

[www.proposalhelper.com](http://www.proposalhelper.com)

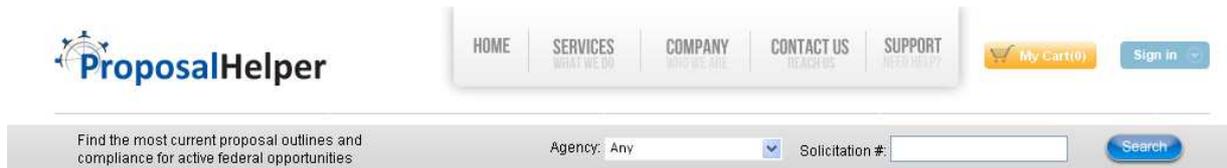
User Manual / FAQs

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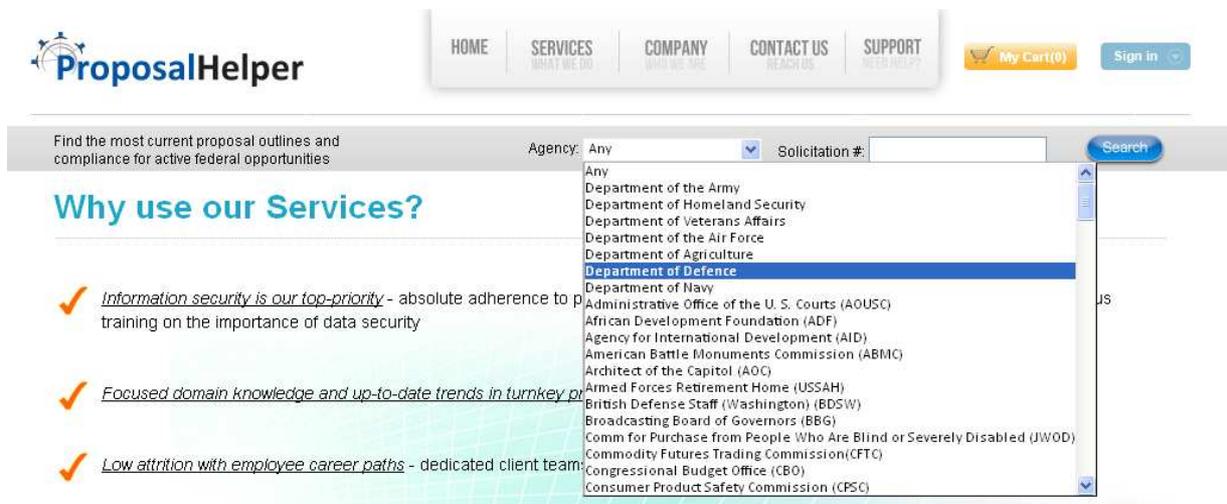
## 1. How do I search Solicitations in [www.proposalhelper.com](http://www.proposalhelper.com)?

In order to search a solicitation, browse to [www.proposalhelper.com](http://www.proposalhelper.com), the search section has the feature which accepts a solicitation number or keyword, and also an Agency filter.



## 2. I know the Agency, but not sure about the solicitation number. How do I get the solicitations under an agency?

If you want to go through all the solicitations under an available agency, leave the solicitation# field empty and select the Agency of your choice.



After selecting an Agency from the list, click on 'Search' Button. The desired search results would be listed as shown.

**Solicitation No:** N6883612T0081

**Solicitation Title:** Logistic Support Services Haiti.

**Description:** The ESC shall provide logistics and life support to expeditionary naval forces operating in Haiti. This ashore presence is part of a larger U.S. Southern Command (SOUTHCOM) directed mission: Approximately 25 Navy Seabee and 10 Partner Nation personnel will require port-a-potties, diesel for equipment, and transportation of personnel and equipment between the Port-of-Call and project sites at the beginning, during and at the end of the mission. Approximately 10 Marine Corps, 30 Partner Nation, an

<b>Package # 1</b>		<b>215.00</b>	<b>ADD TO CART</b>
<b>Package # 2</b>		<b>195.00</b>	<b>ADD TO CART</b>
<b>Package # 3</b>		<b>155.00</b>	<b>ADD TO CART</b>
<b>Proposal Formatting</b>		Deadline: <input type="text"/>	<b>3.00</b> <b>ADD TO CART</b>

**Solicitation No:** FA488712R0003

**Solicitation Title:** Transient Alert Services and Crash Recovery

**Description:** Transient Alert Services and Crash Recovery

### 3. How do I buy a document type?

Once the solicitation you want gets listed on the search page, there would be 'Buy' button for each type of document type. Depending on what document type you want, click on the corresponding 'Buy' button. In order to buy, you ought to be a logged in user. If you have not logged in, the system would prompt you to log in and continue the purchase of document. If you are new to www.proposalhelper.com, you need to 'register' to proceed further.

