



VIRGIN ISLANDS
PORT AUTHORITY

SUPPLIER REGISTRATION

IONWAVE HELP GUIDE

Updated 08 Oct 2026

NEW SUPPLIER

● REGISTRATION

Follow these steps to begin a new Supplier registration to set up your individual account in the Virgin Islands Port Authority system.

1. Go to <https://viportbids.ionwave.net>. Click the Supplier Registration link located on the Virgin Islands Port Authority bidding page.

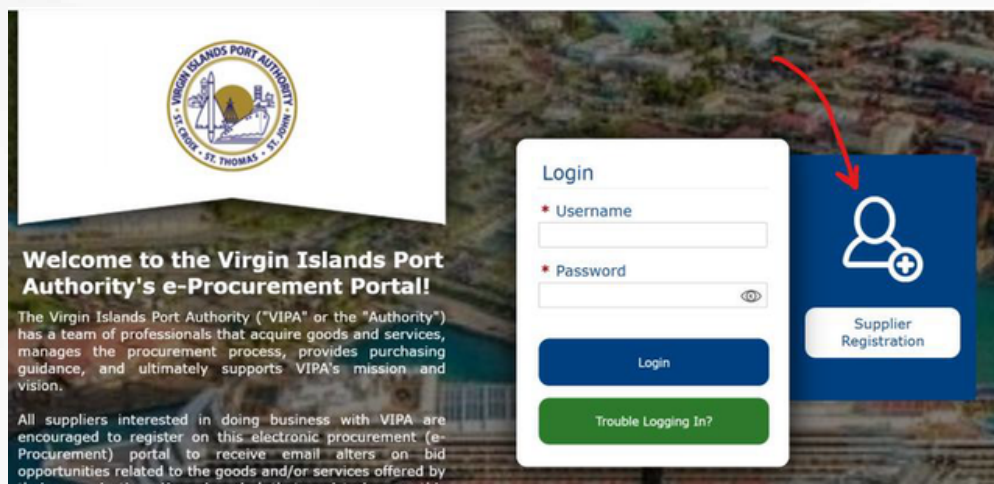


Figure 1 Select Blue "Supplier Registration" Button

On the next page, Preliminary Company Information will display (see below).

- Enter your first and last name in the "Company Name" box
- Enter your Phone Number

The image shows the 'Preliminary Company Information' form. At the top, there is a header with the VIPA logo and a navigation bar with tabs: 'Preliminary Info', 'Terms', 'Company Info', 'Addresses', 'W-9', 'Other Info', and 'Commodity Codes'. Below the tabs, the form title 'Preliminary Company Information' is displayed. The form contains several input fields: 'Company Name', 'Main Phone' (with a dropdown for country code and a field for extension), 'SAM.gov Unique Entity ID (UEI)', and 'DUNS'. There are also 'Cancel' and 'Next' buttons at the top of the form.

Figure 2 Enter your name and phone number

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You do not need to fill in the next two boxes.

- SAM.gov Unique Entity ID (if applicable)
- DUNS number (if applicable)

2. Click the Next button on the top left just above the name box.

3. The next page will show Terms and Conditions for you to read and accept. After reading through the Terms and Conditions.

- Click in the box at the bottom left to accept the Terms and Conditions.
- Click on the NEXT button on the top left of the screen.

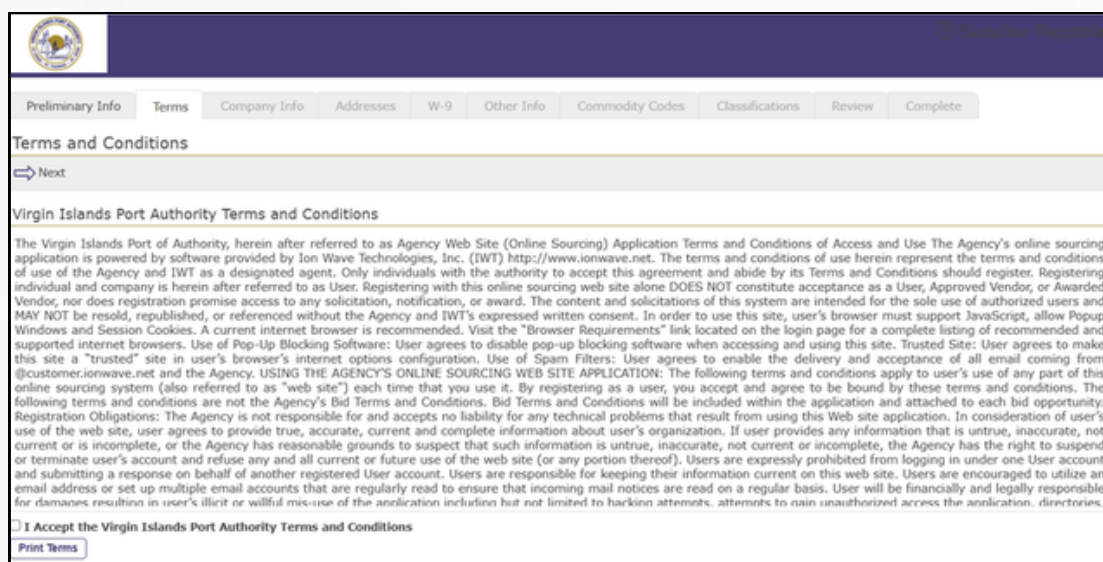


Figure 3 Acknowledge Terms and Conditions



Note: The **Ion Wave Technologies Terms and Conditions** must be acknowledged by clicking the checkbox before clicking the **Next** button to proceed.

