.gov](mailto:iSupplier@nashville.gov) requesting your password to be reset manually and be sure to included the US Tax payer ID and the username you are requesting the password to be reset for.



### Error

You have either reached the maximum number of attempts allowed or the password-reset request has timed out. Submit a new request from the login page.