Frequently Asked Questions

• What do I do if I forget my password?

Select the "Forgot Password" link located to the right of the orange login button. An e-mail will be sent to you with a link to answer your security question and change your password. Once complete, you can login with the new password. If the e-mail takes longer than 90 seconds, please check your spam folder.

• Can I search multiple catalogs?

Yes, you have the ability to search multiple hosted catalogs for items based on the keywords used. Once the items are listed based on the search criteria, you can use the sort by function to re-sort the list based on preference.

• Can I add items from different catalogs to the cart?

Yes, once items from one catalog are added, you can search other catalogs and add them to the cart as well. If you have similar items from multiple suppliers in the cart, you can compare pricing and remove the items you do not want to purchase before proceeding to the checkout page.

• Can I change items before submitting the order?

Yes, you have full control of the order before it is submitted. Items can be removed and/or changed within the cart or checkout pages.

• What does the number represent on the cart tab?

The number that changes on the cart tab represents the number of items you are adding to the cart. If you add more than 99 items to the cart, 99+ will appear.

• What is an external and internal note?

External notes will be visible on the order that is sent to the supplier. Internal notes are used to document information for internal purposes and can only be seen by approvers and purchasing after you submit the order.

• How do I see the detail of the order on the checkout page?

On the checkout page each order will be displayed in a summary format. To see the detail of the order, select the blue triangle that is located on the top left side of the order. The order will expand to show all the detail information associated with the order.

• Can I have the items sent to someone else's attention?

Once you expand the order to view the detail, you can change the ship to attn: field from your name to a room number or to the attention of someone else. Although this information will be sent to the supplier it will be up to them to put it on the packing slip.

• Can I change the Ship To Location?

On the checkout page, select the blue triangle on the left side of the order to view the order detail. From there you can select the pull down below the Ship To Attn: field to select a different location for this order. Although this information will be sent to the supplier, it will be up to them to put it on the packing slip.

• Where do I add my Credit Card information?

Once the credit card payment form has been selected, click on the green Prepare button. A viewable order form will appear and allow you to enter the credit card information. Once all information has been added, click on the green Continue button to send the order. You can also click the blue Print button to print out the order at anytime.
• Will I still be bound by P-Card limits?

Yes, when ordering products from suppliers through I-BUY the P-Card limits will still apply.

• Do I need approval from my supervisor in order to purchase a product?

When ordering products from any supplier through I-BUY you will not have to have the order approved by your supervisor before placing the order. Make sure to print your information at the end of the checkout process in order to reconcile your p-card.

• What if my supplier is not listed in I BUY?

If your supplier is not listed in I-BUY make sure to check the supplier description document to see if it will be coming to I-BUY in the future. If it is not available in I-BUY, continue to order from the supplier as you normally would.

• Will there be a ‘favorites’ option if I order the same products frequently?

In most cases you will have the option to create a favorites list inside each supplier’s website housed on I-BUY. It depends whether or not the supplier has that option within its website.

• How do I purchase from Stores here on Campus?

You select Stores as one of the contractors and go through the usual process of searching and selecting the needed products. When checking out, you will use the following Credit Card information to finish the order.
Card number = 5123 4567 8901 2346
Expiration date = 05/17