

Guide for UNDP suppliers using Quantum Portal— How to reset password

February 2024



Reset Password

The ***Supplier Portal guide*** is intended for individuals or companies who wish to participate in a tenders/negotiations managed through this portal or register as an authorized supplier to acknowledge and manage contract agreements via the portal.

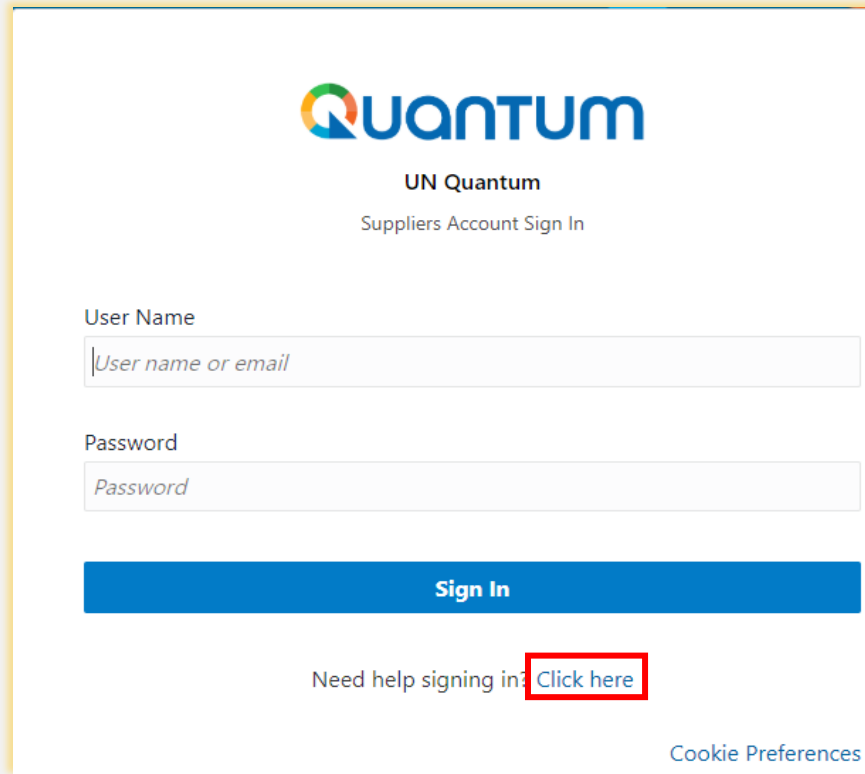
This guides the Supplier on how to reset their password for the first-time registration as well as if the password is forgotten and need to be changed.

- [Password reset](#)
- [Issues during Password reset](#)

Reset Password

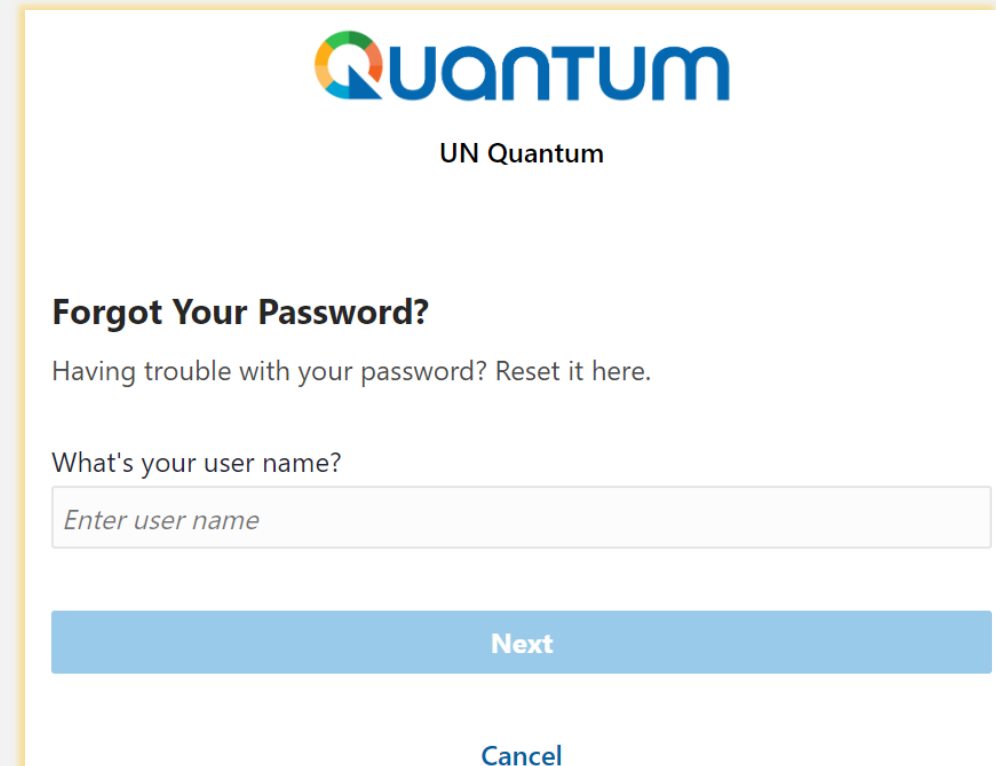
If you have forgotten your password or wish to reset it, Open the link in browser: <http://supplier.quantum.partneragencies.org> ;
Please take the following steps:

