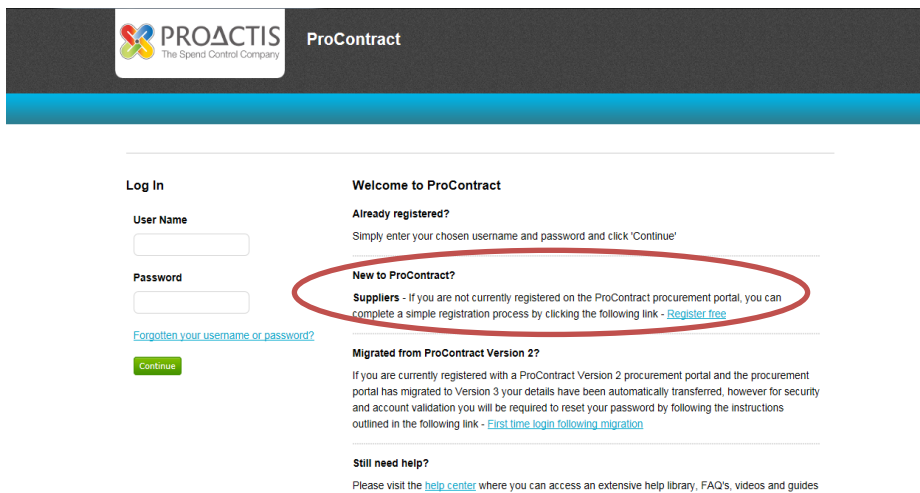


# EastMids Tenders Portal User Guide

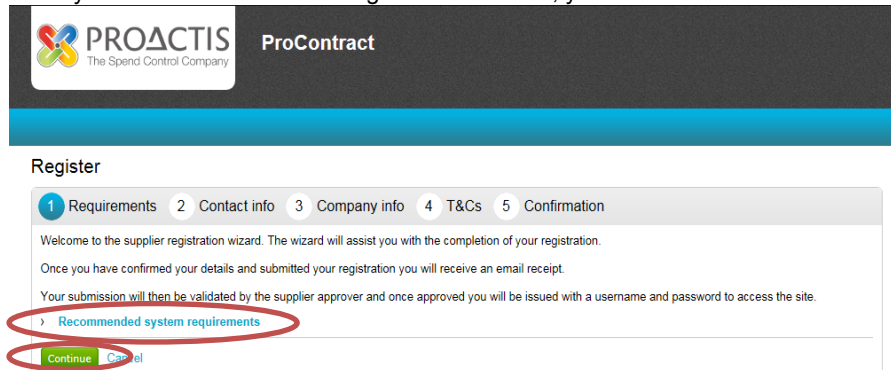
Please note this guide is designed to walk suppliers through the registration process on the portal. If you have any queries or comments about this guide then please email feedback to [procurement@leicester.gov.uk](mailto:procurement@leicester.gov.uk)

## Register your Business with the portal

- 1) To register with the Due North portal, click on the 'Register free' button as shown below:



- 2) Once you have clicked on the 'Register free' button, you will be taken to the following page:



Please read **all** of the information including the '**Recommended system requirements**' and click the 'Continue' button.

- 3) Once you have clicked the 'Continue' button, you will then be taken to the 'Contact info' page where you will need to fill in all the relevant contact details. Some of this information will be used to log in to the portal and some of this information will be used to set a main contact for your business on the portal.

## Due North Technical Support Team:

Suppliers should email [ProContractSuppliers@proactis.com](mailto:ProContractSuppliers@proactis.com) for all ProContract support issues (or alternatively go to <http://proactis.kayako.com/default>).

In emergency or time-sensitive situations the Supplier Support Service Desk may also be contacted on +44 (0)330 005 0352.

[1 Requirements](#)
[2 Contact info](#)
[3 Company info](#)
[4 T&Cs](#)
[5 Confirmation](#)

We require all this information to create your account unless marked as optional.

Title 
 First name 
 Last name

Job title 
 Department

Telephone 
 Fax (optional) 
 Mobile (optional)

Email 
 We will use this to notify you of new opportunities.

Confirm email

Username 
 Will default to your email address, however this may be changed if required.

Password 
 Your password must be at least 8 characters long, contain a mixture of UPPERCASE and lowercase letters, numbers and symbols.

Confirm password

Preferred language

Preferred time zone

[Continue](#)
[Back](#)
[Cancel](#)

When you have entered all the relevant details, please click the 'Continue' button.

4) You will then be taken to the following page:

[1 Requirements](#)
[2 Contact info](#)
[3 Company info](#)
[4 T&Cs](#)
[5 Confirmation](#)

We require all this information to create your account unless marked as optional.

Company name

Address

Town

County

Postal code / zip

Country

Website (optional)

[Continue](#)
[Back](#)
[Cancel](#)

Here you will need to fill in all the relevant details relating to your company. Once you have done this, please click the 'Continue' button.

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- 5) The next page you will be taken to is the 'T&C's' page, where you will need to thoroughly read through all the Due North Terms & Conditions and the Privacy Policy. Once you have read and understood these, please tick the box as shown below and click 'Continue':

☒ You must agree to all conditions to continue

**Continue** [Back](#) [Cancel](#)

- 6) Once you have clicked the 'Continue' button, you will be taken to the 'Confirmation' page where you will be able to look over all your contact and company details before submitting your registration. When you are happy with this, please click the 'Submit registration' button.

Requirements Contact info Company info T&Cs **5 Confirmation**

|                     |  |
|---------------------|--|
| Name                | Miss Elisha [REDACTED]                                   |
| Job title           | Project Officer  |
| Department          | Procurement  |
| Telephone           | [REDACTED]   |
| Fax                 |  |
| Mobile              |  |
| User name           | [REDACTED]   |
| Email               | [REDACTED]   |
| Company name        | [REDACTED]   |
| Address             | [REDACTED]<br>[REDACTED]<br>[REDACTED]<br>United Kingdom |
| URL                 |  |
| Registration number | N/A  |
| VAT number          | N/A  |

**Submit registration** [Back](#) [Cancel](#)

- 7) Your registration application will then be sent off to Due North to be reviewed. You will receive an email to confirm this.
- 8) You will then receive another email (this can up to 5 working days) to confirm whether your registration application has been approved. In this email, you will be provided with your username and a link to the Due North portal. If however, your registration application has been declined, then please ring Due North to discuss this further.

Please note the Leicester City Council does not have access to the administration side of Due North, so we are therefore unable to create, amend or delete user accounts from Due North.

### Due North Technical Support Team:

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