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# SMALL BUSINESS/SMALL DIVERSE BUSINESS

## APPLICATION INSTRUCTIONS

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*Bureau of Diversity, Inclusion & Small Business Opportunities*

*North Office Building*

*401 North Street, Room 611*

*Harrisburg, PA 17120-0500*

*717.783.3119 (O) | 717.787.7052 (F)*

*[gs-bdisbo@pa.gov](mailto:gs-bdisbo@pa.gov)*

QUICK CONTACT LIST:

**Login Problems:** Select “**Forgot Your Password?**” or “**Forgot Your UserID?**” on the Log On page, or contact the Supplier Service Center at [ra-pscsrmportal@pa.gov](mailto:ra-pscsrmportal@pa.gov) (preferred) or (877) 435-7363, option 1, or visit the [PA Supplier Portal Administrator Support](#) page for additional troubleshooting tips and how-to guides.

**Enterprise Applications** (Blank page after following [Troubleshooting Tips](#)): Visit <http://www.budget.pa.gov/Services/ForVendors/Pages/PASP-Admin-Support.aspx> > “**Troubleshoot for a Blank or White Screen**” or contact the Supplier Service Center at [ra-pscsrmportal@pa.gov](mailto:ra-pscsrmportal@pa.gov) (preferred) or 877.435.7363, Option 1.

**Upload Issues:** Bureau of Diversity, Inclusion & Small Business Opportunities, 717.783.3119, [RA-SmallBusiness@pa.gov](mailto:RA-SmallBusiness@pa.gov).

**Online Application Questions** (Steps 1 – 7 of online application): Bureau of Diversity, Inclusion & Small Business Opportunities (BDISBO), 717.783.3119, [RA-SmallBusiness@pa.gov](mailto:RA-SmallBusiness@pa.gov) or [GS-BDISBO@pa.gov](mailto:GS-BDISBO@pa.gov).

## SYSTEM REQUIREMENTS

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<b>Certified Browsers</b>	Internet Explorer 8.0, 9.0, 10.0, 11.0
<b>Supported Operating Systems</b> (See important notice regarding Windows 10 below)	Microsoft Windows 7.0, 8.0, 8.1
<b>Technology</b>	PCs
<b>Other Browsers, Operating Systems &amp; Technology</b>	Full functionality not assured

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NOTE: The PA Supplier Portal may work with other Browsers, Operating Systems, and Technology. See the Other Browsers, Operating Systems, and Technology in the [Troubleshooting Tips](#) section of this guide.

### ***IMPORTANT NOTICE: Windows 10 Known Compatibility Issues***

In August 2015, Microsoft released its Windows 10 operating system along with a new Internet browser called Edge. This operating system and web browser have been integrated in many commonwealth business partner IT environments. However, several compatibility issues are known to remain. Follow the [troubleshooting instructions](#) on page 30 of this guide if using the Edge browser in Windows 10.

## QUICK ACCESS INSTRUCTIONS

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Visit the [PA Supplier Portal Administrator Support](#) page for additional troubleshooting tips and how-to guides such as Confirming Website and Browser Compatibility, Troubleshooting for a Blank or White Screen, Resetting a Password, Creating Additional Users, Editing or Updating the Company Name on the Vendor Registration, Changing Administrative User Information, Editing or Changing Other (Non-Administrative) Users' Information, Changing the Tax Identification Number, Changing the Administrative User Email Address on the Vendor Registration When Unable to Reset the Password, and more.

### SMALL BUSINESS

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1. Go to the PA Supplier Portal at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us).
2. Click the **Log on** button in the upper right and login. TIP: If you do not know your password or User ID, select “**Forgot Your Password?**” or “**Forgot Your UserID?**” on the Log On page, or contact the Supplier Service Center at [ra-pscrmportal@pa.gov](mailto:ra-pscrmportal@pa.gov) (preferred) or (877) 435-7363, option 1.
3. Click “**Bidder**” → “**Enterprise Applications**” → “**Small & Small Diverse Business Program Application**”.
4. Scroll to the bottom of the page, check the box, and click “**Continue to Self-Certification**” or “**Continue to Recertification**”.
5. Click through any pop-up boxes to enter the application.

### SMALL DIVERSE BUSINESS

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1. Follow the Small Business instructions above to access the Small Business Application.
2. If you've just submitted a new small business certification or a recertification: Scroll down to the bottom of the Congratulations page and click **Yes** at “Do you also wish to verify as a Small Diverse Business?” TIP: If this page does not appear, follow the instruction on the next line.

**OR**

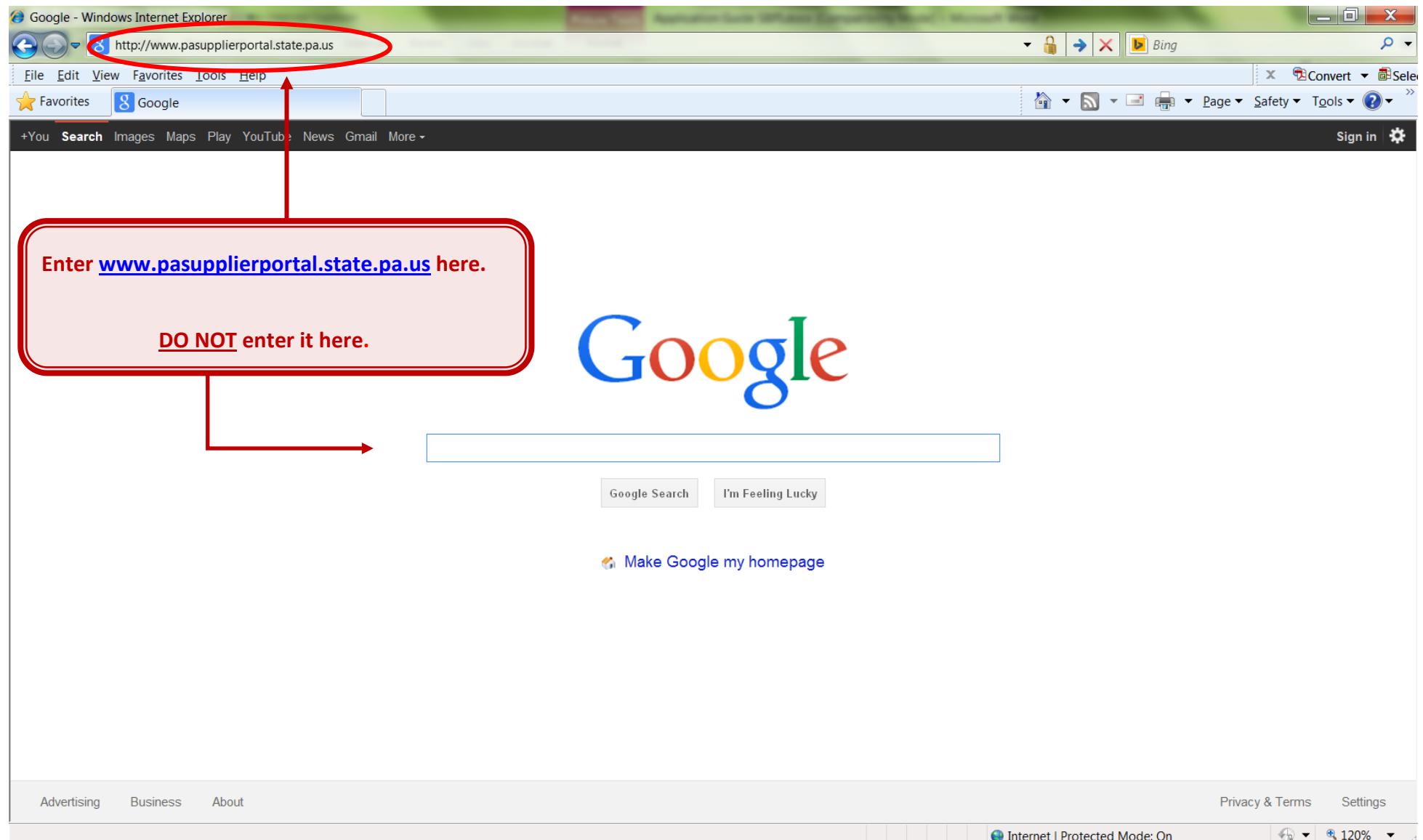
Click the **Step 5** tab, and click on the “**Verify as an SDB**” button at the bottom of the page.

3. Upload your third-party proof of certification in Step 6, click “**Save**”, and then click “**Save and Continue**”. Repeat for all third-party certifications if you are submitting more than one. TIP: The UCP, SBA 8(a), and VetBiz verifications have two or three fields for the upload of documentation. All fields must be completed for these verifications before saving.

As a reminder, BDISBO no longer directly certifies Minority, Woman, Veteran, Service Disabled Veteran, LGBT, or Disability-owned businesses. You must have a current certification from one of seven approved third-party organizations. Find the list at [www.dgs.pa.gov](http://www.dgs.pa.gov) → **BUSINESSES** → **SMALL DIVERSE BUSINESS PROGRAM** → **SMALL DIVERSE BUSINESS VERIFICATION**. If you are renewing your Small Diverse Business verification and you have submitted an application to a new third-party certifier or recertification application to your current third-party certifier but it is still in process, you may complete the **AFFIDAVIT TO REQUEST EXTENSION FOR SMALL DIVERSE BUSINESS DESIGNATION** to submit in place of the certification while it is still in process. It will act as a placeholder until the application is approved and you can forward the proof of third party certification. Contact BDISBO at [GS-SmallBusiness@pa.gov](mailto:GS-SmallBusiness@pa.gov) or 717.783.3119 for a copy of the affidavit.

## INSTRUCTIONS

1. Enter [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us) in address bar at top of screen.



2. You should now be on the PA Supplier Portal. Click on the **Log on** button at the top right.



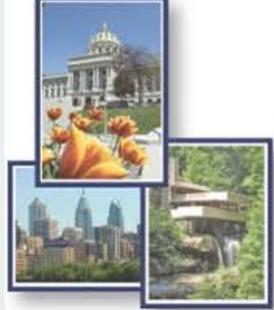
The screenshot shows a web browser window for the PA Supplier Portal. The URL in the address bar is <https://pasupplierportal.state.pa.us/irj/portal/anonymous>. The page title is "PA Supplier Portal". The top navigation bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". Below the navigation bar are icons for "Home", "RSS", "Print", "Page", "Safety", "Tools", "Help", and "New Session". A red arrow points to the "Log on" button in the top right corner of the header. The header also features a search bar and a "Welcome: PA Suppliers" message. The left sidebar has a "Supplier" icon and a "Supplier Registration" section with links to "PA Supplier Portal Home", "Supplier Registration", and "Supplier Service Center". The main content area displays a welcome message: "Welcome to the Pennsylvania Supplier Portal" and "IMPORTANT SYSTEM NOTICE TO SUPPLIERS". It states that the PA Supplier Portal is a secure site using Internet Explorer 8.0 through 11.0, supported on Microsoft Windows 7.0, 8.0, and 8.1. It also mentions that registrations will only be processed during regular Commonwealth work hours. A note for users experiencing access problems suggests selecting "status" for system availability information. The bottom of the page provides information about the Pennsylvania Supplier Portal enabling suppliers to participate in electronic bidding opportunities and manage user and company data. It also mentions the "Supplier Service Center" link for assistance with password reset and bidding processes. The page is displayed at 115% zoom.

