

## Cannot Access Vendor Set-Up Form

This is usually a cache or an extra character issue. Because you are a Vendor and Best Buy has a “single sign on platform” for the online Vendor Set-Up form, you must clear your Chrome cache each time to the new Vendor Set-Up Form.

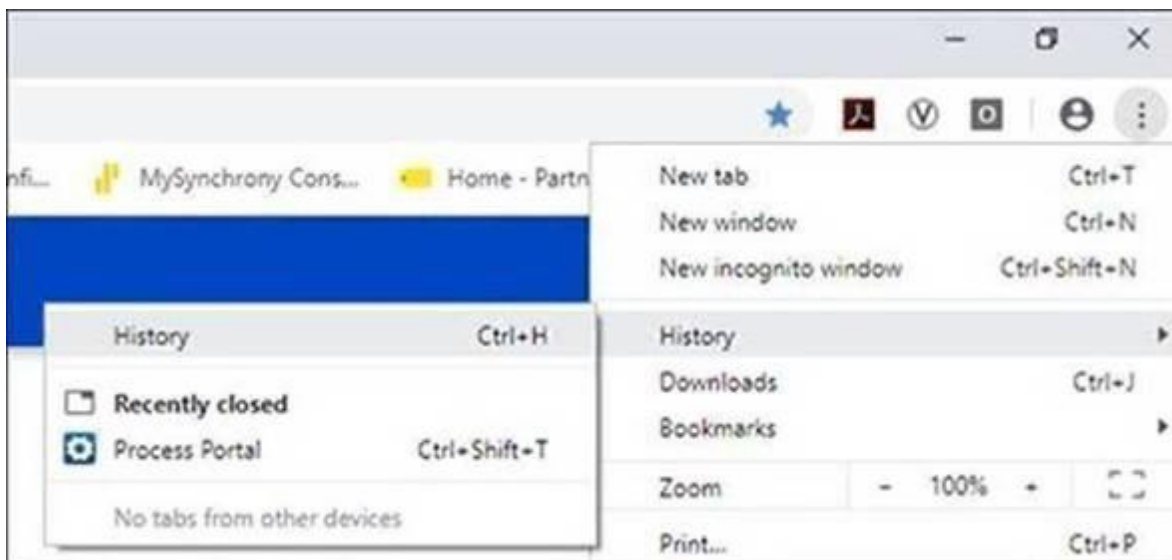
### **Extra Character Issue:**

- 1) Close **all** browsers
  - 2) Clear cache and delete all history (Instructions to successfully clear Chrome cache shown after number 5 below.)
  - 3) Open Vendor Set-Up Form link in email. If you don't have Chrome, paste link into Chrome.
  - 4) Once login window appears, copy login from the email.
  - 5) Click into login field, click backspace, paste login, click backspace again one time
  - 6) Copy password from the email
  - 7) Click into password field, click backspace, paste password, click backspace again one time
  - 8) Select submit
- (This step often helps because copying/pasting a log or password after adds an extra space at the end of it!)

### **How to Clear Chrome Cache:**

Close all browsers and close all open tabs on your computer (Chrome, IE, Microsoft Edge, Microsoft Teams, Safari, Fire Fox etc.). Now open a new window in Chrome ONLY.

