DATE: 08/21/2020

SUBJECT: B&B Printing eCatalog Access Issues

For the past week, some RealSource users have had problems accessing B&B’s eCatalog using the Google Chrome or Safari (Apple) web browser. B&B technicians are actively working to remedy the problem. In the meantime, please try another browser when shopping with B&B.

Because each of the 28 eCatalogs in RealSource are designed and managed by our vendors to support a variety of customers, certain web browsers may not always function as intended. If you have problems shopping on any RealSource eCatalog, please try the following steps.

1. Clear your web browser cache
2. Use a different web browser, for example Mozilla Fire Fox, Internet Explorer, Microsoft Edge etc.

If neither works, do not hesitate to email (RealSource@vcu.edu) or call (8-1077, Option 6) for help. Further, where eCatalogs have known issues, an “Alert” will be placed on the RealSource homepage.

Thank you and stay safe!

Procurement Services