

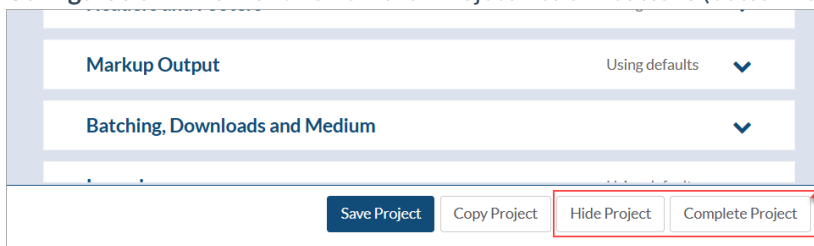
# Why can't my supplier view the project in the portal?

05/01/2026 10:21 am MDT

If the sub-supplier cannot view the project in the portal, confirm the following:

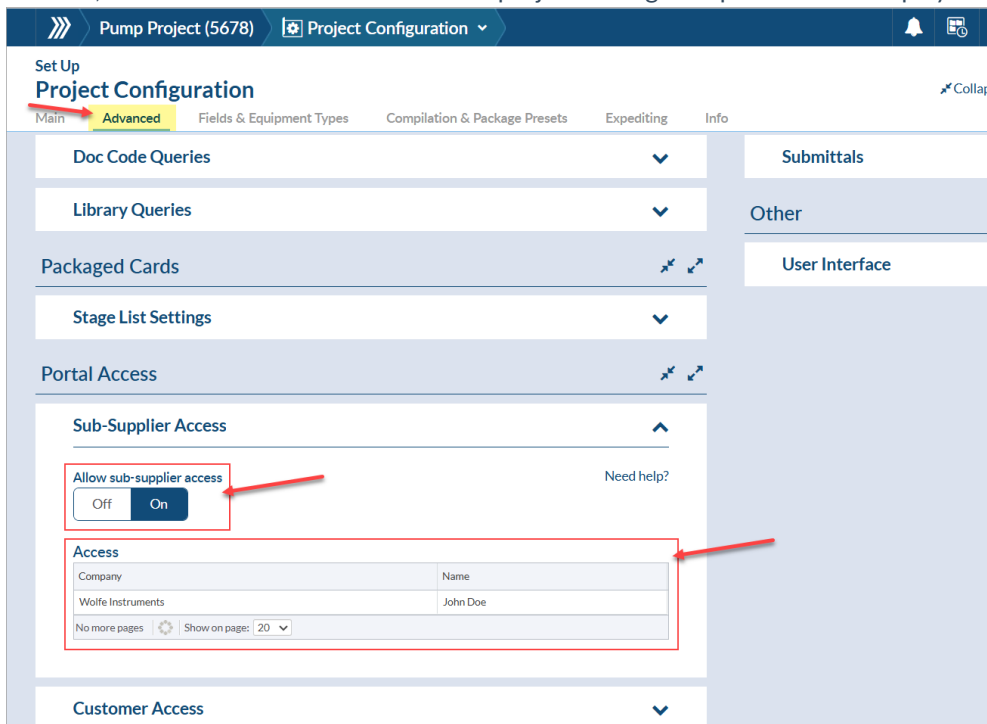
## 1. Is the project marked hidden OR complete?

- If the project is hidden or considered completed, the portal will **not** appear in the supplier's project list.
- To confirm that the project is not hidden and active, navigate to **Project Menu > Set Up > Project Configuration > Main** and review the "Project Action" buttons (bottom left).



## 2. Is the supplier portal enabled?

- If the supplier portal has not been enabled on the project, the portal will **not** appear in the supplier's project list.
- To confirm that the portal has been enabled on the project, navigate to **Project Menu > Set Up > Project Configuration > Advanced** and confirm that the "Allow sub-supplier access" option is set to "On." Once enabled, a list of contacts with access to this project through the portal will be displayed.



