

Vendor Office Hours: FAQs



1. Application System Troubleshooting
2. Application Nuances
3. Certification Differences
4. Q&A Session

A close-up photograph of a person's hand holding a light blue pen, poised to write on a white, lined notebook. The person is wearing an orange long-sleeved shirt. The background is blurred, showing other people in a similar setting.

Agenda



Application Portal Troubleshooting

Forgotten Passwords

Request Password Reset

- Enter your email
- CHECK SPAM FOLDERS FOR EMAIL

Copy the link provided into a NEW BROWSER TAB

- Copy the temporary password into the provided blank
- THIS IS NOT YOUR NEW PASSWORD

Create new password

- Include 1 capital letter, 1 number, 1 special character, no obvious personal information

State of Missouri Account Help Inbox x



SelfRegistration@oa.mo.gov

to me ▾

To change your account password for your State of Missouri user account please copy and paste the following link into your browser <https://apps1.mo.gov/MoAccount/UpdatePassword.aspx>

Use the confirmation code **720a054d82e9**

★ This code expires in one hour.

↩ Reply

➦ Forward



Password Requirements



Your password must have at least one of each of the following items:

1. Uppercase character
2. Lowercase character
3. Number
4. Special character (!@#\$%^&*?).

Other requirements:

1. Must be at least 8 characters
2. Cannot be changed more than once per day
3. Must be changed once every 60 days
4. May not be a recent password
5. May not include your first name
6. May not include your last name

Supporting Documentation Uploads

Documentation Requirements

- Supporting documentation differs depending on the application submitted
- Make sure the document is .pdf ONLY
 - NO .jpeg, .png, .xlsx, .pptx, .doc, etc
 - “Print to PDF”
- Save all documentation to your device in a folder to make re-uploading easier

Don't have the requested documentation?

- Letters of explanation ARE accepted
 - Need to be on official business letterhead
 - Signed by majority owner
 - Provide sufficient explanation
- Provisional Applications
- Affidavits



Nuances of Applications

Every application, like every business, is different

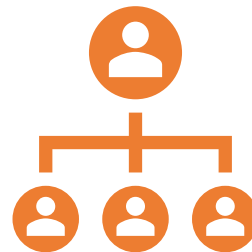
- Review Rules and Regulations
- Fill out prescreening questions



- Changes in ownership does NOT mean immediate ineligibility



- Multiple businesses need multiple applications



- Certification expiration dates CHANGE to the date of RE-certification



- Expedited processing is NEVER GUARANTEED



Application Status

Initial Applications, Annual Updates, and Recertifications

Pending Information

Not Submitted

Initial Applications, Annual Updates, and Recertifications

Pending Information

Not Submitted

Revision Required

Initial Applications, Annual Updates, and Recertifications

Pending Information

Not Submitted

Revision Required

Waiting on Documents

Acceptance Pending OR Acceptance Started

Not
Submitted

Revisions
Required

Acceptance
Pending



Certification Differences

Local

- [Kansas City Public Works](#)
- [St. Louis Development Center](#)
- [Kansas City Area Transportation Authority](#)
- [City of Chicago](#)



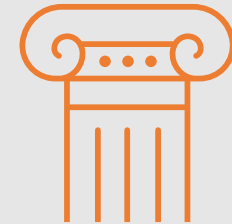
State

- OEO
- [Kansas Commerce](#)
- [Illinois Capital and Development Board](#)



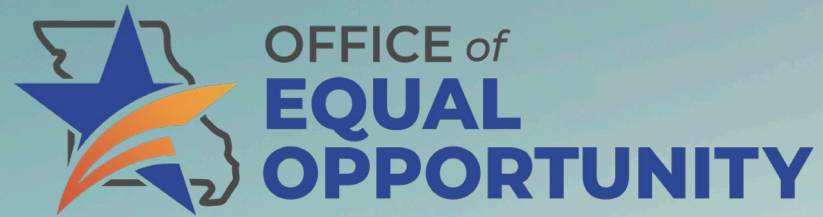
Federal

- Small Business Association
 - [Small Disadvantaged Business](#)
 - [8\(a\) Business Development Program](#)
 - [HUBZone Program](#)
- [Missouri Department of Transportation](#)





Q & A Session



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573-751-8130

Coming Up

- Vendor Office Hours: Certification 101
 - First Wednesday of the month at 10am
- Vendor Office Hours: Certification 201
 - Third Wednesday of the month at 10am
- All slide decks are posted on OEO website under Supplier Certification Program Resources
- Virtual Meeting room links are sent out the week prior to the event