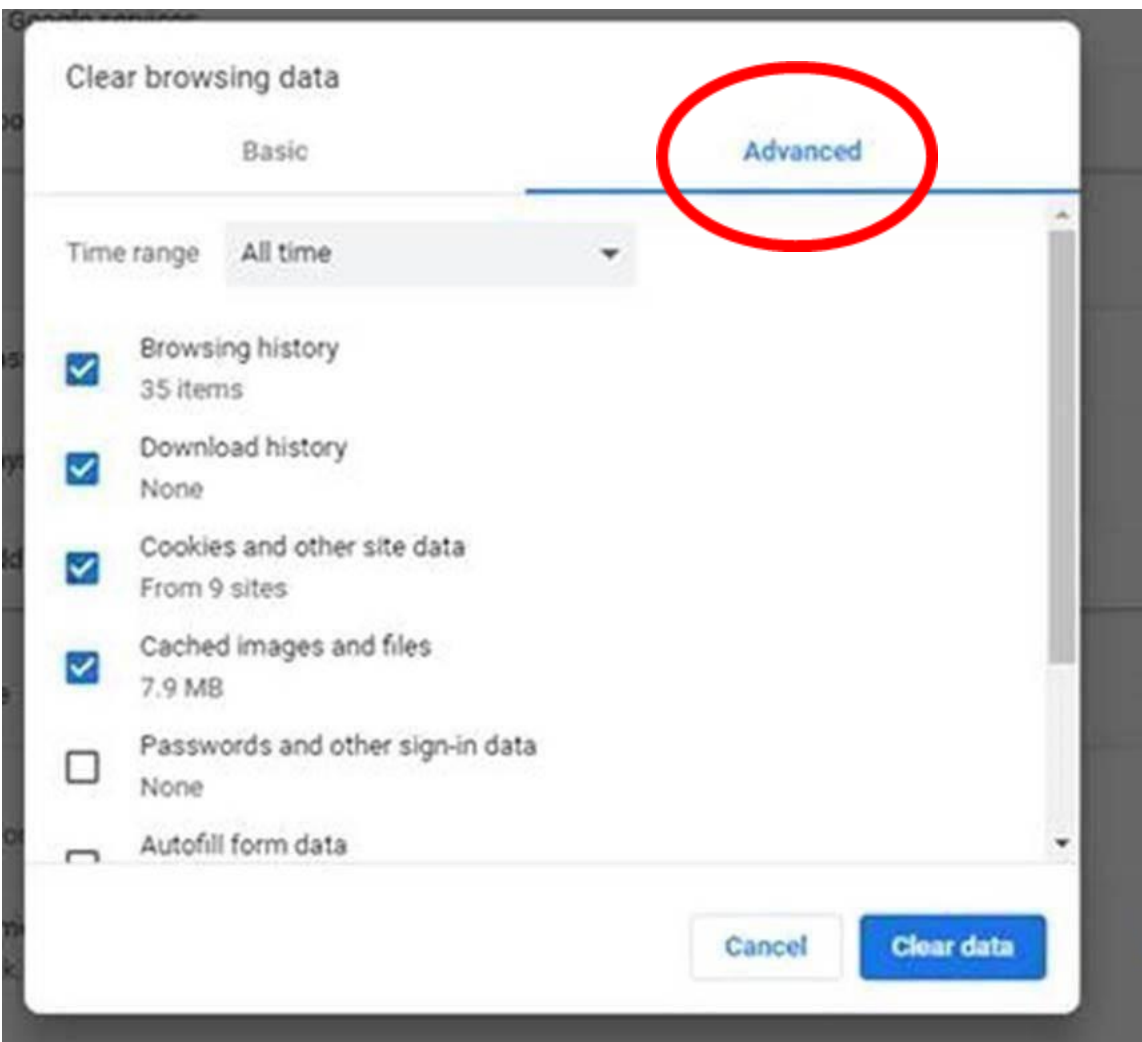
On the right side, select ellipses (3 vertical dots). Then select History dropdown menu and select History again from the pop-up menu (as shown below):



On left side, select “Clear browsing data.”



Now select **Advanced** tab. **Time Range** should be set to **All time**. Ensure the four boxes shown below are checked (no need to check any other boxes) and click **Clear Data**.

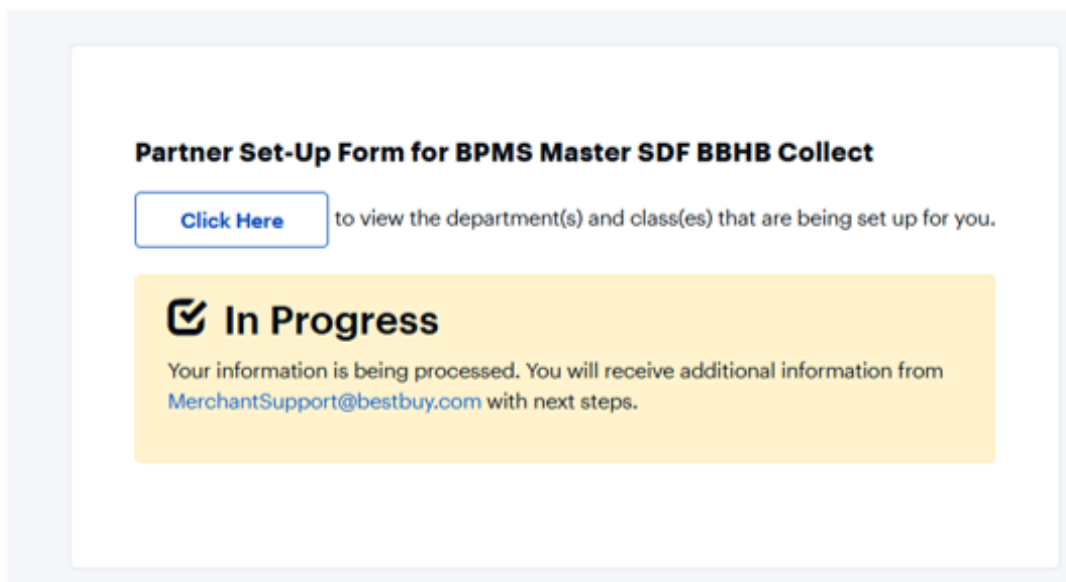


Close all open Chrome browsers.