3. Login with your **User Name** and **Password**. Select “**Forgot Your Password?**” or “**Forgot Your UserID?**” on the Log On page, or contact the Supplier Service Center at [ra-pscsrmportal@pa.gov](mailto:ra-pscsrmportal@pa.gov) (preferred) or (877) 435-7363, option 1, or visit the [PA Supplier Portal Administrator Support](#) page for additional troubleshooting tips and how-to guides.

SAP NetWeaver Portal - Windows Internet Explorer  
https://pasupplierportal.state.pa.us/irj/portal/anonymous/login

File Edit View Favorites Tools Help  
Favorites SAP NetWeaver Portal

 pennsylvania 



Welcome Pennsylvania Suppliers! If you are using a screen reader and would like to request the enhanced accessibility option for this website, please call the toll free number 877-435-7363, option 1, between 8:00 AM and 4:30 PM, Monday thru Friday.

The PA Supplier Portal is a secure site. The PA Supplier Portal certified browsers are Internet Explorer 6.0 through 8.0. Other products may work; however, full functionality cannot be assured.

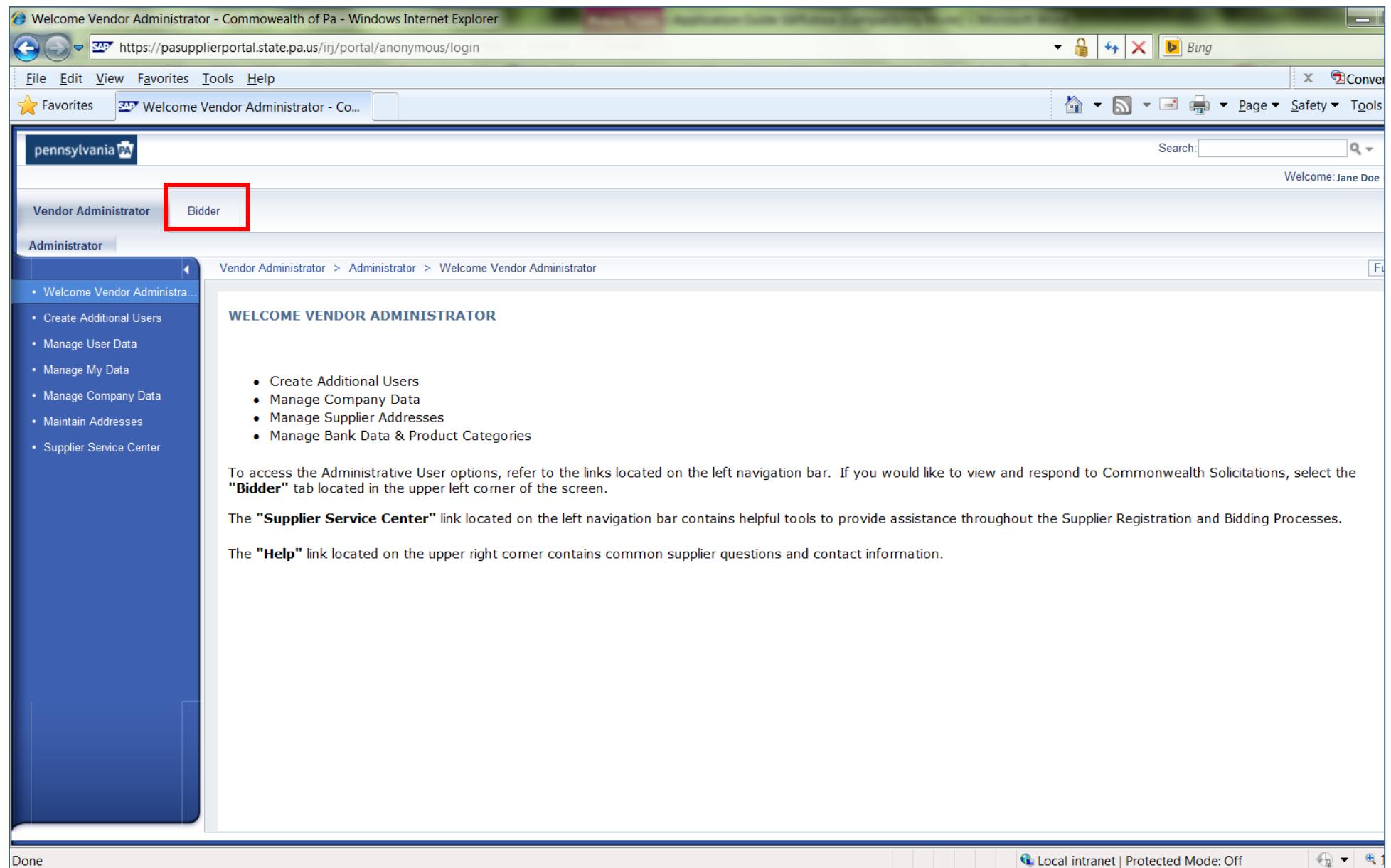
User \*   
Password \*

Logon Problems? [Replace Password](#)  
Forgot your User ID? Contact the Payable Service Call Center at  
877-435-7363 - option 1 Or email [RA-PSCSRMPORTAL@pa.gov](mailto:RA-PSCSRMPORTAL@pa.gov)

Done

Local intranet | Protected Mode: Off

4. Once logged in, select the **Bidder** tab.



Welcome Vendor Administrator - Commonwealth of Pa - Windows Internet Explorer  
https://pasupplierportal.state.pa.us/irj/portal/anonymous/login

File Edit View Favorites Tools Help

Favorites SAP Welcome Vendor Administrator - Co...

pennsylvania PA

Search: Welcome: Jane Doe

Vendor Administrator **Bidder**

Administrator

Vendor Administrator > Administrator > Welcome Vendor Administrator

**WELCOME VENDOR ADMINISTRATOR**

- Create Additional Users
- Manage Company Data
- Manage Supplier Addresses
- Manage Bank Data & Product Categories

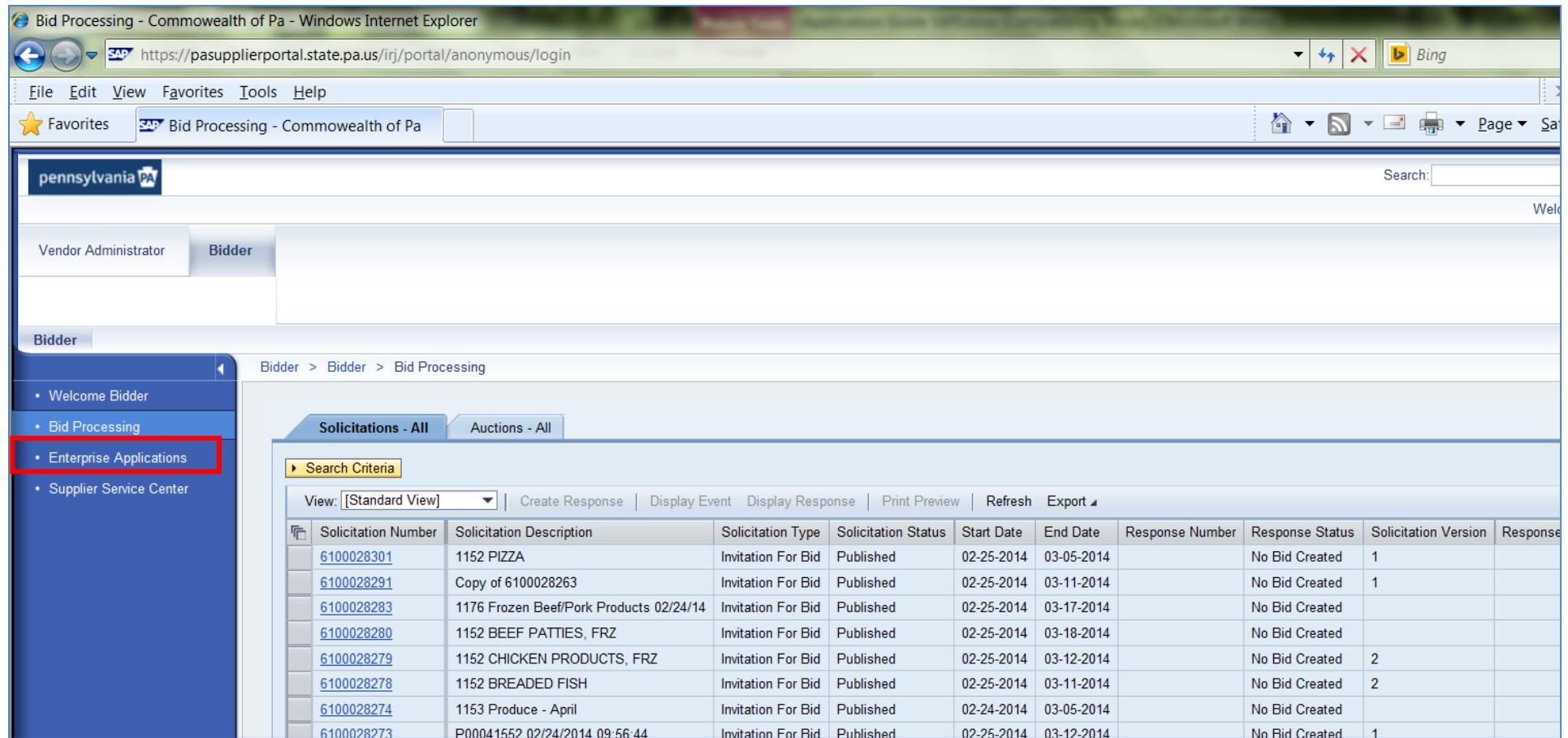
To access the Administrative User options, refer to the links located on the left navigation bar. If you would like to view and respond to Commonwealth Solicitations, select the **"Bidder"** tab located in the upper left corner of the screen.

