



Forestry England

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# eTimber Sales

## Support and Registration



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## 1. Introduction

Forestry England have developed a new Timber Sales system for sale of timber by closed bid tenders.

This will replace our current system, hosted by BIP, in 2023.

We have tried to retain similar processes which have been used in our previous system, whilst simplifying the bid process and improving the information provided to our customers.

As with our previous system, users of the system will receive email confirmation of new sale events, bids submitted or withdrawn and outcome on award of the sale lots.

Customers will also be able to manage their own users to eTimber Sales. This includes creation of a new user or cancelation of user access.

Access to eTimber Sales will be granted to Timber Customers, Timber Hauliers and Timber Contractors who have business activity with Forestry England.

Anyone who does not fall into one of these categories will have access on our eTimber Sales pages to view information on open tender events without requiring a username to log onto the system.

Only users who are linked a Timber Customer will have access to submit a bid on our tenders. This is subject to approval by our National Operations team.

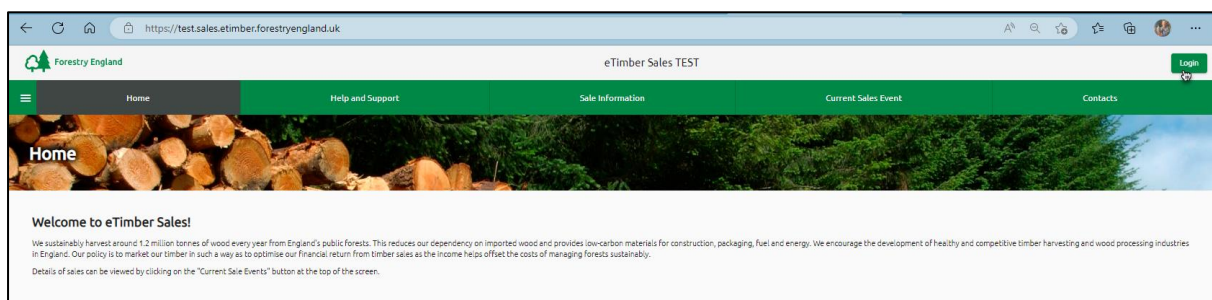
## 2. User Registration

Customers can either complete the Registration screen in eTimber Sales or can have their user account created for them by a “Customer Administrator” within the same Company.

