

# iSupplier FAQ

## General Questions

### **What is the Omantel iSupplier Portal?**

The Omantel iSupplier Portal is an internet self-service application by which suppliers can perform a variety of activities:

- Submit Invoices
- View their purchase orders, invoices, and payment status.
- Maintain their account information, e.g., address changes and contact information

### **What are the technical requirements for using the Omantel iSupplier Portal?**

You need access to a laptop or desktop computer with a web browser (such as Internet Explorer, Chrome, or Firefox) and an internet connection.

### **Is there a cost for using the Omantel iSupplier Portal?**

There is no cost. The portal is a completely electronic interface. No special software is required except an up-to-date web browser for accessing the portal.

### **How can I get access to the Omantel iSupplier Portal?**

If you are a registered supplier, i.e., you previously completed the supplier registration please contact the Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om).

### **What if I have not previously completed a supplier registration?**

Please complete the supplier registration process by contacting the Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om).

### **What if I don't have access to the internet?**

Access to the portal can be accomplished using any public computer that has internet access.

### **Does the County field need to be filled in to register?**

No, it is not a required field.

# Access & Password Questions

Your username and temporary password were (or will be) identified in the confirmation email sent from the portal. Your username is the email address you used to create an account. The temporary password will need to be changed after your first login.

## **What if my email address changes?**

Access and log in to the Omantel iSupplier Portal. Then, navigate to the 'Contact Directory' page under the 'Company Profile' tab to change your email address.

## **Who will notify me when my Omantel iSupplier Portal account is created?**

Omantel will send a system-generated message that will contain your username (same as email address), default password, and URL for accessing the portal.

## **Does each person in our organization get a separate login to access the portal?**

Yes a separate account can be made for each company contact in the 'Contact Directory' page under the 'Company Profile' tab.

**When I first try to access the Omantel iSupplier Portal home page, I receive a message indicating my password has expired. Is there a problem?**

No. All supplier logins are created with a temporary password that must be changed during your first login for security purposes.

**My account is locked, and I am unable to log in to the Omantel iSupplier Portal. What should I do?**

Contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om) to request that your password be reset. Keep in mind that the portal automatically locks your account after three invalid attempts.

**I forgot my password (or username). Who should I contact?**

If you have already exceeded three attempts to log in, your account is locked and you will need to contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om) . If you have not exceeded your three attempts, you can change your password using the steps in the 'How to Reset Password and Retrieve User Name' How-To Guide.

If you are still unable to log in, contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om) to request a password reset. A new password will be generated by the portal system, and a confirmation email will be sent to your account.

## **How do I request access for another person in my organization?**

Access and log in to the Omantel iSupplier Portal, and add the person's name as a contact in the 'Contact Directory' page under the 'Company Profile' tab. The Omantel iSupplier Administrator will review the contact and either approve or reject them. Once the new contact is approved, that person will receive login information via email.

## **What do I do if the Omantel iSupplier Administrator rejects my request for a new contact?**

The email notification from the Omantel iSupplier Administrator will include a reason for the rejection. If you need additional information, contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om).

## **When I log in to the Omantel iSupplier Portal I get an error.**

### **Why?**

Please contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om). Please note that concurrent logins to the Omantel iSupplier Portal are limited. Consider waiting for a few minutes before trying your login again. If the problem persists, contact Omantel iSupplier Portal Support.

## **How often should I log in to the Omantel iSupplier Portal?**

Login frequency will depend on your business needs. The portal sends you a notification when an action is required by you.

## **What do we do when one of our employees with portal access leaves our organization?**

You need to immediately contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om) to have the user's account disabled. Then, if you need to apply for a new user registration, enter the contact information for the new user in the 'Contact Directory' page under the 'Company Profile' tab.

## **Why does the system log me out after inactivity?**

When you are inactive for 30 minutes, the system automatically logs you out for security purposes.

# User Notification Questions

**I am not receiving the correct workflow email notifications for my organization. What is wrong?**

Contact Omantel iSupplier Portal Support at [supplier\\_support@omantel.om](mailto:supplier_support@omantel.om).

**Is it possible to have the email notifications sent to more than one email address?**

The Omantel iSupplier Portal sends workflow notifications to the email addresses of the supplier users who are registered in the portal, depending on the specific action required.