

# Subcontractor Prequalification Troubleshooting Guide

Below are some of the most common issues our external partners encounter when trying to access the Prequalification online, as well as some steps you can have them try to resolve these issues.

## I'm not sure if we already have a Prequalification with Turner or if we have a login account

If you are not sure if your company already has an existing Prequalification application or if you already have a login account to access your prequal, please contact your local Turner Procurement department for assistance. If you are not sure which office is your local office, please go to [www.turnerconstruction.com](http://www.turnerconstruction.com) and click on Office Network to see our list of offices.

## What if we do not know our username and/or password

If you are not sure of what your username and/or password is, you can use the links to the right of the Password field on the login screen to request that information.

If you do not know your username, you can use the “partner only - forgot username” link to the right of the password field on the login screen to request their username. You will need to enter the email address associated with your login account and submit the request. You will receive an email shortly after submitting with your username.

Once you have your username, you can then follow the same steps to use the “partner only - forgot password” link, this time entering your username and email address. A new password will be emailed to you. You can then login using your username and password.

**Note:** The password emailed to you is NOT a temporary password, this will be your password for the next 90 days unless you decide to change the password.

**Turner**  
Welcome

for a secure connection please log in:

username (hide example)  
**Turner Employees:**  
username@tcco.com

**Partner Users:**  
username

Turner Users - Log in using your Turner email address  
Partner Users - Log in using the username you where provided

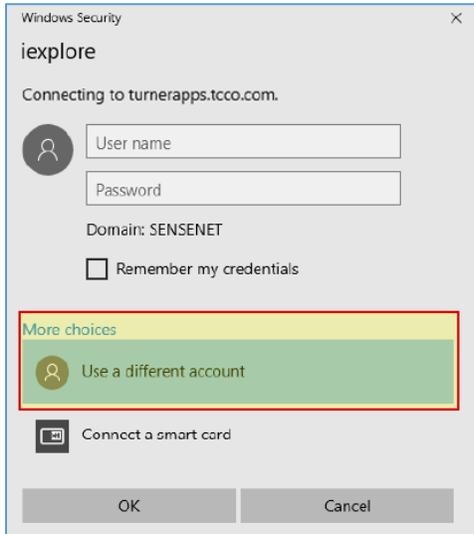
password  
 [partner only - forgot your password?](#)  
[partner only - forgot your username?](#)

my computer/phone/access is ([show explanation](#))  
 public  
 private  
([show explanation](#))

IS Service Desk (866) 275-5335 M-F 8am - 7pm ET  
[Trouble Logging In?](#)

## We are being asked to log in a second time when trying to access the Prequal form

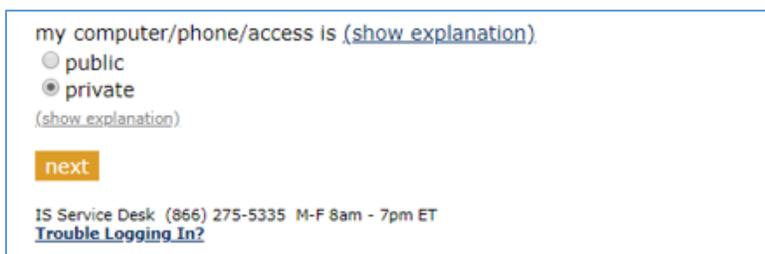
You may see the following login prompt after logging in successfully and trying to access the prequal form.



This is a known issue due to the security settings on both the Turner side and your company's side. Please click on More choices/User a different account on this log in prompt. Enter your username with "EXT" at the beginning, then your current password. For example, if your username is **jsmith**, enter "EXT\jsmith" and then your current password. This should log you in successfully.

## Information saved in our Prequal is missing

In most cases, this means that you did **NOT** choose "Private" when logging in to the system.



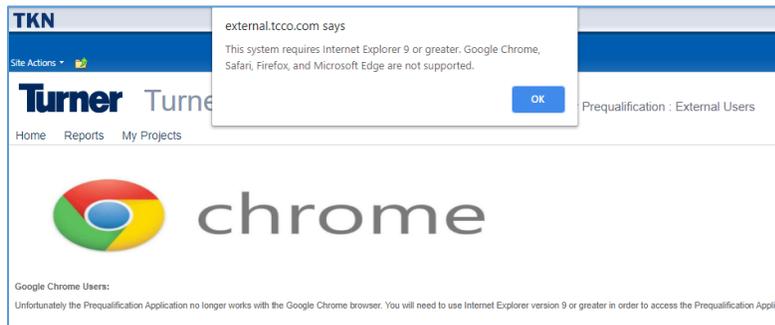
As noted in the "Welcome To Turner" email that you were sent when you created your login account, you will need to make sure that Private is selected on the log in screen when logging in or risk the possible loss of data. This data is not recoverable because it was never saved, even though you may have clicked on the Save button.

To login to the Turner Collaboration Portal, please enter your username and password, making sure to include all characters (inclusive of special characters such as \*, :, \$, !, etc.)

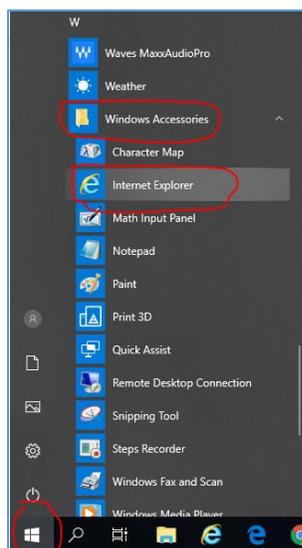
Finally, make sure to choose **Private** and then click on **Logon**.

