



CITY OF SANTA FE

Vendor Access User Guide

January 2026


Vendor/User Accounts

Vendors who access the City of Santa Fe's Vendor Access application portal must create an Identity log-in account. The log-in account **"requires"** an active email address and a password.


When accessing the Vendor Access portal, the application presents the Community Access sign-in screen with options to associate an existing log-in from Google®, Apple®, Microsoft®, or Facebook® with the City of Santa Fe's Identity account, or vendor/users can create a new account by clicking the Sign-Up link at the bottom of the screen. The Help link on this screen also provides detailed steps for password management, including setting up multi-factor authentication.


The link to the City of Santa Fe's Vendor Access application portal is:


<https://cityofsantafenm.tylerportico.com/va/vendor-access>




Sign in to community access services.

 Sign in with Google

 Sign in with Apple

 Sign in with Microsoft

 Sign in with Facebook

OR

Email address

Password

☐ Remember me

[Sign in](#)

[Forgot password?](#) [Unlock account?](#) [Help](#)

Don't have an account? [Sign up](#)

New First-Time Vendor/Users

For first-time vendor/users, clicking the Sign-Up link at the bottom of the sign-in screen presents the Create an Account dialog box.




☐ Remember me

Sign in

[Forgot password?](#) [Unlock account?](#)

Don't have an account? **Sign up**



Create an account

Email *

Password *

First name *

Last name *

* indicates required field

Sign up

[Back to sign in](#)

Enter a valid email address, create a password, enter the first and last name, and click Sign-Up to create the vendor/user Identity account.



The application sends a confirmation email to the email address entered.



Hi TEST 12 11 25,

Welcome to your Community Access account!

Your organization uses Community Access and Tyler Technologies to manage access to applications which serve citizens.

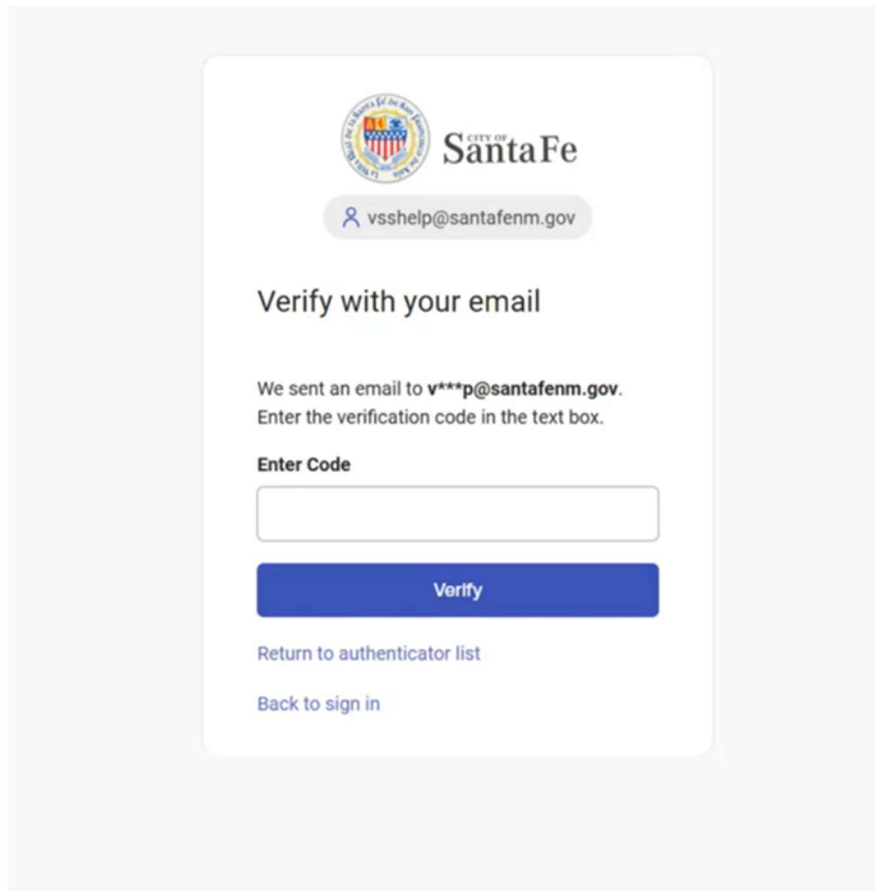
Community Access provides access to all of your citizen applications and connects you to other public applications within Tyler Technology's ecosystem.