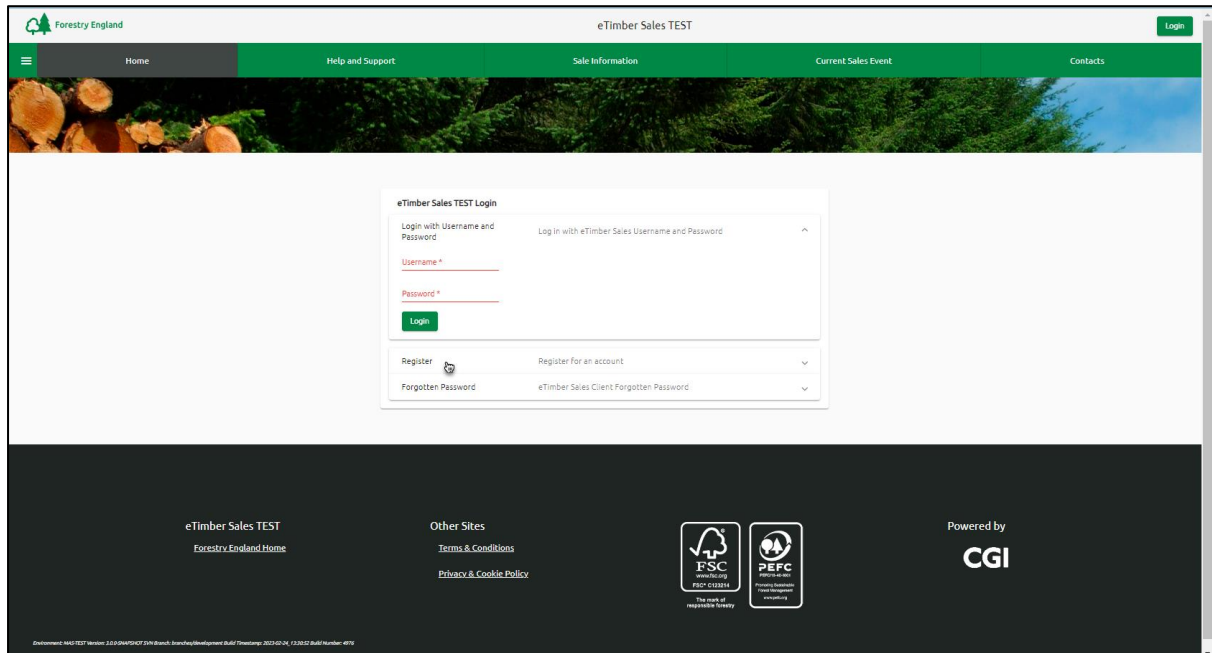
### 2.1 Registration

- All companies who are registered will have a Customer Administrator assigned.
- A Company can have more than one user with the role of Customer Administrator.
- A Customer Administrator will be able to create new users and assign a user role.
- Forestry England will refer any registrations of new users to the Customer Administrator for approval.
- This process is intended for Customers who already have a trading history with Forestry England. E.g. a timber customer will have a customer number assigned. Acme Timber Ltd - ACME001

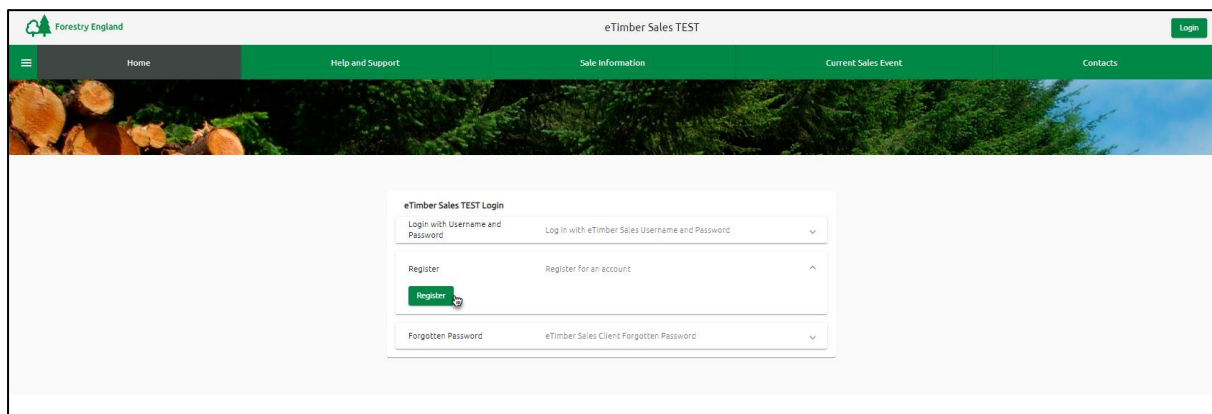
2.2.1 From the homepage, click on the  button at the top right corner of the page.



2.2.2 Click on Register to expand the section on screen.



2.2.3 Click on **Register** to expand the section on screen.



## 2.2.4 The registration page will open. The first section captures personal details.

Register

This registration form is intended for new companies signing up for use of the eTimber Sales service. If your company is already registered please contact your company administrator to create a new account for you.

1 Personal Details

Title \*      First Name \*      Last Name \*

Position \*

Email/Username \*      Confirm Email/Username \*

Password \*      Confirm Password \*

! contains at least one lower character  
! contains at least one upper character  
! contains at least one digit character  
! contains at least one special character  
! contains at least 12 characters  
! Password's strength = 0 %100

Next

- Denotes a mandatory field.

### Field Name

### Details

**Title \***

Click on the drop down arrow to select title.

**First Name \***

Enter first name.

**Last Name \***

Enter last name.

**Position \***

Enter job title / position in company.  
e.g. Timber Buyer

**eMail/Username \***

Enter email address.

