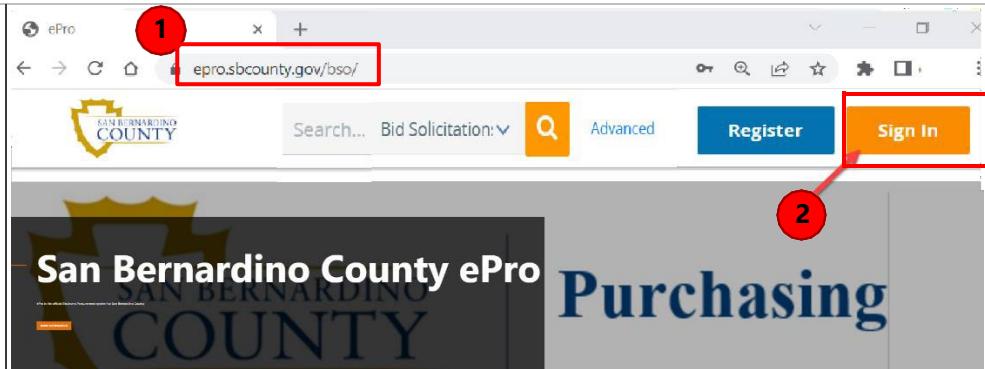


# Manage Your ePro Vendor Instruction Guide Account

This guide provides instructions on how to manage your San Bernardino County ePro Vendor Account. You can manage your vendor account to update your organization's information, add users and request password reset for your users.

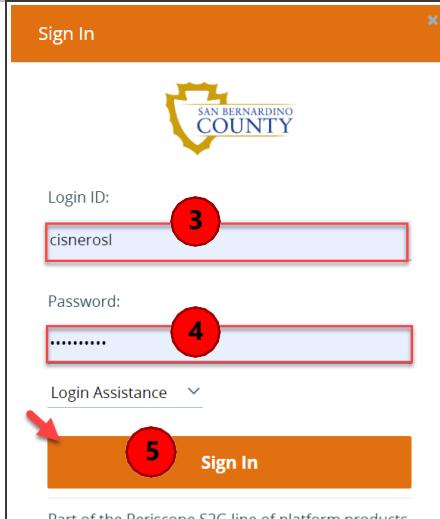
**Note:** If you have not registered for an ePro account, see instruction guide on How to Register in ePro for San Bernardino County.

1. Go to the internet address: <https://epro.sbccounty.gov/>
2. Click **Sign In**.



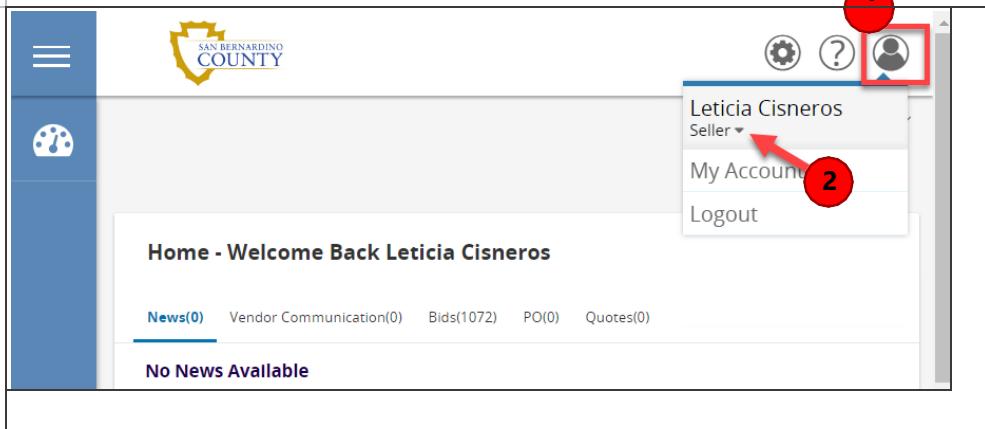
3. Enter your **Login ID**.
4. Enter your **Password**.
5. Click **Sign In**.

Note: If you forgot your password, click **Login Assistance**.



After logging in to your ePro vendor account, you will need to switch to the administrator profile. The Seller Administrator profile is only used to manage the vendor account. Bids cannot be searched for or viewed under the Seller Administrator profile.

