

Troubleshooting Issues

- Q1. I'm having trouble viewing the site, what can I do?
The website is only compatible when using Internet Explorer, Safari or Google Chrome. The website is not compatible with Mozilla Firefox.
- Q2. I can't find the opportunity I heard about. What do I do?
Make sure you are viewing the New Contract Opportunity list on the eContract Philly website. Try filtering the opportunities by the department that is issuing the opportunity and/or by the Service Type. If you cannot find it that way, contact the person who notified you about the opportunity for assistance. You can also use the Need Assistance? link at the bottom of the left-side navigation bar for assistance.
- Q3. I can't view the opportunity documents provided on the Opportunity Details page.
Many of the documents are stored as Adobe PDF files. If you do not have Adobe Acrobat Reader, you can download it for free at <http://www.adobe.com>.
- If you open a second PDF document after opening a first, the second PDF will appear in the same window, replacing the first. To view the first PDF, click on the appropriate link and it will re-appear in the same window replacing the second PDF.
- For documents in other applications (e.g. MS Word, MS Excel), you may have to authorize your computer to download the files.
- Q4. Why can't I print the opportunity documents?
The File>Print option on the Internet browser toolbar will not print an Adobe PDF document. You must either click on the printer icon in the Adobe toolbar (not the toolbar for the Internet browser itself). Or use Cntrl-P (depressing the Control key and the "P" key at the same time). If you continue to have printing problems, use the Need Assistance? link to report the issue.
- Q5. I didn't receive my password. What do I do?
If you do not receive an email notification with your password information within 60 minutes, please check with your mail administrator to ensure that econtractphillynoreply@phila.gov is not being filtered as spam or junk mail. If, after 24 hours, you still do not receive this email notification, use the Need Assistance? link on the left-side navigation bar.
- Q6. Why am I getting an error message when I try to enter my EIN, contract number, and contract amount when registering as an existing vendor?
One of the entries may be wrong and you should double-check the information. For your contract information, check the first page of your contract where the number and amount will be listed. If your contract is a Miscellaneous Purchase Order, be sure to include the capitalized "MPXX" that precedes the eight-digit number.
- If you continue to get an error message, use the Need Assistance? link to submit a request for assistance.
- Q7. I forgot my password. What do I do?
On the Register/Login page, you can request a reminder that will be sent to the email address that you provided upon registration.
- Q8. What happens if I cannot attach any documents, like my proposal, budget, etc.?
When you are on the *Vendor Attach* page of the application, double-check that you have filled out all three required areas for the attachments: identifying the location of the document you want to attach; indicating whether it is a proposal, budget or other document; and labeling it with a descriptive name. Make sure that the document you are trying to attach is saved as Microsoft Word, Microsoft Excel, Microsoft Project, Adobe PDF, or in a compressed (zipped) file. Once you have completed these requirements, click *Add* to save your documents to your application. If you continue to have difficulty with attaching your documents, use the Need Assistance? link to report the problem.

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- Q9. What do I do if I get an error message saying that the server is busy when I tried to upload my proposal documents?
You may be trying to attach a large document that the system has trouble accepting all at once. If your document is larger than 8 MB, try these alternatives: separate it into multiple, smaller documents, reduce the resolution of your images, and/or compressing the files. Then, try to attach again. If you continue to have problems, use the Need Assistance? link to report the issue.
- Q10. I entered information into the forms, why am I not getting the blue checks to indicate they are done?
Whether you click the checkbox to certify that you have nothing to disclose or you enter the information that you have to disclose, you must click the "Add" button to have the information saved in the form. If you do not click "Add," your form is not complete and the red X on the main application page will not turn into a blue check.
- Q11. I've filled out all the forms and attached my proposal documents (each red X turned to a blue check), am I done with my application?
No. You are still required to enter the online signatures and then you must click the Submit button. **If you do not click the *Submit* button to send your application, your application will not be received by the appropriate staff with the City of Philadelphia.**
- If you do not sign and submit your application through the online system, it will not be considered by the City of Philadelphia.**
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