1 Click on *Need help signing in?* [Click Here](#).



The screenshot shows the Quantum Suppliers Account Sign In page. At the top is the Quantum logo and the text "UN Quantum Suppliers Account Sign In". Below this are two input fields: "User Name" with a placeholder "User name or email" and "Password" with a placeholder "Password". A blue "Sign In" button is below the fields. At the bottom, there is a link "Need help signing in? [Click here](#)" where "Click here" is highlighted with a red box. A "Cookie Preferences" link is at the bottom right.

2 You will be prompted to enter your e-mail address, which is the User ID you entered during registration and click *Next*.



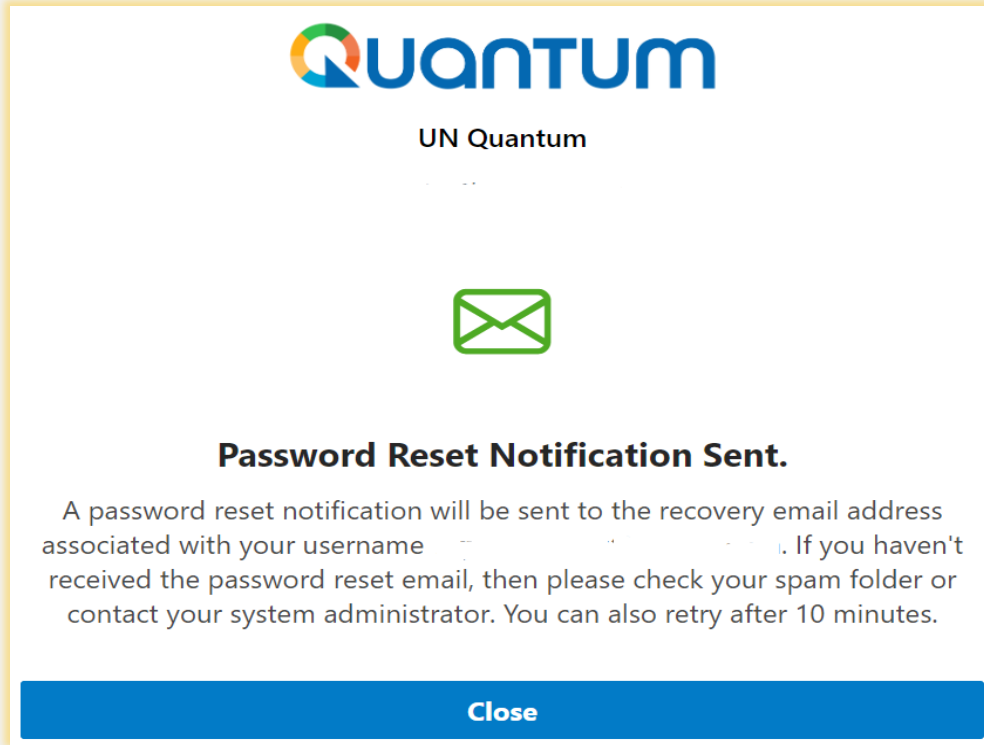
The screenshot shows the Quantum "Forgot Your Password?" page. At the top is the Quantum logo and the text "UN Quantum". Below the logo is the heading "Forgot Your Password?" and the text "Having trouble with your password? Reset it here." There is an input field labeled "What's your user name?" with a placeholder "Enter user name". Below the input field is a light blue "Next" button. At the bottom right is a "Cancel" link.