The screenshot shows the ProposalHelper website interface. At the top, there is a navigation menu with links for HOME, SERVICES, COMPANY, CONTACT US, and SUPPORT. A search bar is located below the navigation, with a dropdown menu for 'Agency' set to 'Any' and a text input for 'Solicitation #'. A 'My Cart(0)' button and a 'Sign in' link are visible in the top right corner. A sign-in modal is open, displaying input fields for 'Email' (with the value 'user123@mailinator.com') and 'Password' (with masked characters '\*\*\*\*\*'). Below the password field are buttons for 'Sign in', 'Register Here', and 'Recover Password'.

Once logged in, you would need to confirm your order in the Confirm Order Page as shown below:

## CONFIRM YOUR ORDER

Click Paypal Button to complete the payment process. Once the paypal transaction is succesful, your document would be available for download.

SOLICITATION	ITEM	PRICE
N6883612T0081	Package # 1 	\$ 215.00

Net Payable Amount : \$ 215

### Pay Via:

Paypal

Credit Card



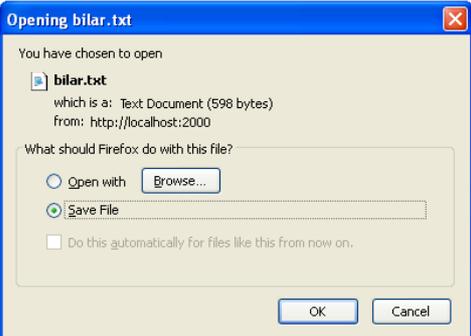
On the click of 'PayPal' button, you would be taken to the PayPal site and once the transaction is done and is successful, you would land back to the following page which would facilitate your download. On click of the download button, you would get a dialogue box to download your document as seen below:



### Payment was successful

You can download the document(s) purchased below.

G807P12UTC0017	Package # 1	
VA25612R0488	Package # 2	



**Note\*** : Please have [Winzip](#) software installed on your machine so that you can extract the files purchased from ProposalHelper quickly. [WinZip](#) is the world's most popular Zip utility for file compression, encryption, packaging, and data backup. If you do not see a '.zip' extension to your downloaded file, just rename the file to add the .zip extension at the end of your filename.

### Why do people use Zip files?

- Zip files compress data and therefore save time and space and make downloading software and transferring e-mail attachments faster.
- Only one download is required to obtain all related files, and file transfer is quicker because the archived files are compressed.

## 4. How do I download an already bought document?

Login to [www.proposalhelper.com](http://www.proposalhelper.com). The 'My Downloads' option would be seen as thus:



Click on My Downloads option. You would land up in the 'My Download' page:

### My Downloads

My Active Amendments [Ready for download]				
My Inactive Amendments [Request to Administrator for download]				
My Active Downloads [Active for 60 days from date of payment]				
W91YTZ12R0108	Package # 1	\$215.00	11 May 2012	
AG82BHS120017	Package # 1	\$215.00	11 May 2012	
AG82BHS120017	Package # 2	\$195.00	16 May 2012	
VA25612R0488	Package # 3	\$3.00	16 May 2012	
VA24412R0208	Package # 3	\$155.00	16 May 2012	
VA24412R0208	Package # 3	\$212.00	11 May 2012	
L12PS00489	Package # 4	\$70.00	16 May 2012	
My InActive Downloads [Downloads older than 60 days]				

Here all downloads you have made and all amendments that you have received would be listed. If the date of download / amendment is less than 45 days (changeable by Admin of ProposalHelper), you can directly download the document by clicking the icon next to the document. Else, you would need to contact the Administrator for the documents.

## 5. How to I get my amendments? Where do I download them?

An amendment would be send to you whenever there is a change in the documents under a solicitation and if and only if you have purchased the 'Amendment option' document type. An automated mail would be sent to you regarding the change. Once you have received an amendment notification, visit [www.proposalhelper.com](http://www.proposalhelper.com) and go to 'My Downloads' page. Here

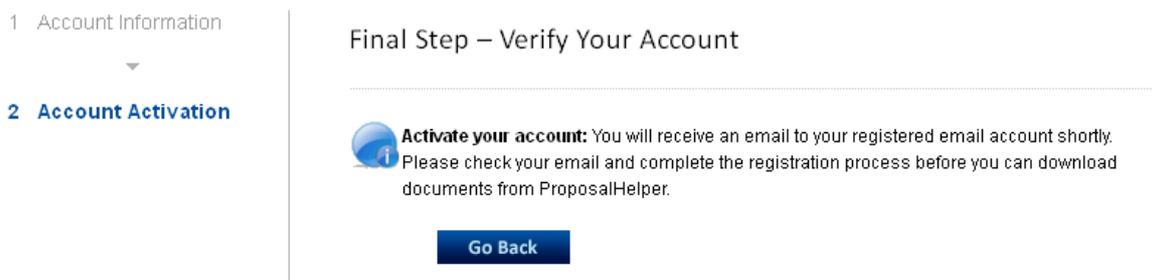
the amendments assigned for you would be listed. By clicking the icons next to them, you can download the document.

