



GSA OMS Vendor Portal User Registration and Login Quick Guide (June 2020)

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Overview

The GSA OMS Vendor Portal provides GSA vendors the ability to view and manage Purchase Orders (PO) associated with their Data Universal Numbering System (DUNS) or Vendor ID. This includes acknowledging POs, entering shipment information, generating backorder and substitute items requests, entering order cancellations, and generating printable PDF copies of Purchase Orders via *GSA Form 3186*. To access the Vendor Portal, a vendor user must obtain an account from GSA, including a username and password. Vendor User accounts will be provisioned through E-Tools Help Desk.

Note: Account login is based on email address, and each user must provide a distinct email address. In order to manage Purchase Orders across multiple DUNS numbers, one email address per DUNS number is required to be registered.

This user guide provides step-by-step instructions, guidance, and screenshots for:

- Requesting and Activating a Vendor Portal Account
- Logging into the Vendor Portal
- Email Notifications for Your Organization

Requesting Access to the GSA OMS Vendor Portal

Step 1 – Submitting an Access Request

To request access to the GSA OMS Vendor Portal, please submit a ticket to the GSA eTools Help Desk at eToolsHelpdesk@gsa.gov and provide the following information:

- Vendor Name
- Active DUNS Number
- First Name
- Last Name
- Phone Number
- Physical Address
- Email Address

Step 2 – Receiving Email Notification on eTools Ticket

Once the ticket has been submitted, you will receive an eTools ticket number within 24 business hours, indicating the request for account set up has been received.

Step 3 – Account Activation Email

Once GSA has provisioned your Vendor Portal account, you will receive an email from OKTA with account activation instructions. Account activation must be completed within 7 days of receiving this email.

*If you do not receive this email within 48 hours of receiving your eTools ticket number, please contact the GSA eTools Help Desk.



General Services Administration - Welcome to Multi-Factor Authentication!

Hi [REDACTED]

GSA is using Multi-Factor Authentication to manage your credentials.

We have created a Multi-Factor Authentication user account for you.
Click the following link to activate your Multi-Factor Authentication account:

[Activate Okta Account](#)

This link expires in 7 days.

Your username is [REDACTED]

Your sign-in page for :

SRP : <https://srp.fas.gsa.gov>

GSAAdvantage : <https://www.gsaadvantage.gov>

EBuy : <https://www.ebuy.gsa.gov>

GSA OMS Vendor Portal : <https://www.orders-vp.fas.gsa.gov>

If you experience difficulties accessing your account, please contact the appropriate GSA FAS Help Desk:

[For FAS SRP Support \(Vendors\):](#)

Email: vendor.support@gsa.gov | Phone: 1-877-495-4849

[For GSAAdvantage/EBuy Support \(Buyers\):](#)

Email: GSA.Advantage@gsa.gov | Phone: 1-877-472-3777 option #2

[For GSAGlobal Supply/USMC Support:](#)

Email: ncscustomer.service@gsa.gov | Phone: 1-866-370-8894

[For GSA OMS Vendor Portal Support:](#)

Email: eToolsHelpdesk@gsa.gov | Phone: 1-866-472-9114 option #7

This is an automatically generated message from General Services Administration. Replies are not monitored or answered.

Step 4 – Activating Your Account

Click the “Activate Okta Account” button in your email. This will take you to the password setup and security image selection screen. Enter the password you wish to use, and select a security image. Click “Create My Account” at the bottom right of the screen.

Note: *Your Vendor Portal password must adhere to the following rule:*

- *12 characters*
- *1 uppercase letter*
- *1 lowercase letter*
- *1 number*
- *One symbol*
- *Does not contain part of username*
- *Does not contain first name*
- *Does not contain last name*
- *Different from last 24 Vendor Portal passwords*

GSA OMS Vendor Portal User Registration and Login Quick Guide

Welcome to dev-oms, [REDACTED]
Create your dev-oms account



Enter new password

Password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, no parts of your username.

Repeat new password



Click a picture to choose a security image

Your security image gives you additional assurance that you are logging into Okta, and not a fraudulent website.



