

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 (ZSN) login and registration interface. On the left, there is a blue box for 'Existing user? Log-in' 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 options: '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" Thank you for registering with ZSN'. 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

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

The screenshot shows the Zycus account activation page. At the top, there is a green header with the Zycus logo and a progress indicator showing three steps: 1. Activate Account, 2. Complete My Profile (current step), and 3. Complete company profile. Below the header, there are links for 'Contact Us', 'Help', and 'Logout'. The main content area is titled 'Account Details & Settings' and contains several form fields: First Name, Last Name, Display Name, Job Title (with a dropdown arrow), Phone, Fax, Time Zone (set to America/New_York), Number Format (set to ###.###-##), Date Format (set to Select), Time Format (set to 24 Hours), Currency (set to USD - US Dollar), and Language (set to English (US)). A green 'Submit' button is located at the bottom center of the form.

- 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.

The screenshot shows the Zycus Supplier Network login and registration page. On the left side, there is a blue box for 'Existing user? Log-in' with fields for 'Email id' and 'Password', a 'Login' button, and links for 'Login with OTP' and 'Forgot Password?'. On the right side, there is a 'New User? Register' section with fields for 'Email Address', 'Password', 'Confirm Password', and 'Please Answer' (with a math problem 3 + 6 =). There is also a 'Register' button and a checkbox for 'I accept Terms and Conditions'. The page footer contains copyright information, contact details, and links for 'Help & Support', 'Terms of Use', 'Privacy of Use', and 'empowered by ZYCUS'.

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

The screenshot shows the Zycus dashboard. At the top left, there is the Zycus logo and a navigation menu with 'Home' and 'All Customers'. Below the navigation, there is a section for 'Connect As Potential Supplier' and 'Supplier Requests', both showing 'No Records to Display'. The 'Sourcing Events' section displays a table of events:

Customer	Event Id	Event Type	Open Date
JEA	1410334446	RFP	18/05/2021 ...
JEA	1410334446	RFP	18/05/2021 ...
JEA	1410335448	RFP	15/05/2021 ...

The 'Performance Reports' section shows '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, split into two panels. The left panel, titled "Existing user? Log-in", features a dark blue background with a white login form. It includes fields for "Email ID" (with a placeholder "Type your email address here") and "Password" (with a placeholder "Type password here"). A "Login" button is at the bottom, and a "Login with OTP" link is on the right. A "Forgot Password?" link is also visible. The right panel, titled "New User? Register", has a white background. It includes a "Need help in registering?" link. The "Email Address" field contains "scott@jea.com" and has a red error message: "Email ID already registered. Please login to continue." The "Password" field has a placeholder "Type password here" and a red error message: "Please enter Password". Below it, a "Please enter Password" section lists requirements: "Minimum 8 characters", "Minimum 1 numeric", "Minimum 1 capital letter", and "Minimum 1 special character (e.g. !, @)". The "Confirm Password" field has a placeholder "Re-type password here" and a red error message: "Re-type password here". A "Please Answer" section shows a CAPTCHA "0 + 4 =". At the bottom, there is a checkbox for "I accept Terms and Conditions" and a "Register" button. The footer contains copyright information, support contact, and links for help, terms, and privacy.

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