

FOR SUPPLIERS

I have made my registration, why didn't i receive any confirmation email?

CIRC4BIO platform doesn't require from you to confirm your registration through a separate confirmation email. Once you have registered, you can login the platform as supplier and proceed to your listing of your company and products/services.

I am a supplier but i am also a potential buyer, how do i login?

Login as supplier, to list your company and products/services. Then you can switch to buyer by the respective switching mode button "Login as buyer" and vice versa. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

Why i can not see my products/services in the platform?

Make sure you have activated "Published" button from total list of products/services in your dashboard. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I have activated "Published" button, why i can not see my products/services in the platform?

Make sure your product/service has been labeled "Approved" by the platform's administrator. You can check that at the total list of products/services in your dashboard. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I have listed my products/services, how can i see how they are displayed in the platform?

From your dashboard, select "Products" to see the total list of your products/services. Then press upon a product/service and review it. You can further edit it, from the relevant option "Edit". Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I want to list numerous products/services, do I have to do it for each product/service separately?

You can list numerous products/services at one step, from "Product bulk upload" option from your dashboard. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I have listed my products/services why no buyer has contacted me yet?

Please make sure you have completed at least the obligatory company settings (name, contact email) placed at your dashboard. You can fill in as many information you want for your company. The more information you choose to fill in, the higher the possibilities that a buyer contacts you are. Additionally, check the "Conversations" and "Product queries" fields. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

FOR BUYERS

I have made my registration, why didn't i receive any confirmation email?

CIRC4BIO platform doesn't require from you to confirm your registration through a separate confirmation email. Once you have registered, you can login the platform as buyer and proceed to spotting products/services of your interest.

I have sent a message to a supplier but I haven't received any response yet.

Please make sure, you have added the necessary contact details in your profile. If not, edit your profile accordingly. Additionally, check the "Conversations" field on your dashboard. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I am a buyer, but i am also a supplier. Do i have to logout and login again?

You can switch to supplier mode, by the use of "Login as Supplier" button. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I am looking for a certain type of product/service. How can i find it?

If you know the name of the product/service you are looking for, type it in the search bar. Alternatively, you can search products/services according to the suppliers' user types. Enter "user types" tab and navigate to the products/services per each user type. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".

I am looking for information about a certain product/service. Where can i find it?

Once you have found the product/service of your interest, press upon in order to check its description and technical specifications that its supplier might have added.

I am looking about a biomass supplier close to my treatment plant. How can i find it?

Enter "Biomass suppliers" user type (User type tab) and filter the products' results via the filter "Distance". Apply any other filter in order to get the most suitable product for your needs. Please, refer to the relevant section at the platform's manual, placed at tab "HELP".