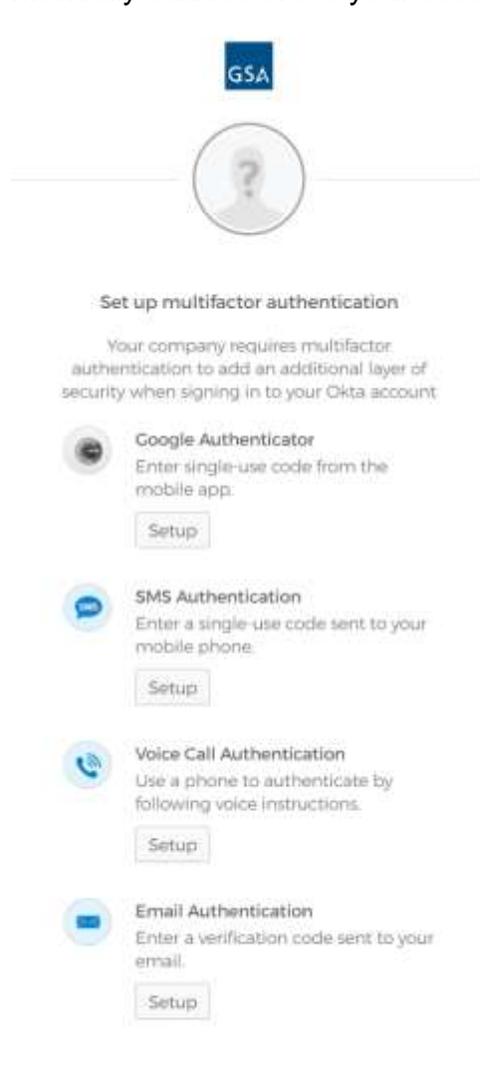
Create My Account

Step 5 – Creating Your Account

Select Authentication Methods

Once you have provided your email and password, you will be presented with a setup screen that allows you to select one or more factors. The options include Google Authenticator (smartphone app), SMS (text) Authentication, Voice Call Authentication, and Email Authentication.

You must set up at least one option before you can proceed. We highly recommend that you set up as many factors as possible, because this will be the only opportunity to manually add factors to your account.



This guide will walk you through the necessary steps to set up each of these four options.

Google Authentication (Smartphone App) Setup

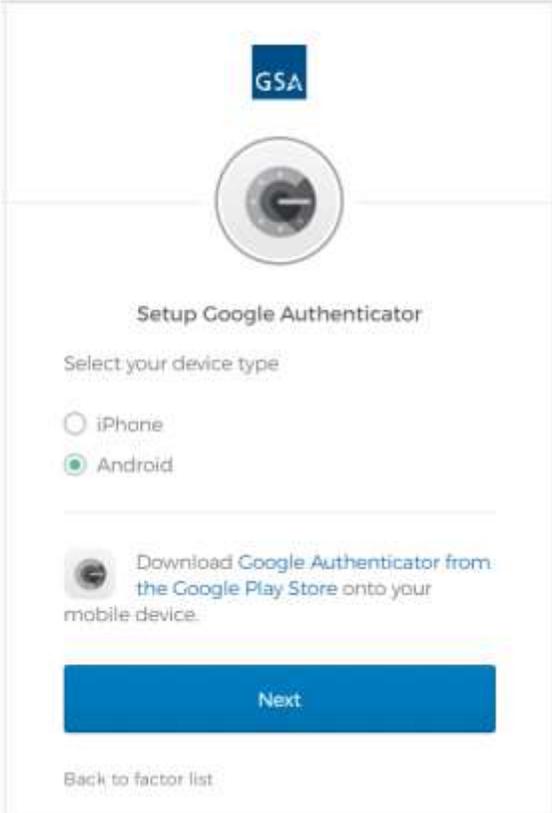
Google Authentication allows you to retrieve your One Time Password (OTP) codes directly from an app on your smartphone. The app is compatible with both iPhones and Androids. This is the recommended method of OTP delivery, both from a security and ease-of-use perspective.

First, you will be asked to specify if you have an iPhone or an Android. Click the radio button that matches your device type in order to proceed.

The site will provide a hyperlink to go to the Apple Store if you are using an iPhone or the Google Play Store if you are on an Android device. This link will take you directly to the store page where you can download the app.

