

## **MOST COMMONLY ASKED ORPIN QUESTIONS/ISSUES**

### **1. I AM REGISTERING MY COMPANY AND AM HAVING TROUBLE FINDING MY PROFILE CATEGORIES**

#### **Resolution:**

- A) You will need to drill down through the choices on the first page to find your products and/or services. Select one of the following (2) ways to do this:
- 1) Click on the words (not the box) of a category that looks like it might have what you are looking for. This will bring you to a sub-category listing displayed in capital letters
    - Click on the words of a sub-category that looks like it is heading in the right direction. Scroll down the list of this “3<sup>rd</sup>” page, putting a check mark in each box that may apply
    - Click on the “Submit/Remain” button and then select “up one level” to search another sub-category
  - 2) Click on the “Find” button located above the list and type in a keyword. Make the keyword as simple as possible, using the root of the word.
    - The program will search each of the categories for your word and will display them in a “Hierarchy”. The first line will be the main page category list; under it will be the sub-category list in capital letters and under it the “3<sup>rd</sup>” page options. Follow the selection procedure listed in item #1 above. Go back to the find button and type in the same keyword and do this until all of the pages have been reviewed.

**Note:** *Having your profile set correctly is especially important if you have the Premium Service subscription. If you are still having difficulties, you can contact the ORPIN Help Desk at [info.orpin@state.or.us](mailto:info.orpin@state.or.us) or (503) 378-4642.*

## **2. I FORGOT MY LOG IN USER NAME AND/OR PASSWORD**

### **Resolution:**

- A) If you cannot log on to ORPIN, select the link "[Forgot your user name or password? Click here to reset it](#)" that you see below the login fields
- B) Choose one of the two (2) ways available to get the information you need. ORPIN will send you two emails, one with the user name and the other with a temporary password
- C) After you receive the emails, log in to ORPIN and change the temporary password to a permanent one

## **3. I HAVE TRIED THE NEW TEMPORARY PASSWORD THAT YOU SENT ME AND I STILL CAN'T GET IN**

### **Resolution:**

Contact the ORPIN help desk at [info.orpin@state.or.us](mailto:info.orpin@state.or.us) or call (503) 378-4642.

## **4. I AM GETTING A "BAD REFERRER" MESSAGE**

***Note:** This error is related to system "cookies". In a secure system, "cookies" are what keeps the application in communication with the secure server. The "Bad Referrer" error occurs when this "connection" is lost.*

### **Resolution:**

There are two (2) general situations in which this can occur:

- A) You are using the "**Forward or Back**" buttons on your web browser instead of the ORPIN program's own buttons. You will need to be careful to use the buttons on the ORPIN pages instead of the internet buttons to move around in ORPIN. In this instance, you will need to exit ORPIN and close your web browser program. Open your web browser again, and log back in to ORPIN. You should be able to complete the task you were working on when you encountered the original problem.

B) You are trying to open a new window. This happens when you are expressing interest, trying to access attachments in an opportunity, making premium payments, etc. In this instance, it can be your cookie (security) setting or one (or many) popup blockers on your computer. If this is what is causing your problem, you can try to resolve it by trying the following steps:

1) In Internet Explorer, add ORPIN as a “Trusted Site”:

- a. In the top toolbar, Click on “Tools > Internet Options > Security
- b. Select the green circle icon (trusted sites) and click on the “Sites” button
- c. In the next screen, type <https://oregon.gov>, click the “add” button and then click “close” at the bottom of the box
- d. Select the “Privacy” tab
- e. Select “sites”
- f. Type oregon.gov in the “Address of website” field and click “Allow”, and then click “OK” at the bottom of the box
- g. In the “Pop-up Blocker” section of the Privacy area, the block pop-up box should be selected.
- h. Click on “Settings” and type oregon.gov in the “Address of website to allow” field and click the “Add” button.
- i. Click “close” and then click “OK”

If you are still having difficulties, you can contact your internet service provider, or call our help desk at (503)378-4642.

**NOTE: INTERNET EXPLORER 8**

Internet Explorer 8 (IE8) is not fully compatible for many websites, including ORPIN. If you are a customer that has IE8 and are having a problem navigating ORPIN, we recommend that you turn on the “Compatibility View” feature by going to the TOOLS option on the IE8 toolbar and clicking on “Compatibility View” (not “Compatibility View” settings). Once the compatibility option is turned on, the web pages should display appropriately. If you continue having issues, you may need to contact Microsoft for assistance.

## **5. I HAVE TRIED TO MAKE MY ONLINE PAYMENT FOR PREMIUM SERVICE AND I JUST STAY ON THE SAME PAGE**

### **Resolution:**

Your security program is blocking the payment because a new window is trying to open on a page (pop-up blocker). You can resolve this by following the steps outlined in question/resolution #4, or by calling the ORPIN help desk at (503) 378-4642.

## **6. WHAT IS eBIDDING AND AM I REQUIRED TO USE IT?**

### **Resolution:**

EBidding is the ability to respond electronically to bids directly from the ORPIN program. It is an alternate way to submit bids on some of the opportunities posted in ORPIN. However, you do not need to participate in eBidding because you will always be able to submit manual bids using more traditional means - hand deliver, email or fax when allowed.

