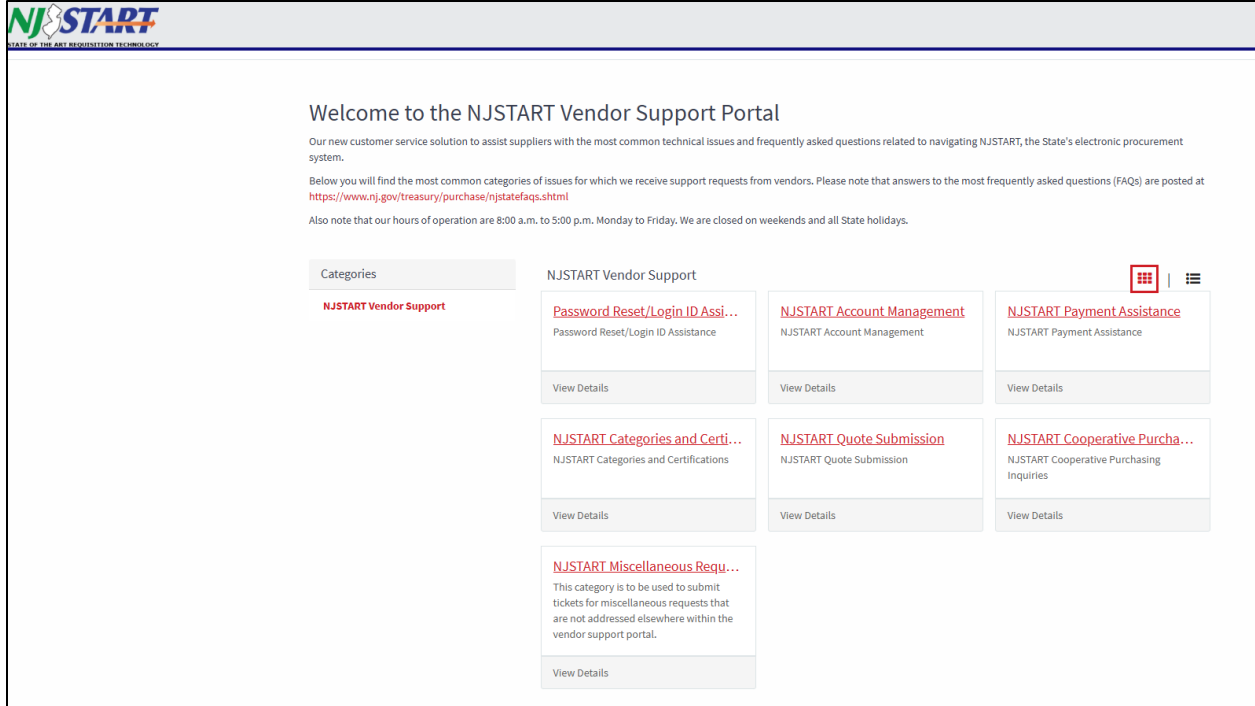
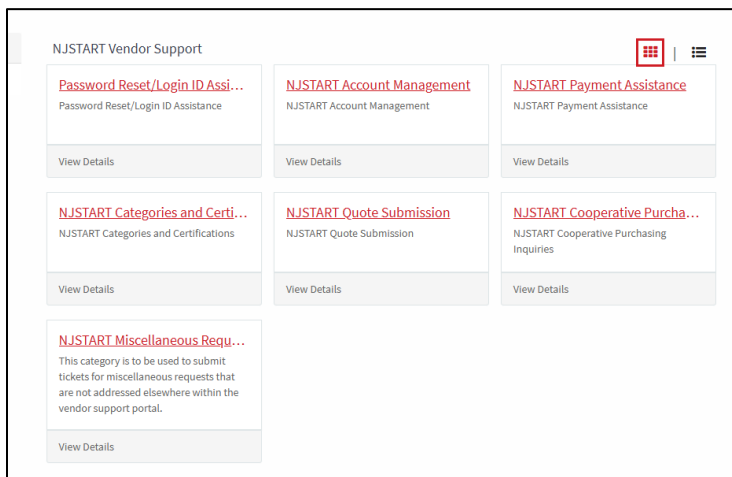


NJSTART Vendor Support Portal User Guide

1. Visit the new [NJSTART Vendor Support Portal](#)



2. Select the Category that pertains to the issue you need assistance with, for example, Password Reset/Login ID Assistance.