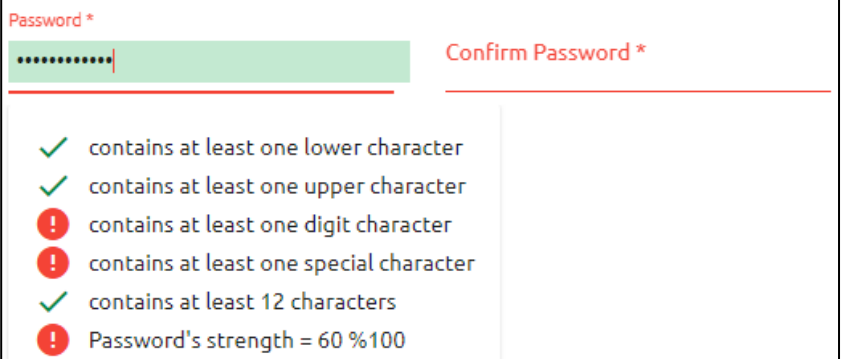
***This will be your username and must be a valid email address as it is used for password resets and other system communications.***

**Confirm eMail/Username \***

Repeat email address.

## Password \*

Create a new password.  
The password must comply with our system criteria.  
As you type in your password, the form will indicate if your password complies with each of the criteria.

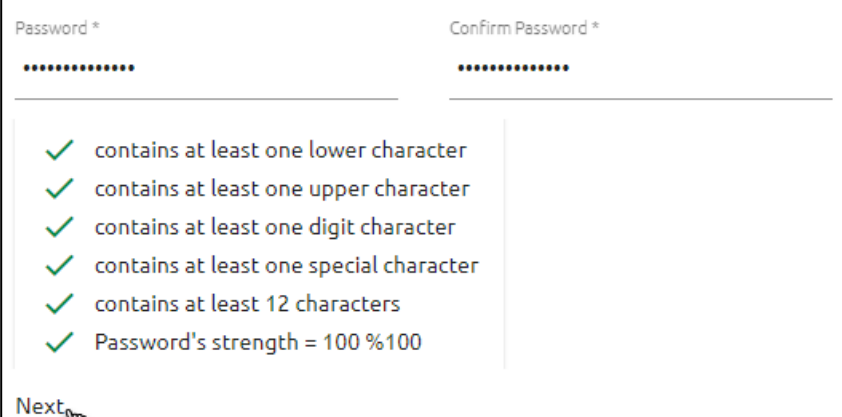


The screenshot shows a form with two input fields: "Password \*" and "Confirm Password \*". The "Password \*" field is highlighted with a green background. Below the fields is a list of six criteria with corresponding icons:

- ✓ contains at least one lower character
- ✓ contains at least one upper character
- ! contains at least one digit character
- ! contains at least one special character
- ✓ contains at least 12 characters
- ! Password's strength = 60 %100

## Confirm Password \*

Repeat your password. The two fields must match.



The screenshot shows the same form as above, but now both "Password \*" and "Confirm Password \*" fields are filled with dots. The list of criteria below is updated:

- ✓ contains at least one lower character
- ✓ contains at least one upper character
- ✓ contains at least one digit character
- ✓ contains at least one special character
- ✓ contains at least 12 characters
- ✓ Password's strength = 100 %100

A "Next" button is visible at the bottom left of the form, with a mouse cursor hovering over it.

Click on Next.

## 2.2.5 The second section captures Company details.

**2** Company Details

Business Name \*  
ACME Timber

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If known, please enter the 7 character Company account id allocated by Forestry England. e.g. ACME001  
Customer Id  
ACME001

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Please select below the type(s) of businesses that apply to your company.

Timber Customer    Timber Haulier    Timber Contractor

If other, please specify: Company Type Other

---

Main Business Activities

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Next

- Denotes a mandatory field.

### Field Name

### Details

#### **Business Name \***

Enter your Company Business name.

#### **Customer ID Name \***

If your company is currently trading with Forestry England, enter your Customer number. E.g. ACME001  
**Note** : If unsure, contact [etimber.sales@forestryengland.uk](mailto:etimber.sales@forestryengland.uk) before completing the registration.

#### **Business Type \***

Set the sliders to indicate the type of business which applies. If you trade with Forestry England as both a Timber Customer and Timber Haulier, both can be selected.

#### **Other**

If your business does not fall within one of the 3 options, please provide additional information. It is not necessary to be a registered user to view open tenders in eTimber Sales. It is therefor only in exceptional circumstances that a user will be registered if your business does not match with the 3 options on the page.

Click on Next.

