

# BuySpeed™ Online

## User's Guide

BuySpeed Online (BSO) Support – Contact [BSOHelpdesk@hrsd.com](mailto:BSOHelpdesk@hrsd.com) for assistance.

BSO 7.5.2 (Login ID/Password) – May 2009

## **FORGOTTEN LOGIN ID**

If you are a "Seller," your "Seller Administrator" can retrieve your Login ID and reset your Password. Also, one "Seller Administrator" can assist another "Seller Administrator." See below for definitions of these titles.

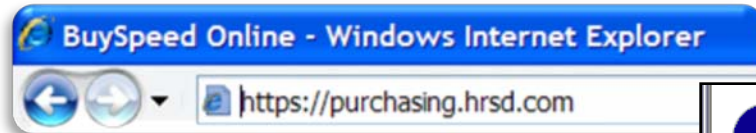
If you are the only "Seller Administrator" in your organization and have forgotten your Login ID, please email the HRSD Vendor Administrator at [BSOHelpdesk@hrsd.com](mailto:BSOHelpdesk@hrsd.com). The HRSD Vendor Administrator will send your Login ID to the email address that you established in your HRSD account.

### **What is the difference between a Seller Administrator and a Seller?**

These are two levels of access to your company's account. One person may have both roles.

The "Seller Administrator" maintains your organization's information by making any required address changes, commodity changes, and/or employee access changes. You must designate at least one "administrator" to manage your account. You may wish to limit this role to select users.

The "Seller" is anyone who will be responding to bid requests and acknowledging awarded purchase orders.



### FORGOTTEN PASSWORD

If you know your Login ID but have forgotten your password, enter your Login ID on the BuySpeed Online Login page and click on the Login button.

A screenshot of the BuySpeed Online login page for the Hampton Roads Sanitation District (HRSD). The page features a header with "Welcome To BuySpeed Online" and the HRSD logo. Below the logo, it says "Welcome to HRSD's e-Procurement System!". There are two main links: "Register" and "Open Bids". The "Register" link is accompanied by the text "Register here to begin using BuySpeed Online. Vendors, please read this disclaimer prior to registering." The "Open Bids" link is accompanied by "View open bid opportunities." At the bottom, there is a login form with fields for "Login ID:" and "Password:", and a "Login" button. The footer contains the copyright notice "© 2009 Periscope Holdings, Inc. All Rights Reserved".

## Login Error Handling

You are now at the **Error: Attempted Login Unsuccessful** screen. It is also the **Retry Login** screen. If you do not know your password, do not attempt to login again. Simply click on "[Login Question](#)" to proceed.

**Error: Attempted Login Unsuccessful**

We are sorry, there was a problem logging you into the BuySpeed Online website:

- Login ID or password is invalid

Please make sure that your information is correct and try again. For help contact the HRSD system administrator.

**Retry Login**

Please enter your login information again:

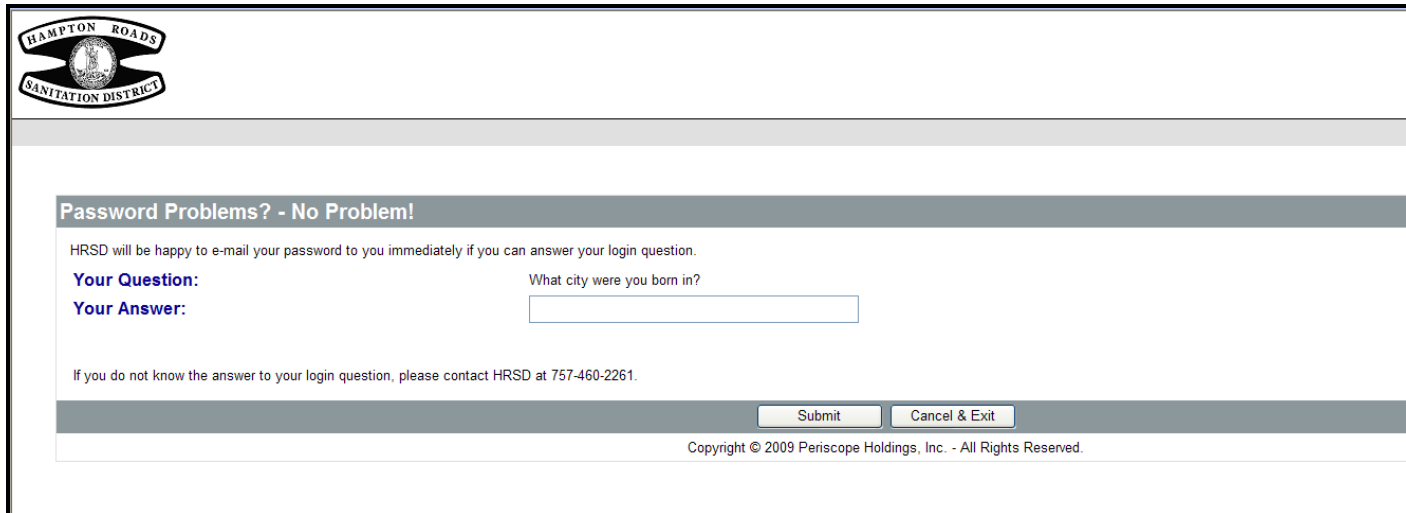
**Login ID:**

**Password:**

If you have forgotten your password, answer your [Login Question](#)

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HRSD will ask you the question that you created when you registered or updated your personal information. Answer the question and press Submit.

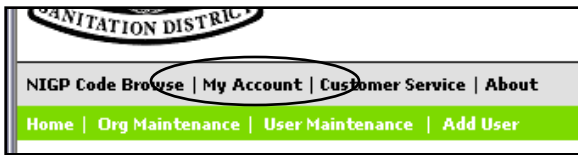


The screenshot shows a web page for the Hampton Roads Sanitation District (HRSD). At the top left is the HRSD logo, which features a circular emblem with a ship and the text "HAMPTON ROADS" above and "SANITATION DISTRICT" below. Below the logo is a header bar with the text "Password Problems? - No Problem!". The main content area contains the following text: "HRSD will be happy to e-mail your password to you immediately if you can answer your login question." Below this, there are two labels: "Your Question:" followed by the text "What city were you born in?" and "Your Answer:" followed by a text input field. At the bottom of the form area, there is a note: "If you do not know the answer to your login question, please contact HRSD at 757-460-2261." Below the form area are two buttons: "Submit" and "Cancel & Exit". At the very bottom of the page, there is a copyright notice: "Copyright © 2009 Periscope Holdings, Inc. - All Rights Reserved."

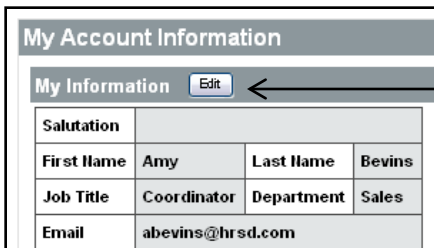
- If you answer your Login Question successfully, your password will be promptly emailed to the address that you established in your HRSD account.
- If you have forgotten the answer to your Login Question or answered it incorrectly, please email [BSOHelpdesk@hrsd.com](mailto:BSOHelpdesk@hrsd.com). HRSD will reset the password and send to the email address established in your HRSD account.

**[For instructions on setting up your login question and answer – see next page!](#)**

### My Account



From your Control Center, click on **My Account** from the top navigation menu. The My Account section allows you to keep your individual user profile current with HRSD. Modifying your personal login information does not change your company's general information with HRSD. (To maintain the overall organization information with HRSD, you must have the role of Seller Administrator and must use the Seller Maintenance functions.)



Use the **Edit** button to update your personal information.

You can change your title, contact information, as well as your login password and login security question and answer. Be sure that your login answer is short and easy to remember. You may also select the default tab that you wish to be displayed once you log in and view your home page. Save and Exit.