Bid Express® Multi–Browser Digital IDs FAQ

General questions

Will I need to install software on my computer?

No. These new Infotech® Digital IDs do not require software to be installed locally to your computer or to your browser.

Will I be able to use any browser?

The supported browsers are Chrome, Firefox, and Microsoft Edge.

Transitioning

Can I set up more than one browser with my Digital ID?

Absolutely! They are called Multi–Browser Digital IDs because they can be installed in Chrome, Firefox, and Microsoft Edge, unlike Legacy IDs which had to be installed using Internet Explorer.

To install your Digital ID for your new browser, navigate to the My Account page, select Digital ID from the sidebar menu, and click to import your backup file.

Note: You'll have to import your Digital ID when you change computer locations, like using a different computer in a conference room or if you get a new computer.

Can we transition to the new ID on our own?

There are actions we have to take before you can apply for and during the process of registering your Digital ID. Our end goal is to ensure a seamless experience for your team during and after the transition, especially regarding your first bid opening with the new IDs.

Do we need everyone with an approved Digital ID on the call?

Maybe. We recommend auditing your Employee list from the My Account page (see the top–right corner of the page) to determine if all existing Digital ID holders should upgrade to the new Multi–Browser Digital ID. Keep in mind, users who will need to advertise solicitations, issue addenda,

withdraw solicitations, or open bids will need a Digital ID.

Our owner-agency has multiple departments. Can we set up separate sessions with your team?

Yes, please! This ensures a timely transition for all involved. Please email your request to onboarding@infotechinc.com so we can coordinate scheduling.

Current Bids

Why do we need to issue an addendum?

When you advertise a solicitation or RFP with Digital IDs, that advertisement is tied to the Digital IDs that were valid on the account at the time of advertising. That means if you create a Digital ID (of any kind) **after** a solicitation is advertised, you can't use the new IDs to open the bids/submissions unless an addendum is issued.

Want to learn more about the Bid Express service? Check out our knowledge center!