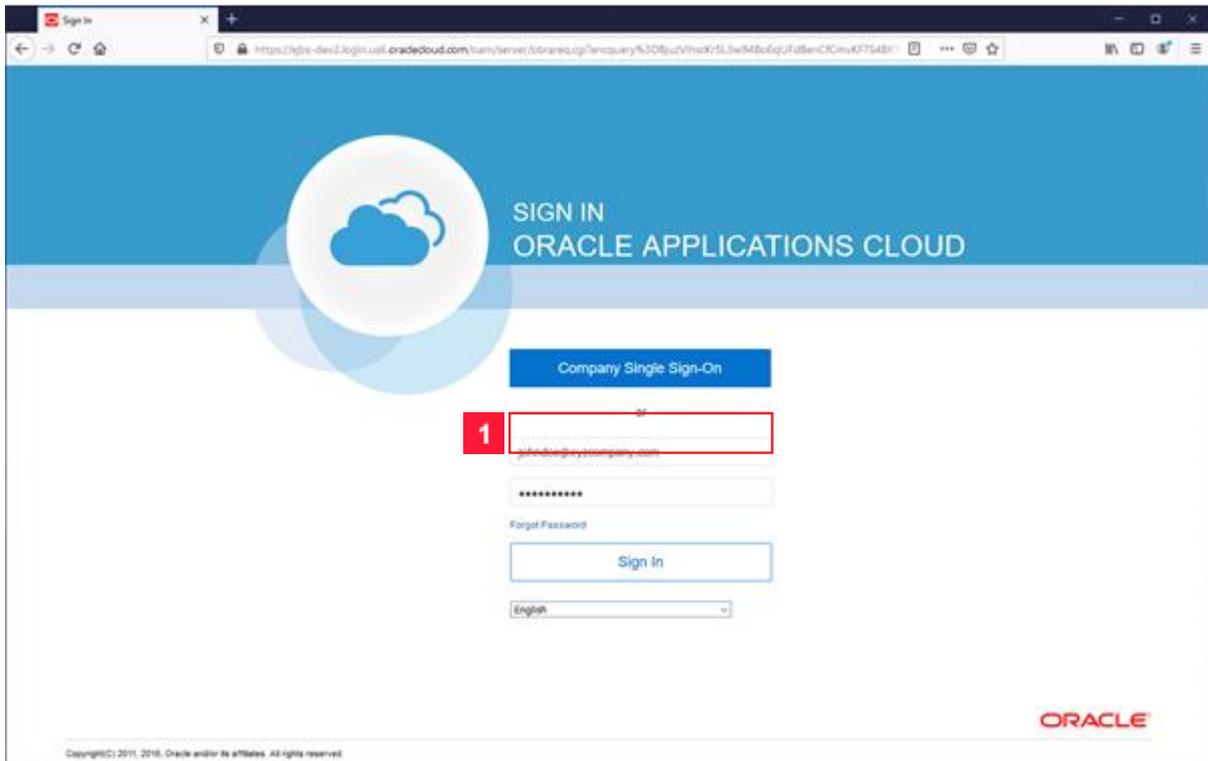# Respond to Request for Information in Supplier Portal

As a Supplier for the City of Virginia Beach you may receive requests for information. This user guide demonstrates how to respond to a Request for Information.

Contents

1 Sign Into Supplier Portal

Log in to Supplier Portal by entering *your user ID* and *password*.

- Your user ID was sent to you in an email from the City of Virginia Beach when your Supplier Portal account was created. It also included a password reset link.

- If you do not have your user ID or Password click the **Forgot Password** link.

1   Click the **Sign In** button.

2   View Information Request Notification
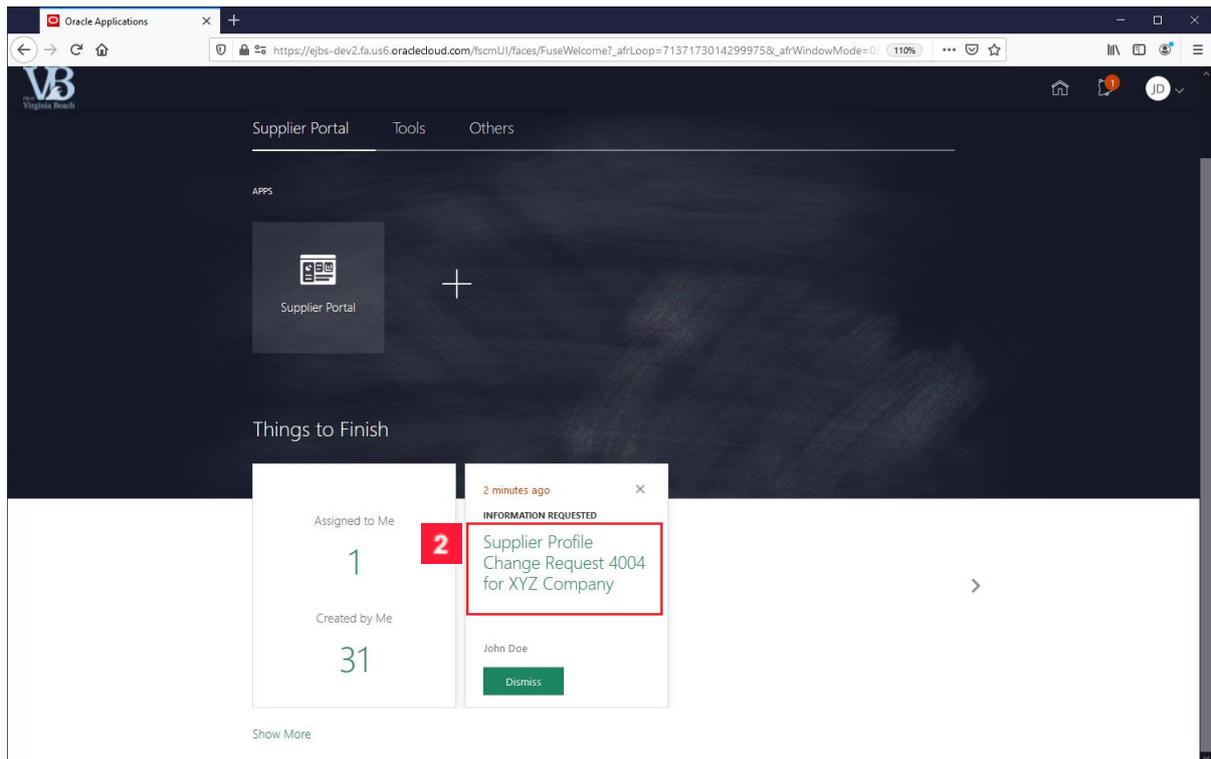
On your home page, in the **Things to Finish** section there is an **Information Requested** tile.

[2] Click on the **text link** to open the information request.

3   View Information Request Details

In the **Comments** section, view the message that was sent to you. The date, time and person who sent the message is visible.

4 Respond to Information Request

3 Click the ➕ icon (create) to respond to the message.

A Create Comment window will appear. Enter your response.

4 Click the **OK** button.

The response you entered is now visible.

5 Click the **Actions** drop-down arrow.

6 Select **Submit Information** from the drop-down list.

In this example, the City of Virginia Beach is requesting the Supplier to update their phone number. Please reference the **Manage Supplier Profile** user guide for these detailed steps.

5 Supplier Portal Support

You have successfully responded to a Request for Information. If you have questions or need additional assistance, please contact us at SupplierPortal@vbgov.com or (757) 385-4438.