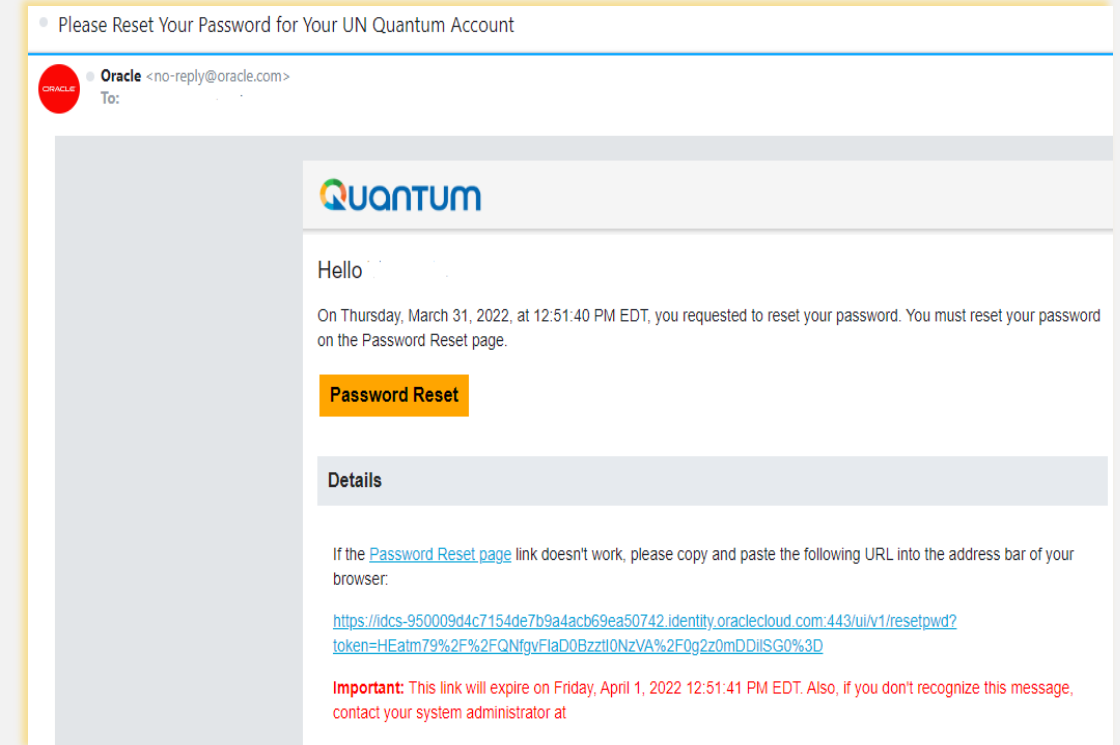
[Click to return to Main Page](#)

Reset Password (continued)

- 3 A password reset notification email will be sent to the email address associated with your Supplier Profile. Click Close and check your mailbox.



