

Felix Contact	Felix Team 7am to 7pm AEST: (07) 3062 8260 or help@felix.net
Downer Contact	vendors@downergroup.com
General Vendor info	General Info for vendors
Support centre and how to guides	Support felix Help Centre
Login to felix or reset password	Go to the felix login page Log in page and click “Forgot my password”. You’ll receive an email with instructions to reset it.
Did not received a re-set password email	<ul style="list-style-type: none"> ▪ Check your junk/spam or quarantine folder. ▪ Ask your IT team to allow emails from: no-reply@felix.net. ▪ Still no email? Contact help@felix.net for assistance.
Why have I been invited to join felix?	<p>Downer Group is transitioning to felix as its single platform for vendor registration and prequalification.</p> <p>To continue doing business with Downer, all vendors – both existing and new – are required to register and complete the prequalification process in felix.</p> <p>This process is free and allows you to provide and manage essential company information and documentation, including insurances, payment details, and contact information.</p>
Do I need to maintain my vendor information in other platforms?	There’s no need to maintain vendor information in other systems, such as Avetta, for general prequalification with Downer. Felix is now the sole required platform for this purpose.
Multi Factor Authenticator	<p>To protect your information and ensure platform security, multi-factor authentication (MFA) is mandatory for all user profiles. MFA adds an extra layer of protection by requiring a second form of verification at login.</p> <ul style="list-style-type: none"> ▪ How to Enable MFA (Australian Vendors) felix Help Centre ▪ How to enable MFA (Vendors Outside of Australia) felix Help Centre
Unable to enter payment details	<p>Only the Key Contact or users with Administrator access can enter or update payment details. If you are unable to submit this information, please verify your access level or contact your Key Contact for assistance.</p> <ul style="list-style-type: none"> ▪ Providing payment details that Eftsure will validate felix Help Centre
NZ and International Payment details	If you’re based in New Zealand, please select “Domestic Payment Details.”
EFTsure payment details not validated	<ul style="list-style-type: none"> ▪ If you add or change your payment details and notify EFTsure, you must also update the same details in your felix account. ▪ After submitting, please ensure your payment details are marked as active. If inactive details are submitted, they will not be validated.
All Sections are completed, but unable to submit application	<p>If you’re unable to submit your application even after completing all sections, please log back in and carefully check review the following:</p> <ul style="list-style-type: none"> ▪ Questionnaire: Ensure all questions are answered, especially those related to: <ul style="list-style-type: none"> ▪ Business Ethics, unanswered question. ▪ Zero Harm, and ▪ Declaration. ▪ Payment Details: Verify that your payment information has been entered correctly. ▪ Services and/or Products: Confirm that you’ve added the relevant services or products to your profile. If you’ve selected “Professional Services” or “Others,” please update or remove these categories as necessary.

My services / products are not listed	If you have been assigned to a panel that does not match the services or products you provide, please email vendors and inform them of the services or products you offer to Downer.
Need to invite another person	Please email vendors and include your Entity name, ABN/NZBN and new email address to invite another person.
Account recovery	<p>If the key contact person no longer works at your company and you cannot access felix, you will need to complete an Account Declaration of Authority form and submit it to felix. Please see the information below to download the form and for further instructions.</p> <ul style="list-style-type: none"> ▪ How to recover a felix vendor account felix Help Centre.
Add other users to complete the application	<p>Please ensure the user is granted Vendor Admin access so they can submit information and enter payment details.</p> <ul style="list-style-type: none"> ▪ How to Add a New Vendor User felix Help Centre. ▪ What is a Key Contact felix Help Centre.
Workers' compensation	If the system is prompting you to submit workers' compensation details for states where you do not operate. Please revisit the questionnaire and select only the states where your company has active workers' compensation coverage.
Public and Products Liability Insurance	<p>If your Public and Product Liability Insurance does not meet the minimum coverage of A\$20,000,000 (Australia) or NZ\$10,000,000 (New Zealand), please answer the question accordingly.</p> <p>Additional questions will appear to help assess your current level of coverage. When prompted, upload your insurance certificate under the section titled "Lower than Minimum Public and Product Liability Insurance."</p>