The **"Supplier Service Center"** link located on the left navigation bar contains helpful tools to provide assistance throughout the Supplier Registration and Bidding Processes.

The **"Help"** link located on the upper right corner contains common supplier questions and contact information.

Done Local intranet | Protected Mode: Off

5. Click on “Enterprise Applications”. See the next page if a security warning appears.



The screenshot shows a web browser window for 'Bid Processing - Commonwealth of Pa - Windows Internet Explorer'. The URL is <https://pasupplierportal.state.pa.us/irj/portal/anonymous/login>. The menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar includes SAP, Bing, and various navigation icons. The main content area has a 'pennsylvania' logo and a search bar. The left sidebar has tabs for 'Vendor Administrator' and 'Bidder'. The 'Bidder' tab is selected. Under 'Bidder', there is a list of links: Welcome Bidder, Bid Processing (which is highlighted with a red box), Enterprise Applications (which is also highlighted with a red box), and Supplier Service Center. The main content area shows a 'Solicitations - All' table with the following data:

Solicitation Number	Solicitation Description	Solicitation Type	Solicitation Status	Start Date	End Date	Response Number	Response Status	Solicitation Version	Response
<a href="#">6100028301</a>	1152 PIZZA	Invitation For Bid	Published	02-25-2014	03-05-2014		No Bid Created	1	
<a href="#">6100028291</a>	Copy of 6100028263	Invitation For Bid	Published	02-25-2014	03-11-2014		No Bid Created	1	
<a href="#">6100028283</a>	1176 Frozen Beef/Pork Products 02/24/14	Invitation For Bid	Published	02-25-2014	03-17-2014		No Bid Created		
<a href="#">6100028280</a>	1152 BEEF PATTIES, FRZ	Invitation For Bid	Published	02-25-2014	03-18-2014		No Bid Created		
<a href="#">6100028279</a>	1152 CHICKEN PRODUCTS, FRZ	Invitation For Bid	Published	02-25-2014	03-12-2014		No Bid Created	2	
<a href="#">6100028278</a>	1152 BREADED FISH	Invitation For Bid	Published	02-25-2014	03-11-2014		No Bid Created	2	
<a href="#">6100028274</a>	1153 Produce - April	Invitation For Bid	Published	02-24-2014	03-05-2014		No Bid Created		
<a href="#">6100028273</a>	P00041552 02/24/2014 09:56:44	Invitation For Bid	Published	02-25-2014	03-12-2014		No Bid Created	1	

If this page is blank after selecting Enterprise Applications, logout and log back into the application, click on **Vendor Administrator** tab (to the left of the **Bidder** tab) → **Bidder** tab → **Enterprise Applications**→ **Small & Small Diverse Business Program Application**.

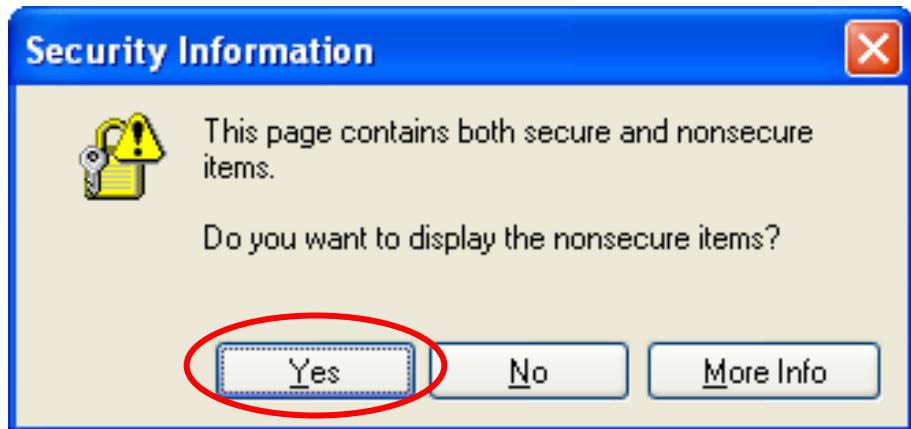
#### OTHER POSSIBLE ISSUES

- You have not given permission to view all content.
- You are not using Internet Explorer (IE) 8.0, 9.0, 10.0, or 11.0.
- You are using IE 11.0 but running it in Compatibility Mode hasn't resolved the problem.
- You are running Windows 10 (run Windows 7).
- You are using a Mac system.

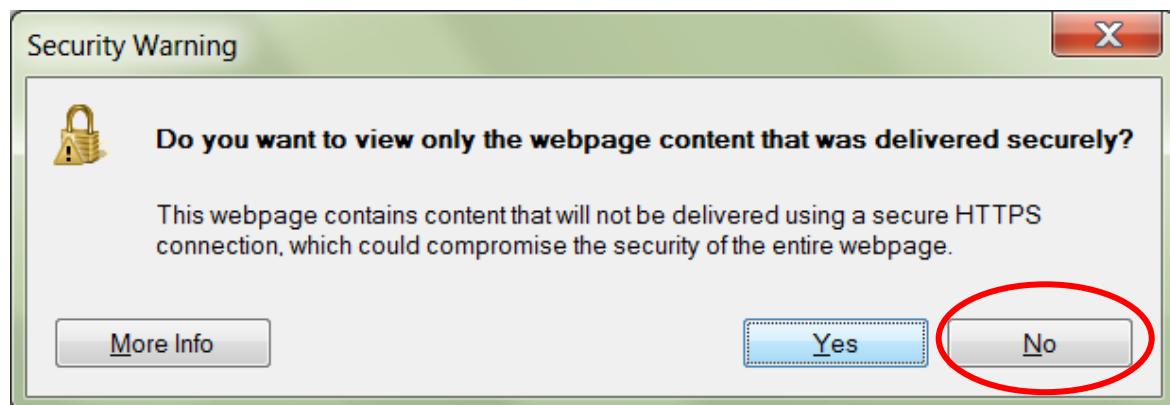
See the [Troubleshooting Tips](#) at the end of this guide. For additional tips, visit the [PA Supplier Portal Administrator Support](#) page.

**CONTACT THE SUPPLIER SERVICE CENTER AT [RA-PSCSRMPORTAL@pa.gov](mailto:RA-PSCSRMPORTAL@pa.gov) (PREFERRED) OR 877-435-7363, OPTION 1 IF YOU CONTINUE EXPERIENCING ISSUES AFTER FOLLOWING THE TROUBLESHOOTING TIPS.**

6. If a security box pops up, hit “Yes” if it looks like this . . .



. . . or “No” if it looks like this.

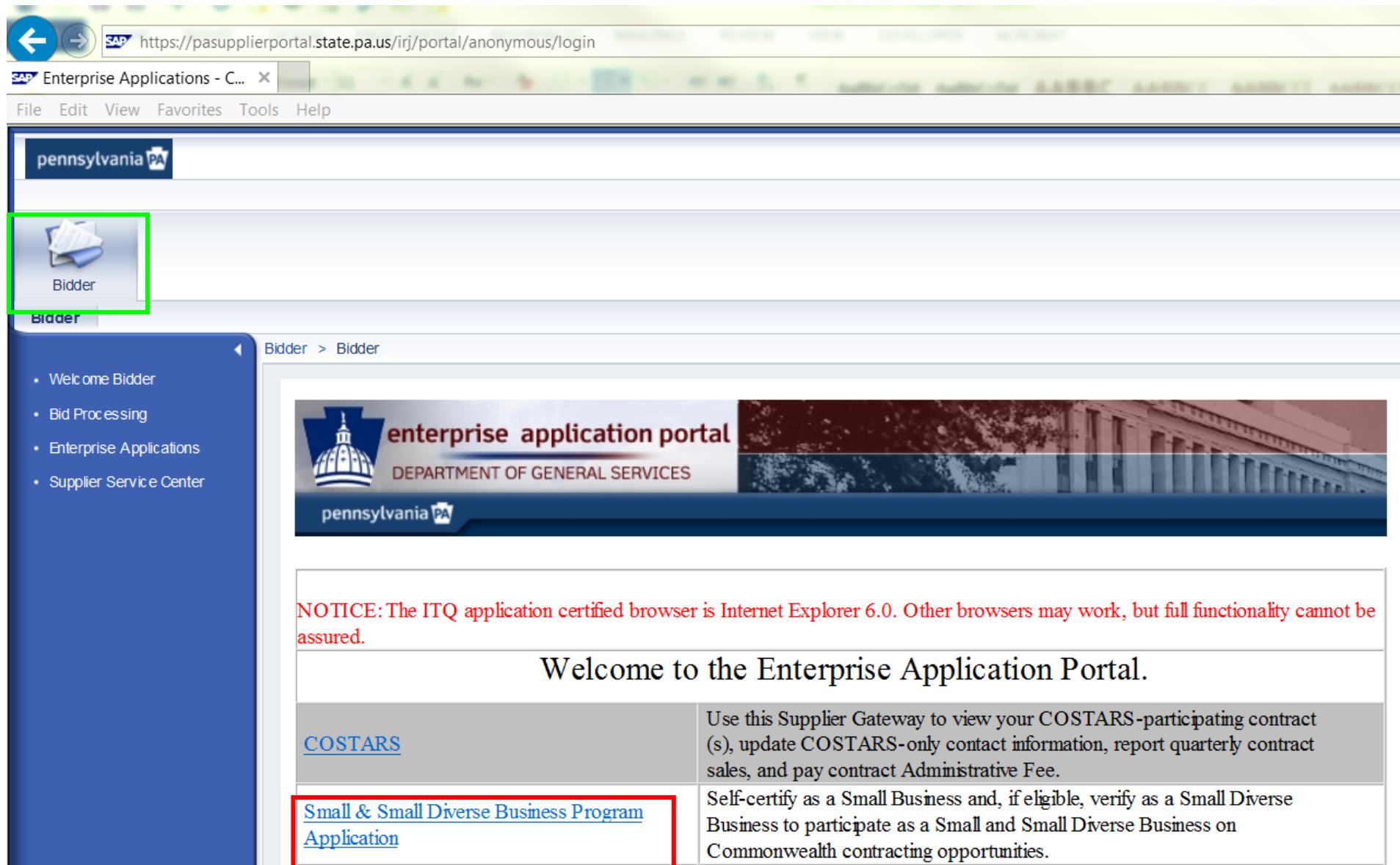


Or click the “Show all content” button if this appears at the bottom of the window. NOTE: Click “Show all content” may route you back to the Welcome Vendor Administrator page. Click **Bidder > Enterprise Applications** again if this happens.



If the security warning does not appear, continue to the next step. It may appear later in the process. If it does, follow the directions above. The goal is to be able to view all information, secure and nonsecure. For additional pointers, please see the [Troubleshooting Tips](#) for Viewing Secure and Nonsecure Content at the end of this guide.