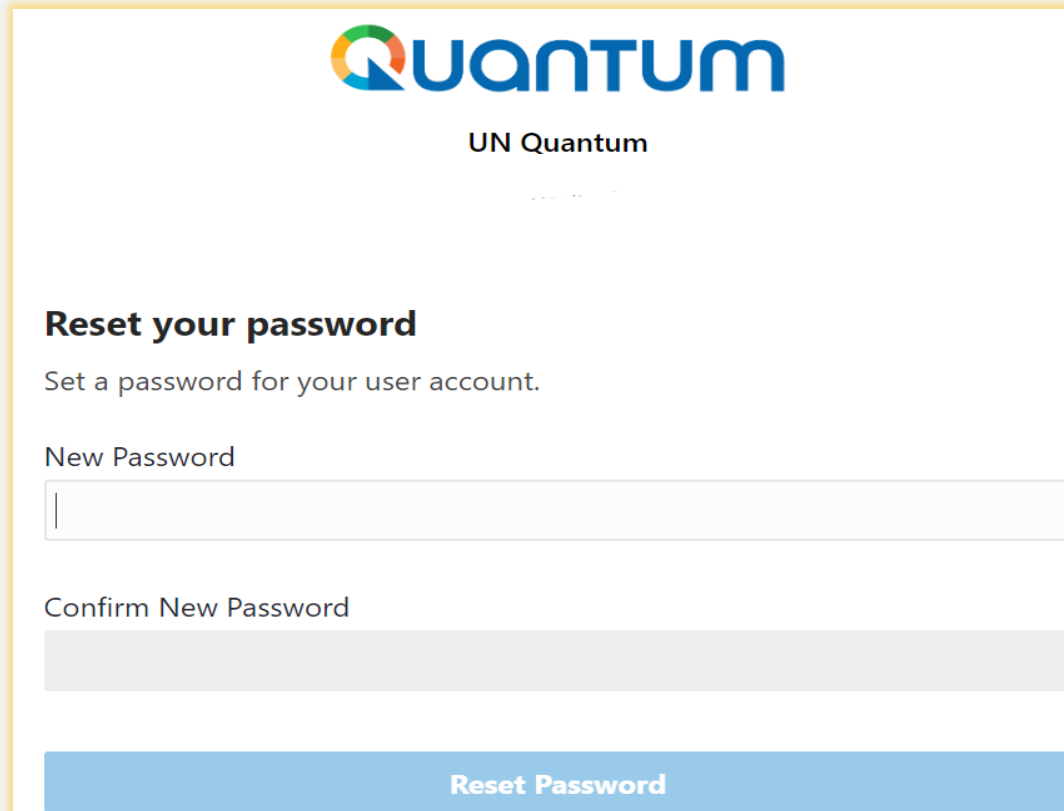
- 4 Verify the Inbox and/or the Spam/Junk mailbox of your email address and identify the email with the Password Reset link. Click on *Password Reset OR* copy/paste the URL from the email into the address bar of your browser.



Reset Password (continued)

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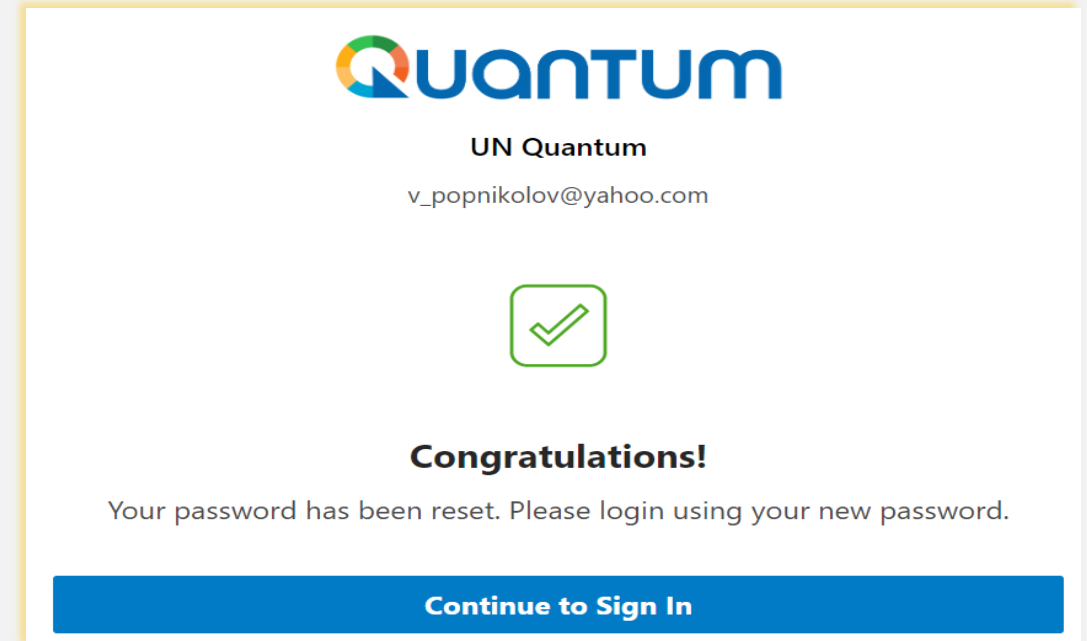
- Enter the new password.
- Confirm the new password.
- Click on *Reset Password*.



