The administrator role

What is my role as an administrator?

The five key responsibilities of an administrator are:

1. managing user access and information within the organisation so that those who need to can access the Public Procurement Gateway
2. maintaining user information
3. keeping users and groups up to date as people join or leave
4. resetting passwords
5. deciding what level of access users will need

Consider having more than 1 administrator to ensure you have cover for absences. The number of administrators you'll need will depend on the size of your organisation. Administrators can combine this role with their other work tasks.

What do I need to do to get started?

To register your organisation as an administrator, you will need:

- to go to the Public Procurement Gateway website.
- your organisation details for verification (you'll be advised on how to find the information required)
- to complete an authentication process using an authenticator app on your mobile device (an SMS option will also become available in the future).

How do I authenticate myself?

Initially, you will need to complete the authentication process using an authenticator application.

Authenticator applications are commonly used by organisations for their built-in multi factor security features. You can download an authenticator app to a device, like your mobile phone.

Once you're registered as an administrator using your individual email address, you can use the authenticator app on your device to log in to your account securely. Google Authenticator and Microsoft Authenticator are widely used and free, but any recognised authenticator app will work.

Make sure you use the authenticator app you've downloaded to your device and not a QR code reader (a QR code reader may not work by itself).

Most importantly, keep the authenticator app installed on your device, or you'll have to restart the registration process from the beginning.

An SMS option will also become available

When SMS is available as your authentication process, each time you log in you will receive a text message with a code, which you can then use to authenticate yourself on the Public Procurement Gateway.

Note: If you are going to access the Public Procurement Gateway on a regular basis, we recommend you use the authenticator app, if you are able to use one. Once set up, an authenticator app is quicker and easier to use.

What are the next steps?

- let colleagues know that you are the point of contact for any administrative Public Procurement Gateway queries
- add users, groups, and other administrators to the Public Procurement Gateway as needed
- set up a group mailbox to manage administrator communications in your organisation, ensuring all administrators have access if required

What do I need to know about my ongoing role as an administrator?

As an administrator, you will have access to a number of features that help you provide support to users in your organisation.

You can validate user requests to access the Public Procurement Gateway and decide what level of access is appropriate for their role, reset passwords and keep information up to date. You can also add and remove users as they join or leave the organisation.

Note: As an administrator, you might consider using group communications (for example, your intranet or newsletter) to update your Public Procurement Gateway users on key messages. You can also use group communications to ensure users know who to contact if they have any queries or issues. It may also be helpful to set up internal communications with other areas of your organisation, such as HR and IT, to notify you of new users and leavers.

How many administrators should we have?

The number of administrators required should be determined by the size of the organisation, but you should always have at least 2 administrators if possible, to cover absences.

To recap:

- ✓ make sure you have all the information you need to register
- ✓ download an authenticator app to your device

- ✓ register your organisation
- ✓ notify colleagues that you are the administrator and a point of contact for queries regarding the Public Procurement Gateway
- ✓ set up a group mailbox for administrator-related communications
- ✓ log into the Public Procurement Gateway and give access to users and any additional administrators

What's next?

New services will be added to your dashboard as they become available.