7. Click on **Small & Small Diverse Business Program Application**.



The screenshot shows a web browser displaying the SAP Enterprise Applications - C... portal. The URL in the address bar is <https://pasupplierportal.state.pa.us/irj/portal/anonymous/login>. The page title is "Enterprise Application Portal". The left sidebar, titled "Bidder", contains a list of links: Welcome Bidder, Bid Processing, Enterprise Applications, and Supplier Service Center. A green box highlights the "Bidder" link in the sidebar. The main content area shows the "enterprise application portal" logo and a notice: "NOTICE: The ITQ application certified browser is Internet Explorer 6.0. Other browsers may work, but full functionality cannot be assured." Below this, a heading says "Welcome to the Enterprise Application Portal." There are two table rows. The first row, under "COSTARS", describes the portal as a Supplier Gateway for viewing and updating COSTARS-participating contracts. The second row, under "Small & Small Diverse Business Program Application", describes it as a tool for self-certifying as a Small Business and verifying as a Small Diverse Business for Commonwealth contracting opportunities. A red box highlights the "Small & Small Diverse Business Program Application" link.

8. You have reached the application welcome screen. Scroll down to the bottom of the page, check the box.

 **pennsylvania**  
DEPARTMENT OF GENERAL SERVICES

**Pennsylvania Small & Small Diverse Business**  
Small Business Self-Certification & Small Diverse Business Verification

[Email HELP](#)

[Home](#) [FAQ](#)  
[Frequently Asked Questions](#)

**Step 1**  
Eligibility Questions **Step 2**  
Contact Information **Step 3**  
Business Profile **Step 3 Continued**  
Business Profile **Step 4**  
Document Upload **Step 5**  
Review & Submit

Do not use your browser's back button. Simply click the appropriate Step button from the black bar above.

**Welcome XYZ ENTERPRISES**

**Eligibility Requirements**

Businesses interested in participating in the Small and Small Diverse Business Programs must first become certified as a Small Business. To self-certify, a business must meet each of the following requirements:

- The business must be a for-profit, United States business.
- The business must be independently owned.
- The business may not be dominant in its field of operation.
- The business may not be a subsidiary of another business.
- The business may not employ more than 100 full-time equivalent employees.
- The business, by type, may not exceed the following three-year average gross sales:

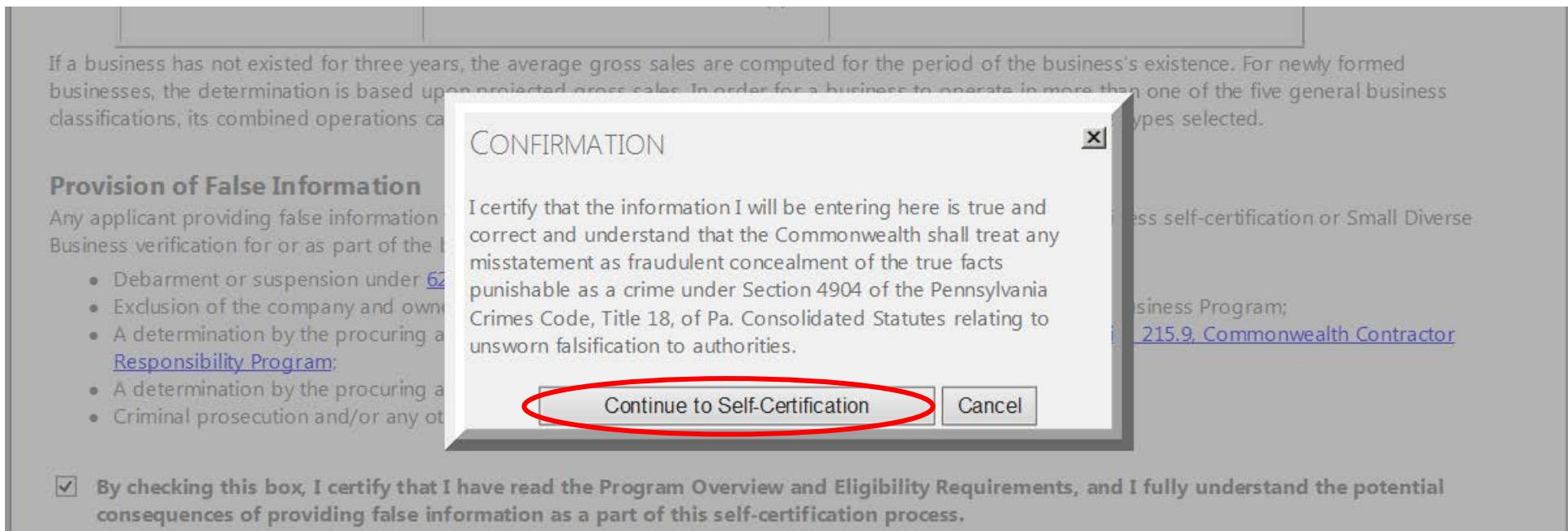
↓

- A determination by the procuring agency that a bidder is not responsible as found in [Management Directive 215.9, Commonwealth Contractor Responsibility Program](#);
- A determination by the procuring agency to terminate any contract entered into with the agency; and/or
- Criminal prosecution and/or any other legal actions permitted by law.

**By checking this box, I certify that I have read the Program Overview and Eligibility Requirements, and I fully understand the potential consequences of providing false information as a part of this self-certification process.**

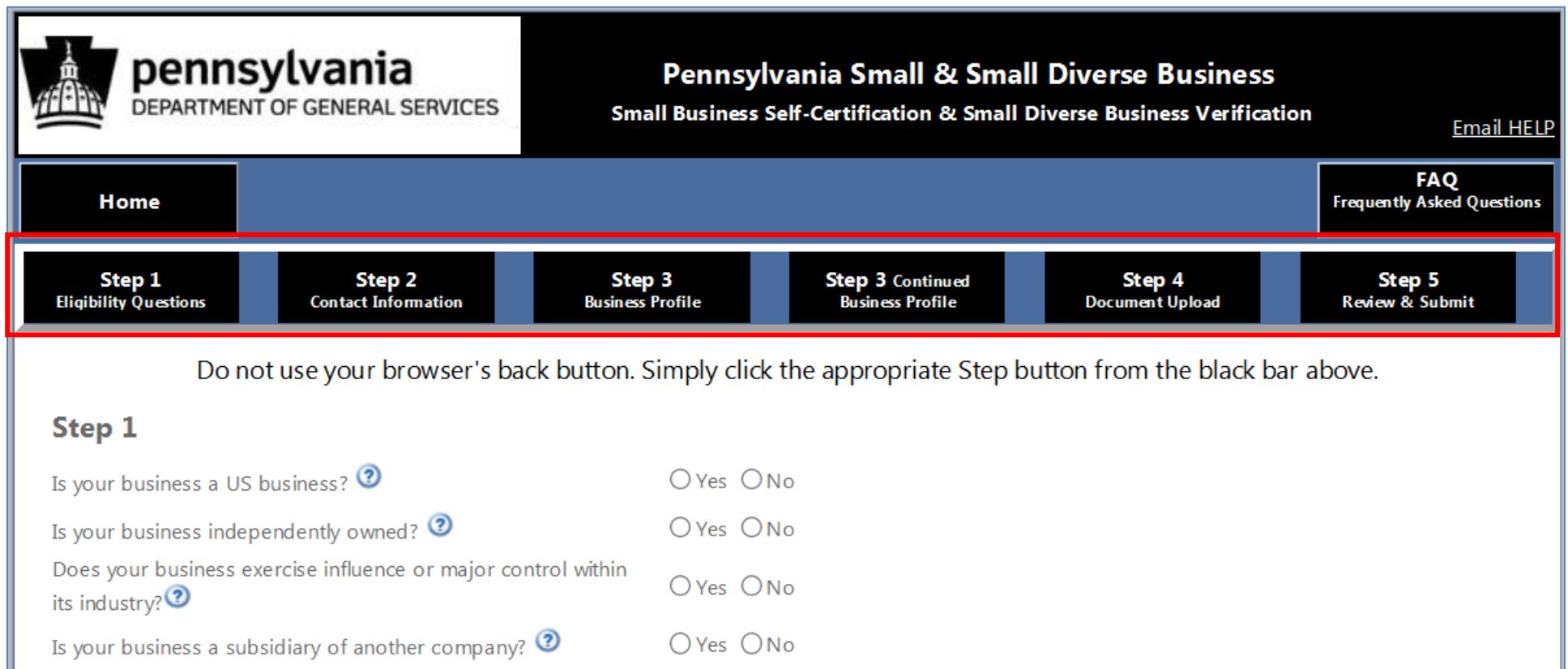
**Continue to Self-Certification**  Note: Clicking No Thanks will redirect you back to the DGS website.

9. Click the **Continue to Self-Certification** button in the Confirmation box.



10. Once in the application, you can navigate to a given Step by clicking the appropriate tab at the top of the application. If you have not yet started the application, you will begin in Step 1. If you have already submitted the application, Steps 1 and 4 will be locked. You must contact the Bureau of Diversity, Inclusion & Small Business Opportunities at [RA-smallbusiness@pa.gov](mailto:RA-smallbusiness@pa.gov) to request that they be unlocked for editing.

NOTE: Every step must be completed to self-certify or recertify. Click **Save and Continue** at the bottom of each page to continue from step to step upon initial certification and recertification to ensure no required data is missing. Your company's certification will not be approved or appear in the online directory until all required data has been entered and saved.



Do not use your browser's back button. Simply click the appropriate Step button from the black bar above.

### Step 1

Is your business a US business?   Yes  No

Is your business independently owned?   Yes  No

Does your business exercise influence or major control within its industry?   Yes  No

Is your business a subsidiary of another company?   Yes  No

11. Review and submit the application in Step 5 by checking the boxes at the bottom of the page, entering a Signature and Title, and clicking "I Acknowledge and Electronically" sign.

**Do not use your browser's back button. Simply click the appropriate Step button from the black bar above.**

**Step 5**

This is the final step prior to submission of your application for self-certification as a Small Business. **Upon completion of this step, you may not be able to make further changes to certain information without a written request to the Department of General Services.** Please carefully review all information entered to this point and presented below for accuracy. If corrections or further edits are required, use the Step buttons to return to the appropriate step, make the correction, and continue back to this final step.

