Q PORTAL

Frequently Asked Questions

(1) Already Registered?

What if I am asked to register on the Q Portal by a Buyer but the business is already registered?

One of the big advantages of the Q Portal is that you only have to register once for all buyers of all client organisations for them to see you on the Portal and invite you to sourcing events. So unless you need to register an additional user for your business then just let us know who has asked you to register and we will do the rest.

(2) Not Registered? …..Preparation Required

Do I need to do anything to prepare for registering on the portal?

Many of the questions are profiling questions about the size, shape and nature of your business. So you will need basic information including statutory information (registered address, VAT number, company number etc.)

You will ask be asked to upload some documents, so have e-copies of the following ready
- Accreditation Certificates
- Insurance Certificates
- Statutory Accounts

You will also be asked to download 2 self-certification documents which you will need an authorised person (Director, Partner) to sign and then upload.

You will be asked to identify which product and service areas you offer with reference to the Q Portal category tree. Certain categories will require further category specific questions to be answered. You can register an unlimited number of products and services from the Category Tree.

If you have more than one contact point within your organisation you will be able to add users once you have completed your registration and each user will be sent a unique login username and password.

(3) Time Required to Register

How much time do I need to complete my registration on the portal?

We estimate with your documents ready that the completion of your registration and basic profiling should take no longer than 20 to 30 minutes.

This does not take account of any poor internet access speeds that you may have

(4)   Incomplete Registration

What happens if I don't or can't complete registration?

Provided you complete the first Registration Page your business will be registered on the portal and any further profile information then you complete on the Basic Profile Pages will be retained on the system. So if you come out and then log back in, that further information will be retained. When you log back in it will send you back to the first Basic Profile page; just save and continue on each page if the answers are still the same until you reach the first page you have not completed and then carry on.

Please note that until you have fully completed the registration process you will only have a basic registered status and will not be automatically visible to buyers nor able to be automatically invited to join sourcing events (Tenders, RFPs, ITQs, PQQs etc.)

(5)   Getting Started

How do I get started?

Just click on the "**Register Here**" button on the same login page you clicked to get to this page. Once you click on the button you will be sent a Username and Password by email. Use this to login to the system by entering these details on the **Login** section of the Login Page.

Once you have logged in you will need to read and agree to a User Agreement. If you click the "**I agree**" button you will continue to the Registration Page. If you click "**I don't agree**" you will not be able to continue registration.

You will then be asked to complete various pages of information. To save the information you have completed on each page click the "**Save and Continue**" button, top right for each page.

(6)   Completion and System Status

Where am I?

Registration Page
This is a one page initial form to capture you basic organisation details the initial user details. Once you have completed and saved this page (green "**Save & Continue**" button) then after this time if you ever come out the system then this and any other pages you have saved will be retained. **Red Star** questions are mandatory

Basic Profile Forms
A series of profile forms need to be completed with attachments. These are mostly drop down lists to speed up completion and allow Buyers to search. The forms are (in order)
Business Name and Structure
Financial Profile
Service and Product Delivery Profile
Policies and Accreditations
Risk Management
Compliance Profile
Compliance Modern Slavery
Compliance Data Protection
Compliance History
Diversity and Inclusion
Other Labour Practices
Declaration of Honour

My Category Selection

Next you need to indicate what categories you sell: Choose by expanding the category tree and ticking the boxes of the service and / or products you provide. This may prompt some category specific questions.

This completes the registration process! Well Done!

What happens once I have completed registration?

Once you have completed the 3 sections (Registration, Basic Profile, Category Profile), you will be assigned a status
- **Qualified Subject to Due Diligence**
- **Not Qualified**

If your status is **Qualified Subject to Due Diligence** then your submission will be subject to verification checks by Q Nine Partners Limited. If these verification checks confirm your submission then your status will be changed to **Qualified**. This process could take up to a week to 10 days to complete and you may be messaged in the meantime if there are verification queries the Q Nine has.

If your Status is a **Not Qualified** Status then you will be sent a system message to confirm why this is the case. It means you have not the minimum requirements to attain **Qualified** status

Suppliers with a **Qualified** status will be automatically able to participate in Sourcing Events where invited.

After you have completed the registration process, when you logon you will be able to see your status on your Dashboard and will be sent an auto-alert message if your status changes.

(7) Maintaining My Records

Do I need to update documents and answers?

After registration, if you log on you will be able to see all your answers that you submitted listed. You will also be able to see any Sourcing Events you have been invited to via the Q Portal.

As part of the registration process, with all the documents you upload to the Q Portal you will also be asked to confirm their expiry date. After registration you will be reminded periodically (by system auto-alerts) just prior to these expiry dates and you should ensure before that expiry date is reached that you upload replacement documents and re-set the expiry date.

Once a year your will be asked to review and re-confirm all of your profile answers (re-confirm not re-input!) otherwise your Qualified Status will expire until you do so. Please change any answers if they need updating. To retain any Qualified Status none of your individual required documents should have expired.

During the year if your answers to the Information need to be updated because of changes to your business (including answers to your uploaded declarations) then you can log on using your Username and Password and update these answers including uploading updated documents even if these documents have not expired.

(8) Adding Users

As part of the initial registration process on the first page you have to specify details of one user. You are however able to add multiple users and if you wish, to separate these into divisions and manage different communicates from buyers to these other users and by division.

For guidance on how to do this use the following link (towards end of guidance video, after 4 minutes)
http://www.screencast.com/t/o6NHgMNjnf?_ncp=1556191178656.1051-1

(9) Help

What happens if I get stuck or something isn't working?

At the bottom left of the Login Page is a helpdesk number and email address. Please contact us if you have any problems using the system.

(10) Sourcing Events

Once I've registered how will I know if I have been invited to a Sourcing Event?

Once registered on the system you will be emailed via an auto-alert invites to Sourcing events. Also when you log on to the system you will be able to see all Sourcing Events you have been invited to via the system and what stage they are at.

(11) Q Nine and Jaggaer

Q Nine

Q Portal is managed by Q Nine Partners Limited (Q Nine). For further information on Q Nine Partners Limited please go to www.qninepartners.co.uk

Jaggaer and JaggaerAdvantage

The Q Portal is powered by JaggaerAdvantage18.1. For further information on Jaggaer please go to www.jaggaer.com.

(12) Troubleshooting

Common Problems

I can't move on to the next page
You need to press "save and continue" to move on to the next page (Top right button)

I have come out of the system and lost all my registration data
You need to complete the 1st Registration Page before you data will start to be saved

I am not sure what expiry date to put on my documents
You should put the expiry date of the document you have attached. For documents without an expiry e.g. statutory accounts or self-cert forms, put a date 11 months from the date you are uploading the document.

I want to go back and change one of my answers from the previous page
Click on the previous page button.

(13) General System Guidance Video

A general Jaggaer/BravoSolution system guidance video is available at
http://www.screencast.com/t/o6NHgMNjnf?_ncp=1556191178656.1051-1