


If a vendor has forgotten their user name they can follow the steps below to retrieve the user name and a password reset for that user name.

1. In the portal the vendor will click on forgot user name

 **CDOT**
COLORADO
Department of Transportation

Welcome to the Supplier Self Service (SuSS) Portal

Enter your user name and password to view and respond to goods and services solicitations or to prequalify for professional/engineering services.

User Name*

Password*

*If you do not have a user name and password, [Click here to register](#). There is no cost to register on our portal. Visit the [CDOT Business Center](#) for resources and information on working with CDOT.

Portal Assistance
[Password Reset](#)
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SuSS Portal Help Desk:
Call 303-757-9848 or email dot_hq_srm_help@state.co.us

2. The following screen will open. The vendor will enter their company's FEIN and click search

Enter Tax Id/SSN:

- The vendor must have registered in the CDOT SUSS portal and have a contact account with CDOT for the user names and emails to populate when they click on search. NOTE: There could be multiple user names and emails depending on how many contact accounts have been created for the vendor account.

When the vendor selects a line and then clicks on reset password (click this 2 times), the temporary password will be sent via email to the email address shown on the line that was selected. Please remember to click reset password 2 times for the email to generate.

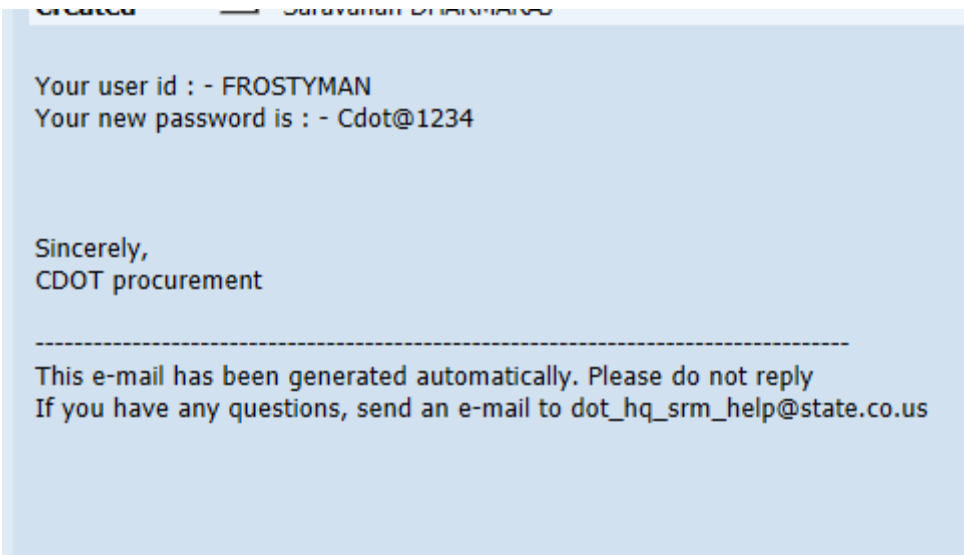
 Password has been reset and sent to all selected user id's email account

Enter Tax Id/SSN:

^ **Result**

Select User id	User Id	First Name	Last Name	E-Mail Address
<input checked="" type="checkbox"/> X	FROSTYMAN	Frosty T	Snowman	frosty@frosty.com

- The vendor will get an email that gives the user id and the new pw



5. The vendor will go to the portal and use this user id and password in the designated fields and then click log on



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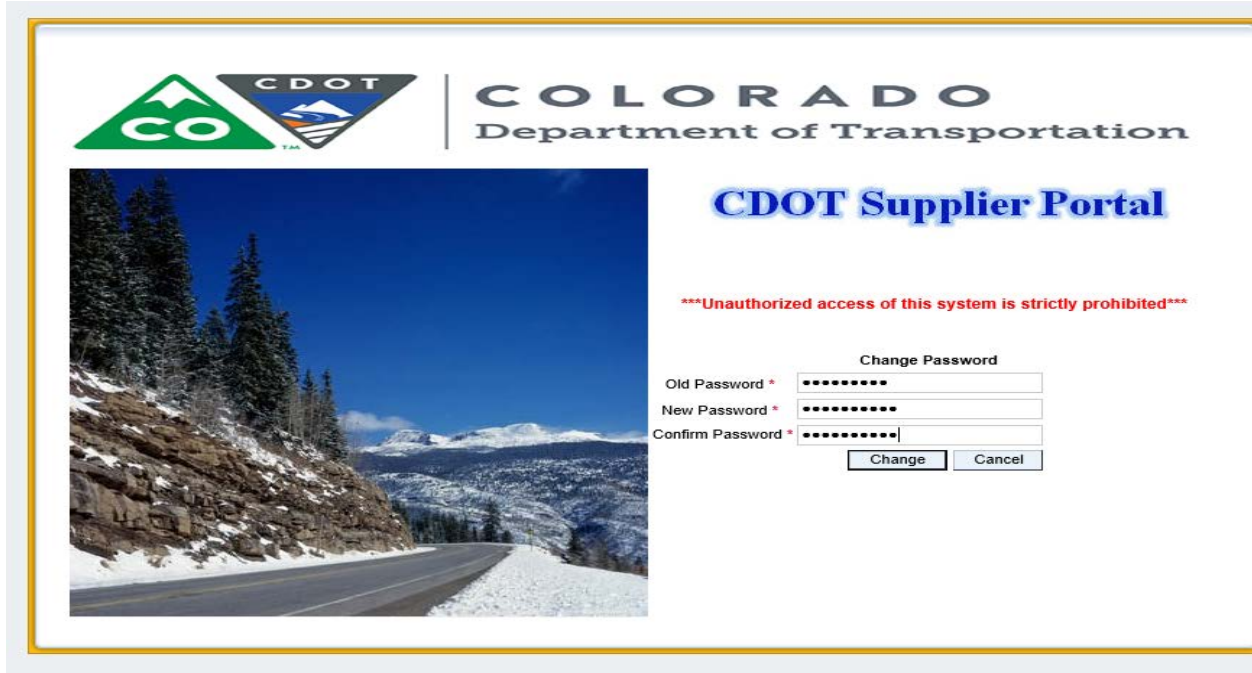
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- The vendor will receive a prompt to change the password. In the old password field, they will use the password from the email and then they will create a new password and confirm the new password. Then the vendor will click on change.



- The vendor will now be in the CDOT SUSS portal

