Frequently Asked Questions

When will I receive my business partner ID?
> Business Partner IDs are usually issued within seven (7) business of receipt of the paper application IF the proper information is provided.

Can I use Chrome/Firefox/Safari/Opera to register as a business partner?
> No. You can only use Internet Explorer (IE) 11 to register or do account maintenance in ECMS. We are working to resolve this so the site works with other browsers.

Why do I have to use Internet Explorer (IE)11?
> Other browsers will not properly display the registration screens.

I have Edge. How do I use IE11?
1. Open Start menu, select All Apps.
2. Navigate to Window Accessories.
3. Expand Windows Accessories, select Internet Explorer.

I use a Mac computer. How do I register as a Business Partner?
> To register in ECMS, you are required to use Internet Explorer 11, which requires a Windows computer. A Mac computer cannot access the ECMS business partner registration site.

I'm not sure what I should register my business as on ECMS. Where can I see Business Partner registration options and descriptions?
> The "Doing Business" page of the Pennsylvania Department of Transportation website provides a list business partner types with descriptions: https://www.penndot.gov/Doing-Business/Pages/ConstructionContractor-Registration.aspx

I want to register as a Disadvantaged Business Enterprise (DBE) with the PA Unified Certification Program (PAUCP). How do I apply?
1. On the left side of the ECMS main screen, click on **PennDOT Systems**.
2. Click on **PAUCP.** It will take you to the main Pennsylvania Unified Certification Program page.
3. In the Important Links box on the left side, click on **PA-UCP Registration.** A PDF document will pop up in a separate window. Follow the instructions in the document.

I am registered as a Disadvantaged Business Enterprise (DBE) with the PA Unified Certification Program (PAUCP), but I want to bid on projects. What do I need to do?
> You should fill out the general agreement [insert PDF] and include a note that indicates if you are registering as a consultant or construction contractor.

I want to register for the e-Permitting/EPS system. How do I apply?
1. On the left side of the ECMS main screen, click on **PennDOT Systems**
2. Click on **EPS**. It will take you to the main EPS page
3. Under links, click "**Become an e-Permitting Business Partner**".
4. A PDF document will pop up in a separate window. Follow the instructions in the document.

I want to register as a Small Business applicant. How do I apply?
1. On the left side of the ECMS main screen, click on **PennDOT Systems**
2. Click on **SBE**. It will take you to the main Small Business Enterprise (SBE) page
3. In the Important Links box on the left side, click "**Download Application Form**".

4. A PDF document will pop up in a separate window. Fill out the application and email to the address on the form.

I am a municipality with a BP ID but the contractor cannot find us in ECMS. What do I need to do?
Please call (717)705-1501 or the IT Service Desk at (717)783-8330/(855) 783-8330 for assistance.

I have completed the online registration and paper form. Can I fax or e-mail the form to expedite my application?
Yes, you can email the signed document to RA-PD-BPREGISTRATION@PA.GOV or you can mail the application to the address on the signature page.

How can I expedite my business partner application?
You can expedite your application by making sure it is filled out completely and correctly and sending it through overnight mail.

How do I check on the status of my application?
You may check on the status of your application by calling (717)705-1501 or (855) 783-8330.

How do I change the admin user on my account?
Write a letter on your company letterhead requesting this change. The letter must include:
- Your Business Partner ID and/or tax ID number
- The name, phone number and email address of new administrator.
- The signature of the signatory of your company.
- E-mail letter to: PD-EDMS_SECURITY_RA_ADMINS@pa.gov . Alternatively, you can fax the letter to (717)425-7696.

I lost my admin password. How do I recover it?
- On the main ECMS page (https://www.ecms.penndot.gov/ECMS/), click on "**ECMS User Security and Password Maintenance**".
- A new screen will pop up, on the left side click on "**Forgot your password**" and follow the prompts.

I received an email with my BP ID, but I can't log in with the temporary password. Who do I contact?
If you receive your temporary password and get the message that the password has expired, please call our IT Service desk for assistance at (717)787-8330/(855) 783-8330.

I received an email with my BP ID. What do I do next?
- Follow the instructions in the email to set up the admin account and create users.
- If you are a Construction Contractor, your next step is prequalification.
- If you are a Consultant, your next step is completing the Consultant Qualification Package.

I have a BP ID, but the prime contractor can't find me in ECMS. What do I need to do?
Please call (717)705-1501 or the IT Service Desk at (717)783-8330/(855) 783-8330 for assistance.