**Step 1 Data**

Is your business a US business?  Yes  No

Is your business independently owned?  Yes  No

Is your business dominant in its field of operation?  Yes  No

Is your business a subsidiary of another company?  Yes  No

**Procurement Goods**

I want to receive program information\* via email.  
\* Solicitations can be viewed on [eMarketplace](#). Vendors wishing to receive email updates on solicitations are strongly encouraged to [sign up for e-Alerts](#).

What is/are your business type?

Enter the total number of full-time employees.

Enter the gross sales for the most recent year.

Signature: JJ Doe  
Title: CEO

Date: 3/15/2018

*By checking this box, I understand that my business must meet the definition of a Small Business as that term is defined in 62 Pa.C.S. § 2102 and 4 Pa.Code § 58.302 at all times that it is so registered with the Department of General Services. I understand that I must immediately notify the Department of General Services of any change in my business that may affect its status as a Small Business. I further understand that the Bureau of Diversity, Inclusion, and Small Business opportunities (BDISBO) reserves the right to require applicants and self-certified Small Businesses to submit proof of Small Business status at any time.*

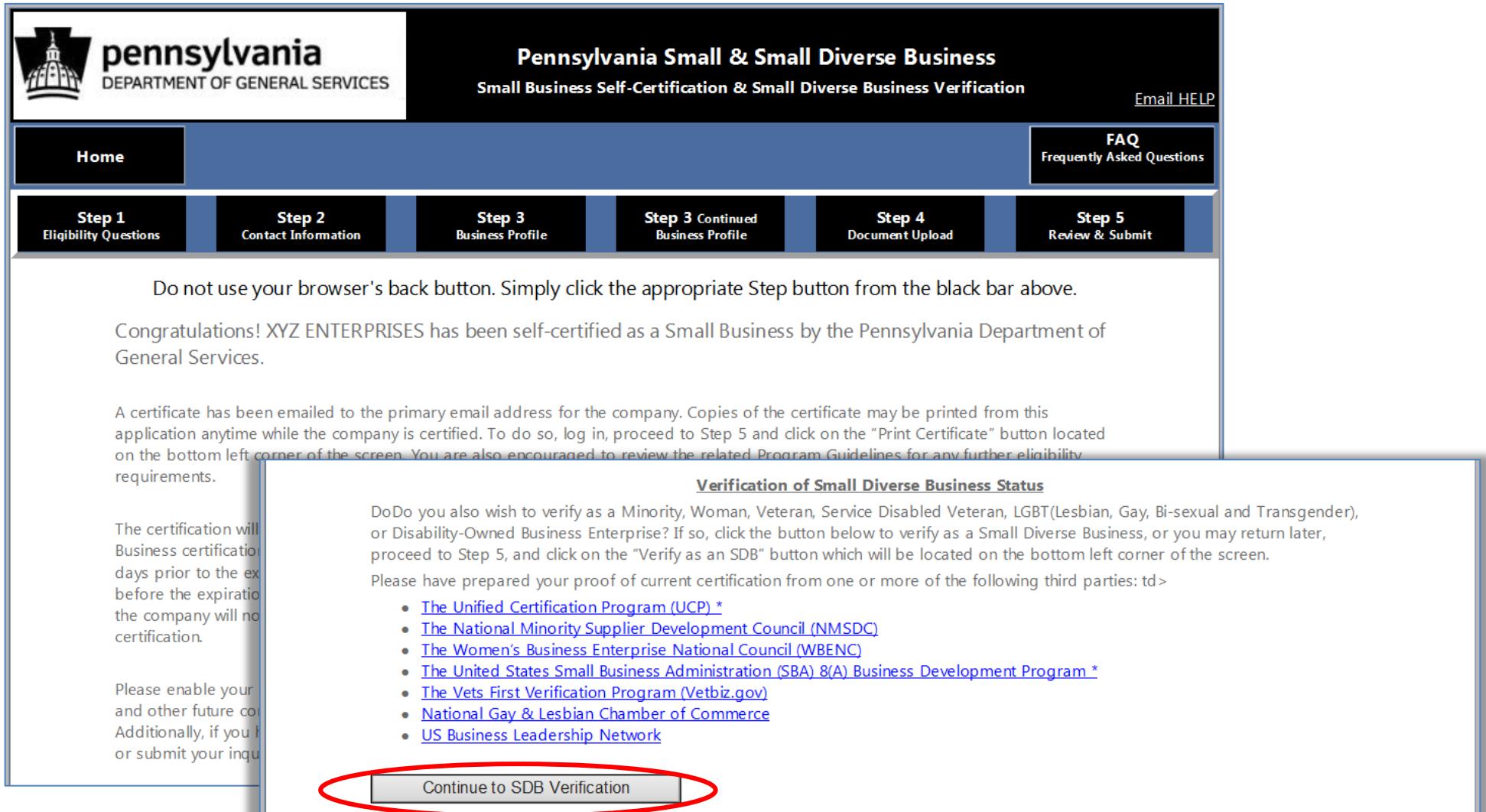
Click "By checking this box, I ..." to process the application or "Save and Certify Later" to save the application without submitting. Please only click once.

## SMALL DIVERSE BUSINESS VERIFICATION

This step is required only for those companies wishing to verify as a Minority, Woman, Veteran, Service-Disabled Veteran, LGBT, and/or Disability-Owned Business Enterprise through the Small Diverse Business (SDB) program. Those self-certifying as Small Business only may stop here.

NOTE: You must have proof of a current certification from an approved third-party certifier available for upload to complete the following steps. Go to [www.dgs.pa.gov](http://www.dgs.pa.gov) → **BUSINESSES** → **SMALL DIVERSE BUSINESS PROGRAM** for a current list of approved certifiers.

1a. The Small Diverse Business verification application is accessible through the Small Business Self-Certification application. If you have just submitted your small business self-certification, click **Continue to SDB Verification** at the bottom of the Congratulations page.



Do not use your browser's back button. Simply click the appropriate Step button from the black bar above.

Congratulations! XYZ ENTERPRISES has been self-certified as a Small Business by the Pennsylvania Department of General Services.

A certificate has been emailed to the primary email address for the company. Copies of the certificate may be printed from this application anytime while the company is certified. To do so, log in, proceed to Step 5 and click on the "Print Certificate" button located on the bottom left corner of the screen. You are also encouraged to review the related Program Guidelines for any further eligibility requirements.

The certification will be issued within 10 business days prior to the expiration date. The company will no longer be certified.

Please enable your browser's cookies and other future content. Additionally, if you have any questions, you can submit your inquiry via email.

**Verification of Small Diverse Business Status**

Do you also wish to verify as a Minority, Woman, Veteran, Service Disabled Veteran, LGBT (Lesbian, Gay, Bi-sexual and Transgender), or Disability-Owned Business Enterprise? If so, click the button below to verify as a Small Diverse Business, or you may return later, proceed to Step 5, and click on the "Verify as an SDB" button which will be located on the bottom left corner of the screen.

Please have prepared your proof of current certification from one or more of the following third parties:

- [The Unified Certification Program \(UCP\) \\*](#)
- [The National Minority Supplier Development Council \(NMSDC\)](#)
- [The Women's Business Enterprise National Council \(WBENC\)](#)
- [The United States Small Business Administration \(SBA\) 8\(A\) Business Development Program \\*](#)
- [The Vets First Verification Program \(Vetbiz.gov\)](#)
- [National Gay & Lesbian Chamber of Commerce](#)
- [US Business Leadership Network](#)

**Continue to SDB Verification**

1b. If you submitted your small business self-certification at an earlier time or the Congratulations page does not appear, click the Step 5 tab and then the **Verify as an SDB** button which will appear at the bottom of the page. NOTE: This button will not appear until the small business self-certification or recertification has been completed and submitted.

**Step 4 Data**

2015 [2015.pdf](#)  
2014 [2014.pdf](#)  
2013 [2013.pdf](#)

**3 Year Average Sales**  
Your 3 year average sales: \$3,016,673

Acknowledgment Statement

By checking this box, I certify that the information I have entered is true and correct and understand that the Commonwealth shall treat any misstatement as fraudulent concealment of the true facts punishable as a crime under Section 4904 of the Pennsylvania Crimes Code, Title 18, of Pa. Consolidated Statutes relating to unsworn falsification to authorities.

I want to receive program information\* via email.  
\* Solicitations can be viewed on [eMarketplace](#). Vendors wishing to receive email updates on solicitations are strongly encouraged to [sign up for e-Alerts](#).

Signature  Date: 6/22/2016  
Title:

*By electronically signing above, I hereby affirm that the information provided is true and correct and that I am the owner or person authorized to act on behalf of the company. I further understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).*

Click "I Acknowledge and Electronically Sign" to process the application or "Save and Certify Later" to save the application without submitting. Please only click once.

2. Complete Steps 6 – 7, Verification of Small Diverse Business Status.

Pennsylvania Small & Small Diverse Business  
Small Business Self-Certification & Small Diverse Business Verification

Home

FAQ  
Frequently Asked Questions

Step 1  
Eligibility Questions

Step 2  
Contact Information

Step 3  
Business Profile

Step 3 Continued  
Business Profile

Step 4  
Document Upload

Step 5  
Review & Submit

Step 6  
Small Diverse Business

Step 7  
Review & Submit SDB

Do not use your browser's back button. Simply click the appropriate Step button from the black bar above.



### Verification of Small Diverse Business Status

#### Step 6

Please select the third-party certification(s) for which your business is seeking verification. Multiple third-party certifications may be selected; however, the supporting documentation listed will be required for each third-party certification for which your business seeks verification. Expired certifications from any entity will not be accepted.

Uniform/Unified Certification Program (UCP): (Click to show details...)

National Minority Supplier Development Council (NMSDC): (Click to show details...)

