

Supplier – Frequently Asked Questions (FAQ)

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This job aid will highlight frequently asked questions.

1. What web browsers are supported?

The Supplier Portal supports the following web browsers:

- Microsoft Edge
- Google Chrome
- Apple Safari
- Mozilla Firefox

2. Why am I unable to access the Supplier Portal?

- Access requires a current, supported web browser. Make sure your browser is updated to the latest version to ensure compatibility.

3. What is required to access the portal after registration?

After registration, access to the portal requires **Microsoft Multi-Factor Authentication (MFA)**, which includes:

- Your password, and
- A verification step using a **smartphone**

4. What is Microsoft Multi-Factor Authentication (MFA)?

- MFA is a **security feature** that provides an additional layer of protection by requiring more than just a password to sign in. This helps prevent unauthorized access to your account.

5. What should I do if I get a new phone and need to reset MFA?

If you have a new phone and cannot access MFA:

- Contact the Help Desk at 515-281-2740 for assistance with reconfiguration.
- Provide the BHE Company and Procurement contact you are working with.

6. How do I update my time zone in the portal?

To update your time zone:

- a. Go to the Supplier Portal landing page
- b. Click your user initials in the top-right corner
- c. Select “Set Preferences” from the menu
- d. Update your time zone settings as needed

7. What are the different user roles and permissions?

BHE External Supplier Administrator AR

- Manage and update Company Profile information
- Add and maintain contacts
- Does NOT allow management of banking or ACH information

BHE External Supplier Bank Manager JR

- Add, edit, and maintain banking and ACH information
- Manage financial details within the Company Profile

BHE External Supplier Transaction JR

- **Participate** in and **submit bids** for **negotiation** events
- Create and manage invoices and payments
- Does NOT allow editing Company Profile or banking details

8. How do I reset my password?

To reset your password:

- Contact the Help Desk at 515-281-2740 for assistance with reconfiguration.
- Provide the BHE Company and Procurement contact you are working with.

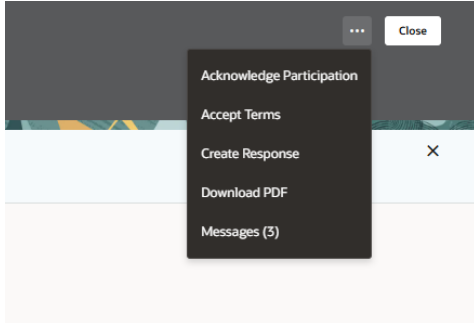
9. How do I search for and access closed bid events?

To view previous or closed bid events:

- Navigate to the **Negotiation** tab
- Scroll to the bottom of the page click **responses**

10. Why can't I select responses/save my answers/click the radio buttons in the Requirements section?

- You must select "Create Response" in the main negotiation screen before you can save your answers. Click the "... " and then click "Create Response".



11. I have not received an email inviting me to set-up secure access.

- Please contact the IT Help Desk at 515-281-2740 and let them know you did not receive the email invitation from invites@microsoft.com.
- They should be able to provide you with a link to complete your multi-factor authentication setup.
- Provide the BHE Company and Procurement contact you are working with.

12. Additional Resources

- Visit <https://supplier.brkenergy.com> for Supplier-facing job aids