

OPERATIONAL SUPPLIER

An **Operational Supplier** is a supplier that is currently doing business with JEA and has been set up within the Oracle system. These suppliers were automatically integrated/added to the Zycus system. If for some reason the supplier has not been added to Zycus, please send an email to zycushelp@jea.com or isupplier@jea.com and request the supplier be added to Zycus.

1. To log into the Zycus system for **Existing JEA Suppliers**, please click on this link: <https://zsn.zycus.com/guest>

The screenshot shows the Zycus Supplier Network login and registration interface. On the left, there is a blue 'Existing user? Log-in' box with fields for 'Email id' and 'Password', a 'Login with OTP' link, and a 'Login' button. On the right, there is a 'New User? Register' section with fields for 'Email Address', 'Password', 'Confirm Password', and 'Please Answer' (a math question 3 + 6 =). There is also a 'Register' button and a link for 'Need help in registering?'. The footer contains copyright information and links for 'Help & Support', 'Terms of Use', and 'Privacy of Use'.

If this is the first time the user is logging into Zycus, the user should first register within the Zycus Supplier Network (ZSN) using the **right side** of the above screen. To register, the user will have to complete the email address, set the password, answer the mathematical question and accept the Terms and Conditions.

2. The below screen will be displayed.
 - a) An email will be sent to the email address you entered containing your **“OTP”** (One Time Password).
 - b) Enter the **“OTP”**.
 - c) Click **“Verify OTP”**.

The screenshot shows the Zycus account activation page. At the top, there are three steps: 1. Activate Account, 2. Complete My Profile, and 3. Complete company profile. The main content area is split into two columns. The left column is titled 'Did not receive the OTP?' and lists three troubleshooting steps: 'Check your email address if its incorrect', 'Check your spam or junk folder', and 'Ask your IT team to whitelist the Domain and IP:'. The right column is titled 'Welcome to ZSN' and contains a message: 'Please enter the OTP shared over the email: "ratter93@yahoo.com"'. Below this is an 'Enter OTP' field, a 'Resend OTP' button, and a 'Verify OTP' button. A timer indicates 'Resend OTP in 00 : 05'.

Zycus Operational Supplier Log-In – JEA Help Guide

3. The below screen will be displayed. Please enter the requested information and click “Submit”.

Account activation successfully

1 Activate Account 2 Complete My Profile 3 Complete company profile

Contact Us Help Logout

Account Details & Settings

First Name * Last Name *

Display Name * Job Title *

Phone * Fax

Time Zone * Number Format *

America/New_York ###-###-####

Date Format * Time Format *

Select 24 Hours

Currency * Language *

USD - US Dollar English (US)

Submit

4. Once the user has registered within ZSN, the user will use the **left side** of the below screen to log in to access the Zycus system.

Zycus Supplier Network

English (US)

Existing user? Log-in

Email id

Type your email address here

Login with OTP

Password

Type password here

Forgot Password?

Login

New User? Register

Need help in registering?

Email Address

Type your email address here

Password

Type password here

Confirm Password

Re-type password here

Please Answer

3 + 6 =

I accept Terms and Conditions

Register

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5. Once logged into to Zycus, you should see the JEA logo and the current sourcing events.

ZYCUS

All Customers

Home

JEA

Add Card Library

Connect As Potential Supplier

Supplier Requests

No Records to Display

No Records to Display

Sourcing Events

Performance Reports

RFP - Heat Trace Inspection and Repair Services OPEN

Customer	Event Id	Event Type	Open Date
JEA	1410334446	RFP	18/05/2021 ...

RFP - Heat Trace Inspection and Repair Services OPEN

Customer	Event Id	Event Type	Open Date
JEA	1410334446	RFP	18/05/2021 ...

RFP LIDAR MAPPING SERVICES OPEN

Customer	Event Id	Event Type	Open Date
JEA	1410335448	RFP	15/05/2021 ...

No Records to Display

6. If you do not see the **JEA Sourcing Events**:
 - a) Make sure you have JEA selected as a customer on the home screen.
 - b) Make sure the “Sourcing Events” card is selected.

7. If you need additional contacts added to your supplier profile. Please send an email to zycushelp@jea.com or isupplier@jea.com and request the additional contacts be added or updated to the supplier profile by providing the contact:
 - a) Name
 - b) Title
 - c) Phone
 - d) Email

8. To check to see if your email address has already been added to the Zycus system, please type in your email address using the **right side** of the below screen, using this link: <https://zsn.zycus.com/guest>
 - a) If you receive a message stating “Email ID already registered. Please login to continue.” This is an indication your contact information and email address is already set up within Zycus.
 - b) Proceed to the **left side** of the below screen to log in to access the Zycus system.

The screenshot displays the Zycus Supplier Network interface. On the left, the 'Existing user? Log-in' form is visible, featuring a blue header and a white background. It includes a 'Login with OTP' link and a 'Forgot Password?' link. On the right, the 'New User? Register' form is shown, which includes a 'Need help in registering?' link and a 'Register' button. A message indicates that the email address is already registered. The footer contains copyright information and links for help and support.

9. If you forgot your log in password. Click “**Forgot Password**” on the **left side** of the above screen. Or you can use the “**Login with OTP**” option.

10. The below screen will be displayed.

- a) Enter your email address.
- b) Click Submit.
- c) The user will receive the OTP first for verification and then in the next screen they can setup the new password.

ZYCUS

Did not receive the OTP?
Try one of the options below.

- **Check your email address if its incorrect:**
Verify the email address you have used to create your account on ZSN. If the same is incorrect sign-up again with the correct email address.
- **Check your spam or junk folder:**
The activation email may have been junked by your ISP or your email application. Mark the email address as not spam, so that you get all the emails related to your account in your inbox.
- **Ask your IT team to whitelist the Domain and IP:**
Click on resend OTP once you have asked your IT team to whitelist the Domain webmail@zycus.com and IP: 207.271.63.183

Forgot Password
Please enter a email ID to receive OTP for verification

Enter Email ID

Submit

ZYCUS

New Password
Type new password here

Confirm New Password
Re-type new password here

Save