## TROUBLESHOOTING TIPS

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[COMPATIBILITY MODE](#)

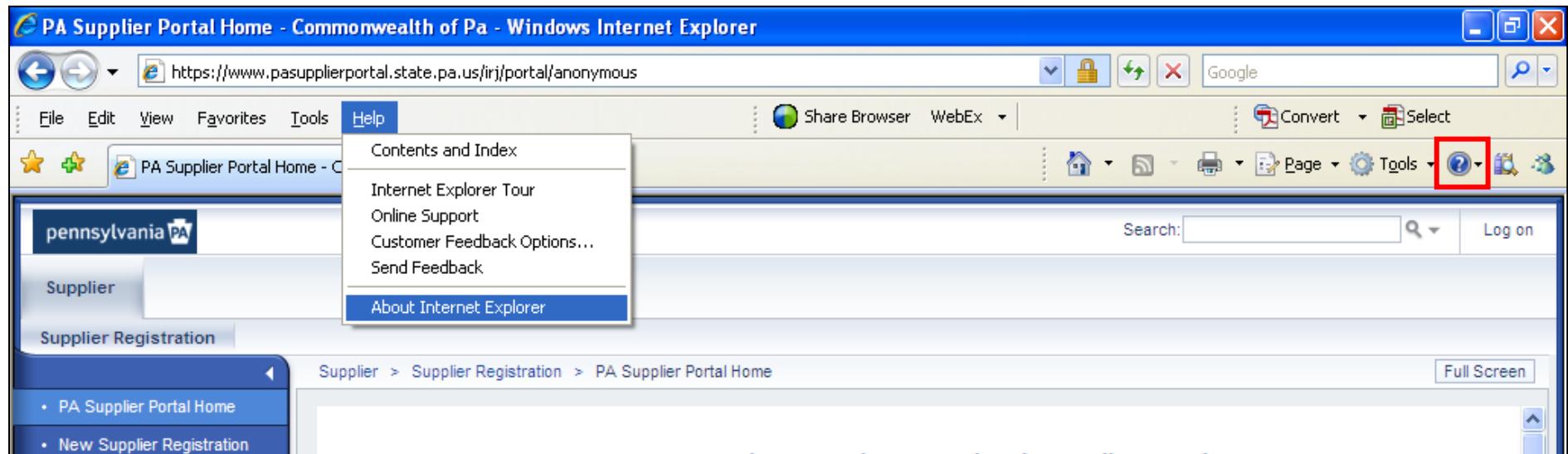
[ADDITIONAL SETTINGS FOR IE 11.0](#)

[VIEWING SECURE AND NONSECURE CONTENT](#)

[OTHER BROWSERS, OPERATING SYSTEMS, AND TECHNOLOGY](#)

## COMPATIBILITY MODE

To determine what version of Internet Explorer you are using, click **Help → About Internet Explorer**.



OR

Click the  → **About Internet Explorer**.



## INTERNET EXPLORER

The PA Supplier Portal is compatible with the Internet Explorer (IE) browser versions 8.0, 9.0, 10.0, and 11.0. If you are running IE 10.0 or 11.0, you may need to run it in Compatibility Mode:

Click this button (  ) if it appears in the Address Bar.

OR

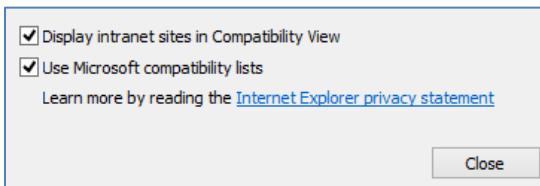
1. Open Internet Explorer.
2. Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
3. Click **Tools** → **Compatibility View settings** (ALT + T + B).

OR

1. Press the Alt key to display the Menu bar (or right-click the Address bar and then select Menu bar).
2. Click **Tools** (alternatively you can just press the **F12** key on your keyboard)
3. Click **Browser Mode** and then click on the Internet Explorer version you want to simulate.

OR (Internet Explorer 11)

1. Tap or click the **Tools** button  → **Compatibility View settings**.
2. Under **Add** this website, enter the URL of the site you want to add to the list, and then tap or click **Add**.



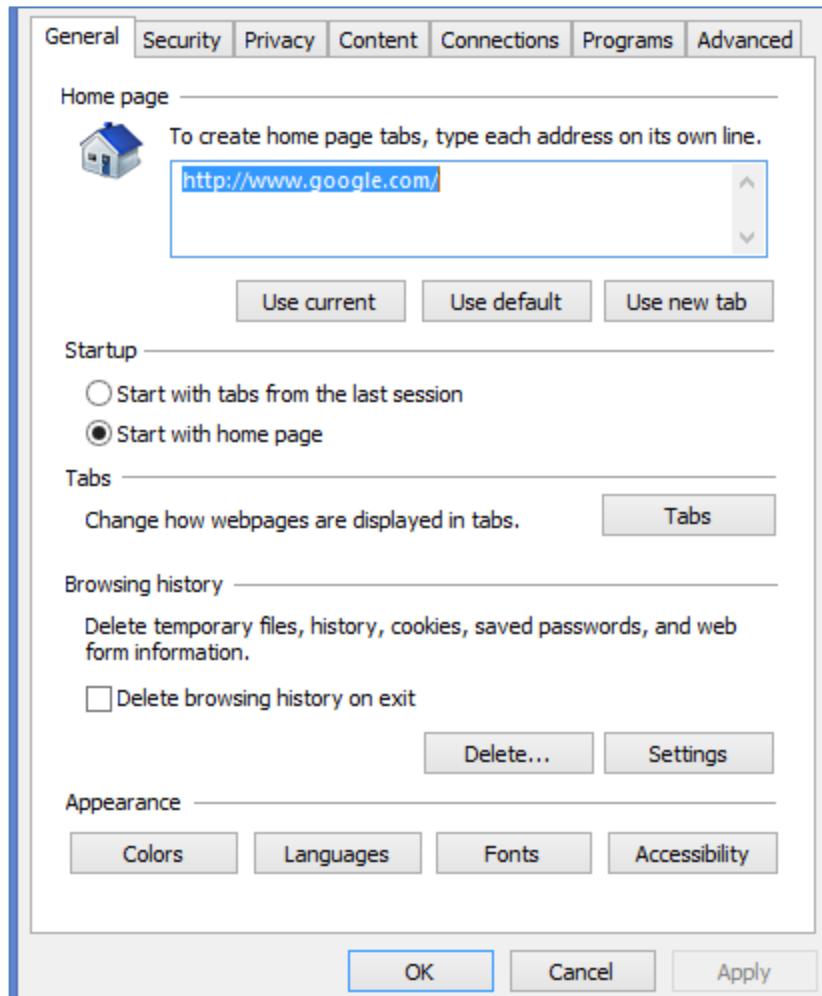
*PLEASE USE A COMPATIBLE BROWSER, (IE 8.0, 9.0, 10.0, OR 11.0) FOR COMPATIBILITY.*

## ADDITIONAL SETTINGS FOR IE 11.0

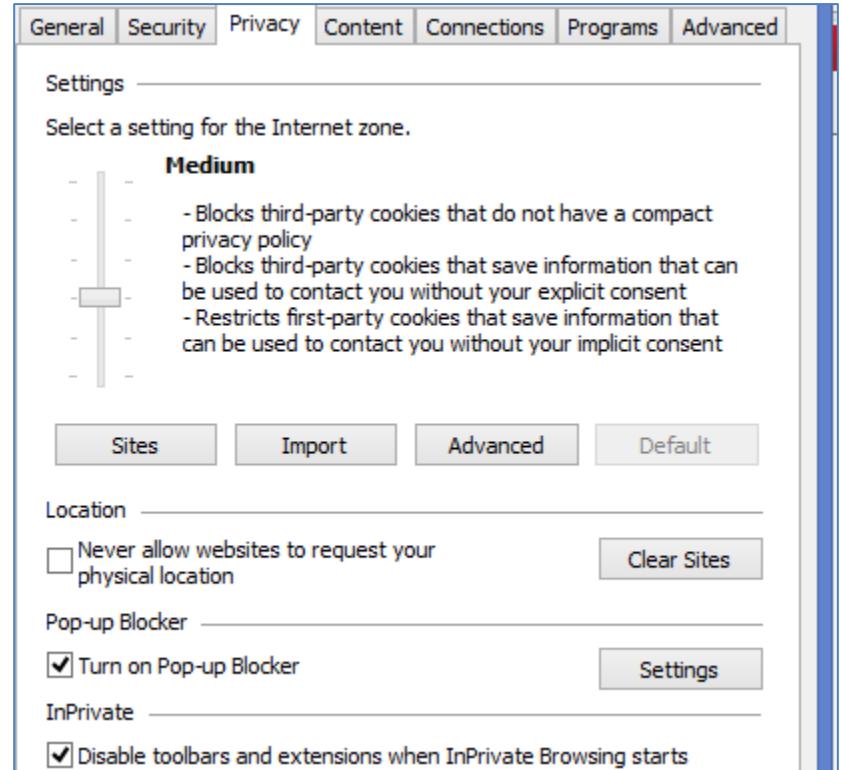
If you continue experiencing issues while using IE 11.0, try the following Internet options settings.

1. Tap or click the **Tools** button , and then tap or click **Internet options**.

GENERAL TAB



PRIVACY TAB



#### SECURITY TAB – INTERNET

Select a zone to view or change security settings.

The Internet zone is selected. It includes icons for Internet, Local intranet, Trusted sites, and Restricted sites. Below the Internet section, there is a description of the zone and a 'Sites' button. The 'Custom' settings section is expanded, showing a 'Custom' heading, a note about custom settings, and two bullet points: 'To change the settings, click Custom level.' and 'To use the recommended settings, click Default level.' There is a checked checkbox for 'Enable Protected Mode (requires restarting Internet Explorer)' with a 'Custom level...' and 'Default level' button. At the bottom is a 'Reset all zones to default level' button.

Internet

This zone is for Internet websites, except those listed in trusted and restricted zones.

Sites

**Custom**

Custom settings.

- To change the settings, click Custom level.
- To use the recommended settings, click Default level.

Enable Protected Mode (requires restarting Internet Explorer)

Custom level... Default level

Reset all zones to default level

#### SECURITY TAB – LOCAL INTRANET

Select a zone to view or change security settings.

The Local intranet zone is selected. It includes icons for Internet, Local intranet, Trusted sites, and Restricted sites. Below the Local intranet section, there is a description of the zone and a 'Sites' button. The 'Custom' settings section is expanded, showing a 'Medium-low' heading with a description: 'Appropriate for websites on your local network (intranet)', 'Most content will be run without prompting you', 'Unsigned ActiveX controls will not be downloaded', and 'Same as Medium level without prompts'. There is an unchecked checkbox for 'Enable Protected Mode (requires restarting Internet Explorer)' with a 'Custom level...' and 'Default level' button. At the bottom is a 'Reset all zones to default level' button.

Internet

Local intranet

Trusted sites

Restricted sites

Sites

**Local intranet**

This zone is for all websites that are found on your intranet.