## 2.2.6 The next section captures more Company details.

The screenshot shows a form titled '3 Company Contacts'. The form contains the following fields:

- Address Line 1 \*
- Address Line 2
- Address Line 3
- Town \*
- County
- Post Code \*
- Country \* (with 'UNITED KINGDOM' selected)
- Website Address
- Telephone \*
- Mobile \*
- Next

- Denotes a mandatory field.

### Field Name

### Details

**Address Line 1 \***

Enter the first line of your trading address.

**Address Line 2**

Enter the second line of your trading address, if applicable.

**Address Line 3**

Enter the third line of your trading address, if applicable.

**Town \***

Enter the Town for your trading address.

**County**

Enter the county.

**Post Code \***

Enter the Post Code for your trading address. This should be entered in the standard format and is usually between 5 & 7 characters.

<b>Country *</b>	Enter the Country.
<b>Website Address</b>	Enter your website address, if applicable.
<b>Telephone *</b>	Enter a telephone contact. <b>Note</b> : You must enter either a contact telephone number or a contact mobile number. Both fields cannot be left blank, at least one must be populated.
<b>Mobile *</b>	Enter a mobile contact.  Click on Next.

## 2.2.7 The next section is Cyber Essentials accreditation.



### Field Name

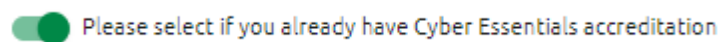
#### **Cyber Essentials**

### Details

The statement on screen states ..

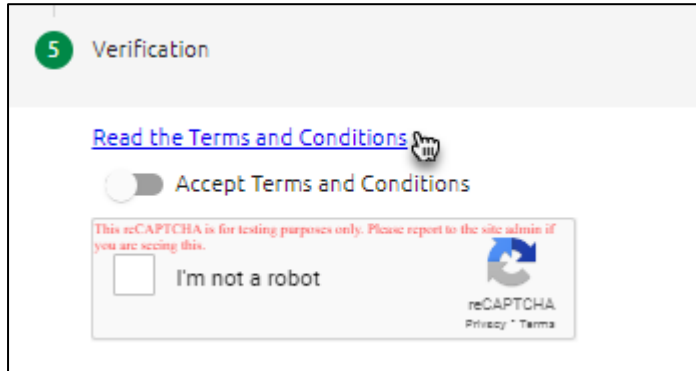
*“Cyber Essentials Certification is a government backed, industry-supported initiative to provide businesses within and supplying to the public sector a basic level of cyber security controls, therefore demonstrating that they are protected from the most common forms of cyber-attacks.”*

If you company has Cyber Essentials accreditation, set the slider to on.



Click on Next.

2.2.8 The final section is verification and acceptance of our terms and conditions.



The screenshot shows a form titled "5 Verification". It contains a blue link "Read the Terms and Conditions" with a mouse cursor pointing to it. Below the link is a toggle switch for "Accept Terms and Conditions", which is currently turned off. Underneath is a reCAPTCHA section with a red warning message: "This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this." It includes a checkbox labeled "I'm not a robot" and the reCAPTCHA logo with links for "Privacy" and "Terms".

Click on the link to read the Terms and Conditions of the site.

### Field Name


### Details

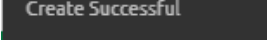
**Accept Terms and Conditions \***

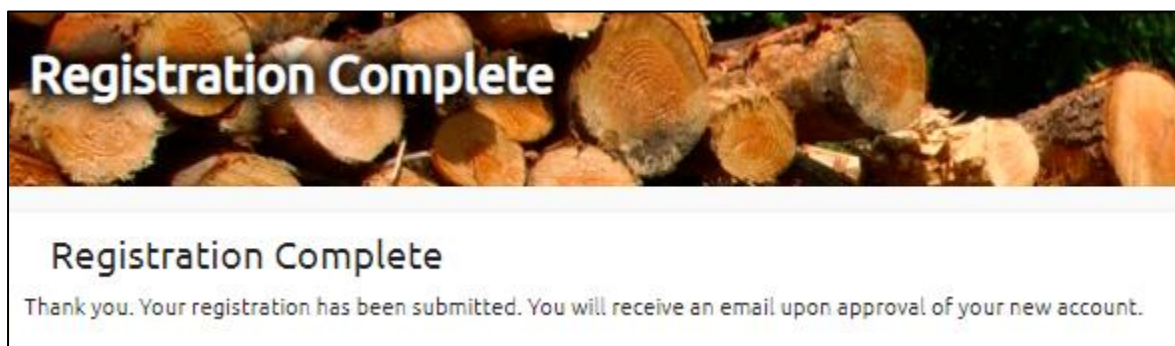
Move the slider to on to accept the terms and conditions.