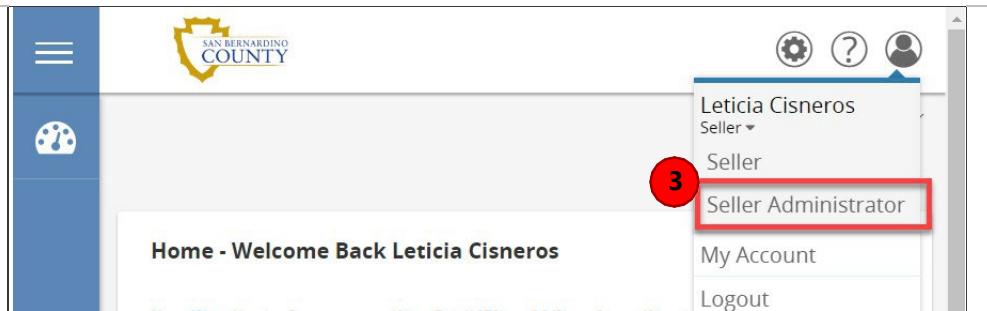
1. Click the **Account** icon.
2. Click the profile drop-down.



3. Click **Seller Administration**.

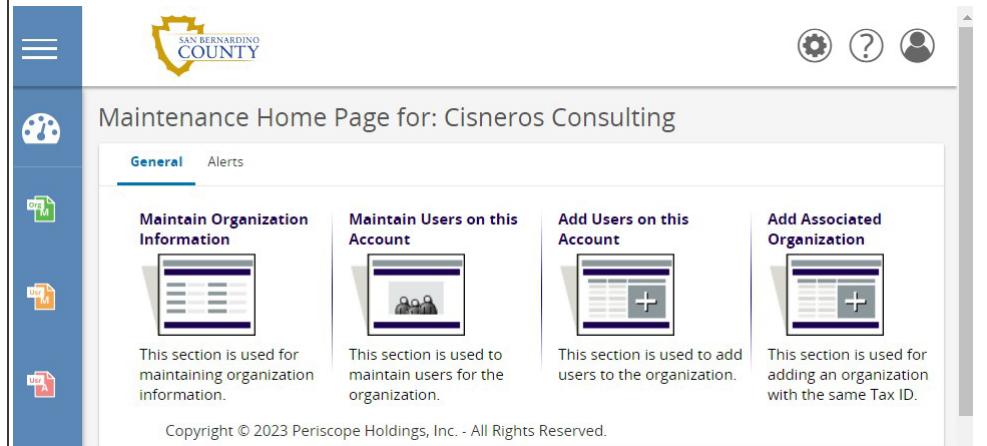
**Important:** The next time you login to ePro, be sure to change your profile to **Seller** so that you can view bids.

The Maintenance Home Page will display.



The Maintenance Home Page allows you to:

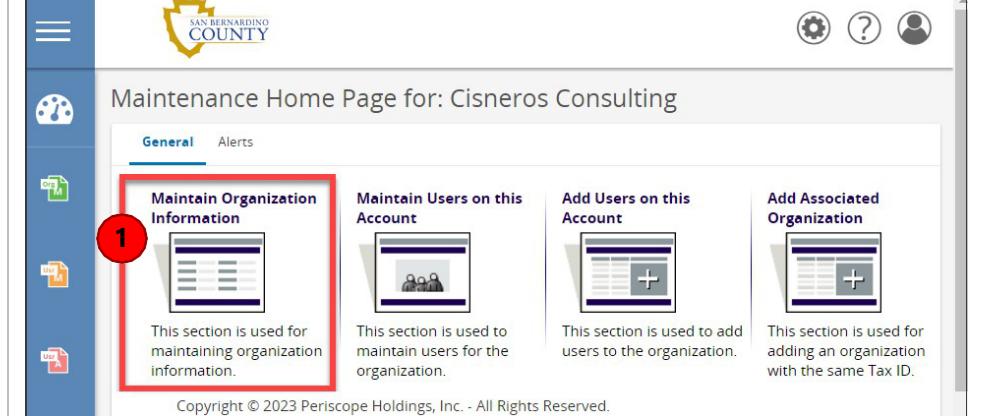
- Update your organization by clicking on the Maintain Organization Information tile.
- Maintain Users on this account allows you to update user information and request password reset.
- Add Users on this Account allows you to add users.
- Add Associated Organization is not supported.



To update information for your organization:

1. Click the **Maintain Organization Information** tile.

The Maintain Organization Information page displays.

