FREQUENTLY ASKED QUESTIONS (FAQ)

1. **How can I read a notice?**
   Anyone can read notices and search for notices.
   Go to the Public Notices Home Page and click "Search Notices" in the left column. You will see a screen where you can enter keywords to find a notice in which you are interested. Click "Advanced Search" to see more options. The percent sign (%) is a wild card. This means that if you enter a percent sign, the search function will show you everything.

2. **How do I become an authorized user? Do I need a password? How do I get one?**
   Anyone can read notices or search notices without an ID or password. However, if you want to post notices or edit notices or make other changes in the system, you need to get a username and a password by requesting access to the system. You must be a member of an established organization in order to get access. (If you are not a member of an established organization, see below).
   To request access:
   1. Click "Public Notices Login" in the left column of the home page and you will be taken to the Login Screen
   2. Click the link "Request Access to the Public Notices System" near the bottom of the screen. This takes you to the request screen
   3. On the request screen, click the "down arrow" at the right end of the "Organization" box and select the organization of which you are a member and for which you will be posting notices. (If you do not see your organization listed, this means that your organization has not been added. [See below.])
   4. For e-mail address, use the e-mail address associated with your organization - your employment e-mail. Don't use a Hotmail or other private e-mail address because if you ever forget your password, the reset password will be sent to this e-mail address. This e-mail address will identify you and will allow the system to generate a new password.
   5. Click "send".
   6. You will receive an e-mail that tells you your username and password.
   7. Click "Public Notices Login" in the left column of the home page and you will be taken to the Login Screen.
   8. Log in with the password you just received.

3. **I don't think I'm a member of an organization. What should I do?**
   See next question.

4. **My organization is not listed. What do I do?**
   If your organization is not included in the list of organizations, this means that your organization must become an established organization. To do this, your organization must enter into an agreement with the Wisconsin Department of Administration (DOA). When the agreement is finalized, DOA will add your organization to the listing of established organizations. Then, you will see your organization listed and you can complete the request for access.
   To begin the process of entering into an agreement with DOA, a responsible person in your organization should send an e-mail to the **Administrator of DOA's Division of State Agency Services** whose name and email address appears on the following web page:
   http://doa.wi.gov/pagetext_detail.asp?linkcatid=222
   Clicking on the Administrator's name will open your e-mail with a new blank message.
   In the e-mail, please include the following information:
   * name and street address of the organization,
   * name, phone number, and e-mail of the responsible person in the organization, and
   * a simple statement that you want to be able to post information on the Public Notices System.

5. **I forgot my password. What can I do?**
   Go to the Public Notices home page and click "Public Notices Login" in the left column.
   Click the "click here" link in "If you have forgotten your password, click here", near the bottom of the page.
   You will be taken to the Reset Password screen,
   Enter your e-mail address and your last name.
   You will soon receive an e-mail with a new password.
   Be sure to change your password after logging in.

6. **My password isn't working anymore. Why?**
   Maybe your password expired. Ask your Organization Administrator to generate a new password for you. It will come by e-mail.
   Or, maybe the password isn't the problem, maybe you're typing your User Name incorrectly - it is case sensitive, check it carefully

7. **I'm an Organization Administrator and one of my posters forgot the password. How do I fix this?**
Go to edit user, click "generate new password"
The user will receive an e-mail with the new password.

8. **We had a user that we deactivated months ago. Now we want this person to post again. Do I need to re-add her?**
No, she is still in the system, but inactive; just reactivate her by finding her and changing her status to active.

9. **Should I use my browser's "back" button?**
No!

10. **How does the Public Notices System (PNS) relate to VendorNet?**
Every week, old bids in VendorNet are archived.
Simplified bids are also archived. This would cause links in PNS to break.
To avoid this, each night and after the VendorNet archiving, PNS deletes all VendorNet content and then imports all VendorNet information. Consequently, all VendorNet information is current and accurate.

11. **I'm a procurement officer and I just entered information on VendorNet. Why isn't it on the Public Notices System (PNS)?**
Information is transferred from VendorNet to PNS every night. If information is entered into VendorNet, it will not appear in PNS until the next day.
People should not manually enter VendorNet information into PNS. This information is transferred automatically nightly. This ensures that information on both systems is consistent.

12. **How does Search work?**
There are two types of search available. The first is a simple search of the titles and text by keyword.
"Advanced Search" gives you more options and helps you refine your search if you get too many results.