**reCAPTCHA \***

Click the checkbox "I'm not a robot"

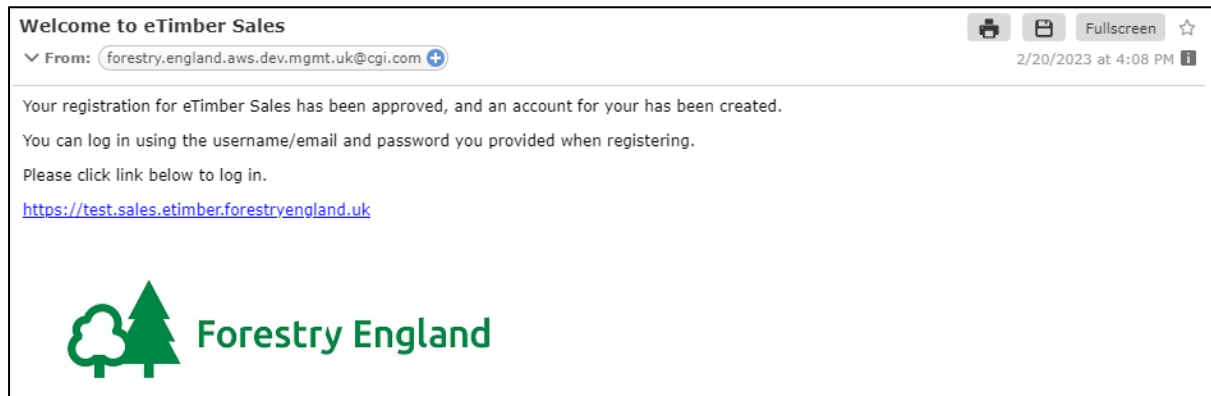
2.2.9 With terms and conditions accepted, and reCAPTCHA checked, you can click on the  button.

2.2.10 You will see a confirmation message . The screen will refresh and will show the "Registration Complete" screen.



2.2.11 Your account will be validated by our National Operations and Credit Management teams. This make take up to 48 hours.

2.2.12 You will receive an email to confirm when your account has been approved and created.



## 3. User Roles

### 3.1 Company Bidder

A bidder can participate in timber sales events, and has full access to sale event information, results and contract documentation.

Bidders have:

- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

### 3.2 Company Administrator

The first user (Bidder) registered for a Company, will by default be set as the Company Administrator. The Company Administrator can create, update or close user accounts for other company users.

The role of Company Administrator can be assigned to another user.

There will be only one account designated as Company Administrator for each company.

Company Administrator has:

- the ability to create new user accounts for their Company
- the ability to amend or close user accounts for their Company
- the ability to bid and purchase timber
- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information

### 3.3 Company Viewer

A viewer has full access to sale event information, results and contract documentation, but cannot bid.