[Learn more about Community Access.](#)

To verify your email address and activate your account enter the verification code: **293888**



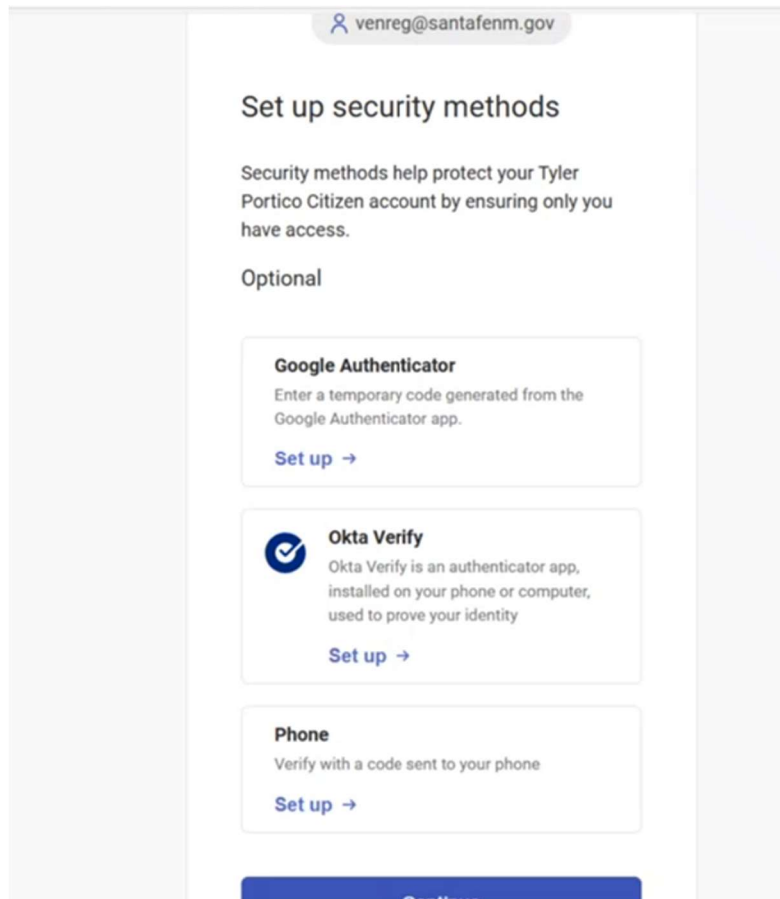
Once the vendor/user receives the email and clicks the Verify Email link, Vendor Access presents verify your email code page ENTER CODE FROM EMAIL RECEIVED



The screenshot shows a web page for the City of Santa Fe. At the top, there is the City of Santa Fe seal and the text 'CITY OF Santa Fe'. Below this is a contact email address: 'vsshel@SantaFeNM.gov'. The main heading is 'Verify with your email'. The text below the heading states: 'We sent an email to v***p@santafenm.gov. Enter the verification code in the text box.' There is a text input field labeled 'Enter Code'. Below the input field is a blue button labeled 'Verify'. At the bottom of the form, there are two links: 'Return to authenticator list' and 'Back to sign in'.



NEXT : you will be prompted on MULT-FACTOR Authentication selection. **SELECT ONE OF 3 METHODS** and then select Continue.



The screenshot shows a web interface for setting up security methods. At the top, there is a header with a user icon and the email address 'venreg@santafenm.gov'. Below this, the main heading is 'Set up security methods'. A subheading explains that security methods help protect the Tyler Portico Citizen account by ensuring only the user has access. Under the heading 'Optional', there are three selectable options, each with a 'Set up' link and a right-pointing arrow:

- Google Authenticator**: Enter a temporary code generated from the Google Authenticator app.
- Okta Verify**: Okta Verify is an authenticator app, installed on your phone or computer, used to prove your identity.
- Phone**: Verify with a code sent to your phone.

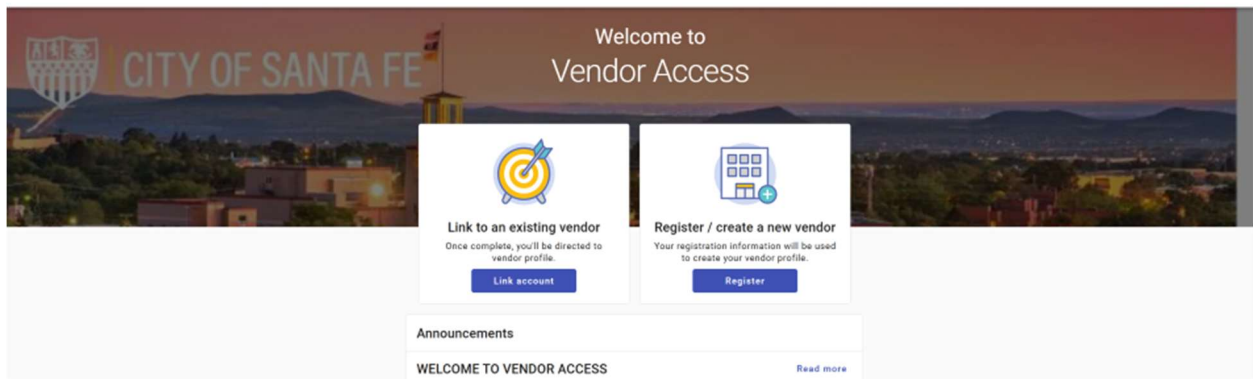
At the bottom of the page, there is a blue button labeled 'Continue'.



