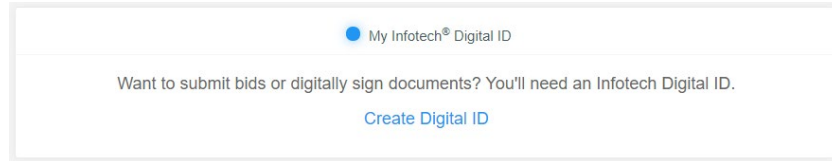


## Understand and apply for Infotech® Multi-Browser Digital IDs

An Infotech® Digital ID confirms your identity as the authorized signer of your company and allows you to securely sign documents, such as bids or contracts, in an Infotech service.



### Why do I need a Digital ID?

When you sign a document or submit a bid, we want to make sure you're you.

The authorized signer for your company must have a Digital ID created and approved before using any feature that requires a digital signature, such as advertising a solicitation, conducting a bid opening, submitting a bid in the Bid Express® service, or signing a contract document in the Doc Express® service.

The new Digital IDs can be used with any web browser, like Chrome or Edge.

### The process

There are three parts to applying for a Digital ID.

- Application – apply for the ID
- Installation – after your identification has been verified, you'll install the ID
- Test – to make sure your ID works

### ID application

#### Before you begin

- If you already have a Digital ID, delete the backup copy of your current Digital ID. You'll create a new backup as part of the ID installation process.
- You'll need access to your email in order to receive a verification code.
- You'll need a copy of the your driver's license, passport, or state ID in a file that can be uploaded.
- The phone number entered should be the applicant's phone number, not the person filling out the application (if it's not the applicant).

- An Infotech customer support representative will call the you, hopefully within one business day, to confirm their identification. It may take up to seven days.

## Ready to apply for your Digital ID?

Go to your account pages by selecting **My Account** from the **three lines** in the upper left corner. Click **Digital ID** from the sidebar menu.

1. Click **Create Digital ID** to start the application.
2. Get the security code from your email and come back to the generate ID process.
3. Enter your account password and the code. Click **Next**.
4. Read the creation information and click **Next**.
5. Click **Attach Identification**. Navigate to and select the file containing the your ID and click **Open**.
6. Enter your name EXACTLY as it appears in the ID, including any punctuation marks or suffixes (like Jr.), and in legal order. Click **Next**.
7. Enter the contact phone number of the applicant.
8. Enter the state where the company headquarters are located. Click **Next**.
9. Review your business information. Confirm that the name of the person listed is the authorized signer for your company and your company name matches how you would like to submit bids to the agency. Click **Submit**.

The Infotech Digital ID allows you to submit or open bids via the Bid Express service and digitally sign and encrypt documents via the Doc Express service.

Please enter your account password and the security code we emailed to you.

Password \*

Please enter your account password  
Security Code \*

Please enter the 6-digit code we emailed to you

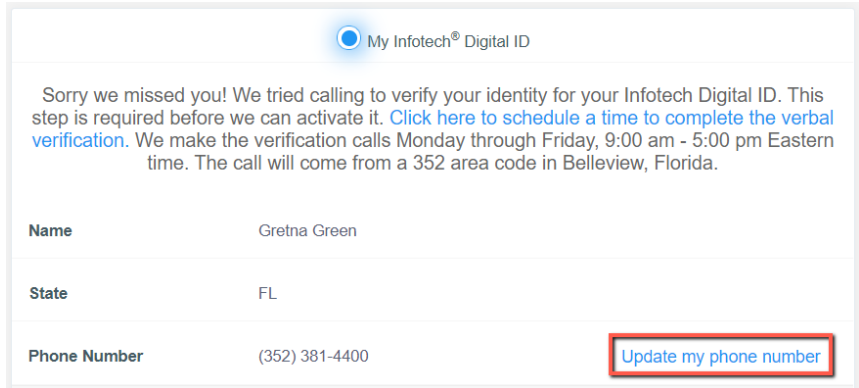
Next

A member of the customer support team will call you after the application is processed, hopefully within one business day, to confirm who you are. Once that happens, you'll get an email with instructions on installing your multi-browser Digital ID.