***Note: You do not need to be authorized to eBid in order to participate in opportunities in ORPIN. However, if you wish to participate in eBidding, you must make sure the e-bidding box is checked on your basic or premium subscription package and you must ask for a temporary eBid keyword. The temporary keyword will need to be changed to a permanent one within 10 days of receiving it. If you need more assistance with this option, you may contact the ORPIN Helpdesk at [info.orpin@state.or.us](mailto:info.orpin@state.or.us) or 503-378-4642.***

## **7. HOW DO I FIND AN OPPORTUNITY ON ORPIN?**

### **Resolution:**

Log in to ORPIN and select the “Browse Opportunities” feature on the left menu. You will see five (5) ways to find the information you may be looking for. The three (3) most popular searches are as follows:

- A) “Open Opportunities” will list every opportunity that is available to you
- B) “Browse by My Profile” is where the program has searched through the “Open Opportunities” and sorted the ones that most closely match your profile
  - a. For the “Browse by My Profile” option to work correctly, it is important that you have your products/services profile set up correctly
- C) “Browse by Organization” will list the Open Opportunities by the Agency that has posted them in ORPIN

**Note:** *The ORPIN site acts as a “Bulletin Board” for opportunities and notices. Our support desk does not have specific information about individual postings. You will need to contact the “Issued By” contact person shown on the opportunity document summary in order to have those types of questions answered.*

## **8. I CAN’T OPEN THE ATTACHMENTS FOLDER - I GET A MESSAGE THAT TELLS ME TO EXPRESS INTEREST**

### **Resolution:**

In the menu after you open the document you will find the word “Interested” in yellow letters. Click on it and click on the drop down menu of the “Interested Type/Interested As” field. Select either Primary or Subcontractor and then click on the “submit” button. You will be able to open the attachments folder and download the necessary documents.

## **9. HOW DO I FIND THE BID RESULTS ON ORPIN?**

### **Resolution:**

Log in to ORPIN and select “Browse Award Results” under the Menu Options. Select one of the search choices and type in the opportunity number. You may need to adjust the date range. If you don’t find anything, it generally means that the Administrator of the opportunity has not yet posted the information in ORPIN. If you have not found anything in these menu selections, you can contact the document Administrator and ask the status of the bid results and when they will be posted in ORPIN.

## 10. WHAT DO I DO WHEN MY SUBSCRIPTION HAS EXPIRED?

### Resolution:

- A) Log in to ORPIN (**PLEASE DO NOT RE-REGISTER!**)
- B) Once you have successfully logged on and are on the Welcome Screen, you will see a notice that your subscription has expired. There will be a message that states “to renew click here”
- C) Review your subscription information (including the check box for e-Bidding if you wish to participate in using that feature in ORPIN)
- D) Click on the “Next” button in the lower right corner of the page. This will bring you to the “Registration Summary” page and you will click the “Finish” button on the lower right corner of that page

**NOTE:** *If you are renewing your subscription before the existing registration is expired, you will need to select “My Profile” in the menu after you log in, review the subscription information, select the “renew subscription” option and this should finish the process for you. If you are taken to the registration summary page, click the “Finish” button if it is available. If you need more assistance, the ORPIN Help desk information is listed in option #6.*

### BASIC SERVICE

If you have chosen BASIC service, click on the “next” button on the bottom right side of the page. When you get to the registration summary page, click “Finish”.

### PREMIUM SERVICE

If you have chosen PREMIUM Service, click the next button on the bottom right side of the page. When you get to the registration summary, you can select either Pay Online and enter your VISA or MasterCard information or Pay Offline and send in your payment.

**Note:** *Only VISA, MasterCard or check payments can be accepted.*

## 11. HOW DO I UPDATE MY REGISTRATION INFORMATION?

### Resolution:

For Company Information, the primary contact will need to:

- A) Log in to ORPIN
- B) Select “My Company Details” under the menu options
- C) Select “Company Information” and update any outdated information

**Note:** *If the Company was previously authenticated for electronic bidding by the ORPIN Registrar, the company information has been locked down. If any changes need to be made, send us an email at [info.orpin@state.or.us](mailto:info.orpin@state.or.us) and we will be able to assist you. You should be able to edit your personal user information.*

For personal user information:

- A) Log in to ORPIN
- B) Select “My Profile” under the menu options
- C) Select “User information”
- D) Update any outdated information using the add/edit buttons to the right of the field to be edited

## 12. WHAT IF THE PRIMARY CONTACT IS NO LONGER WITH OUR COMPANY?

### Resolution:

Contact the ORPIN helpdesk at [info.orpin@state.or.us](mailto:info.orpin@state.or.us)

### 13. I STARTED MY REGISTRATION BUT WAS INTERRUPTED: DO I NEED TO START OVER?

#### Resolution:

If you were able to complete the contact information with the user name and password, you can pick up where you left off simply by logging in. Otherwise, you will need to start over.

### 14. HOW CAN I ADD MORE THAN ONE USER FOR MY COMPANY?

There is a feature in the Main Menu called “Users” that will allow the primary contact of the company to add users, or to accept affiliation requests for users asking for sub-user status with your company. The user that is set up by the primary contact will be able to log in with the user name and password that the primary contact provides, and complete their profile setup. They will then have full use of the system with the exceptions of adding more sub-users or editing company information.

**Note:** *Each user that wishes to have Premium services (e-mail notification of new opportunities, etc.) will need to pay for the service separately. Premium service is not shared between accounts.*