## 3. Is the supplier added to the portal?

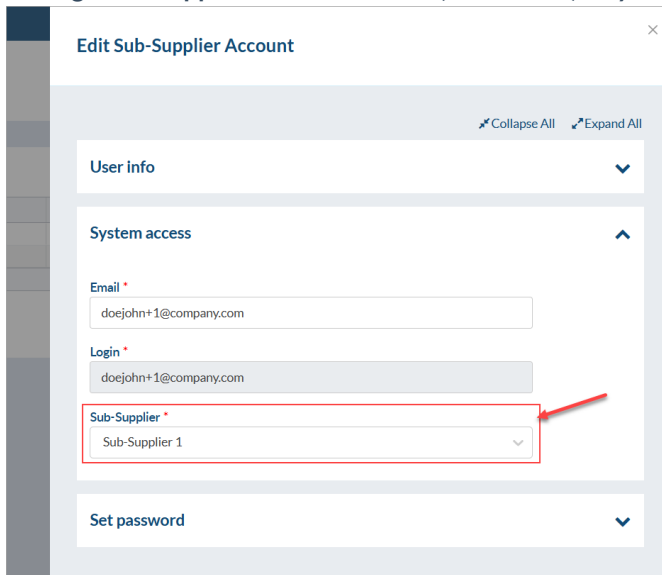
- Individual(s) looking to access the supplier portal will only have access once an account has been

created for them.

- Follow the instructions in this article to add a supplier account (if one does not exist already): [Sub-Supplier Portal \(Admin\)](#).

#### 4. Does the contact have the correct company associated with them?

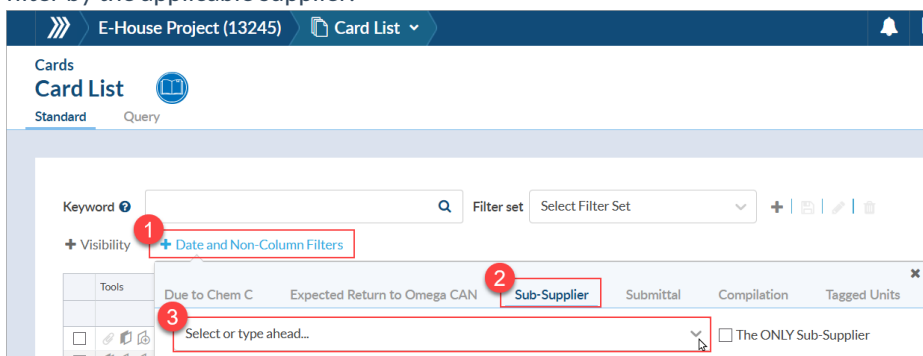
- Individual(s) looking to access the supplier portal will only have access to the projects associated with the supplier selected on their account.
- To confirm that the account is associated with the correct supplier, navigate to **System Menu > Users > Manage Sub-Supplier Accounts > Edit (Pencil Icon) > System access**.



The screenshot shows a web form titled "Edit Sub-Supplier Account". It has a close button (X) in the top right. Below the title are two buttons: "Collapse All" and "Expand All". The form is divided into sections: "User info" (collapsed), "System access" (expanded), and "Set password" (collapsed). In the "System access" section, there are three input fields: "Email" with the value "doejohn+1@company.com", "Login" with the value "doejohn+1@company.com", and "Sub-Supplier" which is a dropdown menu currently showing "Sub-Supplier 1". A red box highlights the "Sub-Supplier" dropdown, and a red arrow points to it from the right.

#### 5. Does at least one card have the supplier associated with it?

- If the supplier is not associated with any cards on the project (either via the equipment list OR sub-supplier override), the portal will **not** appear in the supplier's project list.
- To confirm that the supplier is associated with at least one card, navigate to **Project Menu > Cards > Card List**, open the "Date and Non-Column Filters" options, navigate to the "Sub-Supplier" tab, and filter by the applicable supplier.



The screenshot shows a web interface for "E-House Project (13245) Card List". The "Cards" section is active, and the "Card List" is displayed. There are search and filter options at the top. Below, a "Date and Non-Column Filters" panel is open, showing a table of filters. The "Sub-Supplier" filter is selected and highlighted with a red box and a red arrow. Below the filter table, there is a dropdown menu labeled "Select or type ahead..." which is also highlighted with a red box and a red arrow. The dropdown menu shows "The ONLY Sub-Supplier" as an option.

- If no cards appear for the supplier in question, ensure that the sub-supplier defined for each equipment unit has been configured correctly OR override the auto-defined value from the applicable cards (see article: [Sub-Supplier List and the Sub-Supplier Override](#)).