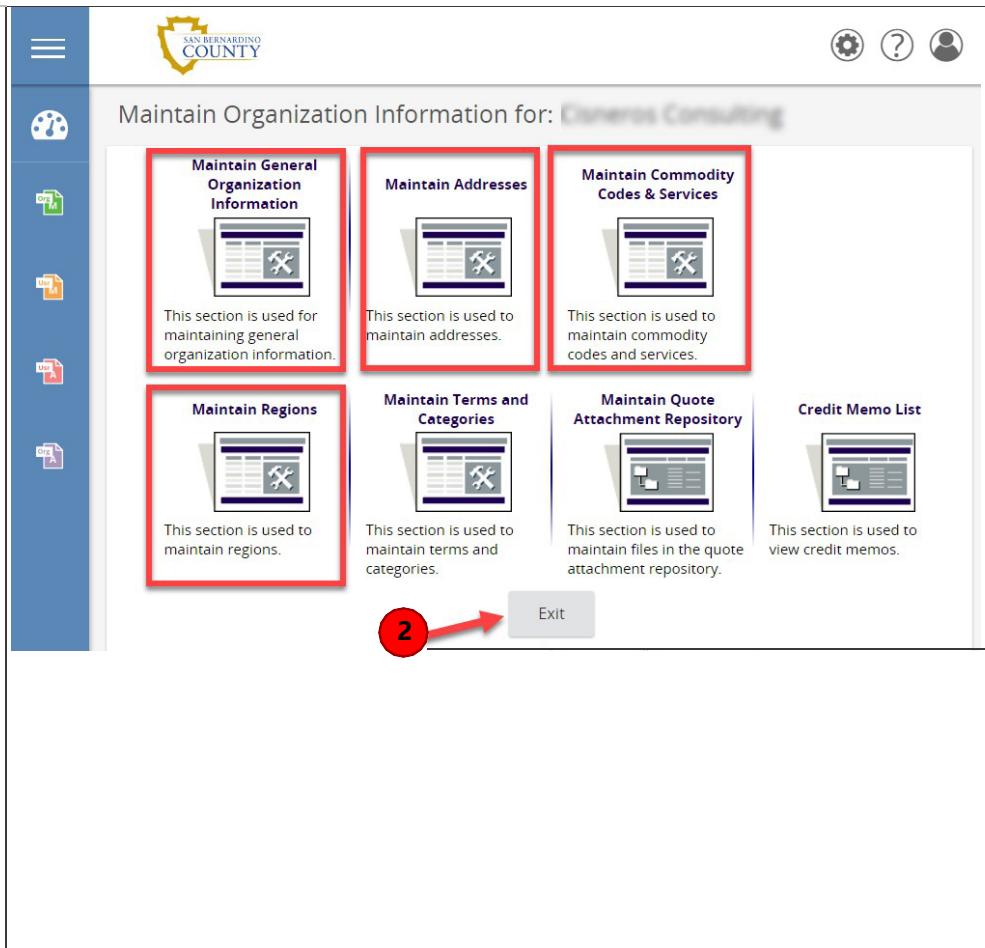


## Updating Organization Information

From the Maintain Organization Information page, you can update information in the following tiles:

- Maintain General Organization Information allows you to update your mailing address, and company and vendor legal name.
- Maintain Addressees allows you to add/update additional addresses.
- Maintain Commodity Codes & Services allow you to add/delete commodity codes that reflect the products and services for your business.
- Maintain Regions allows you to add/update the San Bernardino regions that your business services.

2. Click **Exit** to return to the Maintenance Home Page.



Maintain Organization Information for: Cisneros Consulting

Maintain General Organization Information  
This section is used for maintaining general organization information.

Maintain Addresses  
This section is used to maintain addresses.

Maintain Commodity Codes & Services  
This section is used to maintain commodity codes and services.

Maintain Regions  
This section is used to maintain regions.

Maintain Terms and Categories  
This section is used to maintain terms and categories.

Maintain Quote Attachment Repository  
This section is used to maintain files in the quote attachment repository.

Credit Memo List  
This section is used to view credit memos.

