eBid eXchange

Troubleshooting Login, Forgot Password, and Problems Receiving Account Activation Email

How do I log in to the eBid eXchange website?

The Login button is in the upper right. Use the same button to Logout when your online session is complete.

You will be automatically logged out if you do not perform any actions within a period of 60 minutes. Simply login again to use the website.

What if I forgot my password?

If you have forgotten your password, enter your email address into the Forgot Password section and click the Reset Password button. You will receive an email message with a hyperlink that you must click to reset your password.

When you receive the Forgot Password email message:

- Click on the Click to Set New Password link in the message.
- Enter and confirm your new password on the form provided.
- Click the Change Password button.

If you have forgotten the email address you used to register, you must contact a System Administrator with your company who set up your initial registration so they can change your email address and reset your password. If you are the sole Contact with your company, contact the website owner for assistance.

What if I don't receive my initial account activation email?

All email messages that are generated from the system come from the eBid Systems mail server (mail.ebidsystems.com) with the sending address DoNotReply@ebidsystems. These messages are generated within a few seconds to a few minutes, so if you haven't received the message with an hour from your initial registration completion, there may be a problem in receiving mail from our server.

Occasionally, your email software may quarantine or reject the system messages as suspected spam. Depending on how you receive email, spam filters may be activated:

- On your desktop computer (i.e. Microsoft Outlook junk mail filters).
- On your company network email system (i.e. Microsoft Exchange server).
- On your Internet Service Provider's mail server.

To troubleshoot an instance where you have not received your account activation message, try the following:

Step 1 - Check to see if the message from DoNotReply@ebidsystems is in your junk mail folder. If so, add ebidsystems.com to your Safe Senders list in your email software, click on the activation link in the email message to complete your registration.

eBid Systems, 945 Hildebrand Lane NE, Suite 235, Bainbridge Island, WA, 98110
Phone: 206-855-8430 / Fax: 206-855-1196 / E-mail: info@ebidsystems.com
www.ebidsystems.com

Step 2 - If the account activation message from DoNotReply@ebidsystems is not in your junk mail folder, add ebidsystems.com to your Safe Senders list in your email software.

Step 3 - Go to the ebidexchange.com website where you registered, click on the Login button in the upper right and enter your email address in the Forgot Password form. If you entered the email address correctly matching the address that you used at the time of first registration, the system will send another account activation message to your email address.

Step 4 - If you have not received an account activation message within a few minutes after following Steps 1, 2 and 3, you will need to contact your company network administrator and/or Internet Service Provider and have them add the ebidsystems.com mail server domain (I.P. Address 72.3.134.114) to your safe sender list. Once this has been done, go back to Step 3 to have the system resend your account activation email.

If the above steps do not work, we recommend that you set up a free email account with Microsoft (Hotmail.com) or Yahoo (Yahoomail.com). Our system has been tested with both of these email systems and our messages are not blocked by their spam filters.

I tried to re-register but the system says my email address is in use?

The system prevents duplicate email addresses from being associated with more than one account or contact. You must first ensure that you are able to receive email from ebidsystems.com using the above procedures. If necessary, you can ask the website owner to delete your existing account so that you can restart the registration process.

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