

Vendor Registration Guide

Vendor registration for HlePRO is an easy process and can be completed in a matter of minutes. There is a [vendor registration how-to video](#) available for your convenience.

What you'll need to get started

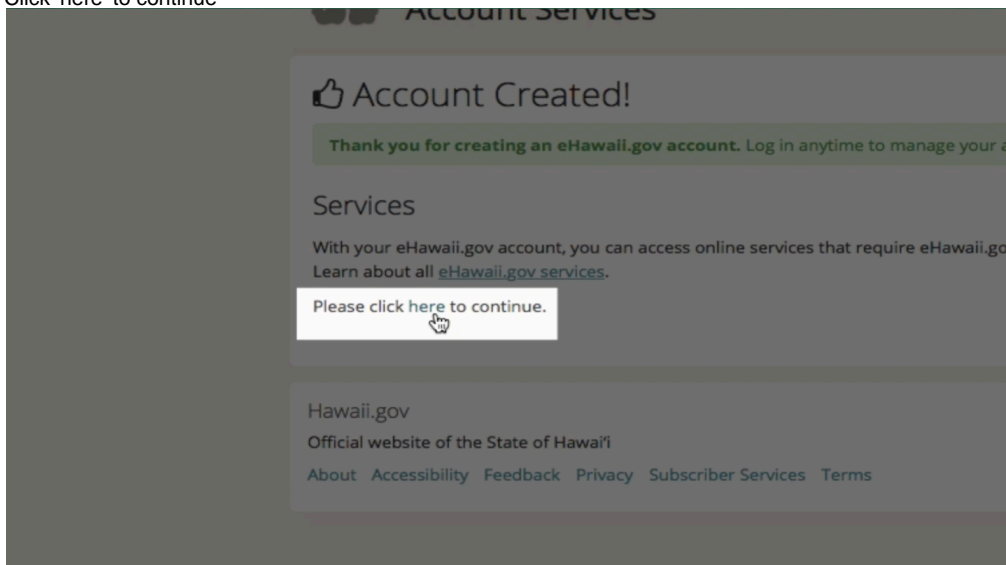
1. FEIN or SSN (if sole proprietor)
2. Business name and address

Vendor Registration Steps

1. Go to: hiepro.hawaii.gov
2. Click 'Vendor Registration'
3. Select 'I need to create an eHawaii.gov account' (If you already have an eHawaii.gov account skip to step 10)
4. Click 'Create an eHawaii.gov account'
5. Enter your email address
6. Click Continue
7. Enter all the required information then select 'Create Account'

The screenshot shows the 'Create an Account' page on the eHawaii.gov website. The page has a dark header with the eHawaii.gov logo and navigation links: Help Chat, FAQ, About, Featured Services, Log In, and a settings gear icon. Below the header, the page title is 'eHawaii.gov Account Services'. The main content area is titled 'Create an Account' and includes a link to return without creating an account. It states that all fields are required unless otherwise noted. The form is divided into three sections: 'Name', 'Email & Password', and 'Contact Information'. The 'Name' section has fields for First Name, Middle (OPTIONAL), Last Name, and Suffix (OPTIONAL). The 'Email & Password' section has fields for Email (with the example 'example3498762@yahoo.com'), Password (with a strength indicator), Retype Password, Secret Question (a dropdown menu), and Secret Answer. The 'Contact Information' section is partially visible at the bottom.

8. Click 'here' to continue



9. Click 'Vendor Registration' to go back to the vendor registration page

10. Select 'Log in and register as a vendor'
11. Login using your eHawaii.gov account credentials

12. Fill in your business information (be sure your FEIN or SSN is correct)
13. Fill in your contact information
14. To add commodity codes to the code table enter a keyword associated with your industry and select 'Search'

15. Select all the codes that apply to your business

16. Click 'Add Selected Codes'
17. Check the 'Affirmation' box
18. Click 'Submit Form'

19. Click 'Continue'
20. That's it! You're a registered vendor!

Troubleshooting Guide

ID#	Problem	Answer
1	I don't know if I have an eHawaii.gov account.	If you try to create an eHawaii.gov Account and you already have one the system will notify you once you enter your email address. You can reset your password if you don't remember it then use those credentials to login and register as a vendor.
2	Where do I go to get an eHawaii.gov account?	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Vendor Registration' 3. Select 'I need to create an eHawaii.gov account' 4. Click 'Create an eHawaii.gov account'
3	I have an eHawaii.gov account but don't know my password.	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Reset password' 3. Enter your email address 4. A temporary password will be sent to your email 5. Use the password to login <p>The Retrieve Password video is also available for your convenience.</p>
4	I have an eHawaii.gov account and I know my password.	<ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Click 'Vendor Registration' 3. Select 'Login and register as a vendor' 4. Login with your email and password
5	Where is the Vendor Registration form?	<ol style="list-style-type: none"> 1. From the vendor registration page 2. Select 'Login and register as a vendor' 3. Login with your eHawaii.gov credentials 4. Then you will see the vendor registration form
6	Is there a Vendor Registration form as a PDF?	All vendor registrations are conducted online.
7	How do I get immediate help?	During business hours, (M-F 7:45 AM-4:30 PM HST) click on the Online Help Chat link on the top right hand part of the site or call 808-695-4620.
8	What are the Commodity Codes used for?	Commodity Codes are used to connect you to solicitations. Your notifications are based on the Commodity Codes you select.
9	What if I don't know my Commodity Codes?	The commodity code search will display commodity codes and descriptions that are related to your search criteria. Then you can choose the commodity codes that apply to your business.
10	Can I change my Commodity Codes?	<p>Yes! Here's how:</p> <ol style="list-style-type: none"> 1. Go to hiepro.hawaii.gov 2. Login as a vendor 3. Select the Update My Vendor Profile 4. Click the 'Commodity Code' tab 5. You will see the code table where you can make changes
11	Will I get emails about all solicitations posted?	No, you will only receive email notifications if there is a solicitation that is released that matches one of the commodity codes you added to your profile. So be sure to add ALL the commodity codes that apply to your industry!
12	Can I access this site from my mobile device?	Yes, HiePRO is enabled for mobile devices.

Need help registering as a vendor?

- Phone: (808) 695-4620
- Online Chat: <http://messenger.providesupport.com/messenger/hic.html>

State Procurement Office - Contact Information

- Phone: (808) 586-0554
- Email: hiepro@ehawaii.gov