Sites

**Custom**

Allowed levels for this zone: All

**Medium-low**

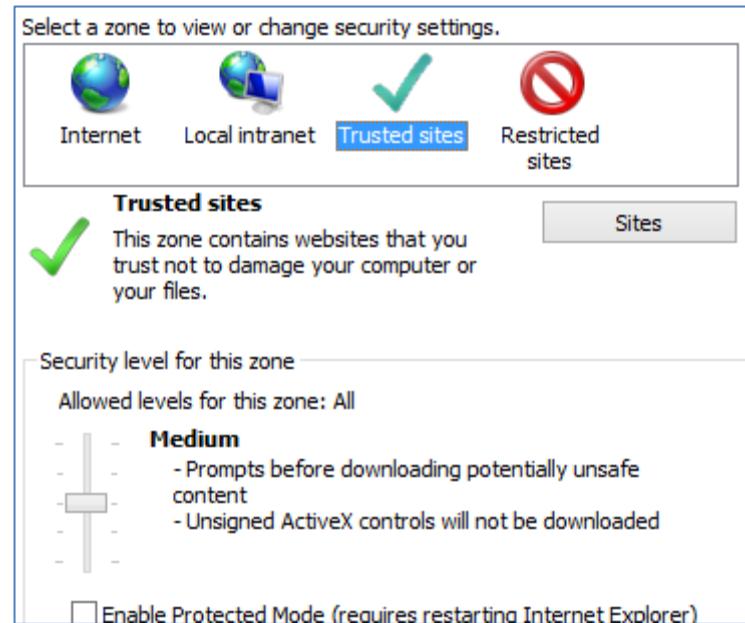
- Appropriate for websites on your local network (intranet)
- Most content will be run without prompting you
- Unsigned ActiveX controls will not be downloaded
- Same as Medium level without prompts

Enable Protected Mode (requires restarting Internet Explorer)

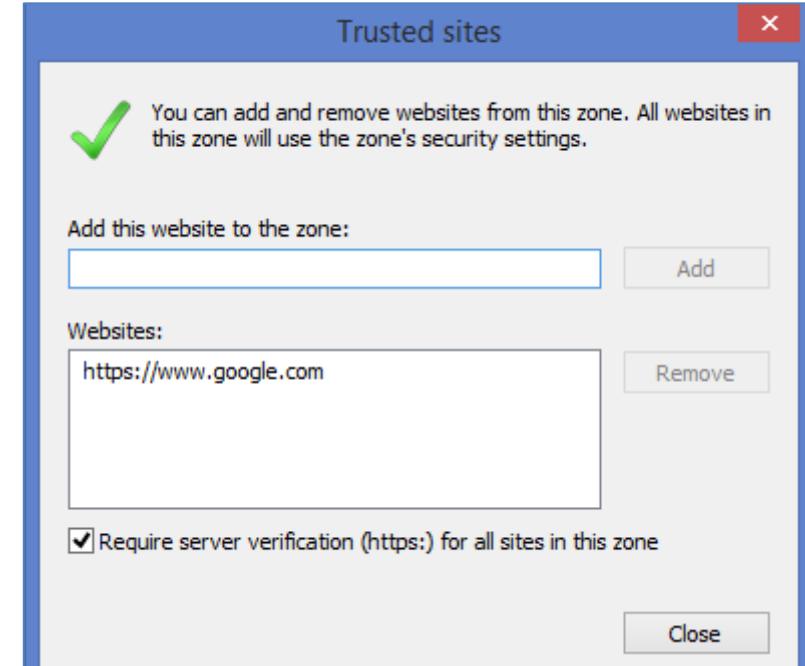
Custom level... Default level

Reset all zones to default level

#### SECURITY TAB – TRUSTED SITES



#### TRUSTED SITES AFTER SELECTING “SITES”



## ADVANCED SETTINGS

- Accelerated graphics
  - Use software rendering instead of GPU rendering\*
- Accessibility
  - Always expand ALT text for images
  - Enable Caret Browsing for new windows and tabs
  - Move system caret with focus/selection changes
  - Play system sounds
  - Reset text size to medium for new windows and tabs
  - Reset zoom level for new windows and tabs
- Browsing
  - Always record developer console messages
  - Close unused folders in History and Favorites\*
  - Disable script debugging (Internet Explorer)
  - Disable script debugging (Other)
  - Display a notification about every script error
  - Enable automatic crash recovery\*
  - Enable flip ahead with page prediction
  - Enable FTP folder view (outside of Internet Explorer)
  - Enable Suggested Sites
  - Enable third-party browser extensions\*
  - Enable visual styles on buttons and controls in webpages
  - Go to an intranet site for a single word entry in the Address bar
  - Load sites and content in the background to optimize performance
  - Notify when downloads complete
  - Show friendly HTTP error messages
  - Tell me if Internet Explorer is not the default web browser
- Underline links
  - Always
  - Hover
  - Never
- Use inline AutoComplete in File Explorer and Run Dialog
- Use inline AutoComplete in the Internet Explorer Address bar
- Use most recent order when switching tabs with Ctrl+Tab
- Use Passive FTP (for firewall and DSL modem compatibility)
- Use smooth scrolling
- HTTP settings
  - Use HTTP 1.1
  - Use HTTP 1.1 through proxy connections
  - Use SPDY/3

## ADVANCED SETTINGS CONTINUED

- International\*
  - Always show encoded addresses
  - Send IDN server names for Intranet URLs
  - Send IDN server names for non-Intranet URLs
  - Send URL path as UTF-8
  - Send UTF-8 query strings for Intranet URLs
  - Send UTF-8 query strings for non-Intranet URLs
  - Show Notification bar for encoded addresses
- Multimedia
  - Enable alternative codecs in HTML5 media elements\*
  - Enable automatic image resizing
  - Play animations in webpages\*
  - Play sounds in webpages
  - Show image download placeholders
  - Show pictures
- Security
  - Allow active content from CDs to run on My Computer\*
  - Allow active content to run in files on My Computer\*
  - Allow software to run or install even if the signature is invalid
  - Block unsecured images with other mixed content
  - Check for publisher's certificate revocation
  - Check for server certificate revocation\*
  - Check for signatures on downloaded programs
  - Do not save encrypted pages to disk
  - Empty Temporary Internet Files folder when browser is closed
  - Enable 64-bit processes for Enhanced Protected Mode\*
  - Enable DOM Storage
  - Enable Enhanced Protected Mode\*
  - Enable Integrated Windows Authentication\*
  - Enable native XMLHTTP support
  - Enable SmartScreen Filter
  - Enable Strict P3P Validation\*
  - Send Do Not Track requests to sites you visit in Internet Explorer
  - Use SSL 2.0
  - Use SSL 3.0
  - Use TLS 1.0
  - Use TLS 1.1
  - Use TLS 1.2
  - Warn about certificate address mismatch\*
  - Warn if changing between secure and not secure mode
  - Warn if POST submittal is redirected to a zone that does not support it

2. The following Security warning message appears at the bottom of the screen when returning to **Enterprise Applications**. Select **Show all content**.



3. You will be returned back to the welcome vendor administrator page. Hit the **Bidder** Tab > **Enterprise Applications** > **Small & Small Diverse Business Program Application**.

Only secure content is displayed. [What's the risk?](#)

[Show all content](#) [x](#)

Enterprise Applications - Commonwealth of Pa - Windows Internet Explorer  
SAP https://pasupplierportal.state.pa.us/irj/portal/anonymous/login

File Edit View Favorites Tools Help

Favorites Enterprise Applications - Commonwealth of Pa

pennsylvania PA

Welcome:

Vendor Administrator **Bidder**

Bidder

Bidder > Bidder

enterprise application portal  
DEPARTMENT OF GENERAL SERVICES  
pennsylvania PA

NOTICE: The ITQ application certified browser is Internet Explorer 6.0. Other browsers may work, but full functionality cannot be assured.

Welcome to the Enterprise Application Portal.

**COSTARS** Use this Supplier Gateway to view your COSTARS-participating contract(s), update COSTARS-only contact information, report quarterly contract sales, and pay contract Administrative Fee.

[Small & Small Diverse Business Program Application](#) Self-certify as a Small Business and, if eligible, verify as a Small Diverse Business to participate as a Small and Small Diverse Business on Commonwealth contracting opportunities.

Commonwealth Automotive Facilities wishing to qualify to work on State

### When viewing a website in Internet Explorer 9 or later, you receive a message that reads "Only secure content is displayed."

This message is telling you that there may be both secure and non-secure content on the page. Secure and non-secure content, or mixed content, means that a webpage is trying to display elements using both secure (HTTPS/SSL) and non-secure (HTTP) web server connections. This often happens with online stores or financial sites that display images, banners, or scripts that are coming from a server that is not secured. The risk of displaying mixed content is that a non-secure webpage or script might be able to access information from the secure content.

INTERNET EXPLORER BLOCKS NON-SECURE CONTENT BY DEFAULT and is set to prompt you when this is happening.

WINDOWS 7, WINDOWS VISTA, AND WINDOWS XP

#### To Disable/Enable/Prompt the "Only secure content is displayed" message:

1. Start Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. Click the **Security** tab, and then click **Internet** and then **Custom Level**.
4. In the Settings box, scroll down to the **Miscellaneous** section, and under **Display mixed content** choose from the following options:
  - **Disable**, will not display non-secure items.\*
  - **Enable**, will always display non-secure items without asking
  - **Prompt**, will prompt you when a webpage is using non-secure content