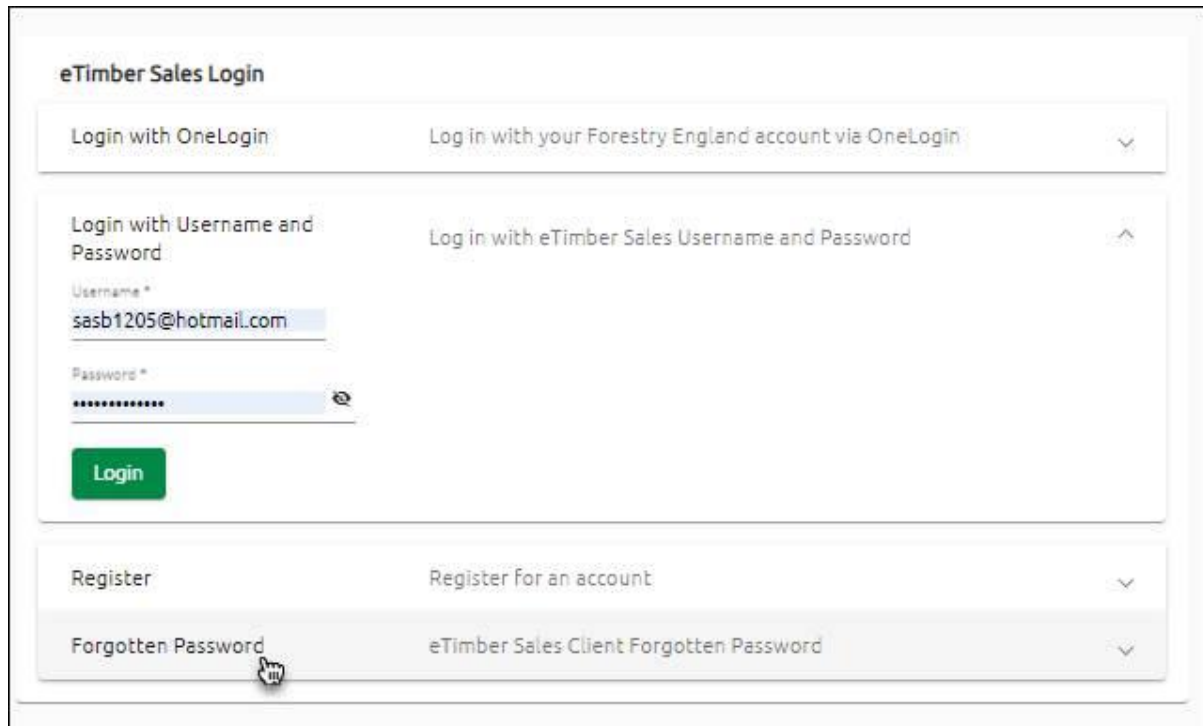
Viewers have:

- access to sale event details including maps and contract documentation.
- full event search facilities
- access to sale results and price information
- automatic notification of sales events to which their company is invited and access to company contract documentation

## 4. Forgotten Passwords

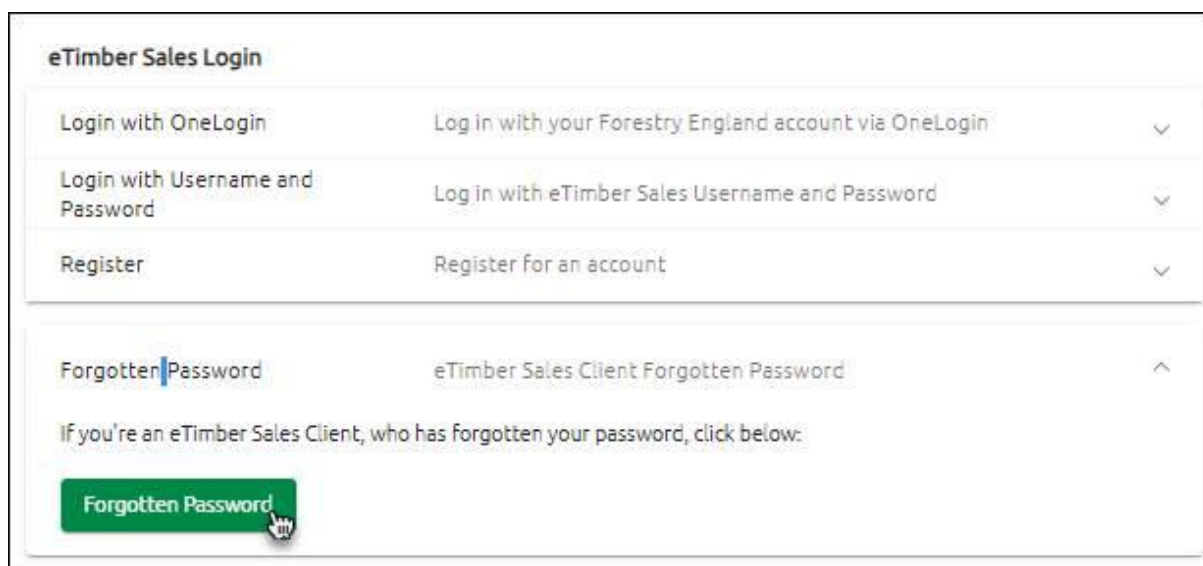
4.1 Open <https://sales.etimber.forestryengland.uk/> and use the 'forgotten password' option.