The screenshot shows the 'Reset your password' form. At the top is the QUANTUM logo and 'UN Quantum'. Below is the heading 'Reset your password' and the instruction 'Set a password for your user account.' There are two input fields: 'New Password' and 'Confirm New Password'. At the bottom is a blue button labeled 'Reset Password'.

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A message will pop-up on your screen and confirming that you that your password has been reset. Click on *Continue to Sign In* to go to the Login Page.



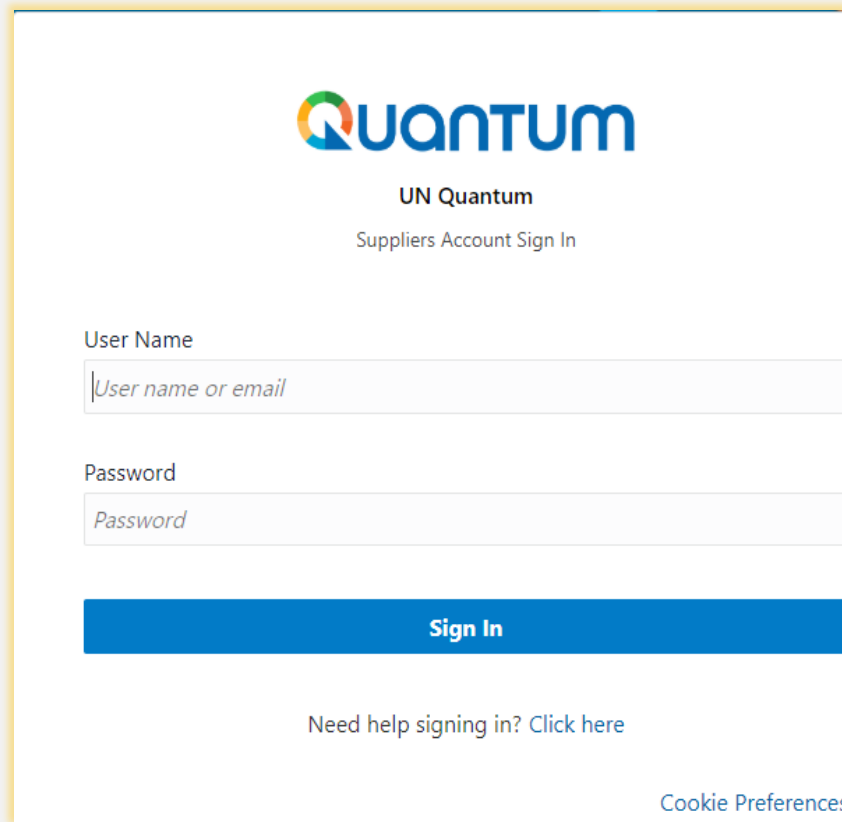
The screenshot shows a confirmation message. At the top is the QUANTUM logo and 'UN Quantum' with the email 'v_popnikolov@yahoo.com'. In the center is a green checkmark icon. Below it is the heading 'Congratulations!' and the text 'Your password has been reset. Please login using your new password.' At the bottom is a blue button labeled 'Continue to Sign In'.

You will also receive an email confirming that your password has been changed.



Reset Password (continued)

Enter your User-Name (the email address) and the Password, click on *Sign In*. A one-time passcode will be sent to your email address. Provide the passcode and Verify to login in the Quantum Supplier Portal.