The Welcome Screen

When you log in to Vendor Access portal for the first time, the Welcome to Vendor Access screen provides options to establish a link to an existing vendor record, register or create a new vendor record.

Once a vendor profile is established, this screen is bypassed, and the vendor/users are taken directly to the home page.



Linking to an Existing Vendor/User

If the logged-in vendor/user has an existing record in the Vendor portal, Vendor Access provides the Link Account option to establish the connection.


1. Click Link Account to associate the vendor/user who is currently logged in with an existing vendor record.

<https://cityofsantafenm.tylerportico.com/va/vendor-access>

The screenshot shows the 'Welcome to Vendor Access' page. On the left, a panel titled 'Link to an existing vendor' features a target icon and text: 'Once complete, you'll be directed to vendor profile.' A red box highlights the 'Link account' button, with a red arrow pointing to the 'Vendor Number' input field in the central form. The central form is titled 'Michael, welcome to Vendor Access. Lets find your vendor account.' It includes a 'Vendor Number' input field, a 'Request your vendor number' link, radio buttons for 'FID' (selected) and 'SSN', and 'Retype FID' and 'FID' input fields. At the bottom are 'Cancel' and 'Find vendor' buttons. On the right, a panel titled 'View all bids' features a magnifying glass icon and text: 'View all bids with or without a login.' and a 'View bids' button.

2. Enter the vendor number (as established in the Vendor portal) and the vendor's federal identifier (FID) or Social Security number (SSN) to search for the existing vendor record.
The Request Your Vendor Number link provides the contact details for the person at your organization who handles these requests.
3. Click Find Vendor.
The application searches and retrieves the vendor information stored on the vendor record in the integrating Vendor portal.





We found a vendor, is this you?


Name
MARIA PEREZ, LLC

Address
123 INDUSTRIAL WAY
PORTLAND, ME 04101

Doing Business As
PEREZ PAVING

Email
PPAVING@GMAIL.COM

4. If this is the correct vendor, click Next. If not, click That's Not Me to return to the previous screen to re-enter the vendor information and correct any errors. The application provides the name and email address of the logged-in user.



We have your contact information.

If it looks good, click Finish.