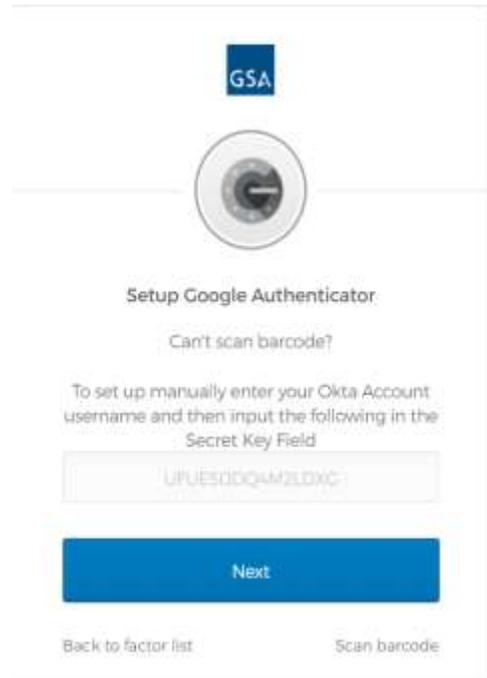
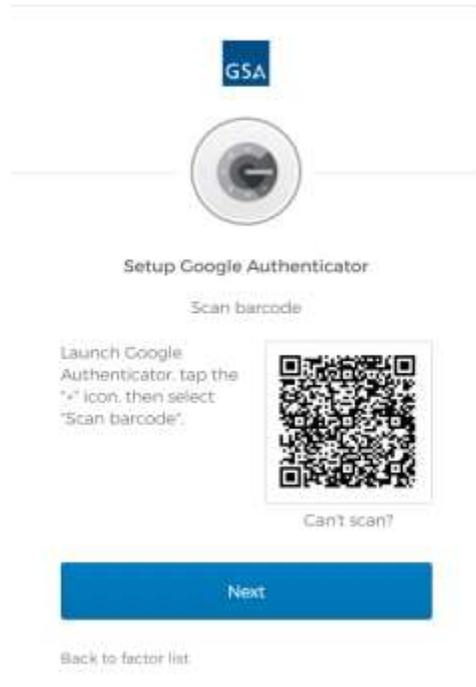
You can also open up the App Store on your phone and search for “Google Authenticator.” If you already have Google Authenticator on your phone, you do not need to redownload. You can simply open the app.

Click “Next” to proceed.



The screenshot shows the 'Setup Google Authenticator' interface. At the top, there is a GSA logo and a circular icon representing the app. Below this, the text 'Setup Google Authenticator' is displayed. Underneath, it says 'Select your device type' followed by two radio button options: 'iPhone' and 'Android'. The 'Android' option is selected, indicated by a green dot. Below the radio buttons, there is a link that says 'Download Google Authenticator from the Google Play Store onto your mobile device.' At the bottom of the form, there is a large blue button labeled 'Next' and a smaller link labeled 'Back to factor list'.

Your screen should show the “Setup Google Authenticator” page, with a QR barcode in the middle. Follow the instructions provided by launching Google Authenticator, then clicking the “+” icon in the application, then select “Scan Barcode.” Aim your phone’s camera at the screen so that it can capture the barcode.



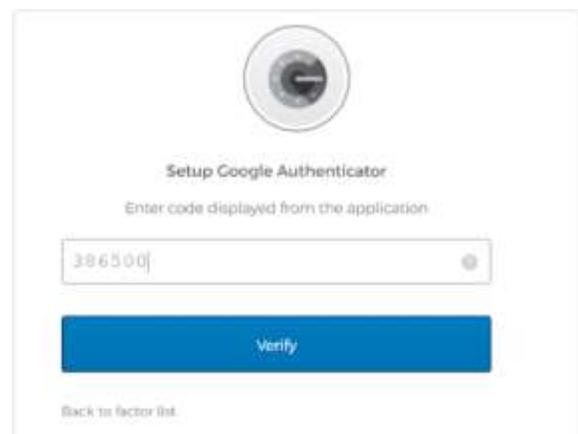
If you don't see the barcode or if your phone can't scan it, click the “Can't scan?” link underneath the barcode. You should see the screen on the right, where there is a unique Secret Key you can manually enter into the Google Authenticator app.

Click “Next” once you have scanned the barcode or entered the secret key.

The Google Authenticator app will provide you with a six digit OTP for your login account. Simply enter the six digit code, and then click “Verify” to complete.

You can now use the Google Authenticator app to generate any future OTP codes for login.

At any time you can click “Back to factor list” to go back to the main menu and make another selection.



SMS Authentication

The SMS authentication method allows you to receive a text message to your mobile phone in order to retrieve your OTP code for login. Go to the main menu and click “Setup” for the SMS Authentication option to begin.

You should see the screen on the right side of the page. Select the country for your phone number from the drop down menu, and then enter your phone number on the following line.

Once you have correctly entered your phone number, click “Send Code.” You should receive a text message at the specified number that contains a six digit unique code.

Receive a code via SMS to authenticate

United States

Phone number

+1

Send code

Back to factor list

Type in the code on the “Enter Code” line, and then click “Verify” to confirm.

