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**FAQs**

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# Troubleshooting tips

Why are things running slowly?

Check your browser version. The eMarketplace works best in the latest version of IE (11), or Chrome or Firefox. Check your network connection, and if possible, connect using a different one.

When I try to access a certain page, nothing happens, or content is missing.

Check your browser version. The eMarketplace works best in the latest version of IE (11), or Chrome or Firefox.

Check your settings to ensure that cookies are allowed when accessing the eMarketplace.

How do I find the product I’m looking for?

The eMarketplace will display products from multiple suppliers. Therefore, it will not be the same as finding a product in a supplier-specific website. Here are some tips for finding what you need:

### Product Codes

Try searching alpha-numeric only.

You can broaden your search by looking for part of the codes (min 4 characters)

### Product Description

If you enter a broad term, such as “glove”, the results will return everything where that term appears. Most relevant results will appear near the top (i.e. glove appears in the item name) and results where the search term is embedded somewhere within the item information will likely appear towards the bottom.

Try being more specific with your search. If you are looking for an item from a specific supplier, you can enter this into the search field – i.e. “Arco Glove”

## There are too many results to sort – what should I do?

If there are more than 1,000 search results, these cannot be sorted. Use the filters to limit the data.

## I have filtered the data, but still can’t find what I am looking for – what should I do?

It is often best to use the “Advanced Search” feature if you are looking for something that is returning over 1,000 results. When you use the filters post-search, it will only apply these filters to the displayed result-set (i.e. top 1,000).

However, if you use the advanced search, it will apply the filters to everything up front, limiting the results straight away. The search results can then be filtered further if required, but it is likely that the advanced search will display the items you are looking for at the top of your search results.

You can apply your search criteria to a specific supplier, exclude certain results, look only in certain categories etc.

## I found the product I need – how do I make it easier to find next time?

Any product can be added to your favourites. Go into the product detail (click on the item description) and ‘Add to Favourites’ is on the left.

Your favourites can be accessed from your homepage (tabs towards the bottom of the screen) or by hovering over “My Account” from anywhere in the eMarketplace.

## I buy the same combination of products repeatedly. Can I save this order?

You can add the products you buy repeatedly to a saved basket. When you view your basket, you will see an option at “Add these items to a Saved Basket”, where they can be added to an existing saved basket, or a new one can be created.

Saved Baskets can be accessed from your homepage (tabs towards the bottom of the screen), or by hovering over “My Account” from anywhere in the eMarketplace.

## Where have my Saved Baskets and Favourites gone?

Sometimes, a product may have been removed from a catalogue, or your procurement department may have switched it off. This will, in turn, remove it from any saved items you may have. If you still need to buy this item, please contact your