

RED

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Tool

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FREQUENTLY ASKED QUESTIONS

Click on the ribbon to the left (bookmark) to easily scan the questions until you find the one that assists you!

Q1	WE ARE RECEIVING 2 NOTICES OF WORK OPPORTUNITIES – WHY?	You may hold a membership with NAABA. The RED Link Tool acts as a one-point of contact for EPC & Oil Sands Developers that wish to post work opportunities. Upon receipt of a posting, the RED Link Tool forwards each work opportunity to NAABA for their distribution to their members.
Q2	OUR FIRM HAS COMPLETED OUR BUSINESS CARD BUT WE ARE NOT RECEIVING EMAIL NOTICES THAT AN OPPORTUNITY HAS BEEN POSTED?	First check to make sure that you have checked “Yes, I want to receive Local Work Opportunities” on your business card. If this is okay then one of three things may have happened: 1: You may have not completed your business profile; 2: Your email address may have been entered incorrectly. Please check both your Business Card and Business Profile to ensure your email address is correct; 3: Our email notices may be being spammed by your internal security system and or internet provider. We recommend that all Vendors do not depend on email notifications, and that you log-in daily to check for new postings.
Q3	OUR COMPANIES EMAIL ADDRESS HAS CHANGED, WILL THIS AFFECT OUR ACCESS TO THE RED LINK TOOL?	Yes. If you forget your User ID and Password you need to remember the email address entered in your company details screen.
Q4	HOW DO WE OBTAIN FURTHER INFORMATION ON AN OPPORTUNITY TO DETERMINE IF WE WANT TO SUBMIT AN EXPRESS OF INTEREST?	Unfortunately you can't. The intent of The RED Link Tool is to provide a brief scope of work.

Q5	WE HAVE EXPRESSED INTEREST IN VARIOUS OPPORTUNITIES BUT HAVE NOT HEARD ANYTHING BACK?	Responding to an expression of interest doesn't in any way qualify your company as a viable contractor; it is only a tool that can be used to assist you in getting your companies demographics noticed by Industry.
Q6	IS THERE A WAY THAT WE CAN CHECK TO SEE WHICH WORK OPPORTUNITIES WE HAVE SUBMITTED AN EXPRESSION OF INTEREST ON?	<p>Yes, the RED Link Tool automatically maintains a list of those submitted by your company. You can check this list at your convenience by following the instructions below:</p> <ul style="list-style-type: none"> • Log on to 'www.redlink.ca' • Click on 'Vendor Area' – enter your 'user name & password' • Click on 'Opportunities' • Click on 'View My Expressions'
Q7	I AM UNABLE TO LOG-IN TO THE VENDORS AREA?	<p>The site uses cookies - you may need to go into your internet browser and delete your cookies and browsing history. To do this, complete the following steps:</p> <ul style="list-style-type: none"> • Open your 'Internet Browser' • Click on the link that says 'Tools' • Click on 'Internet Options' • Click on 'Browsing History-Delete' • Delete Temporary Internet Files, Cookies, History, Form Data and Passwords. <p>Once these steps are completed, try logging back in. If you are still having issues contact the RED Link Tool Administrator.</p>
Q8	OUR FIRM HOLDS A VALID MEMBERSHIP BUT CAN'T LOG IN ANYMORE?	<p>One of three things have happened:</p> <ol style="list-style-type: none"> 1. Your membership has lapsed 2. You need to delete your cookies (see question 7) 3. You are not entering your User ID and Password correctly (see question 9)
Q9	I CAN'T REMEMBER MY USER NAME AND PASSWORD?	<p>I CAN'T REMEMBER MY USER NAME AND PASSWORD?</p> <p>Don't panic; use the password retrieval tool to receive your Password! Follow the instructions below and you should be back online in no time.</p> <p>Log on to 'www.redlink.ca'</p> <p>Click Vendor Area and click on 'forgot password' and follow the prompts. The following should appear on your screen – "Your Password has been sent to your E-Mail Id". If any other message appears please click on "contact us" at the bottom of the menu bar, and the RED Link Tool Administrator will contact you.</p> <p>*It is important to use the same email address that you used to register. If you changed your email address, you will have contact the RED Link Tool Administrator. * Fields are case sensitive,</p>