Name
Antonia Raoul-Smith

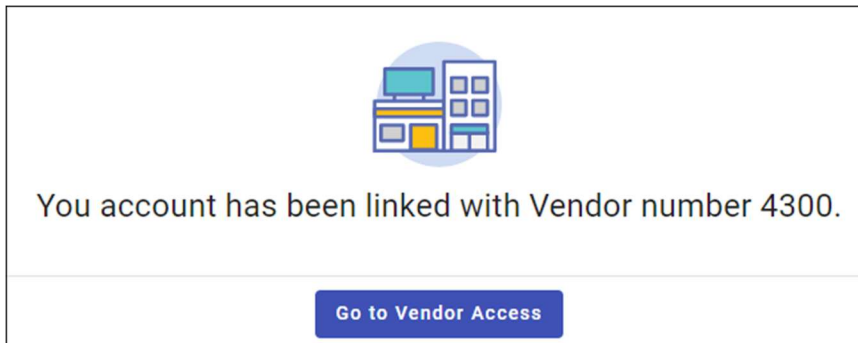
Email
ANTONIA.RAOULSMITH@GMAIL.COM

* Phone number
(____)____-____-____

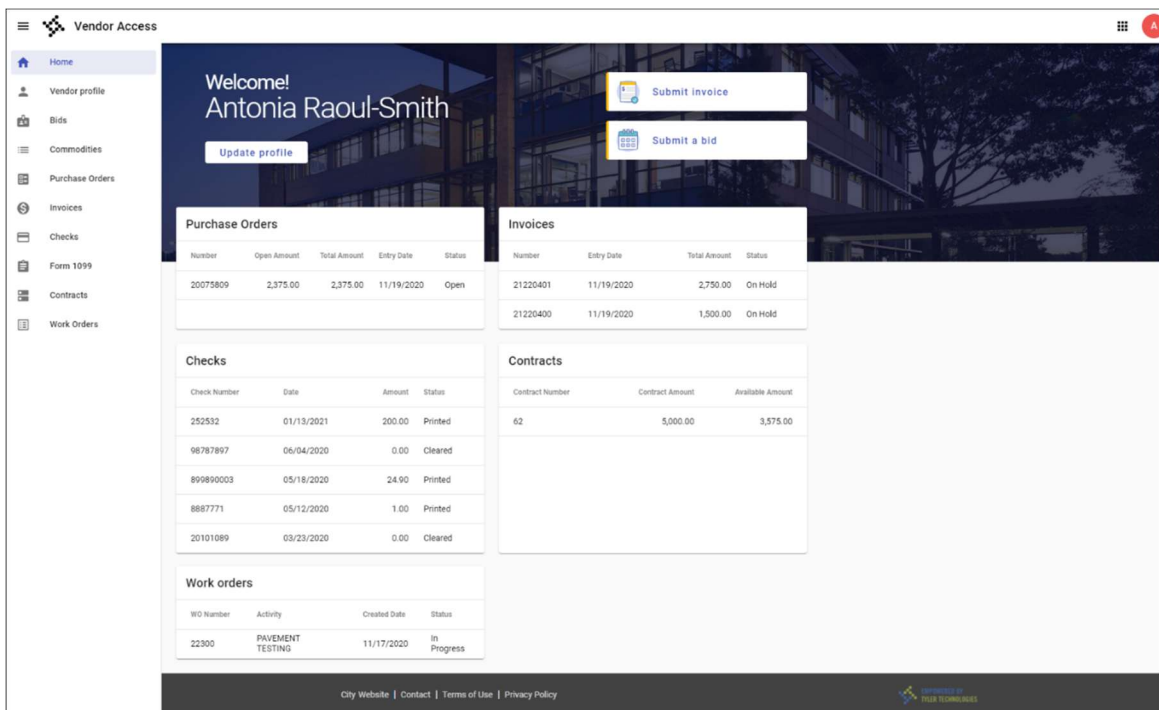
Mobile number



5. Enter at least one phone number to use for this email address and then click Finish. The Finish button is not available until the required fields are completed. The application saves the information and links the vendor account to the logged-in user.



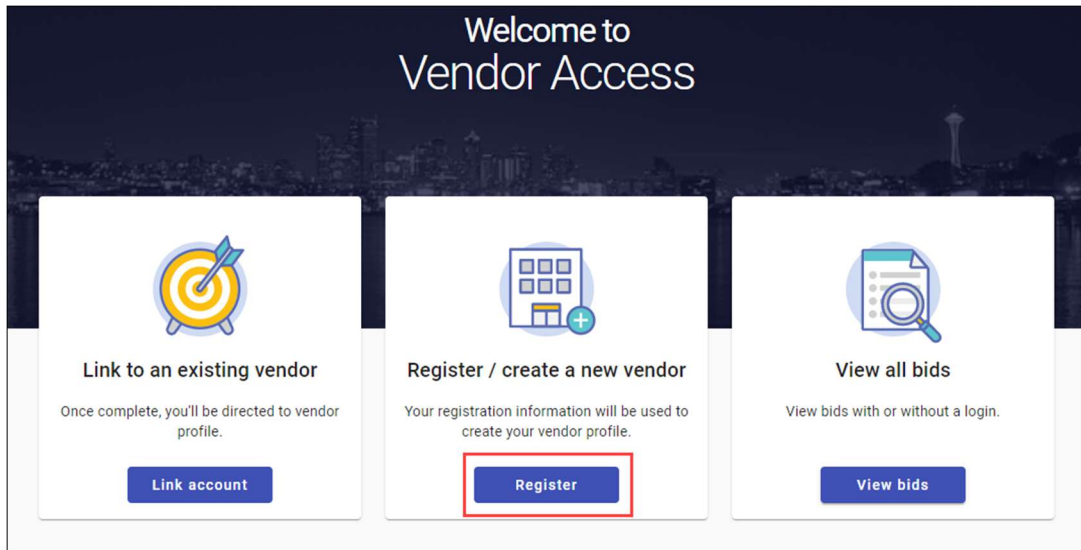
6. Click Go to Vendor Access to open the home page. Invoices, purchase orders, and other such data that are associated with the existing vendor from the integrating system are now linked and searchable through Vendor Access.



Registering/Creating a New Vendor

To register a new vendor:

1. On the Welcome screen after you log in to Vendor Access, click Register to create a profile for a new vendor.



The program provides step 1 of the Vendor Registration screen with fields to define the name of the business and the vendor's federal identification number (FID) or Social Security number (SSN). All fields marked with a red asterisk (*) are required.

The screenshot shows the 'Vendor registration' form, Step 1: Profile. At the top is a progress bar with six steps: 1 Profile, 2 Location, 3 Information, 4 Contacts, 5 Documentation, and 6 Review. The 'Profile' step is active. Below the progress bar is a greeting 'Hi there!' with a hand icon. The text says 'Let's create your vendor profile. First, share some information about yourself.' There are four input fields: 'Business name' (required, marked with a red asterisk), 'FID' (selected with a radio button), 'SSN' (unselected with a radio button), 'FID' (required, marked with a red asterisk), and 'Retype FID' (required, marked with a red asterisk). At the bottom are 'Cancel' and 'Next' buttons. The 'Next' button is disabled.

Note: Clicking Cancel at any point during the registration process exits the registration screens and removes all of the entered information.

2. Complete the fields and click Next to continue to step 2 of the registration process to define the location details, referring to the following table for information.

