



How do I know if my company has already been registered on Supplier Portal?

Please email isupplierhelpdesk@worleyparsons.com and we will check.

I have been sent the link to update my registration but I have already registered.

A new Supply Chain Code of Conduct has been introduced so even as an existing user we kindly ask you to select the Register button then read and accept the Supply Chain Code of Conduct. You will then be presented with the logon screen where you should enter the details emailed to you.

I don't understand some of the requirements in Supplier Portal.

Please refer to the Registration Guideline for assistance.

<http://www.worleyparsons.com/AboutUs/Opportunities/Pages/default.aspx>

The logon details emailed to me do not work.

Please ensure you copy the password exactly how it appears including any symbols at the beginning or end. If you try more than three times unsuccessfully you will be locked out. Please try again in 60 minutes. Alternatively, after these 60 minutes you can request a new password using the 'Reset Password' link from the logon screen.

Supplier Portal will not accept the password I wish to change it to.

The password must be at least 8 characters long and contain at least 1 number.

I do not wish to accept one or more of the terms and conditions.

All terms and conditions must be accepted before you can submit your registration. You cannot register in the Supplier Portal if you cannot accept all the terms and conditions.

I am having issues validating my address.

Please ensure you select the Validate button and select one of the options. You need to ensure both the Company and Site addresses are validated if you have entered both. If you are still having issues, send a request to isupplierhelpdesk@worleyparsons.com

I have entered some of my contact details incorrectly. How do I change them?

Please send a request to isupplierhelpdesk@worleyparsons.com and we will change these details on your behalf. *Note – this may change in the future.

Someone has left the company – how do I delete them?

- This can only be done prior to submitting your registration. Please raise a request via isupplierhelpdesk@worleyparsons.com and we will delete on your behalf.

*Note – this may change in the future.



- After your registration has been reviewed and your company has been accepted as a Supplier we can deactivate that account, but it will always remain on the registration for legal reasons, as evidence of whom initially registered.

I want to add someone else as a contact.

Please use the + button in the contacts tab and add their details. They will be sent log on details if they haven't previously registered.

I accidentally registered my name more than once. Can I delete the unwanted Trading Name?

Please send a request to isupplierhelpdesk@worleyparsons.com and we will delete on your behalf.

The product or service I require is not available.

- Registrations in the Supplier Portal are for Project Procurement products and services only. Please find the most relevant product or service applicable to your business.
- Non Project Procurement Suppliers and Contractors should contact their local office to discuss.

What is a DUNS number? Do I need one?

A DUNS number is a Data Universal Numbering System issued by Dun and Bradstreet. It is not mandatory. Please refer to the guideline in this link for further assistance on tax registration details <http://www.worleyparsons.com/AboutUs/Opportunities/Pages/default.aspx>. You must enter a Tax Registration Number or Business Registration Number.

My DUNS number or rating is not being recognized.

The DUNS number is a unique 9 digit identification number. No alpha characters are allowed. The DUNS rating must be a two digit code.

I have entered most of my details, but need to check a few things. Can I come back later?

Please save your registration continually and return at any time to complete. You have 30 minutes before the system will time out.

I wish to register several companies using my email details. Is this possible?

Yes. At the Tasks tab, select Additional Registration. Enter the new Trading name and continue with the registration. Each time you log back on you will be presented with a list of Suppliers that your name is associated with.

When logging on, my screen just hangs and won't direct me to the portal.

This may be due to network congestion. Please close all other internet explorers and try again.



I am being told I need to install Silverlight, but I don't have it on my computer?

Microsoft Silverlight version 5.1 is required to run Supplier Portal. Please contact your IT department if you require assistance installing it. After installation, close the browser. Use this link to ensure it has been installed correctly <http://www.microsoft.com/getsilverlight/default.aspx>

I am being told I need to install a more recent version of Silverlight.

Microsoft Silverlight version 5.1 is required to run Supplier Portal. Please contact your IT department if you require assistance to install this version. After installation, close the browser. Use this link to ensure it has been installed correctly <http://www.microsoft.com/getsilverlight/default.aspx>

What browsers does Supplier Portal support?

Supplier Portal works on most browsers, including Internet Explorer, Chrome and Firefox. To check which Compatible Operating Systems and Browsers versions are supported, refer to this link and go to the *System Requirements* tab. <http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

I am denied access to the Portal as it states that Microsoft Silverlight cannot be used in browsers running in 64 bit mode.

- Microsoft provides the appropriate combinations of Operation Systems / Browser that would work for 64-bit and/or 32-bit. Please refer to this link. <http://www.microsoft.com/getsilverlight/get-started/install/default.aspx>
- Also, you can execute the 32-bit version of Internet Explorer on your 64-bit windows by running: C:\Program Files (x86)\Internet Explorer\iexplore.exe

I receive an error when I log out

You need to ensure you complete any changes to your registration within 30 minutes of logon, otherwise you may encounter an error. Ensure you save continually throughout your registration. If the error continues, please raise a request via the Help Desk isupplierhelpdesk@worleyparsons.com

How do I log back into the Portal?

Once you have accepted the Supply Chain Code of Conduct from the WorleyParsons Opportunities page, please use this link. Enter your details in the Existing or Invited User section <https://supplierportal.worleyparsons.com/login.aspx?ReturnUrl=/Home.aspx>

I am still having issues, can I ring you?

The Supplier Portal is managed via an online Help Desk. Please use the Support button from the Help menu within the system to raise a request. Alternatively, send an email to isupplierhelpdesk@worleyparsons.com. Please provide as many details as possible.