

Replace your Infotech® Digital ID

Replace your Infotech® Digital ID if you forget your Digital ID password or you change computers and do not have access to your backup ID. When you replace your ID, you must pay all associated fees. Your requests to bid with agencies remain active.

Replacements must be done using Microsoft Edge with the ClickOnce setting enabled.

1. Enter **edge://flags/#edge-click-once** into the Edge browser and press **Enter**. The ClickOnce Support section displays at the top of the search results.
2. Click **Disabled**, select **Enabled**, then click **Restart**.

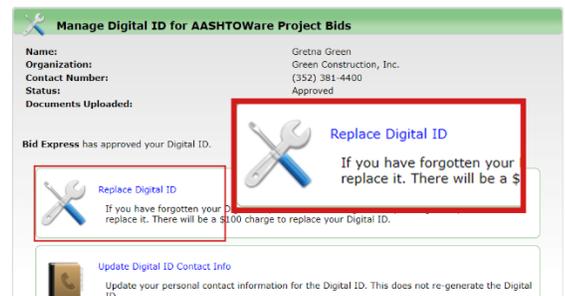
Things to know

- You have unlimited password attempts. Before replacing your ID, try using variations of what you think the password may be, like capitalizing different letters or using numbers instead of letters.
- You'll need a copy of the applicant's driver's license, passport, or state ID in an uploadable file.
- Once you create your replacement ID, don't forget your password! The Customer Success team at Bidx.com can't reset your password. If you lose your password, you'll have to replace your ID again.
- Create a backup of your Digital ID and store it somewhere other than your computer.

Replace your Digital ID

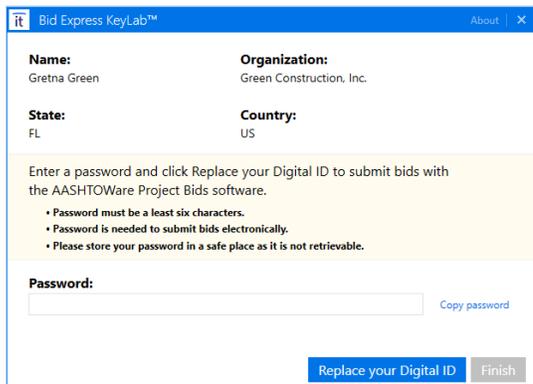
Log into your account at Bidx.com.

1. Select **MyBidx** at the top right corner of the page. If you are already logged in and using the New Roads updates, click **MyBidx** at the bottom of the sidebar menu.
2. Click the **Digital ID** tab.
3. Select the **Approved** status of your Digital ID.
4. Click **Replace Digital ID**. A Replace Digital ID window will appear that describes the replacement fees.
5. Read the information and click **Next**.
6. Review your information, then select the check box to agree to the terms and conditions of the Subscriber Agreement and the one-time charge of \$100 to the card you have on file. Click **Replace**.



7. The Bid Express KeyLab box displays. You may see a window asking you to display the x509Creator. Click **Open**, and select **Run**.

8. Enter a password in the Password field of the KeyLab. Please remember this password, as it can



never be changed or retrieved. Click **Replace your Digital ID**.

9. The Digital ID will be generated and you will be prompted to save a backup copy. Click **OK**.

10. We recommend you save your backup Digital ID on a server or memory stick. Navigate to the location where you are saving your backup and click **Save**.

11. If you want to copy your password, click the **Copy password** link.

12. Click **Finish**.

13. In Bidx.com, select **Upload State ID, Driver’s License, or Passport**. Navigate to and select the file containing the picture of your identification and click **Open**.

Once completed, there will be a green check mark to show that your State ID has been successfully uploaded.

A member of the Customer Success team will contact the ID Holder via the phone number provided on the Digital ID application to complete an additional verbal verification. This step is required to ensure the authorized signer intended for their Digital ID to be replaced.

After your ID has been verified

Once your ID has been verified, remove your old, disabled Digital ID from the Bid component, and use your new backup copy to import it to any other computers or devices you use for bidding. Other people that use the Digital ID will also need to remove the disabled ID and import the new one.

Delete the old ID and import the new one

1. Open the Bid component and select **Manage Digital IDs** from the opening screen.
2. Select the ID you want to delete and click the **X**.
3. Click **Yes, delete** in the Delete Digital ID confirmation window.
4. The Bid component deletes the ID and returns you to the Digital ID page.
5. Click the **plus sign** to import your Digital ID.
6. Click **Browse**. Navigate to and select your Digital ID, then click **Open**.
7. Enter your ID password and click **Import**.