Q10	WHY DO I GET LOGGED OFF AUTOMATICALLY?	For security reasons, the system will only keep you logged in for a pre-set time. This prevents misuse of your account by anyone else.
Q11	OUR FIRM SUBMITTED AN EXPRESSION OF INTEREST AND NOW IT IS REMOVED FROM MY VIEWING SCREEN?	Yes, once you submit your expression of interest on one of the active opportunities, you will no longer be able to see it. This is to prevent a Vendor from accidentally submitting their expression of interest more than once on a work opportunity.
Q12	WHAT IS THE DIFFERENCE BETWEEN THE BUSINESS CARD AND BUSINESS PROFILE?	<p>Definition Business Card: A small card with a person’s name and professional information (such as occupation, business phone number, e-mail address, etc.).</p> <p>Definition Business Profile: Concise description which, among other items of information, includes (1) firm's history, (2) number and quality of its human, financial, and physical resources (3) organizational and management structure, (4) past, current and anticipated performance, and (5) its reputation, and the standing of its goods or services.</p>
Q13	DO WE HAVE TO HAVE A COMPLETED BUSINESS PROFILE?	Yes, access to work opportunities is contingent upon your firm having completed a business profile. Until you have created your Business Profile you won’t be listed in the RED Link searchable database, notified of work opportunities, and/or have access to tools under the vendor secured area.
Q14	SOME OF OUR INFORMATION HAS CHANGED, HOW DO WE UPDATE IT?	<p>It is the Vendor’s responsibility to keep their firm’s information current and accurate. Access to the Vendor secured area is available 24/7/365 days of the year!</p> <ul style="list-style-type: none"> • Log on to ‘www.redlink.ca’ • Click on ‘Vendor Area’ – enter your ‘user name & password’ • Click on “My Profile” • Make any necessary changes on your Business Card-click update & continue • Make any necessary changes in your Business Profile-click update
Q15	WHAT IS THE VALUE IN THE BUSINESS PROFILE?	<p>This information is being collected for the project owner & EPC firms to determine the capabilities of potential contractors/suppliers. This document in no way constitutes a contract, bid solicitation or bid prequalification.</p> <p>The information provided will be shared by project owners, as well with the project’s engineering and construction contractors working for the project. The objective of sharing the information is to provide your business with the greatest exposure to potential work opportunities.</p> <p><i>Should any of the information provided be considered personal information, the submission of this information will be assume to be consent for the collection, use and disclosure of the information by way of the vendor database.</i></p>

Q16	WE HAVE RECEIVED A MESSAGE THAT OUR PASSWORD WILL BE EXPIRING SOON, WHY?	<p>Passwords are set to expire on a scheduled basis to protect your information. You can re-enter the same password or create a new password. If you create a new password, please keep the information in a safe place for future reference.</p> <hr/>
Q17	CAN I VIEW A LIST OF ALL EXPRESSIONS OF INTEREST SUBMITTED BY OUR COMPANY?	<p>Yes, once you have submitted an expression of interest you can view all submissions by completing the following steps:</p> <ul style="list-style-type: none"> • Click on 'Vendor Area' • Click on 'Login' • Enter your 'user name & password' • Click on 'Opportunities' – click 'View my Expressions of Interest' <hr/>
Q18	CAN I CANCEL AN EXPRESSION OF INTEREST?	<p>Yes, once you have submitted an expression of interest you can cancel the expression only if the Opportunity has not closed. To do this, complete the following steps:</p> <ul style="list-style-type: none"> • Click on 'Vendor Area' • Click on 'Login' • Enter your 'user name & password' • Click on 'Opportunities' – click 'View my Expressions of Interest'- if the opportunity is <u>still active</u>, you will have the ability to “remove” your expression of interest by clicking “CANCEL” <hr/>
Q19	CAN WE HAVE MORE THAN ONE COMPANY REPRESENTATIVE SET-UP TO RECEIVE WORK OPPORTUNITY NOTICES?	<p>No unfortunately not.</p> <hr/>
Q20	WHEN I LOG-IN ALL THAT I AM ABLE TO DO IS SEE MY PROFILE AND LOG OUT ... I CAN'T SEE ANY WORK OPPORTUNITIES, WHY?	<p>You have not completed your business profile – reference Q13</p> <hr/>
Q21	ONE OF OUR EMPLOYEES SET UP OUR ACCOUNT & HAS SINCE LEFT, NOW WE CAN'T ACCESS OUR ACCOUNT?	<p>Send us an email providing details of the required changes. The administrator will then make the changes and email you the log-in information.</p> <hr/>
Q22	We are having problems accessing the Vendor Area.	<p>Internet Explorer appears to be causing issues, we recommend that you try using Mozilla Firefox as your search engine. http://www.mozilla.org/en-US/firefox/new/</p>
Q23	We are currently a Vendor but would like to post work opportunities, how do we do this?	<ol style="list-style-type: none"> 1. Logon to www.redlink.ca 2. Click on EPC Firms 3. Click NEW USER 4. Complete the New EPC Firm Registration <p>You will receive an e-mail from us confirming acceptance</p> <hr/>
Q24	We are having problems accessing the Vendor Area.	<p>Internet Explorer appears to be causing issues, we recommend that you try using Mozilla Firefox as your search engine. http://www.mozilla.org/en-US/firefox/new/</p> <hr/>