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4. **Company Information:** Your first and last name will appear in the first box on the left, "Trade Name".

The screenshot shows the 'Company Information' and 'User Information' sections of a registration form. The 'Company Information' section includes fields for Trade Name, Legal Name, Organization Type (highlighted with a yellow box), Tax ID Number, SAM.gov Unique Entity ID (UEI), DUNS, Website, Company Description, Keywords, Bypass Company Recovery Email (highlighted with a yellow box), and Verify Company Recovery Email. The 'User Information' section includes fields for Username / Login, Profile, First Name, Last Name, Title, Email, Verify Email, Office Phone, Mobile Phone, and Time Zone. Red asterisks indicate required fields.

Figure 4 Red asterisk, or star, appears to the left of the response field.

- **Organization Type** – Click in the drop-down menu and select "Sole Proprietor"
- **Tax ID Number** – Click the radio button to the left of SSN/ITN as we will not request that you provide your personal Social Security Number.
- **Bypass Company Recovery Email** – Place a check mark in the box to remove the required Company Recovery Email boxes. These are necessary for large companies

5. **User Information** – on the right-hand side of the page, complete all fields marked with a red asterisk.

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Figure 5 Complete Required Fields on the right side

- **User Name/Login** — Create a unique user login name such as your email address.
- Complete the remaining required fields (which are marked with a red asterisk).
- **Time Zone** — Pay special attention to the time zone selections. If you reside in a state that does NOT observe daylight saving time, be sure to select that option from the lower portion of the list.

6. Once the necessary information has been entered, click the **Save** and **Next** button located on the top left of the page.

Continue Registration Link

Once the New Supplier Registration has been completed, a verification link will be sent to the email address that was entered. This link redirects to the Company Info tab and allows the supplier to proceed with registration.

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Click on the link in the email to resume setting up your account. When you click on the link, a new screen will appear that allows you to set up the password for your account. Once you create the new password and confirm it, click on the **"Save Password"** option in the top left.

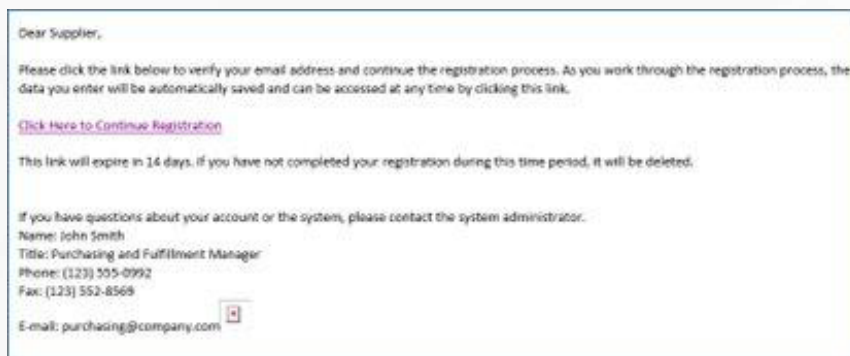


Figure 6 Display of sample web link that will appear in the email.

A screenshot of a web application window titled 'Virgin Islands Port Authority'. The main heading is 'Create Password'. Below it is a 'Save Password' button. There are two input fields: 'New Password' and 'Confirm New Password', each with a toggle icon to the right. To the right of the input fields is a 'Password must:' section with a list of requirements. The requirements are: 'X be at least 12 characters long', 'X contain all the following:' (with sub-bullets: 'Uppercase character', 'Lowercase character', 'Number', 'Special character'), and four green checkmarks for: 'not contain common sequences ex (111, 123, abc, qwer)', 'not contain personal information ex (name, email, etc.)', 'not be a common password ex (password)', and 'not be a previously used password'. At the bottom, it says 'not begin or end with spaces or other whitespace characters'.

Figure 7 Create a Password

- You will automatically return to the **Company Information** tab.
- Click on the **"Save and Next"** option in the top-left corner.
- You will then be taken to a series of additional tabs (listed below).

Addresses

This tab will include the address entered previously on the Company Info tab. Click the **Next** button in the top-left corner.

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Other Information

If the agency has elected to collect any additional information during registration the system will prompt the supplier to submit this information at this step. As a private individual, these questions will not relate to you. However, you will need to enter a year in the first box (any year will do) and will need to select an option for Annual Gross Income. Again, this question is tied to business and not individuals so any information will do.