Vendor registration

✓ Profile — 2 Location — 3 Information — 4 Contacts — 5 Documentation — 6 Review

Great! Next, share a few details about your business

Vendor information

Vendor type

Doing business as

Vendor email*

Website

Address information

Address*

City*

State* Zipcode*

Bank information

Field	Description
Vendor Information	
Vendor Type	Indicates the type of vendor, such as a payroll vendor, employee, or equipment vendor.
Doing Business As	Specifies the vendor's Doing Business As (DBA) name.
Vendor Email	Identifies the vendor's email address.
Website	Indicates the vendor's website address.
Address Information	




Field	Description
Address City State ZIP Code	Indicates the vendor's mailing address, including the city, state, and ZIP Code™.
Bank Information <i>Click Update My Bank Account to add vendor banking information, if applicable. The bank code and account information must exist in the ERP system. Vendor Access verifies the entered information matches the existing bank account information in the ERP system.</i>	

- After completing the fields, click Next to proceed to step 3 to specify any applicable minority business enterprise (MBE) classifications and payment terms.


Vendor registration
×

✓ Profile
✓ Location
3 Information
4 Contacts
5 Documentation
6 Review


Minority business enterprise

Do any of the following MBE classifications apply to your business?

Applies	Description	Certifications	Actions
<input type="checkbox"/>	African-American Owned	0	▼
<input type="checkbox"/>	Asian-American Owned	0	▼
<input type="checkbox"/>	Woman Owned	0	▼
<input type="checkbox"/>	Native American Owned	0	▼


Payment terms

Do you have any payment discounts?

Discount percent
Days to discount
Days to net

Which delivery methods do you accept?

Accounts payable *
Purchasing *

☐ Printed
☐ Fax
☐ Email
☐ Printed
☐ Fax
☐ Email

Cancel
Previous
Next



- If the payment terms are known, complete the fields, referring to the following table for specific field details.
- If the payment terms are not known at this time, click Next to skip this step and proceed to step 4.

Field	Description
Minority Business Enterprise <i>These options vary depending on your organization's setup.</i>	
Do any of the following MBE classifications apply to your business?	
Applies Description Certifications Actions	If MBE classifications are enabled, this table provides the available MBE classifications with options to select any that apply. Once selected, an Add (+) option is available to add a certificate that includes the following fields: <ul style="list-style-type: none"> • Agency • Issue Date • Expiration Date • Notes
Payment Terms	
Do you have any payment discounts?	
Discount Percent	Sets the discount percentage offered by the vendor if the invoice is paid within the Days to Discount timeframe.
Days to Discount	Contains the number of days within which the invoice must be paid to qualify for the vendor discount.
Days to Net	Holds the number of days allowed from the invoice date to pay the full invoice.
Which delivery methods do you accept?	
Accounts Payable	Provides options to select one or more accepted delivery methods for accounts payable: <ul style="list-style-type: none"> • Printed—The vendor accepts printed delivery. • Fax—The vendor accepts delivery by fax. • Email—The vendor accepts delivery by email.



Field	Description
Purchasing	Provides options to select one or more accepted delivery methods for purchasing: <ul style="list-style-type: none"> Printed—The vendor accepts printed purchase orders. Fax—The vendor accepts purchase orders by fax. Email—The vendor accepts purchase orders by email.

4. Click Next to proceed to step 4 to define the contacts.

Vendor registration

✓ Profile — ✓ Location — ✓ Information — **4 Contacts** — 5 Documentation — 6 Review

Nice work!

We have your email, but how else can you be contacted?

Full Name*
Antonia Raoul-Smith

Type*
▼

Phone*

Mobile Phone

Email*
antonia.raoulsmith@gmail.com

Comments

Cancel Previous Next

Field	Description
Full Name	Indicates the full name of the person registering as a vendor. The app automatically completes this information based on the email address you provided when logging in. For example, if you logged in through Google, the full name associated with your Google account is provided in this field.



Field	Description
Type	Specifies the type of contact: <ul style="list-style-type: none"> • General Contacts • Accounts Payable Contacts • Purchasing Contacts
Phone	Establishes the phone number of the contact. A phone number is required.
Mobile Phone	Indicates the mobile phone number of the contact, if different from the phone number entered in the Phone field.
Email	Identifies the email address of the contact. The app automatically completes this information based on the email address you provided when logging in.
Comments	Provides a text box to enter any comments associated with the contact information. For example, the contact's job role or preferred contact method.

- Click Next to proceed to step 5 to provide any relevant documents, if applicable.

Vendor registration

☒ Profile
 ☒ Location
 ☒ Information
 ☒ Contacts
 5 Documentation
 6 Review

Upload attachments relevant to your vendor activity

Required documentation

Type	Document name
<input type="text"/>	<input type="text"/>

General documentation (optional)

Type	Document name
<input type="text"/>	<input type="text"/>

- Click Next to proceed to the final step to review the entered information.



Vendor registration
×

✓ Profile

✓ Location

✓ Information

✓ Contacts

✓ Documentation

6 Review

Review and submit

Profile

Business name

Antonia's Consulting

FID

98-7456123

Vendor email

antonia.raoulsmith@gmail.com

Are you a minority business enterprise?