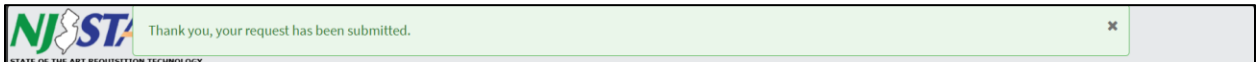
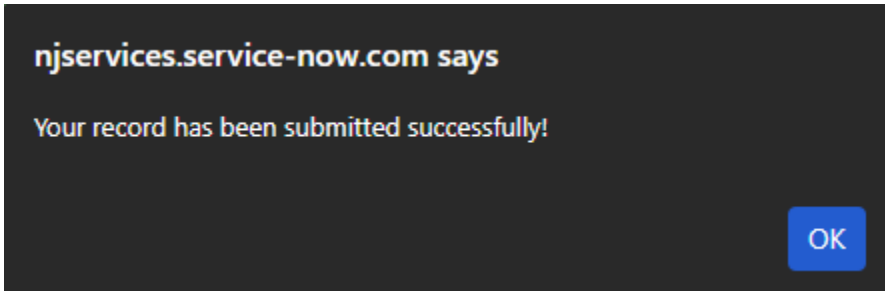


- Follow the prompts and answer the questions presented. If after reviewing those you still need assistance, complete the form below and answer all mandatory fields marked with an asterisk. Additionally, please provide your NJSTART Vendor ID number, if known, and a description of your issue.

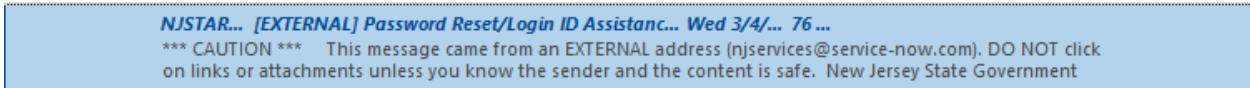
NJSTART Vendor Information

* First Name	Extn
<input type="text"/>	<input type="text"/>
* Last Name	* Email
<input type="text"/>	<input type="text"/>
NJSTART Vendor ID (V#)	Any comments/ Description
<input type="text" value="Vxxxxxxx"/>	<div style="border: 1px solid gray; padding: 5px; display: inline-block;"> ? Please provide any additional information related to your request. X </div> <input style="width: 100%; height: 40px;" type="text"/>
* Business/Company or Sole Proprietor Name	
<input type="text"/>	
* Phone #	
<input type="text" value="xxx-xxx-xxxx"/>	

4. Submit your ticket. A confirmation like the one below will appear on your screen if the ticket has been submitted successfully.



5. You will also receive an email confirmation from NJSTART Vendor Support at njservices@service-now.com like the one below. Please note that you can respond to this email and attach any supporting documents, which will then be logged within the ticket.



- Once your ticket has been submitted, you will be returned to the Service Portal home page where you can open a new ticket or exit the Portal.

The screenshot shows the NJSTART Vendor Support Portal. At the top left is the NJSTART logo with the tagline "STATE OF THE ART REQUESTION TECHNOLOGY". The main heading is "Welcome to the NJSTART Vendor Support Portal". Below this is a paragraph explaining the portal's purpose: "Our new customer service solution to assist suppliers with the most common technical issues and frequently asked questions related to navigating NJSTART, the State's electronic procurement system." It also mentions that FAQs are posted at <https://www.nj.gov/treasury/purchase/njstatefaqs.shtml> and provides operating hours: "Also note that our hours of operation are 8:00 a.m. to 5:00 p.m. Monday to Friday. We are closed on weekends and all State holidays." On the left, there is a "Categories" sidebar with "NJSTART Vendor Support" selected. The main content area is titled "NJSTART Vendor Support" and contains seven category cards, each with a "View Details" button. The categories are: "Password Reset/Login ID Assistance", "NJSTART Account Management", "NJSTART Payment Assistance", "NJSTART Categories and Certifications", "NJSTART Quote Submission", "NJSTART Cooperative Purchasing Inquiries", and "NJSTART Miscellaneous Requests". The "NJSTART Miscellaneous Requests" card includes a description: "This category is to be used to submit tickets for miscellaneous requests that are not addressed elsewhere within the vendor support portal." In the top right corner of the main content area, there are icons for a grid and a list view.