## Need to change your phone number?

The phone number entered on the application should be the one of the applicant, not the phone number of the person entering the information (if they are different people).

1. Click the **Digital ID** tab from the My Account pages.
2. Select **Update my phone number**.
3. Enter the correct phone number in the New Phone Number field and click **Update**.



My Infotech® Digital ID

Sorry we missed you! We tried calling to verify your identity for your Infotech Digital ID. This step is required before we can activate it. [Click here to schedule a time to complete the verbal verification.](#) We make the verification calls Monday through Friday, 9:00 am - 5:00 pm Eastern time. The call will come from a 352 area code in Belleview, Florida.

Name	Gretna Green
State	FL
Phone Number	(352) 381-4400

[Update my phone number](#)

## ID installation

### Before you begin

- When installing the ID, log in to the Infotech service from the same device and use the same browser as when you created the ID.
- Create the backup ID when prompted and save it to an external media, such as a flash drive. You'll need it if you use a different computer or if you experience data loss. If you create the ID on a laptop using Chrome, you can't use it on a laptop using Edge or Desktop using Chrome unless you import it. The service will let you know if you have to import your ID.
- The service does not keep a copy of your ID file.
- If you haven't yet deleted the backup file of your old Digital ID, now's a good time to do it.

### Ready to install your Digital ID?

Once your business information has been checked, you'll receive an email with a link to install your ID.

1. Click the link, or log in to your account. You can manage the installation of your Digital ID from the Digital ID tab of the My Account page.
2. Click **Install Digital ID**.
3. Create your backup ID by clicking **Back Up Your Digital ID**.
4. Click **Back Up**.
5. If you see a Save As window, navigate to the flash drive or other external media where you will save your backup Digital ID. If you don't see the window, your backup ID was saved in your Downloads folder. Copy the backup to the flash drive or other external media.



## Test or import your Digital ID

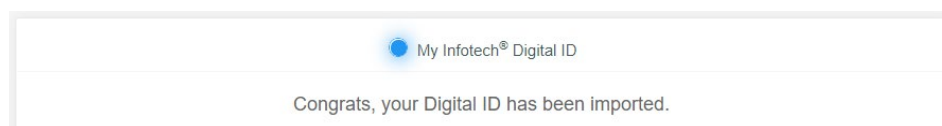
Once you've applied for, installed, and made a backup copy of your multi-browser Digital ID, test it out to make sure there will be no problems when bidding. Use a different browser or computer and import your backup ID. If you can import it without any problems, your ID was successfully created.

### Before you begin

If you didn't backup your ID when it was installed, please do it now. Use the same computer and browser from when you created the Digital ID, and click **Back Up** on the Digital ID page. If you see a Save As window, navigate to the flash drive or other external media where you will save your backup Digital ID. If you don't see the window, your backup ID was saved in your Downloads folder. Copy the backup to the flash drive or other external media.

### Ready to test or import your Digital ID?

1. Log in to the service using a different browser than the one where your Digital ID was created. For example, if you created the ID using Chrome, log in to the service using Edge.
2. Go to your account pages by selecting **My Account** from the **three lines** in the upper left corner. Click **Digital ID** from the sidebar menu.
3. If you see a message that the service couldn't find your Digital ID, then you're using a good browser to test your ID. If you don't see the message, use a different browser.
4. Click **Import my Digital ID**.
5. Click **Select backup file**.
6. Navigate to and select your backup ID file. It will be named **FIRST LAST Digital ID.json**. Click **Open**.



If your ID didn't import, please contact customer support: [support@bidexpress.com](mailto:support@bidexpress.com). A member of our customer support team will be happy to assist you.