LOGIN ASSISTANCE

NTTA Marketplace

Important Notes:

If you forget your Login ID or password, Marketplace can send an email to the email address on file for the account.
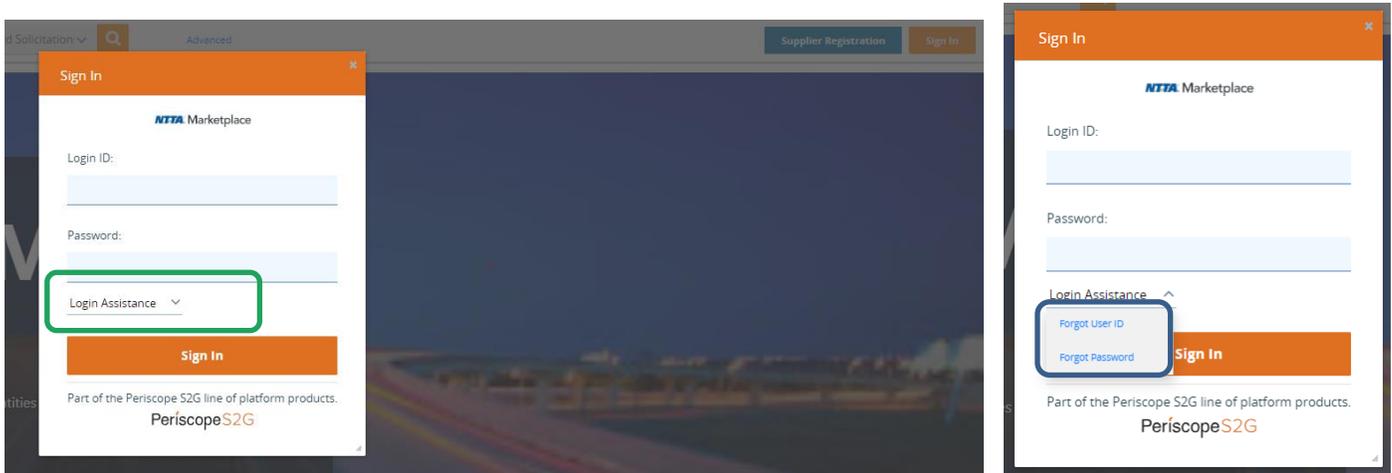
For the protection of Vendors' personal information and account integrity, NTTA directs all Vendors to this Login Assistance functionality within Marketplace to regain access to their accounts.

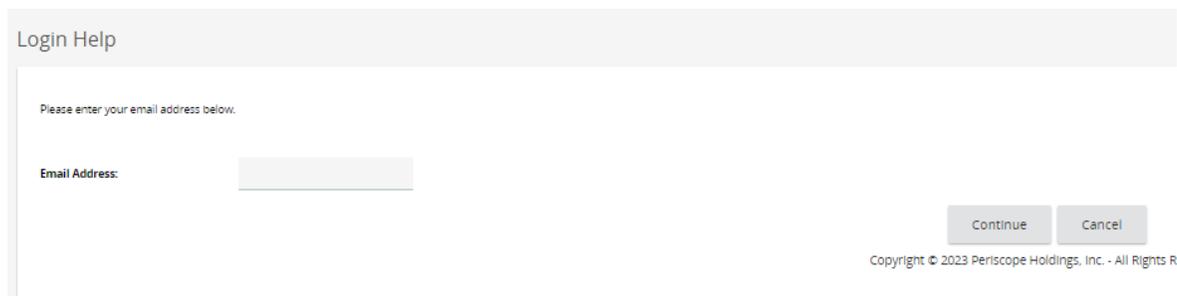## NTTA Procurement Department
bidpurchasing@ntta.org

1 Login Assistance

When you select the "Login Assistance?" link, the Login Help view is initiated and you can request help with your User Id or Password. Select either "Forgot User Id" or "Forgot Password".
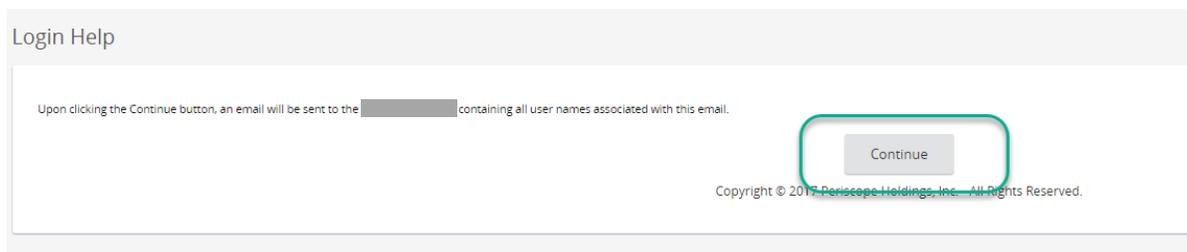

1.1 Forgot User ID

When "Forgot User Id" is selected, the login help view is refreshed with an email address field. The user enters his or her profile email address and selects the continue button.

As the user continues in the process, the user is presented with a notification view informing him or her that an email containing all the user ids associated with the email address entered will be sent to the email address in the user profile. Selecting the continue button will send the email notification.

Continue – When selected, an email is sent.

1.2 Forgot Password

When "Forgot Password" is selected, the login help view is refreshed with the "Login ID" and "Email Address" fields. The user enters their login id and profile email address and selects the continue button.

Continue – When selected, the user is navigated to the next step to obtain their password information.

As the user continues, the login help view is refreshed with the user's login question and login answer entry field to enter his or her reply. The user enters his / her login question answer and selects the continue button.

Continue – When selected, an email is sent to the entered address and the user is navigated to the login view.