If you did not receive a code, please confirm the phone number that you specified and ensure that you have allowed enough time for the code to arrive. Most codes arrive quickly, but this may be affected by your cellular service. Ensure that your phone is setup to receive text messages and that you currently have access to your cellular network.

You can also click the “Re-send code” button in order to generate a new message.

Receive a code via SMS to authenticate

Haven't received an SMS? To try again, click Re-send code

United States

Phone number

+1 202-555-1234

Re-send code

Enter Code

313177

Verify

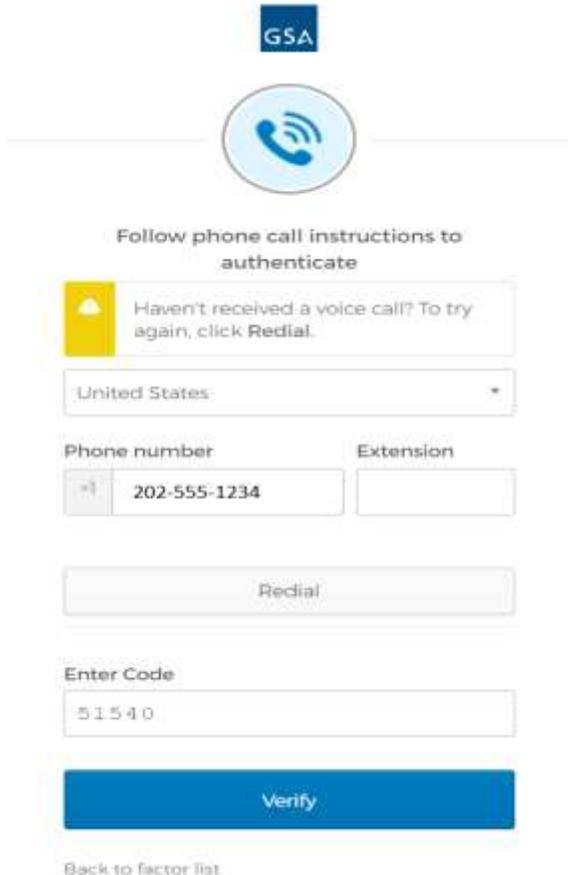
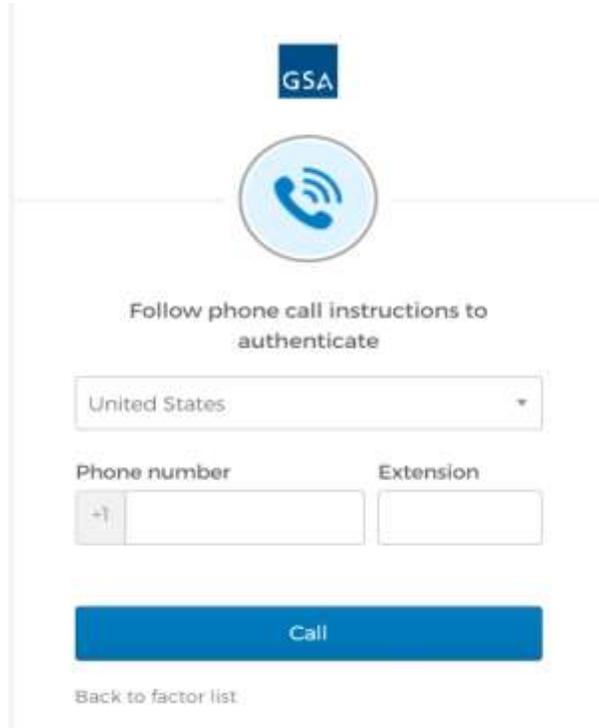
Back to factor list

Voice Call Authentication

The voice call authentication method allows you to receive your OTP code via an automated voice call to your telephone. You can use either a landline phone or a cellular phone to receive this call.

You should see the setup screen on the right side of the page. First, select the country from the dropdown menu for the phone number that you are entering. On the line below, enter the full phone number where you want to receive the call. If you have an extension, please enter it in the extension box.

Once you have entered your information, click on the “Call” button.



The phone call is an automated service that will read a brief greeting and then a five digit code. Listen carefully for the code, and enter it into the “Enter Code” line on the screen.

Once you enter the code, click “Verify” to proceed.