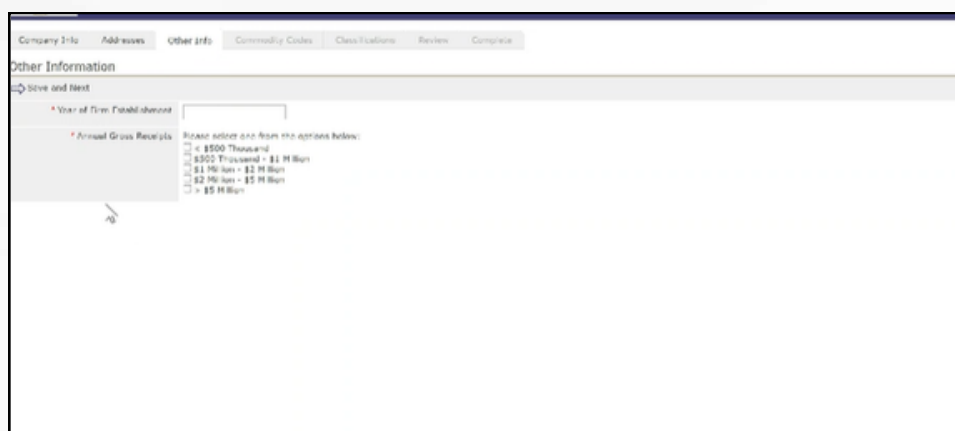
A screenshot of a web-based registration form titled 'Other Information'. The form has tabs for 'Company Info', 'Addresses', 'Other Info', 'Commodity Codes', 'Classifications', 'Review', and 'Complete'. The 'Other Info' tab is active. It contains a 'Save and Next' button, a 'Year of Firm Establishment' field, and an 'Annual Gross Receipts' section with radio button options: '< \$500 Thousand', '\$500 Thousand - \$1 M Bn', '\$1 M Bn - \$2 M Bn', '\$2 M Bn - \$5 M Bn', and '> \$5 M Bn'. A note says 'Please select one from the options below:'.

Figure 8 Sample of possible fields requested by agency.

Commodity Codes

Selecting commodities will allow a supplier to receive invitations to solicitations as they are issued. Review commodities and mark those that pertain to your agency. Use the search tool to search for and highlight commodities using keywords.

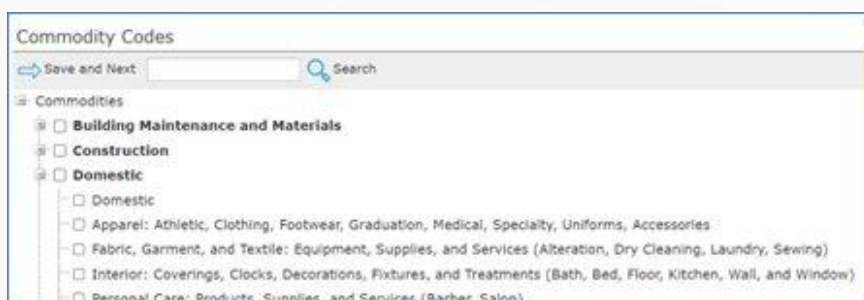
A screenshot of a web-based interface titled 'Commodity Codes'. It features a 'Save and Next' button, a search bar with a magnifying glass icon, and a tree view of commodity categories. The categories are: 'Building Maintenance and Materials', 'Construction', and 'Domestic'. Under 'Domestic', there are subcategories: 'Apparel: Athletic, Clothing, Footwear, Graduation, Medical, Specialty, Uniforms, Accessories', 'Fabric, Garment, and Textile: Equipment, Supplies, and Services (Alteration, Dry Cleaning, Laundry, Sewing)', 'Interior: Coverings, Clocks, Decorations, Fixtures, and Treatments (Bath, Bed, Floor, Kitchen, Wall, and Window)', and 'Personal Care: Products, Supplies, and Services (Barber, Salon)'.

Figure 9 Display of commodity code categories and subcategories.

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Classifications

If the agency allows suppliers to self-elect special classifications during registration, the system will prompt the supplier to do so on this tab. Check any applicable classification.

A screenshot of a web form titled "Special Classifications". At the top, there is a "Save and Next" button with a right-pointing arrow. Below this is a line of instructional text: "Check any special business classifications that apply to your business; if none, then check 'None Apply'. Classifications are subject to approval." Underneath is a section labeled "General Classifications". It contains a checked checkbox next to the text "Hispanic American". To the right of this text is the label "Hispanic American". Below the checkbox, there is a smaller text prompt "Attach supporting document (Optional)" followed by a "Select" button.

Figure 10 Select button appears to allow for supporting documentation to be uploaded

Review

Review the information to confirm it is accurate, and use the pencil icon to edit any incorrect information. When finished, click the **Register Now** button.

An **email notification** will be sent once the supplier account has been activated.



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