4.2 Click on Forgotten Password line on LogIn page ..



The screenshot shows the 'eTimber Sales Login' page. It features four main sections: 'Login with OneLogin', 'Login with Username and Password', 'Register', and 'Forgotten Password'. The 'Forgotten Password' section is highlighted with a mouse cursor pointing to it. The 'Login with Username and Password' section is expanded, showing a 'Username' field with the value 'sasb1205@hotmail.com' and a 'Password' field with masked characters. A green 'Login' button is visible below the password field.

4.3 Then click button ..



The screenshot shows the 'eTimber Sales Login' page with the 'Forgotten Password' section expanded. Below the text 'If you're an eTimber Sales Client, who has forgotten your password, click below:', there is a green button labeled 'Forgotten Password' with a mouse cursor pointing to it.

4.4 Enter your email address in pop up box (it is case sensitive, so don't use capitals here), and click OK ..



Forgotten Password Reset Request

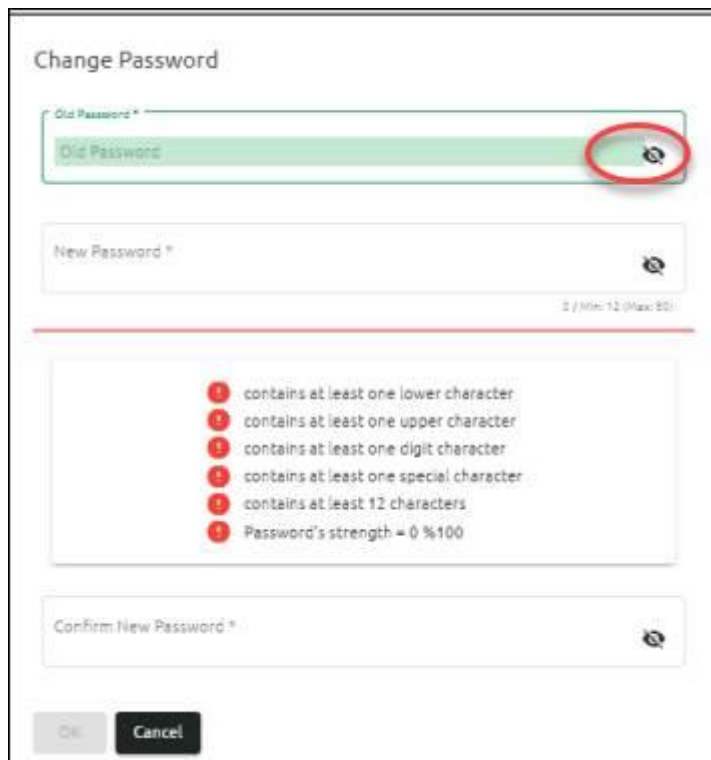
Email \*

sb2023a@mail.com

OK Cancel

4.5 An email will be sent to you. Within the email is a URL link to reset your password.

4.6 Use the link to open the reset password screen. You can click on the “eye” icon to see the characters you have used.



Change Password

Old Password \*

Old Password

New Password \*

2 / Min: 12 (Max: 80)

- 1 contains at least one lower character
- 1 contains at least one upper character
- 1 contains at least one digit character
- 1 contains at least one special character
- 1 contains at least 12 characters
- 1 Password's strength = 0 %100

Confirm New Password \*

OK Cancel

4.7 After reset ...make sure you don't allow your browser to autocomplete the password field with your old password.

## 5. Buying Timber

Please refer to the Customer User Guide for instructions on bidding.

[eTimber\\_Sales\\_-\\_Customer\\_User\\_Guide-1.pdf \(forestryengland.uk\)](#)

## 6. Help

Contact eTimber Sales [etimber.sales@forestryengland.uk](mailto:etimber.sales@forestryengland.uk) for support / issues.

## Appendix 1

### Version Control

<u>Date</u>	<u>Author</u>	<u>Version</u>	<u>Summary of Changes</u>
April 2023	Stuart Balfour	v1	Document Created
Oct 2023	Stuart Balfour	v1	Document Published