

Multi-Factor Authentication is coming October 2019

The U.S. government, as part of the CyberSecurity National Action Plan, has mandated the use of Multi-Factor Authentication (MFA) for all Federal government websites. To comply with this mandate and strengthen the security of our websites, GSA is implementing MFA and new password policies on the OMS Vendor Portal.

What is Multi-Factor Authentication?

Under MFA a user is granted access only after successfully presenting two or more pieces of evidence (or factors) to confirm their identity. This extra layer of security protects you, your business, and the government by making it more difficult for someone to gain unauthorized access to your account.

What will the new login process look like?

Some of you may already be familiar with other MFA initiatives put in place by GSA Advantage and GSA e-Buy. The OMS Vendor Portal will implement the same MFA process as these other applications. Every time you login, you will be required to enter your email address, password, and a one-time verification code. Please note that we will discontinue the use of the User ID login when MFA is implemented. Your email address used to register with GSA will replace your User ID.

NOTE: There will no longer be a Primary User that can add Secondary Users to the company Vendor Portal account. Primary Users will no longer exist in Vendor Portal. This is a change from the current process. Each user must have an email address registered with the OMS Vendor Portal in order to be able to login to the OMS Vendor Portal with MFA. Detailed account activation and login instructions will be sent in a subsequent email.

Effective Monday, September 16, 2019 account registration requests should be sent to the OMS Help Desk (Email: eToolsHelpdesk@gsa.gov or Phone: 866-472-9114 Option 7).

What forms of Multi-Factor Authentication will be supported?

Initially, email will be the only supported form of MFA. Planned future enhancements include support for a smartphone authenticator app as an approved two-factor option.

Who do I contact with issues or questions?

For all issues and questions, including new account and changes to existing account requests, please contact the GSA OMS helpdesk (Email: eToolsHelpdesk@gsa.gov or Phone: 866-472-9114 Option 7).

The current email box for Vendor Portal accounts, gsaedi@gsa.gov, will have an auto response requesting all issues be sent to the GSA OMS helpdesk.

More detailed instructions for MFA will be sent closer to the go-live date. Please be on the lookout for future messages.