# Frequently Asked Questions (FAQs)

## GENERAL QUESTIONS

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<td><strong>What is eMMA?</strong></td>
<td>eMaryland Marketplace Advantage (&quot;eMMA&quot;) replaces the eMM (Periscope) solution, and is a direct result of Governor Hogan’s 2016 Commission to Modernize State Procurement led by Lt. Governor Rutherford.</td>
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<td><strong>What are the benefits of using eMMA?</strong></td>
<td>eMMA is designed to benefit all users, including State and local officials, procurement professionals, suppliers, government leaders, and citizens through increased transparency, enhanced eCommerce functionality, and advanced analytical reporting tools.</td>
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| **How do I access eMMA?** | There are two ways to access eMMA depending on your email address:  
  - If you have an email address that ends with "@maryland.gov", you will access eMMA via the connect.md.gov secure portal (aka, SecureAuth or Single Sign-on). You will find a link to the eMMA system on that platform when you log into your account (for G Suite or HUB Training). *(The password is the same as your computer and email log on.)*  
  - If you do not have an "@maryland.gov" email address, you will access eMMA with a username and password just like you did for eMM. Please visit procurement.maryland.gov and locate the link to eMMA.  
    - Your username = your email address  
    - Your password = emma.2019! *(NOTE: The system will prompt you to change your password during your first login)*  |
| **What are the password requirements for eMMA?** | NOTE: This only applies to users who do not access eMMA through connect.MD.gov.  
  
  Your password must be a minimum of 12 characters in length and must contain at least one (1):  
  - Uppercase letter  
  - Lowercase letter  
  - Special character  |
| **Will my eMMA session “timeout” after a period of time?** | Remember to click “SAVE” frequently as you work in eMMA. Your eMMA session will timeout after 15 minutes of inactivity.  
  - If you logged in via procurement.maryland.gov, return to that site and log-in with your username and password.  
  - If you logged in via connect.md.gov, return to that site and click the eMMA logo.  |
| **Who can I contact with questions.** | You can reach us at emma.helpdesk@maryland.gov. |
**eMMA FAQ – Buyers**

## TECHNICAL QUESTIONS

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| What commodity codes are used in eMMA?                                  | The eMMA system uses the United Nations Standard Product and Services Codes (UNSPSC) structure which is a more universally accepted commodity code structure. The NIGP codes used in eMM have been mapped to the UNSPSC codes; if your commodity code is not found in eMMA, please contact your Agency eMMA Administrator or emma.helpdesk@maryland.gov.  
You can learn more about UNSPSC codes by visiting [www.unspsc.org](http://www.unspsc.org). |
| How do I ensure Small Procurement Cat 1 and Small Procurement Cat 2&3 Solicitations are public? | Solicitations under Small Procurement Cat 1 and Small Procurement Cat 2&3 are not automatically defaulted to be available on the public portal.  
To make the solicitation available on the public portal, please follow these steps when creating the new solicitation:  
1. Navigate to “Prepare Solicitation” tab and click the “Setup” sub-tab (left navigation).  
2. Click “Advanced Options” and put a checkmark in “Solicitation Visible to Public”.  
3. Click Save.  
4. Enter the public visibility dates in the appropriate fields.  
   NOTE: These dates will default based on the Open Date, and Archive Date will be set for seven (7) years from the Due/Close date.  
NOTE: If your solicitation is already open, you will need to create an Amendment, follow the steps above, and re-publish your solicitation. |