UPDATING SUPPLIER SITE

Go to https://www.nashville.gov/Finance/Procurement/Purchasing-and-Contracts-Office/How-To-Do-Business-With-Metro/Registration.aspx

Click link above or copy and paste to your browser

Click on iSupplier Login
Type in your username and password and click log-in
If you do not remember your password or need to reset your password you can do so by going to login assistance. You will be prompted to enter your user name which is the email address of the user account. Click Forgot Password. You will receive a confirmation message stating that your password reset has went through and you should receive an email with instructions on how to reset within 10-15 minutes. Please make sure you check your junk and/or spam folder if you do not receive the email in your inbox. Also, some email security settings will not allow emails with certain subjects or email address to come through the company firewall. The email account these messages are being sent from is actually eml-ebswfprod@nashville.gov. Any suggestion to whitelist an address should use that one.
HOW TO RESET YOUR

Your password reset email should look like the following

From: WorkflowMailer [mailto:eml-ebowfprod@nashville.gov]
Sent: DATE AND TIME
To: USER NAME
Subject: FYI: Password Reset

To

USER NAME
Sent
DATE AND TIME
ID

Click the hyperlink and you will be prompted to enter a new password.

This is the only time the link in email notifications work.

Reset your password

Your password must meet the following qualifications:

• Must be nine characters
• Must contain at least one number or special character
• Cannot contain back to back letters, number or characters (for example you cannot use “progress”).
• Password is Case Sensitive

Remember that you can only use Internet Explorer 9 (or earlier versions) or Firefox.

If you need additional assistance or have other questions, please email isupplier@nashville.gov.

Now you should be able to login to the iSupplier system using the password you set.