

Please review the answers to frequently asked questions about your eBIDS account prior to contacting the ODOT Computer Support Desk. The most common issues can be resolved by following the instructions below. If you continue to have issues after following these instructions, contact the ODOT Computer Support Desk @ 503 986-3355.

- 1. Question:** I setup a new account but I can't access the system and received the message "Account Locked"

Answer: Please check your "Spam" or "Junk Mail" folder as the activation e-mail may have been directed there by your filters. After you register a new account, the system automatically sends an "activation" e-mail message that instructs you click on the "activate account" link in the body of the e-mail.

- 2. Question: My account is locked. I cannot access eBIDS.**

Answer: Please check to see if you received an "activation" e-mail from ODOT. Check your Spam/Junk Mail folder in case your spam filter redirected the email.

- 3. Question: I can't recall my username and/or password**

Answer: Click on the "Forgot Username" or "Forgot Password" link and follow instructions/e-mail. Please remember your password is case sensitive. You must type in the password the exact way you entered it when you first setup the account.

- 4. Question: I cannot locate documents on eBIDS for a project that has already bid.**

Answer: Please contact the Project Manager for document request on projects that have already bid.

- 5. Question: A former employee set up the original account. How do I gain access?**

Answer: Please create a new account with eBIDS & send a request to lock the account of the former employee via e-mail:
ODOTProcurementOfficeConstruction@odot.state.or.us (Please note the eBIDS system only allows one e-mail address per account)