Exit

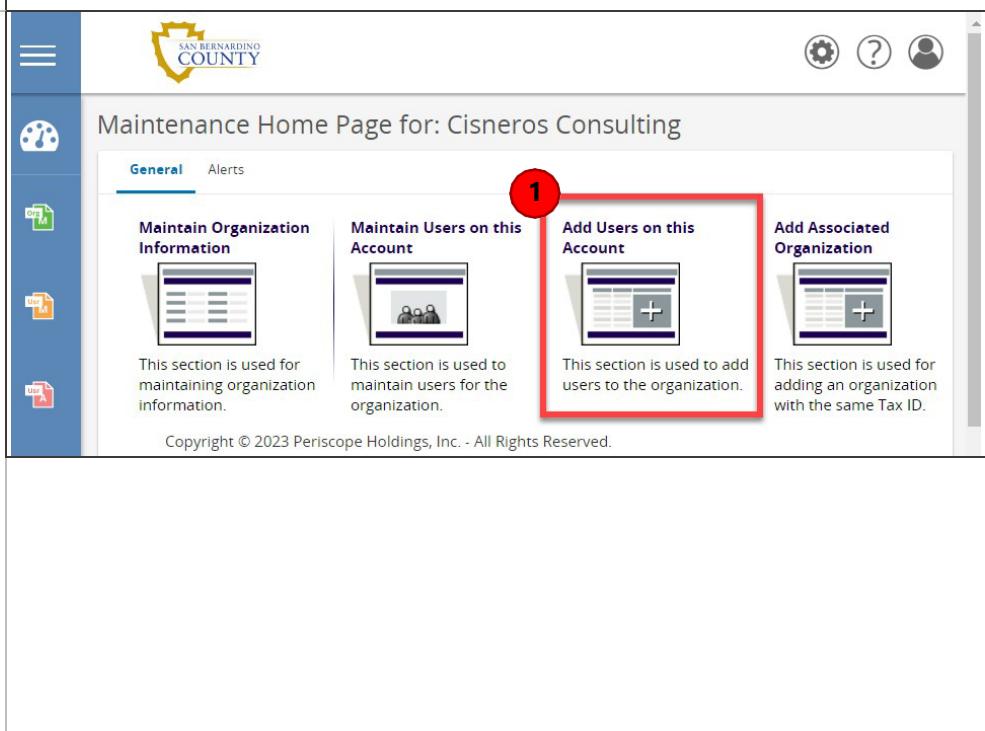
## Adding users to Vendor Account

The following information will be required to create a new user:

- First Name
- Last Name
- Job Title
- Phone
- Email
- Login ID
- Login Answer

1. Click **Add Users on this Account** tile.

The New Vendor User page displays.



Maintenance Home Page for: Cisneros Consulting

General Alerts

Maintain Organization Information  
This section is used for maintaining organization information.

Maintain Users on this Account  
This section is used to maintain users for the organization.

Add Users on this Account  
This section is used to add users to the organization.

Add Associated Organization  
This section is used for adding an organization with the same Tax ID.

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In the New Vendor User page, complete the mandatory fields identified with an asterisk to the right of the field name.

Mandatory fields:

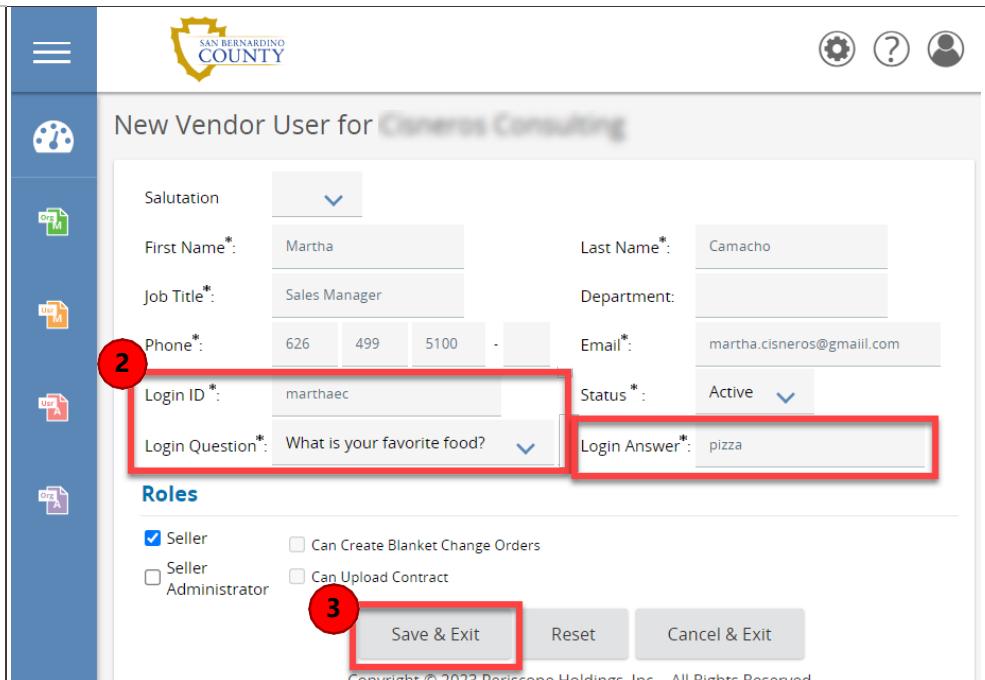
- First Name
- Last Name
- Job Title
- Phone
- Email
- Login ID
- Login Answer

