



Vendor Frequently Asked Questions

Support

1. How can a property management client become a member of Bidders Access and use the platform to bid rehab Projects?

- +1-720-475-8373 or support@biddersaccess.com

2. How can a Vendor join Bidders Access?

- Go to <https://www.biddersaccess.com/rapid/login>
- Click on **REGISTER**
- Create username and password and fill in required information.

3. What happens after I register?

- You will receive an E-mail confirming your registration.
- You will receive an E-mail detailing any further action.
- Support is always available to assist you.

4. What are the system requirements to access Bidders Access?

- Windows 8 or higher.
- Chrome is the preferred browser.
- Cookies and Java Script must be enabled.

Note: All browsers have subtle differences or limitations. If you experience any issues when using other browsers, minimize them and try Chrome. If you need assistance, please contact Support at +1-720-475-8373 or via E-mail at support@biddersaccess.com. When seeking assistance please state what browser you are using.

5. When does my registration renew?

Registrations are for twelve (12) months, are strictly enforced, and automatically renew on the anniversary date unless we are notified at least 60 days prior that you do not wish to renew.

6. How hard is the system to use?

The system is simple and easy to use. It is a 5-step process to submit bids.

7. What happens if the system sends a Quotation Invitation to an E-mail address that is

invalid? The buyer will receive an undelivered E-mail response and he will contact you. It is the Vendor's responsibility to update and maintain current E-mail addresses in the system. Please add this account to your safe sender's list.

8. Can Vendors set up more than one E-mail address in case someone is unavailable (gone on vacation, etc.)? No, we suggest that a Vendor set up an out of office rule in his E-mail so that

when he is not available the buyer knows who to contact.

9. How will purchase orders, invoices, and payments be impacted?

There will be no change to how orders, invoices, and payments are processed.

10. How can I submit questions not addressed in this FAQ?

Questions regarding how Bidders Access works should be directed to Support at +1-720-475-8373 or support@biddersaccess.com.