

Vendor Registration Instructions

Please go to <https://www.ebidexchange.com/toaks>

Please click on the “Register” tab located at the top of the screen.

Enter your company name, enter your email address, and confirm your email. Click “Next.”

You will receive the following notification:

New Vendor Registration

You have been sent a message to confirm your email address. Click on the link provided in the message to confirm your registration. You will then be asked to select a password for your account and complete your registration.

The verification e-mail you will receive (at the email address you entered) will contain a link to our system. This link will take you to our vendor registration page where you can continue the registration process.

Enter new password and then verify password. The password must be at least 8 characters and contain at least one capital letter and one number. Click “Change Password.”

You will receive the following notification:

Your registration is not complete!

You must complete the following registration sections. Already completed sections are indicated by a check mark. You may logout at any time and when you next login you will be asked to complete the remaining sections.

- Company Registration
- Contact Registration
- Product and Service Categories

You will be asked to provide vendor company detail. When finished, click “Update.” You will receive another notification with Company Registration checked off, and then you will be asked to provide contact information. When finished, click “Update.”

Next, please be sure to edit the commodity (category) section. It may take a few minutes to download all the available commodities. Click on the plus sign to display the full commodity/sub-commodity code list. Please scroll down through the commodities and select the commodities applicable to your company. You will only be notified of solicitation opportunities for the commodity codes selected. Please be sure to click “Save Selected.”

Once the registration information has been saved, you will see a message at the top of the page that states “Your registration is now complete. You may use the View Company Summary link for a printable view of your registration.” If there is a problem with your registration, you will see an error message in red.

If you have any questions, please call the City of Thousand Oaks Purchasing Office, (805) 449-2226.

Troubleshooting Vendor Registration

All e-mail messages that are generated from the system come from the eBid Systems mail server (mail.ebidsystems.com) with the sending address DoNotReply@ebidsystems, although, the sender will display as City of Thousand Oaks. These messages are generated within a few seconds to a few minutes, so if you haven't received the message within an hour from your initial registration completion, there may be a problem in receiving mail from eBid's server.

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

- On your desktop computer (i.e. Microsoft Outlook junk mail filters).
- On your company network e-mail 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.

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). Ebidsystem has been tested with both these email systems and our messages are not blocked by their spam filters.

Email address in use message

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.