

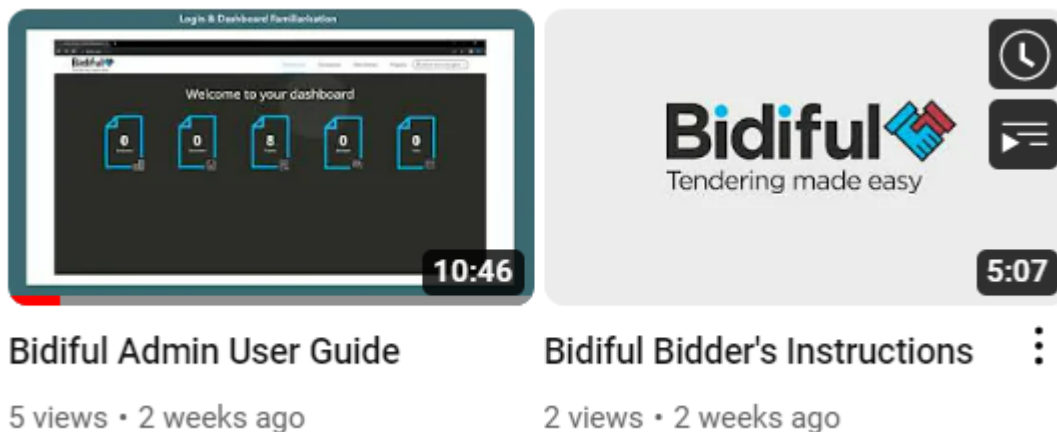
Bidiful Supplier Quick Help

If this is your first time being invited to a project on Bidiful then you may be unfamiliar with the system, to this end we have listed below all of the support options you have for familiarising yourselves with the application or of course, contacting us for help.

As a general rule of thumb, if you have a problem with your access details or anything relating to the contents of the tender then this should be brought up with your buyer contact first. Bidiful Technical Support is not able to give out any login information which has been set by the Buyers.

Bidiful Technical Support is to be contacted for issues with the functionality of the system itself, i.e difficulty with any of the functions, issues navigating the space, technical difficulties or error codes etc. If in doubt, please do not hesitate to contact us.

1. Full user guide videos –



Available from our website <https://www.bidiful.com/support> or directly on our [YouTube](#) page.

2. Full user guide PDF's-

The above videos are also available as still files in PDF format to allow you to work through at your own pace. The symbols below should link to the online location of these documents. If this does not work, please contact us or your buyer contact for copies, we are advising all buyers to include the documentation as part of their tenders.



Buyer's User
Guide.pdf



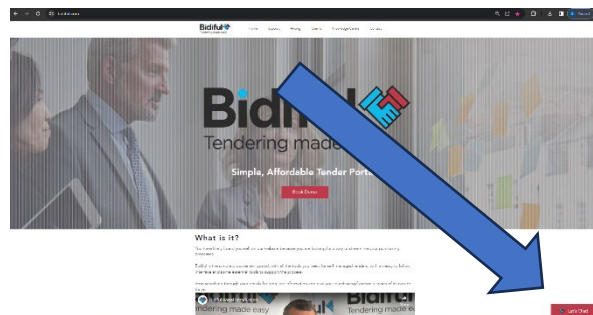
Bidder's User
Guide.pdf

3. FAQ's

This is a constantly evolving section on our website <https://www.bidiful.com/support> where information can be found on common problems or questions we are regularly asked, along with corresponding answers.

4. Online Chat

Also found at <https://www.bidiful.com> on every one of the pages there is a symbol like the one below, this is our online Chat function, please feel free to message us via this application with any queries and we will respond as soon as possible.



5. Direct Email

We have a dedicated email address at hello@bidiful.com which you can email us on, we will respond as soon as possible, please include as much information as you can about the problem you are having, with screen shots and annotations if possible.

6. Telephone

Our landline number is 0208 0048766, this is routed through to multiple lines so your call should be answered swiftly, if there is an issue connecting then please use the following mobile number for voice call, text message or WhatsApp – 07842 370617

We hope you enjoy your experience with Bidiful, if you have any feedback or complaints then please do let us know, we are constantly working to evolve the system and are keen to hear from you. We also have our Social Media platforms if you prefer to contact us via those.