No

Location

Doing business as

Antonia's Consulting

Vendor type

Supply Vendor

Address

135 Meadow Lane

City

Portland

State

ME

Zipcode

04101

Payment methods

Discount percent

Days to discount

Days to net

Accounts Payable

Printed

Yes

Fax

No

Email

Yes

Purchasing

Printed

Yes

Fax

Yes

Email

Yes

Contact

Full Name

Antonia Raoul-Smith

Type

1

Phone

9995551212

Email

antonia.raoulsmith@gmail.com

Attachments

Vendor attachments

Type

Document name

Cancel

Submit



7. Review the information and click Submit to complete the registration. To make changes, either click the step or click the Edit option beside the step heading to return to that step to update the information. Click Review to return to the final step.

Vendor registration

✓ Profile — ✓ Location — ✓ Information — ✓ Contacts — ✓ Documentation — 6 Review

Review and submit

Profile

Business name
Fritz Fencing

Location

Doing business as

Vendor registration

✓ Profile — ✓ Location — ✓ Payment — ✓ Contacts — ✓ Documentation — 6 Review

Hi there!

Let's create your vendor profile. First, share some information about yourself.

* Business name
Fritz Fencing

☒ FID ☐ SSN

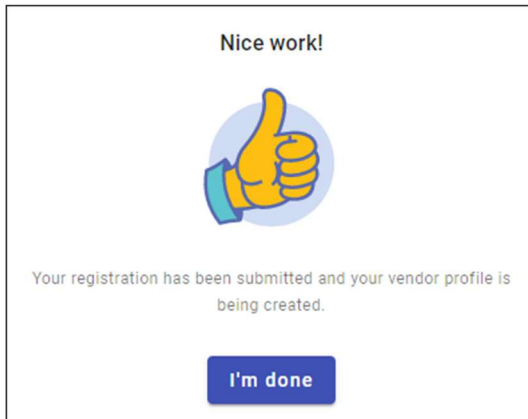
* FID
55-4261800

* Retype FID
55-4261800

Cancel Review



8. Once the vendor registration is submitted, the program provides a confirmation message. Click I'm Done to continue to the Vendor Access home page.



Home Page

Once a vendor profile is established, the Vendor Access home page serves as the primary landing page when users log in to Vendor Access. It provides the vendor's profile information and access to other options, such as Commodities, Purchase Orders, Invoices, Checks, 1099 Forms, and Contracts.

The screenshot shows the Vendor Access Home Page for user Antonia Raoul-Smith. The page features a sidebar with navigation links: Home, Vendor profile, Bids, Commodities, Purchase Orders, Invoices, Checks, Form 1099, Contracts, and Work Orders. The main content area displays a welcome message and a list of transactions categorized into Purchase Orders, Invoices, Checks, and Work orders. Each category has a table with columns for Number, Date, Amount, and Status. The footer includes links to the City Website, Contact, Terms of Use, and Privacy Policy, along with the Tyler Technologies logo.

Welcome!
Antonia Raoul-Smith

[Update profile](#)

[Submit invoice](#)

[Submit a bid](#)

Number	Open Amount	Total Amount	Entry Date	Status
20075809	2,375.00	2,375.00	11/19/2020	Open

Number	Entry Date	Total Amount	Status
21220401	11/19/2020	2,750.00	On Hold
21220400	11/19/2020	1,500.00	On Hold

Check Number	Date	Amount	Status
252532	01/13/2021	200.00	Printed
96787897	06/04/2020	0.00	Cleared
899890003	05/18/2020	24.90	Printed
8887771	05/12/2020	1.00	Printed
20101089	03/23/2020	0.00	Cleared

Contract Number	Contract Amount	Available Amount
62	5,000.00	3,575.00

WO Number	Activity	Created Date	Status
22300	PAVEMENT TESTING	11/17/2020	In Progress

City Website | Contact | Terms of Use | Privacy Policy

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This screen also provides any announcements, if applicable.

Vendor Access

Home

Vendor profile

Bids

Commodities

Purchase Orders

Invoices

Checks

Form 1099


Contracts

Work Orders

Update profile

Submit a bid

Announcements



You're all caught up on announcements

Purchase Orders

Number	Open Amount	Total Amount	Entry Date	Status
20230016	0.00	2,190.00	12/01/2022	Closed
20220022	449.99	449.99	01/10/2022	Open
20220021	0.00	1,490.54	12/16/2021	Closed
20220020	0.00	1,490.54	12/16/2021	Closed
20220019	0.00	1,490.54	12/16/2021	Closed

All purchase orders



The bottom of the home page provides overview information about the records that are associated with the vendor. These are informational only. To access the records, use the navigation menu.