2. Provide the Login ID, Login Question, and Login Answer to your user. This information will help the user login if they forget their password.

3. Click **Save & Exit** when done.

The new user will be added to the table located at the bottom of the page. The new user will receive an email that will contain a temporary password which will prompt the user to set up a new password.

4. Click **Add User** to add additional users.
5. Click the user's **Login ID** to update user information and to request a password reset.



New Vendor User for Cisneros Consulting

Salutation: ▾

First Name\*: Martha

Last Name\*: Camacho

Job Title\*: Sales Manager

Department:

Phone\*: 626 499 5100

Email\*: martha.cisneros@gmail.com

Login ID\*: marthae

Login Question\*: What is your favorite food? ▾

Login Answer\*: pizza

**Roles**

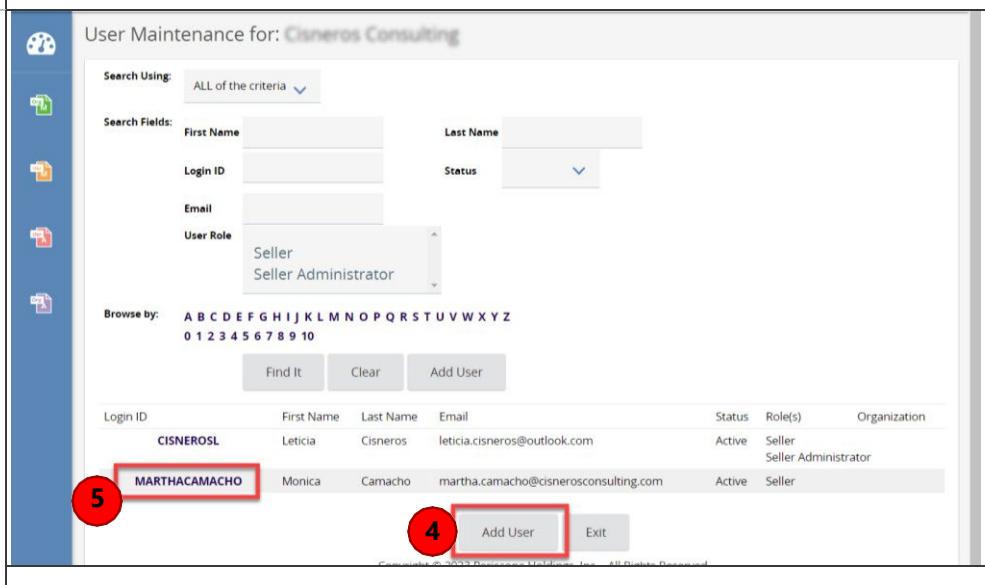
Seller  Can Create Blanket Change Orders

Seller  Can Upload Contract

Administrator

**Save & Exit** **Reset** **Cancel & Exit**

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User Maintenance for: Cisneros Consulting

Search Using: ALL of the criteria ▾

Search Fields: First Name Last Name

Login ID Status

Email

User Role: Seller Seller Administrator

Browse by: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z  
0 1 2 3 4 5 6 7 8 9 10

Find It Clear Add User

Login ID	First Name	Last Name	Email	Status	Role(s)	Organization
CISNEROSL	Leticia	Cisneros	leticia.cisneros@outlook.com	Active	Seller	
<b>MARTHACAMACHO</b>	Monica	Camacho	martha.camacho@cisnerosconsulting.com	Active	Seller Administrator	

**Add User** **Exit**

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Update the user's information as needed. To save the updated information:

**6. Click **Save & Continue**.**

To request a password reset if the user forgot their password:

**7. Click **Reset Password**.**

An email will be sent to the user with a temporary password which will prompt the user to set up a new password.