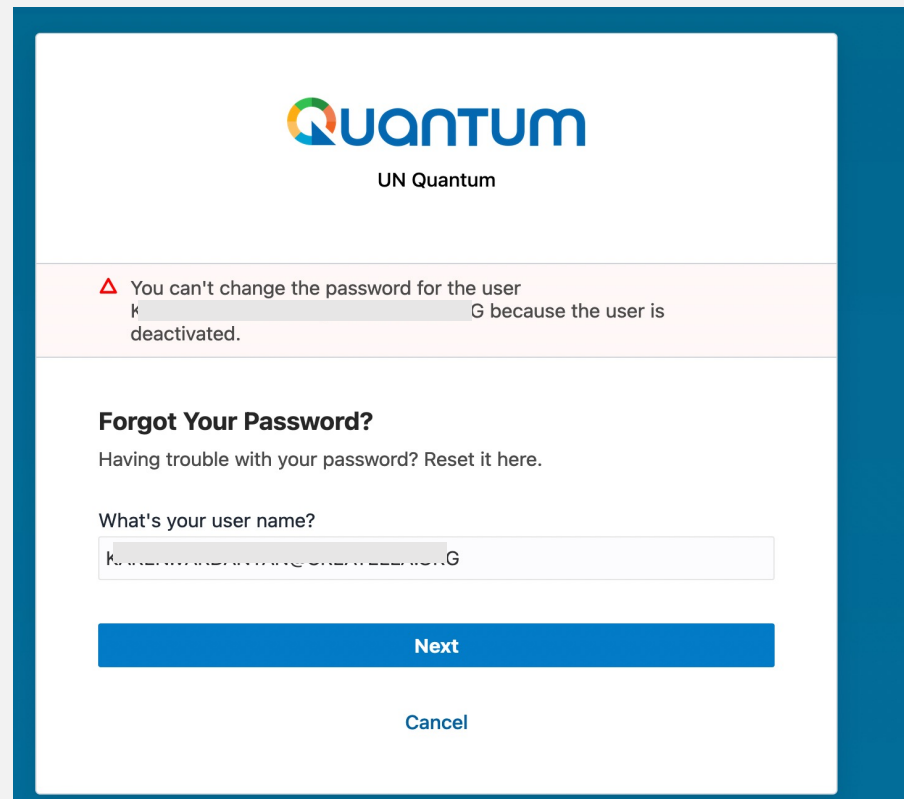


The image shows a web form for signing in to the Quantum Suppliers Account. At the top is the Quantum logo, followed by the text "UN Quantum" and "Suppliers Account Sign In". Below this are two input fields: "User Name" with a placeholder "User name or email" and "Password" with a placeholder "Password". A blue "Sign In" button is positioned below the fields. At the bottom, there is a link "Need help signing in? Click here" and a "Cookie Preferences" link in the bottom right corner.



Issues during Password Reset

Error message received instead of notification sent: In case the below error message is received when you click on “Next” after providing your username email address, **please contact the focal point of the procurement office as indicated in the solicitation document of the tender you wish to bid on.** Do share the screenshot of error message.



The screenshot shows the Quantum UN Quantum password reset interface. At the top is the Quantum logo and "UN Quantum". Below this is a red error message box with a triangle icon: "You can't change the password for the user k...G because the user is deactivated." Below the error message is the heading "Forgot Your Password?" followed by the text "Having trouble with your password? Reset it here." Underneath is the label "What's your user name?" and a text input field containing "k...G". At the bottom are two buttons: a blue "Next" button and a "Cancel" link.



Issues during Password Reset

Email not received: In case the email for resetting of password is not received, check the junk/spam email folders of the email provided. If the registration has been successful, the system always sends the email notification.

If the email is still not found then check with your IT team (for company domains) and remove any filter/firewalls for ORACLE.COM and UNDP.ORG.

If after confirmation of the firewall etc. the email is still not received, then please contact the **focal point of the procurement office** as indicated in the solicitation document of the tender you wish to bid on. Do share the name with which the company is registered and the email address used for user id. Please **do not** share the password if it has already been set up.



Thank you for using UNDP Quantum Supplier Portal!

To view additional resources, please click [here](#).

If you need support with using the system, please contact the focal point for the tender you are interested to participate, or contact the corresponding UNDP office managing the tender or that has issued your contract.