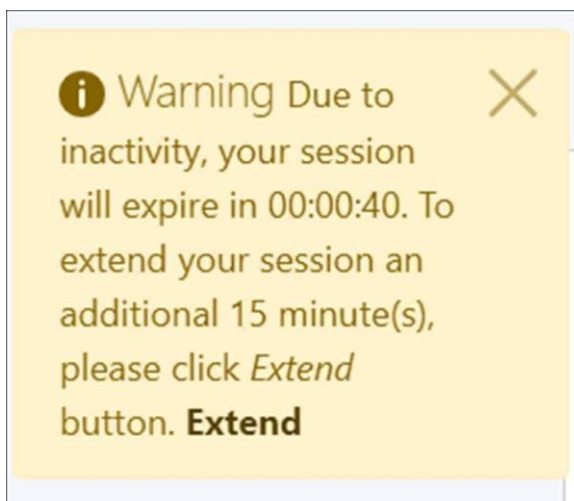
Using link provided in the email to ensure link is being opened in Chrome. Some User's systems default to open all links using browsers other than Chrome (Microsoft Edge or IE). Ensure Chrome is being used and follow steps 1 - 8 (on page 1) to ensure the system is not seeing an "invisible" character/number at the end of the login ID or password.

## Cannot Submit Vendor Set-Up Form Successfully

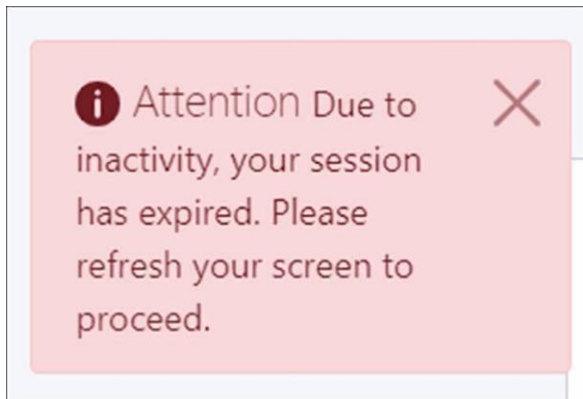
If you are in the Vendor Set-up Form and have completed all fields, the below screen indicates your submission was successful. If you do NOT see the screen below, this indicates a field(s) on the form is still blank. You will need to access the form again and review each page to locate the missing field(s).



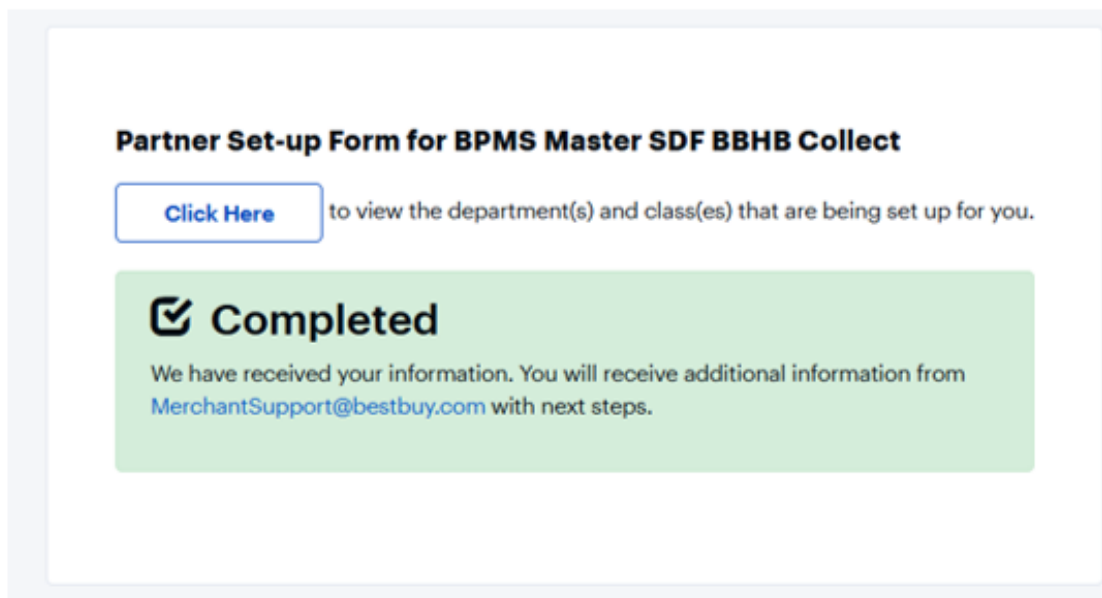
If you see the screen shot below while completing the form, click **Extend** or the Form will not allow you to save your data. (It will time you out and lose your submission/data!) The system will allow you to keep typing and move to the next page, but you **must** click **Extend** to successfully complete the Vendor Set-Up Form. If you do not click **Extend**, when you click **Submit** you will lose your data and the Form will not have been successfully submitted.



If you receive the pop-up in the screenshot below, your session was not extended, and you will need to refresh (or your data entered in the fields will not save.) Again, the system will allow you to keep typing and move to the next page, but it is **NOT** saving your work and you will not receive the **In Progress** screen after you select **Submit**.



If you refresh, or log out and back in, the Vendor Set-Up Form will change to **Completed**. This means the form has been successfully submitted to Best Buy.



If you continue to experience issues accessing the Vendor Set-Up Form after multiple times clearing your Chrome cache, please contact us so we can troubleshoot!