

## Troubleshooting:

There are number of ways you can access the Supply Portal application:

1. By accessing the old url: Once you access the old url <https://www-304.ibm.com/procurement/esi/> you will be redirected to the new one directly.
2. Access the new url directly <http://portal-external.mybluemix.net/>

Through any of the above URLs you will be taken to the login page please login with your IBMid and password. You should be landed to Supply portal home page.

In case you are facing any errors in accessing the URL. Please follow the below steps:

1. Close the browser. (Please note that close the whole browser not just the tab)
2. Clear your cookie and cache from browser's setting.
3. Close the browser again.
4. Now try accessing the url.

In case after following the above steps also you still are facing the error and not getting the login page. Please contact the **IT team** there is a possibility that there is some **firewall** in your system which is restricting the url.

To verify that you can try accessing the link using your **personal network** or in your **android device**. The url should be working fine in your android device.

### **WOI access:**

To access WOI or any enrolled application please follow the document "How to access my enrolled application".

But In case you are not able to access the WOI application from Supply Portal after following the above mention document as well, then you can directly login to WOI from the below URL.

<https://www-01.ibm.com/procurement/peswoi/protect/weborderinvoice.wss>