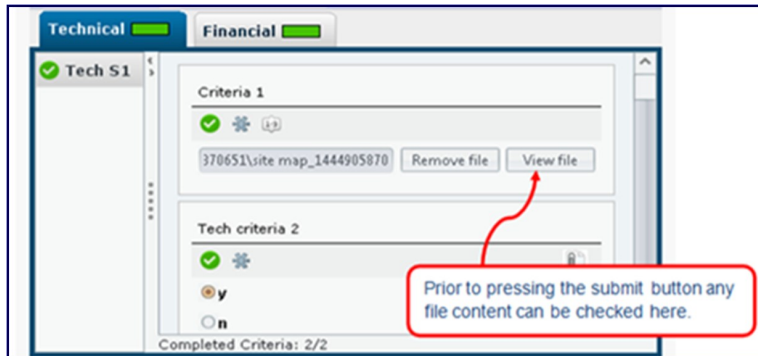


## eTENDERSNI TROUBLE SHOOTING GUIDE

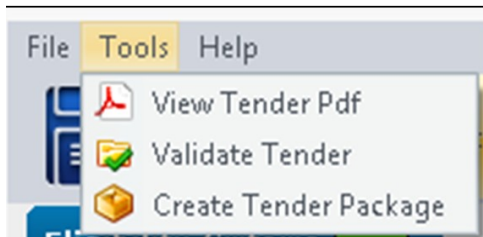
**Q1. How do I review my attachments before I submit the tender, to check the right documents are in the right places?**



Find the specific question where you inserted the link to the attachment.

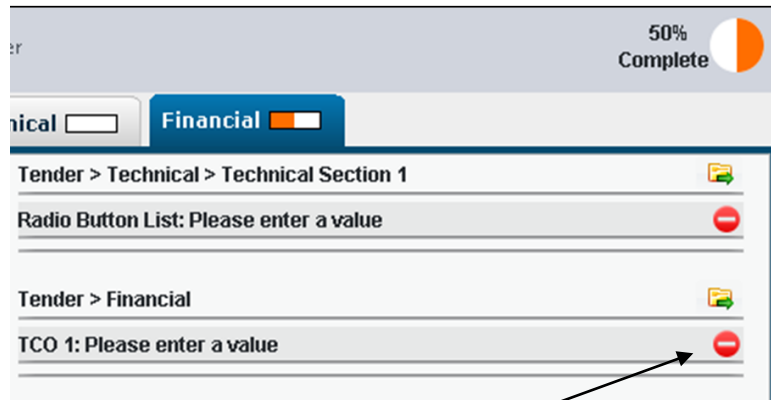
Select 'View file' and then check in the pop-up window that the content is what you are expecting for that attachment.

**Q2. How do I check I haven't forgotten to upload one of the attachments or enter some mandatory information?**



Use the 'Tools' menu to 'Validate Tender' - this will check everything you have prepared so far.

If the screen displays red 'stop' signs then you haven't provided all the information required by the buyer.



**Q3. How do I check that I have submitted the tender successfully?**

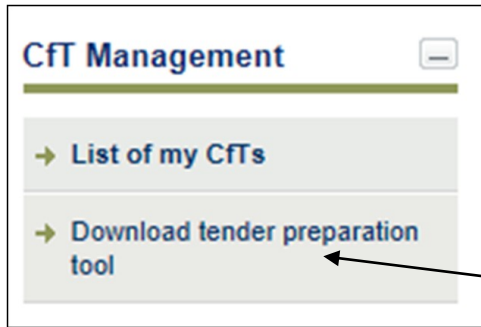
#	Submitted By	Name	View Tender	DP receipt ID	DP submission time	TIP receipt ID	TIP submission time	TIP conformance	Status	DP match result	Received on Time
1	[Redacted]	test submission files_TENDER.zip	[PDF icon]			000002848	03/12/2015 14:52:08	[Green checkmark]	[Green checkmark]	[Green checkmark]	[Green checkmark]

Look in the 'List of submitted Tenders' for green ticks and a reference number.

Click on the PDF symbol in the 'View tender' column for an overview of the tender submitted.

## eTENDERSNI TROUBLE SHOOTING GUIDE (page 2)

Q4. How do I view the whole tender again, not just the outline?

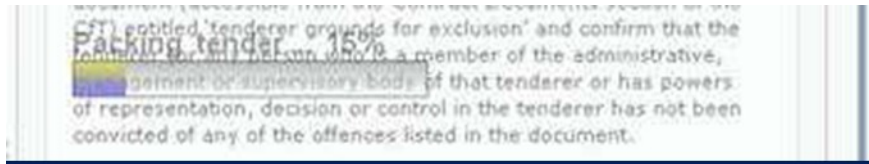


Download the desktop version of the Tender Tool from the eTendersNI home page.

This will enable you to re-open the submitted tender on your desktop and read over it.

You can re-submit the tender at any time until the deadline expires.

Q5. I'm trying to submit tender but it is freezing at 15% submission - why?



This means there is a local network or PC configuration issue - something is blocking the submission of the tender package.

Try another PC connected to another local network, or contact your IT department for advice.

You can also contact the eTendersNI helpdesk by telephone or email for advice.

Q6. When I clicked 'Submit Tender' a message said 'not allowed to upload a tender' - what does this mean?



One of your colleagues expressed an interest in this opportunity but they didn't include you on the list of users associated with the tender.

Go to 'Automated Notifications' and use the options to associate yourself with the tender.

First Name	Last Name	Associate/Disassociate
Randy	Moss	Associated
Stan	Lee	Select