**Note:** Leaving this option set to **Public** will cause your computer to time out of the system after 15 minutes, resulting in possible loss of data. **Public** is selected by default so you will need to make sure that you are checking the **Private** computer each time you are logging in to the system. Only leave this selected to **Public** if you are using a computer that you or your company does not control, such as a publicly available computer at a library.

We are seeing a message that we need to use Internet Explorer to access the Prequal



The Turner Prequal system is only compatible with Internet Explorer. Any user on a Windows PC will have Internet Explorer already installed. You can find Internet Explorer on their system by clicking on the Start button at the bottom left, scrolling down to Windows Accessories and selecting Internet Explorer.



Users on other operating systems (Apple/Mac or Linux/Unix) will not be able to access the prequal form as Internet Explorer is not compatible with those operating systems. These users will need to either find a Windows PC to use or you will need to provide them with a paper copy to fill out and submit.

### **We receive a message that we need to install Silverlight**

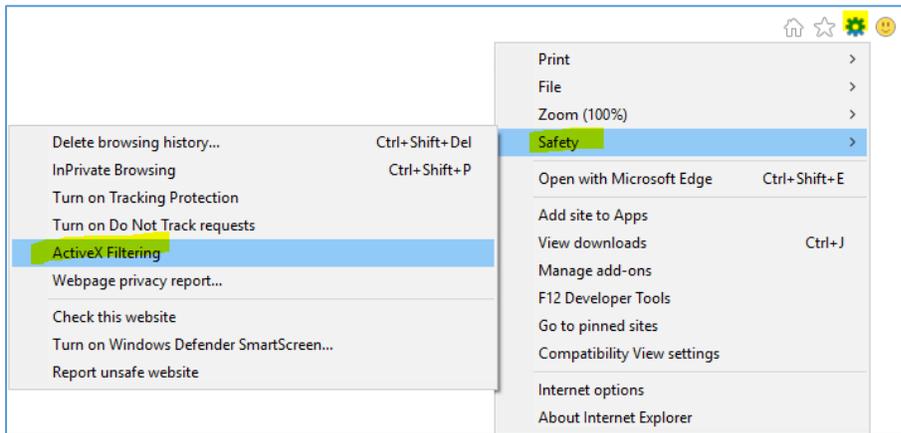
In addition to Internet Explorer, the Turner Prequal system also requires that you have the Microsoft Silverlight plug-in installed on your system. If you are prompted that you need to install Silverlight, please visit the link below and install the plug-in.

<https://downloads.digitaltrends.com/microsoft-silverlight/windows/post-download>

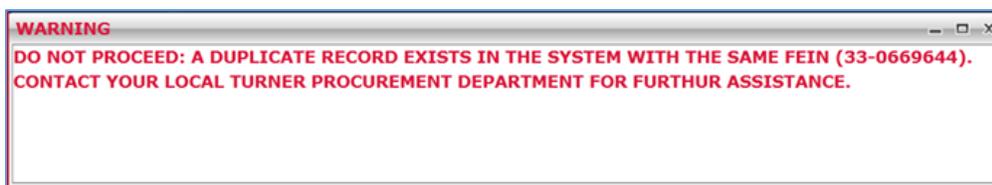
After installing the Silverlight plug-in, you may need to refresh the page for the Prequal form to load successfully.

### **We receive a message to install Silverlight even after it has already been installed or see a blank white page when the Prequal loads**

Please check that the Silverlight application can load correctly by disabling ActiveX filtering in your Internet Explorer browser. Click on the Tools icon, then Safety and make sure that there is not a check next to ActiveX Filtering. If there is a check there, please click on ActiveX Filtering to remove the check, close Internet Explorer, and then try again.



**We are getting an error that a duplicate record exists when entering their FEIN or getting a blank prequal even though there is an existing prequal for their company.**



This error means that the user is creating a new prequal when one already exists in the system for a company with that FEIN. Please have the user stop immediately and close out of the system completely so that they do not continue to spend time filling out a new prequal for their company that we will not be able to use.

Please [submit a service request](#) with the username they are logging in with, their company's FEIN and the Prequal Number that they should be updating for their company. The Service Desk will link their login account to the correct prequal for their company so that the next time they log in they will see their existing prequal instead of a brand new Prequal form.

### **We are getting an error when updating their prequal that our prequal is "locked by SITRION"**



This happens occasionally when the system is running updates or if Turner is running reports on prequals. During this time, all records are temporarily locked out of changes until the updates/reports have completed. Please close completely out of the system and wait at least 15 minutes. You should then be able to log back in to the system and continue updating your prequal.

### **We are getting a yellow triangle when trying to upload files to the Prequal form**

In most cases, this means that the file you are trying to upload is too large. Files cannot be any larger than 2 MB per file. If the file you are trying to upload is larger than 2 MB then you will need to split the file in multiple files and upload the parts individually. If you are still unable to upload a file smaller than 2 MB, please close out of the system completely, wait at least 20 minutes and log back in, making sure to choose Private when you log back in.