Vendor Access

Welcome! Antonia Raoul-Smith

[Update profile](#)

[Submit Invoice](#)

[Submit a bid](#)

Purchase Orders

Number	Open Amount	Total Amount	Entry Date	Status
20075809	2,375.00	2,375.00	11/19/2020	Open

Invoices

Number	Entry Date	Total Amount	Status
21220401	11/19/2020	2,750.00	On Hold
21220400	11/19/2020	1,500.00	On Hold

Checks

Check Number	Date	Amount	Status
252532	01/13/2021	200.00	Printed
98787897	06/04/2020	0.00	Cleared
899890003	05/18/2020	24.90	Printed
8887771	05/12/2020	1.00	Printed
20101089	03/23/2020	0.00	Cleared

Contracts

Contract Number	Contract Amount	Available Amount
62	5,000.00	3,575.00

Work orders

WO Number	Activity	Created Date	Status
22300	PAVEMENT TESTING	11/17/2020	In Progress

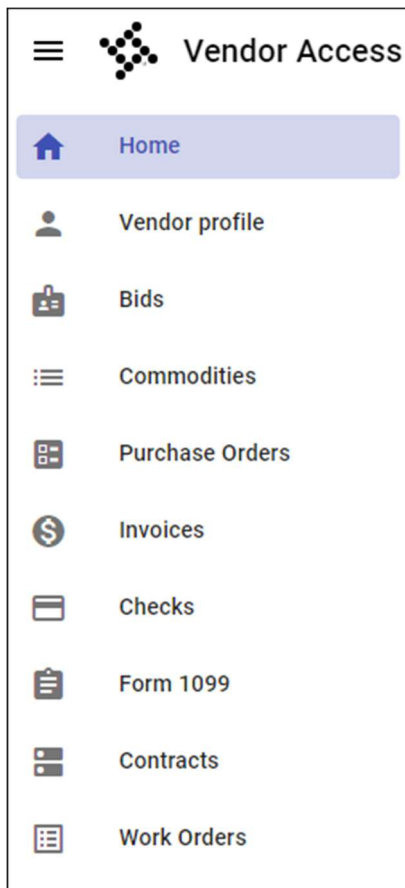
City Website | Contact | Terms of Use | Privacy Policy

POWERED BY TYLER TECHNOLOGIES

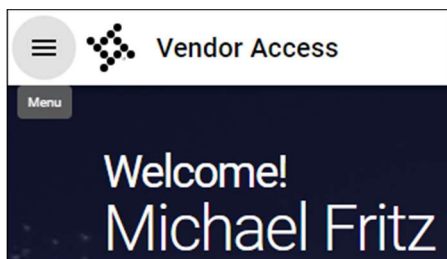


Using the Navigation Menu

The navigation menu serves as the primary means of navigating through the Vendor Access application. Available options vary depending on your organization's settings.

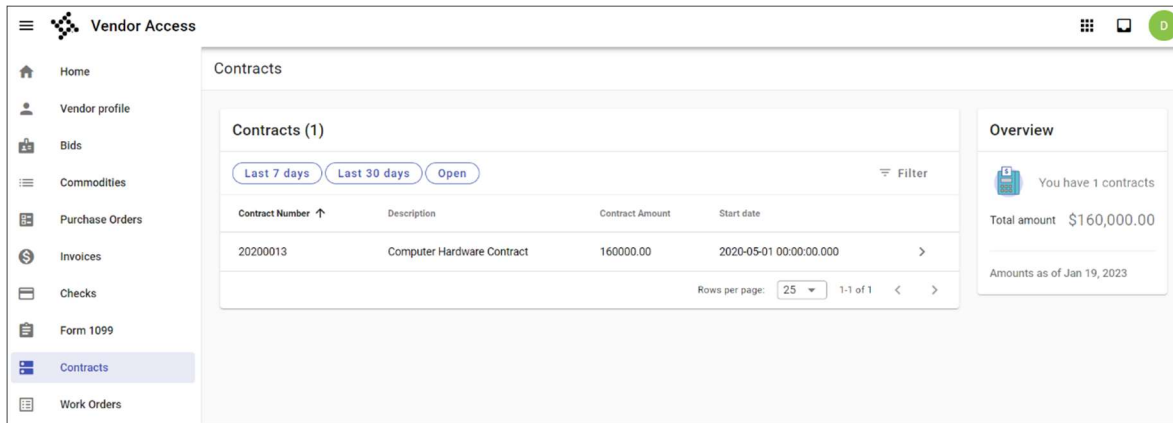


Clicking the Menu button at the top of the page hides or displays the navigation menu.