## 6. How do I register as a member in [www.proposalhelper.com](http://www.proposalhelper.com)?

In order to register, click on the 'Register Here' option on the homepage. You would land on the registration page. Give appropriate information on the form such as email id (this would be used to log into [proposalhelper.com](http://proposalhelper.com)), password, a security code, personal information etc.

## 7. How do I activate my registered account?

Once the registration process is completed you would land in the activation page:



1 Account Information

2 **Account Activation**

### Final Step – Verify Your Account

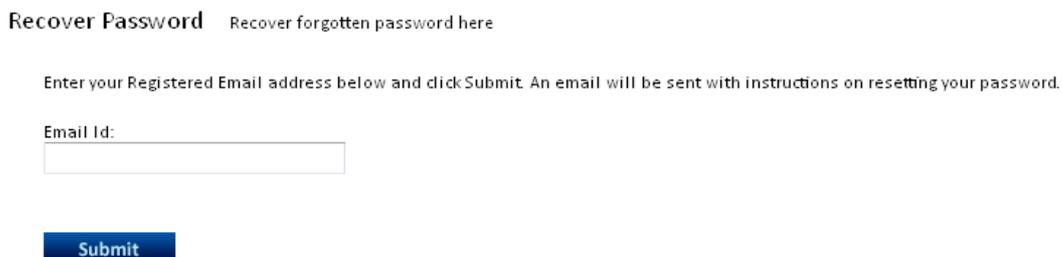
**1** **Activate your account:** You will receive an email to your registered email account shortly. Please check your email and complete the registration process before you can download documents from ProposalHelper.

[Go Back](#)

This screen gives you the information that the activation mail has been sent. Check the email, the link specified in the email when clicked would activate your account; automatically sign you in for the first time.

## 8. If in case, I forgot my password, how do I recover it?

To recover the password, click on the 'Recover Password' option. The landing page would ask for the email address for login.



**Recover Password** Recover forgotten password here

Enter your Registered Email address below and click Submit. An email will be sent with instructions on resetting your password.

Email Id:

[Submit](#)

Once you enter the email address (a valid one), an email would be sent to our email account with the new password. You could login to [www.proposalhelper.com](http://www.proposalhelper.com) with this new password.

## 9. How do I change my password?

On click of Reset Password option on your homepage, you would have the form to create a new password for your account.

### Reset Password

Old Password:

New Password:

Confirm New Password:

[Submit](#)

[Cancel](#)

**Desired Password:**

Enter the password you wish to use to gain access to the system. For security purposes, the password must meet the following criteria:

1. Must be between 8 and 14 characters
2. Must contain **all of the following**:
  - 1 lower case letters
  - 1 upper case letters
  - 1 numbers
  - 1 special characters(e.g. !, %, ^)

## 10. How do I edit my profile?

The edit profile option is available on the homepage after logging in:



## 11. How do I contact the Customer Service?

By clicking on the 'Contact Us' Menu on the [www.proposalhelper.com](http://www.proposalhelper.com) website, you would be taken to a page where it facilitates you to send a mail message to the 'Customer Support'.

## Contact Us

Please enter the details below and click 'Submit' to send us an Email.

Your name:	<input type="text"/>
Subject:	<input type="text"/>
Email ID:	<input type="text"/>
Message:	<input type="text"/>
	<input type="button" value="SUBMIT"/>



ProposalHelper's unique approach to providing proposal support services gets your started instantly. With quick, friendly and expert service, ProposalHelper isn't just your business partner, we are a part of your business family.

**ProposalHelper**  
14416 Bristow Rd, Ste B  
Manassas, VA 20112  
Phone: 1-888-837-6432  
Fax: 703-740-9137  
Email: [customersupport@proposalhelper.com](mailto:customersupport@proposalhelper.com)

## 12. What's there for me in 'My Downloads' page?

The 'My Downloads' section would be the page where you could find all your download history as well as the list of 'Amendments' you have received. Here you would have the option to download already purchased document too. The new amendments would be listed under Active Amendments from where the latest updated documents could be downloaded.

## 13. How do I search for solicitations from my mobile device?

For you to search for solicitation from a mobile device, the mobile friendly version of proposalhelper.com exists in this URL: <http://www.proposalhelper.com/mobile>. This could be accessed from the footer link, 'Mobile' option. The mobile page is as shown below:



### Search

Keyword/Solicitation#:

Agency:

### How it works

ProposalHelper is committed to providing the most current documents to get your organization started on Government proposals. Resources in any organization are scarce; we take care of the basics so you can focus on the more critical phases of winning a proposal.

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[Search](#)  
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