

1. When do I have to contact the buyer for the compilation of the questionnaire?

When you have content questions, exclusively related to, for example, the meaning of a document or some terms used in the questionnaire.

2. After submitting the questionnaire, I have received an E-mail with the conclusion of the qualification and I would like to have some extra-details

For further information you have to contact your reference buyer

3. When do I contact the technical support?

In case of problems with the portal access, navigation or general anomalies

4. The password is not accepted:

*Please be aware that the new password, that you are choosing as your own, must have at least 8 characters, the first 3 characters of the new password must not be identical with the first 3 characters from the username, **the password must not contain any spaces**, it expires in 90 days and when this time passes, you will have to change it.*

5. I am not able to modify my anagraphical or administrative data.

The administrative/anagraphical data cannot be changed. In fact no data that appears as being disabled can be changed. The modification of that information can only be done, by making a request through the option "Request for master data change" where you have to specify the changes you want to make.

6. The status of a documents remains: NOT COMPLETED

The status of a document passes from "NOT COMPLETED" to NEW as soon as you entered all the required information: NAME, CERTIFICATE (related to the request where you have to choose the document type), ISSUING AUTHORITY and EXPIRATION DATE

7. Is it possible to delete a document?

A document can be deleted if the questionnaire has not been sent and if the status of the document is: NEW or NOT COMPLETED

8. ATTENTION this document has already been inserted

This occurs when you already added a certain type of document, for example: IT6 that has already been used for another file previously uploaded

9. I am using Internet Explorer and I receive an error message at the navigation

Please pay attention to the Compatibility View Settings, make sure that the flag is active on your browser.

10. I am accessing the area where I should add my documents, but the system requires username and password again.

*Normally, it is not necessary to reinsert your credentials after clicking on “ADD DOCUMENTS”, but if this although occurs, it may be caused by a network problem and you should insert your previously inserted credentials (**the same you used at logon**).*