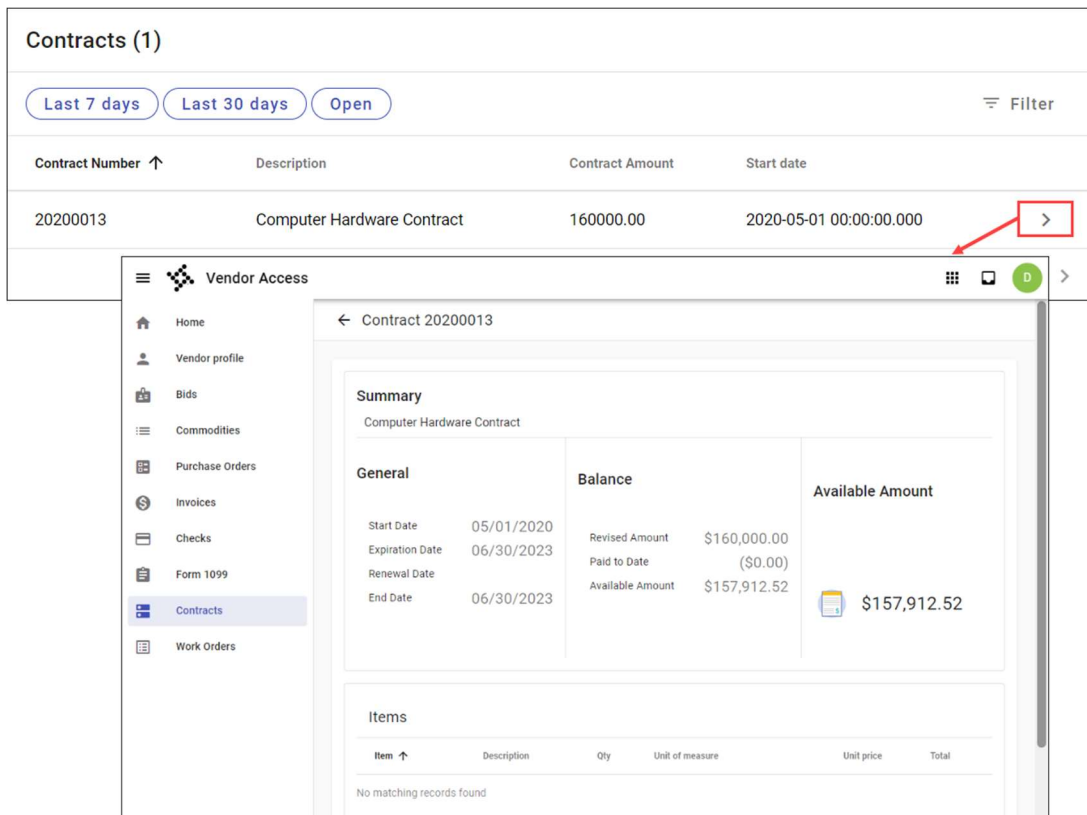


Contracts

The vendor's associated contracts are provided in the Contracts section.



Click the arrow for a contract to view the contract details, including a summary, general information, the contract balance, available amount, and any associated items.

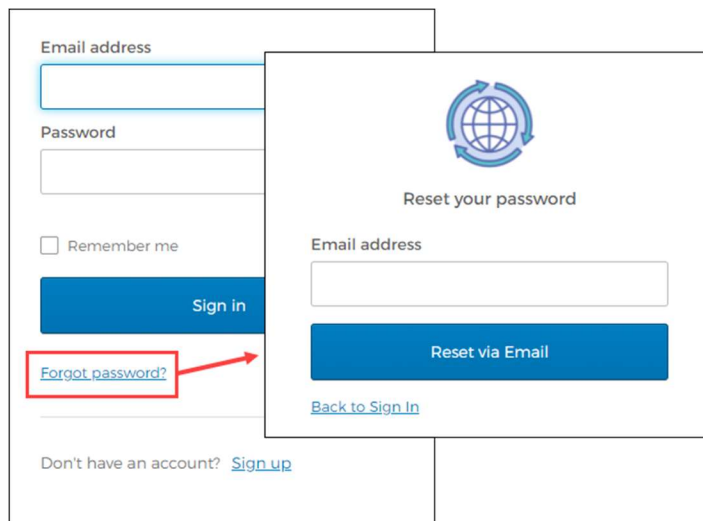


The remaining tabs provide information about inspections, data, and attachments associated with the work order.

Password Resets

If a vendor/user forgets their assigned password, clicking the Forgot Password? link on the Sign-in screen provides the steps to reset the password.

The Help link on the Sign-In screen also provides detailed password retrieval instructions.



The image shows a user interface for signing in. On the left, there is a sign-in form with fields for 'Email address' and 'Password', a 'Remember me' checkbox, a 'Sign in' button, and a 'Forgot password?' link. A red box highlights the 'Forgot password?' link, and a red arrow points from it to a modal window on the right. The modal window is titled 'Reset your password' and features a globe icon with circular arrows. It contains an 'Email address' input field, a 'Reset via Email' button, and a 'Back to Sign in' link. At the bottom of the sign-in form, there is a link for 'Don't have an account? Sign up'.



Locked Accounts

If a vendor/user's account is locked, clicking the Unlock Account?

Link on the Sign-in screen provides the steps to unlock the account.

The diagram illustrates the process to unlock a locked account. It starts with a 'Sign in' screen on the left, which includes a 'Remember me' checkbox, a 'Sign in' button, and links for 'Forgot password?', 'Unlock account?', and 'Help'. The 'Unlock account?' link is highlighted with a red box, and a red arrow points from it to the 'Unlock your account' screen on the right. The 'Unlock your account' screen features a globe icon with circular arrows, the title 'Unlock your account', an 'Email address' input field, a 'Send Email' button, and a 'Back to sign in' link.

☐ Remember me

Sign in

[Forgot password?](#) **[Unlock account?](#)** [Help](#)

Don't have an account? [Sign up](#)

Unlock your account

Email address

Send Email

[Back to sign in](#)

