

## Membership/Accounting Questions:

**1. What is the difference between Onvia and DemandStar?**

The Onvia Guide provides businesses with access to opportunities from more than 78,000 local, municipal, state and federal agencies. The Onvia Guide is a daily email bulletin that delivers bid notices, requests for proposals and contracting opportunities customized to specific industry categories and states.

DemandStar by Onvia connects businesses with more than 400 government agencies that input their bid information directly into the Onvia system. DemandStar helps agencies expand their supplier pool and helps suppliers stay up to date with bid documents and addendums from specific government agencies in a county, state or across the country.

**2. Do I have two different logins for Onvia and Demandstar?**

You can use the same login for both services, but their locations are different.

**3. Can you send me a receipt?**

Please call your account manager or NCA. If you don't have their direct line, call 1-800-711-1712.

**4. Can I set up multiple passwords?**

Not in Onvia, but you can in Demandstar.

**5. How do I change or create my profile?**

Onvia's procurement data and lead generation search criteria are carefully determined using 220 categories. Your Account Manager or NCA have an in depth understanding of Onvia's database, and through a brief discussion regarding your requirements, we can set up your profile in the most effective way. This will optimize the number of leads we can find for you.

**6. How do I change my password?**

Please call your account manager or NCA. If you don't have their direct line, call 1-800-711-1712.

**7. How do I contact tech support?**

If you have a common technical issue, start by contacting your account manager or NCA. When the issue is beyond their scope, they will direct you to someone in our tech support department.

**8. How do I log into my account?**

For Onvia, go to the home page at [www.onvia.com](http://www.onvia.com). The login is in the upper right hand corner.

For Demandstar, go to the home page at [www.demandstar.com](http://www.demandstar.com). The login is in the middle on the left hand side.

**9. I'm not receiving my daily email. What should I do?**

Please check your junk mail or spam and look for "onviaguides@onvia.com". Then add the email to your safe list or mark it as "not spam".

**10. How much do your services cost?**

Onvia's highly skilled consultants will provide you with an expertly customized solution to fit your businesses needs. Once determined, they will provide you with a quote.

**11. How do I renew my Onvia and DemandStar accounts?**

For Onvia, please contact your account manager or NCA.

For DemandStar basic or free accounts, just call your account manager or NCA to renew. If you don't have a direct line call, 1-800-711-1712,

## Utilization Questions:

**1. How do I check my inbox?**

For Onvia, just login to your account.  
For DemandStar view your “full bid list”.

**2. How do I search in my Inbox?**

For Onvia, log on to your account at “[www.onvia.com](http://www.onvia.com)”. At the top of your inbox you can sort the information by procurement type, opportunity name, publication, or submission date.

For DemandStar, you can search by agency or opportunity. Simply use the filter options at the top of the page.

**3. How do I link to [www.government.onvia.com](http://www.government.onvia.com) or the Resource Center?**

Go to [www.onvia.com](http://www.onvia.com) and click the “Resource Center” in the upper right side of the screen.

For DemandStar, simply go to the home page.

**4. How do I access Instant Chat?**

Throughout the Onvia and DemandStar sites, you will find “Live Expert” icons. Click on the icon and fill in your information to access instant chat.

**5. How do I change an email address of a recipient in Onvia?**

For Onvia Guide, go to Delivery Options, click “Edit” and then “View Recipient”.

**6. How do I search for a specific agency?**

For Onvia, you’ll need access to Onvia Navigator. Log into Onvia, type in a city and records will show up immediately.

For DemandStar, you can access agencies from a drop down menu.

**7. When I land on the “click here to research” section in the Onvia Guide, I don’t have access. How do I log in?**

In order to access this area, you’ll need to upgrade to an Onvia Business Builder Account.

**Demandstar Questions:**

**1. What is DemandStar?**

DemandStar by Onvia connects businesses with more than 400 government agencies that input their bid information directly into the Onvia system. DemandStar helps agencies expand their supplier pool and helps suppliers stay up to date with bid documents and addendums from specific government agencies in a county, state or across the country.

**2. How do I register for DemandStar?**

Please call us to register. We provide one free agency with your membership.

**3. How do I find my vendor ID?**

Please call your account manager or NCA. If you don’t have their direct line call, 1-800-711-1712.

**4. How do I find bid documents?**

Click on the suppliers tab and click on “View Bids” then search according to what you are looking for by selecting the agency you need.

**5. How do I download a bid or plan?**

Please go to the DemandStar Web site at [www.demandstar.com](http://www.demandstar.com). Login to your account with your username (your email address) and password, then click on the “Login” button. Click on “Suppliers” in the top navigation. Click on “View Bids” in the top navigation. If you were notified of the project via email or fax, it will be displayed on the page titled “Bids.” In the “Show Bids” field, select “All bids in the system”. For the field labeled “Bid Status”,

select "Active". For the field labeled "Agency", select the name of the agency or procurement office that is purchasing the goods or services. Click on the "Search" button. Then locate the document you would like to download under the column labeled "Actions" and click on the "Download/Order" button.

**6. Why did I miss a bid?**

You may have missed a bid because you were not registered for that agency or your commodity codes didn't match. You have to log into your account to change these parameters. Simply click on the "Commodity Codes" link and change them according to your needs.

**7. How do you respond to a quote?**

After you receive information via email about a particular project, just click on the form provided in the email.

**8. How do I find awarded information?**

Just log into your account; you'll find a section that lists awarded information.