To return to the User Maintenance home page:

**8. Click **Save & Exit****

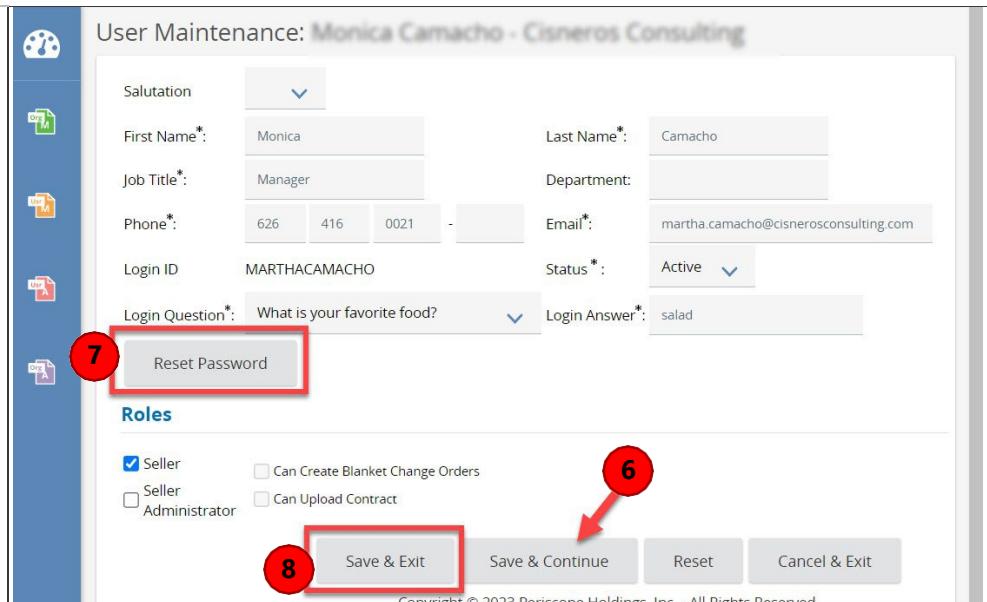
**Important:** The next time you login to ePro, be sure to change your profile to **Seller** so that you can view bids.

**9. Click the **Account** icon.**

**10. Click the profile drop-down.**

**11. Select **Seller** profile.**

User Maintenance: Monica Camacho - Cisneros Consulting



Salutation: **Monica**

First Name\*: **Monica** Last Name\*: **Camacho**

Job Title\*: **Manager** Department:

Phone\*: **626 416 0021**

Email\*: **martha.camacho@cisnerosconsulting.com**

Login ID: **MARTHACAMACHO** Status\*: **Active**

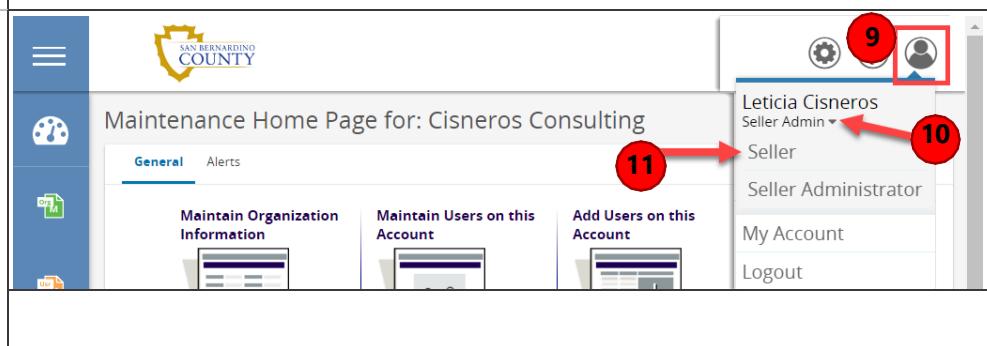
Login Question\*: **What is your favorite food?** Login Answer\*: **salad**

**Roles**

Seller  Can Create Blanket Change Orders  
 Seller  Can Upload Contract  
 Administrator

**Save & Exit** **Save & Continue** **Reset** **Cancel & Exit**

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Maintenance Home Page for: Cisneros Consulting

General Alerts

Maintain Organization Information Maintain Users on this Account Add Users on this Account

Leticia Cisneros Seller Admin ▾  
 Seller Seller Administrator  
 My Account Logout