WINDOWS 8

#### To Disable/Enable/Prompt the "Only secure content is displayed" message:

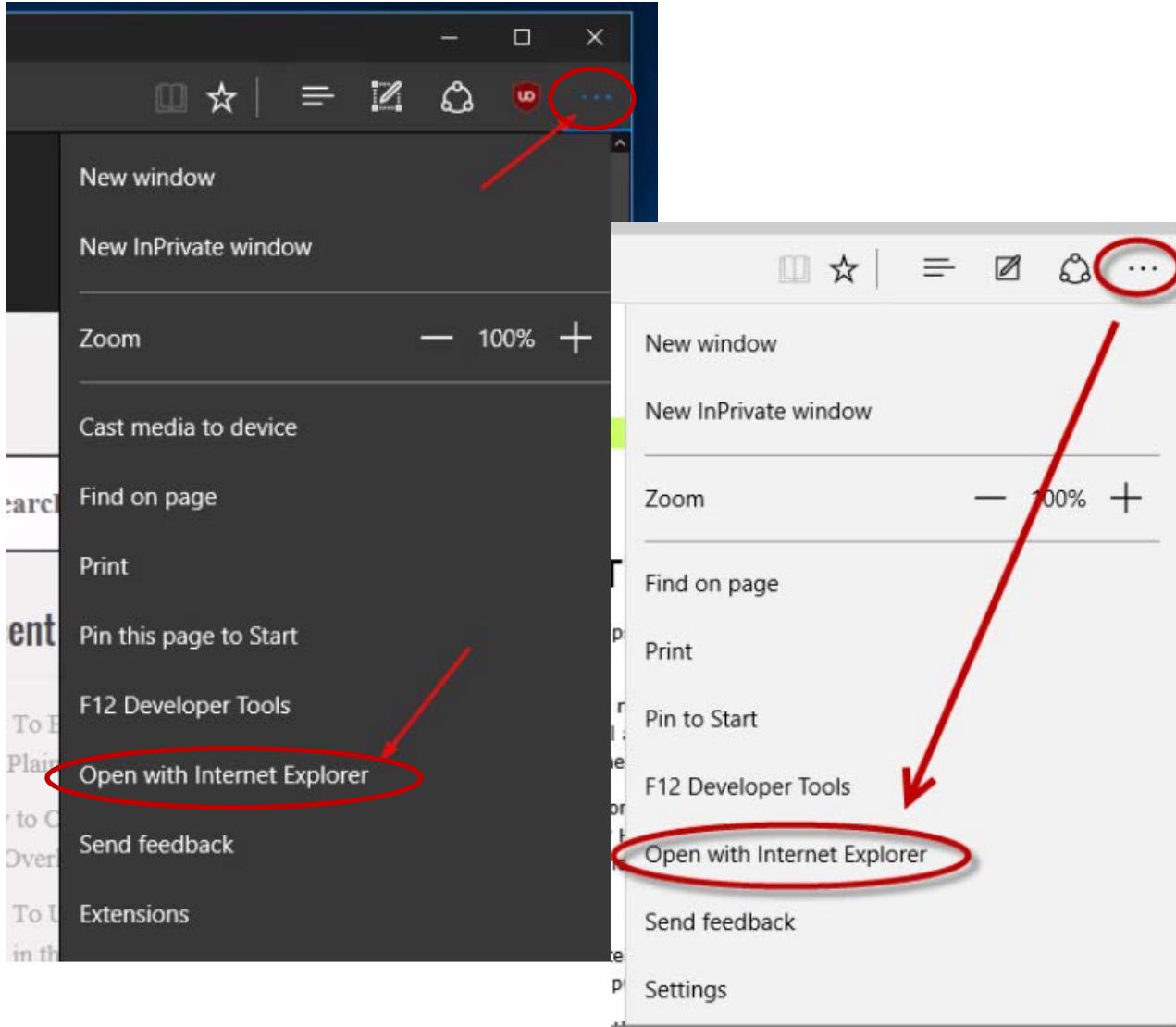
1. From the start screen, type **Internet Options**.
2. Tap or click the **Settings** option below the Search box, and then tap or click Internet Options.
3. Tap or click the **Security** tab, and then tap or click **Custom Level**.
4. In the Settings box, scroll down to the **Miscellaneous** section, and under **Display mixed content** choose from the following options:
  - **Disable**, will not display non-secure items.\*
  - **Enable**, will always display non-secure items without asking
  - **Prompt**, will prompt you when a webpage is using non-secure content

\*If Display mixed content is set to **Disable**, select **Enable** or **Prompt**. If it is set to **Prompt** and all contact is still not displayed, set to **Enable**.

Internet Explorer blocks non-secure content to keep your information safe and is set to **Prompt** by default. When this setting is set to **Enable**, Internet Explorer does not prompt you with the "Only secure content is displayed" message even if the webpage is using non-secure elements.

**NOTE:** If you are still logged into the PA Supplier Portal when resetting the **Display mixed content** setting, please log out and log back in to be able to view content based on the new setting.

1. Tap the three-dot menu button on the top right on any page that you want to open in Internet Explorer.
2. Select “Open with Internet Explorer”



Full functionality with the PA Supplier Portal is guaranteed only when certain system requirements have been met. However, in some situations, the following tips may allow the PA Supplier Portal to function on other browsers, operating systems, and technology.

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### Firefox – PC and Macintosh

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#### Mixed Content

HTTP is a system for transmitting information from a web server to your browser. HTTP is not secure. When you visit a page fully transmitted over HTTPS, you'll see a green padlock icon in the address bar. This means that your connection is authenticated, encrypted, and safeguarded. However, if the HTTPS page you visit includes HTTP content, the HTTP portion can be read or modified by attackers, even though the main page is served over HTTPS. When an HTTPS page has HTTP content, we call that content "mixed". The page you are visiting is only partially encrypted and even though it appears to be secure, it isn't.

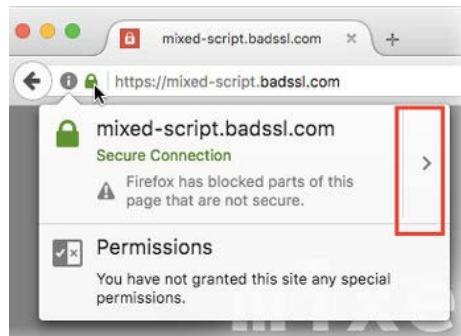
Firefox blocks mixed content by default. It does not provide a message to the users, so they may not know that the content is being blocked by the browser. In addition, the block appears at the page level, so you may need to unblock pages more than once while working on different content pages.

To tell if a page has mixed content, look for an icon to the left in the address bar:

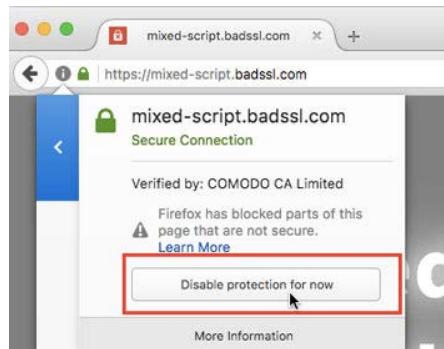
-  You are on a fully secure page. To see if Firefox has blocked parts of the page that are not secure, click the green lock icon.
-  Firefox is not blocking insecure elements. Unless you've unblocked mixed content, you shouldn't see this icon.
-  Firefox is not blocking insecure passive content.

Unblocking insecure elements is not recommended, but can be done if necessary:

1. Click the lock icon in the address bar (check for an exclamation point if the lock icon does not appear).
2. Click the arrow on the Control Center:



3. Click **Disable protection for now**.



4. To enable protection, follow the preceding steps and click **Enable protection**.

*Google Chrome – PC & Macintosh*

#### **Blank Screens**

A blank screen is the result of a security feature in Google Chrome called Mixed Content Blocking. This feature blocks non-https content from displaying in an https page by default unless specifically allowed during each page visit.

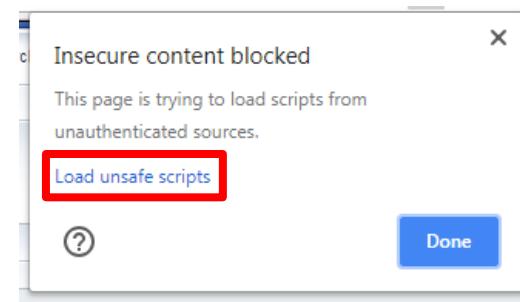
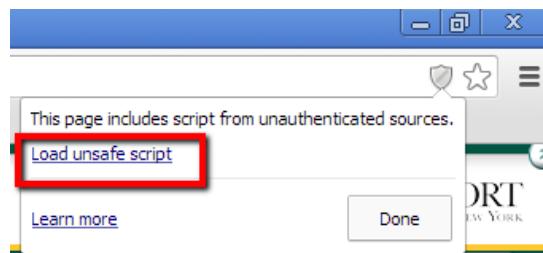
Chrome version 21 or later blocks mixed content by default. It does not provide a message to the users, so they may not know that the content is being blocked by the browser. The block appears at the page level, so you may need to unblock pages more than once while working on different content pages.

To allow all content to display in Google Chrome:

1. Check the upper right corner of your screen for the Shield icon. This icon indicates that Google Chrome has blocked the page from displaying.



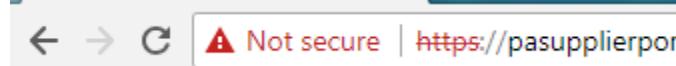
2. Click on the Shield icon and a box will pop-up asking if you want to “**Load unsafe script**”. Click the “**Load unsafe script**” or “**Load anyway**” text to allow the page to display.



OR

3. Google Chrome will refresh your screen; you will need to navigate back to “**Bidder**” → “**Enterprise Applications**” → “**Small & Small Diverse Business Program Application**”.

4. Now when you click the link, the page should display. The address bar in your browser will display the https URL in red with a line through it to denote that mixed content is being displayed in Google Chrome.



5. **Note:** Due to the security in Google Chrome, you will have to follow this process every time you encounter the blank screen and see the Shield icon in the upper right corner of your screen.

To set your Chrome browser to *always* allow mixed content (**Note:** If using this option, Chrome will no longer check for unsecured content for any website or webpage.)

1. In an open Chrome browser, press **Ctrl + Shift + Q** on your keyboard to force close Chrome. Chrome must be fully closed before the next steps.
2. Right-click the Google Chrome desktop icon (or Start Menu link).
3. Select **Properties**.
4. At the end of the existing information in the **Target** field, add: “*--allow-running-insecure-content*” (There is a space before the first dash.)
5. Click **OK**.
6. Open Chrome and try to launch the content that was blocked earlier.

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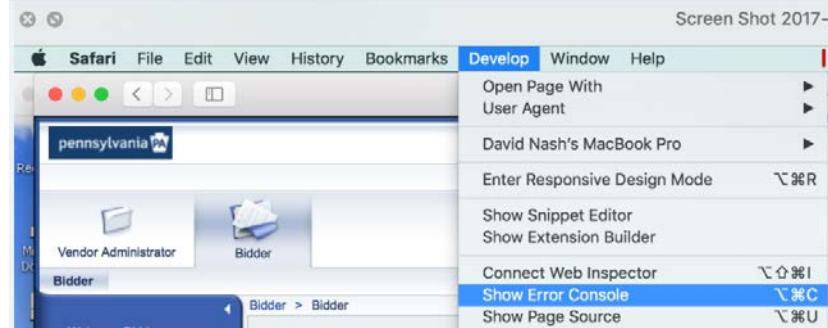
#### *Safari - Macintosh*

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The PA Supplier Portal is not compatible with Mac systems; however, users have had success accessing the Supplier Portal following the instructions below.

1. Open **Safari** > **Preferences** from the menu bar.
2. Click on the **Advanced** tab.
3. At the bottom, check the “**Show Develop menu in menu bar**” box.
4. Quit and relaunch Safari.
5. From the top menu bar, go to **Develop** > **User Agent** and select “**Google Chrome – Windows**”.
6. Log into the [PA Supplier Portal](#).

7. From the top menu bar, go to **Develop > Show Error Console**.



8. In the Error Console, click the link [http://www.dgs.internet.state.pa.us/ITQ\\_Vendor/Welcome.aspx](http://www.dgs.internet.state.pa.us/ITQ_Vendor/Welcome.aspx) to display insecure data content.