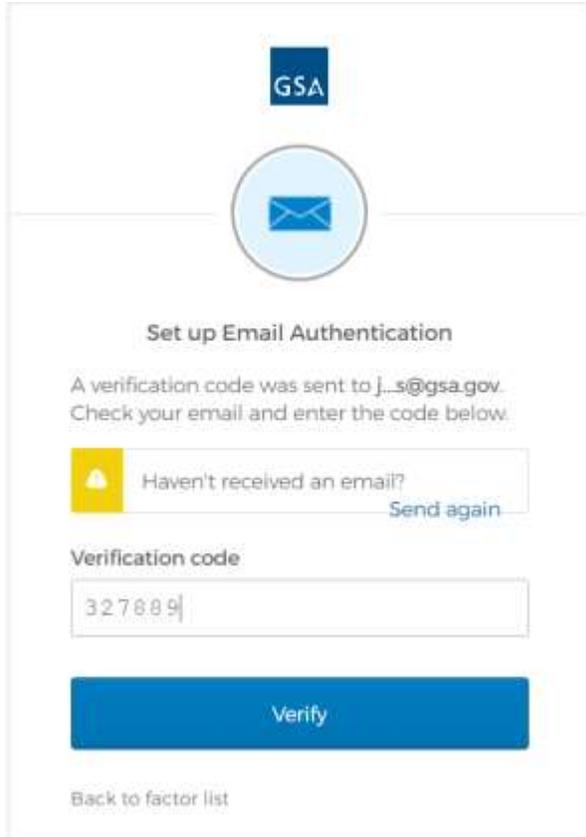
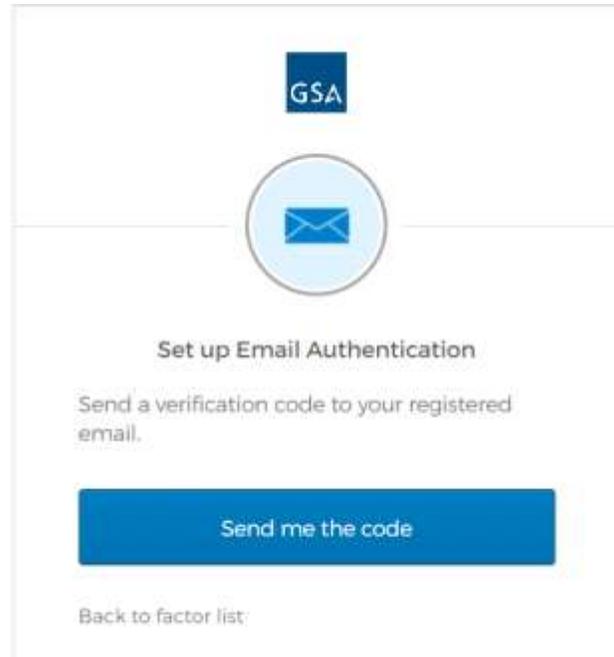
If you did not receive a call, or if you missed the code, you can click “Redial” to generate a new code. Make sure that the number that you entered is correct and that you have service so that your phone can receive calls.

Email Authentication

The email authentication method allows you to use the primary email address associated with your account in order to receive OTP codes.

The email authentication method will automatically use the email address that you used to login. Simply click “Send me the code” and the system will send an automated email to your account.

The system sends the email quickly, but it may take longer to receive based on your organization’s firewall and network settings.

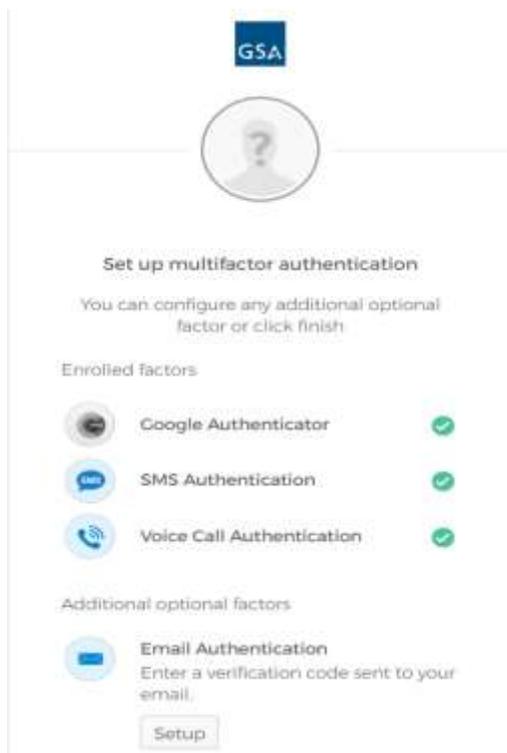
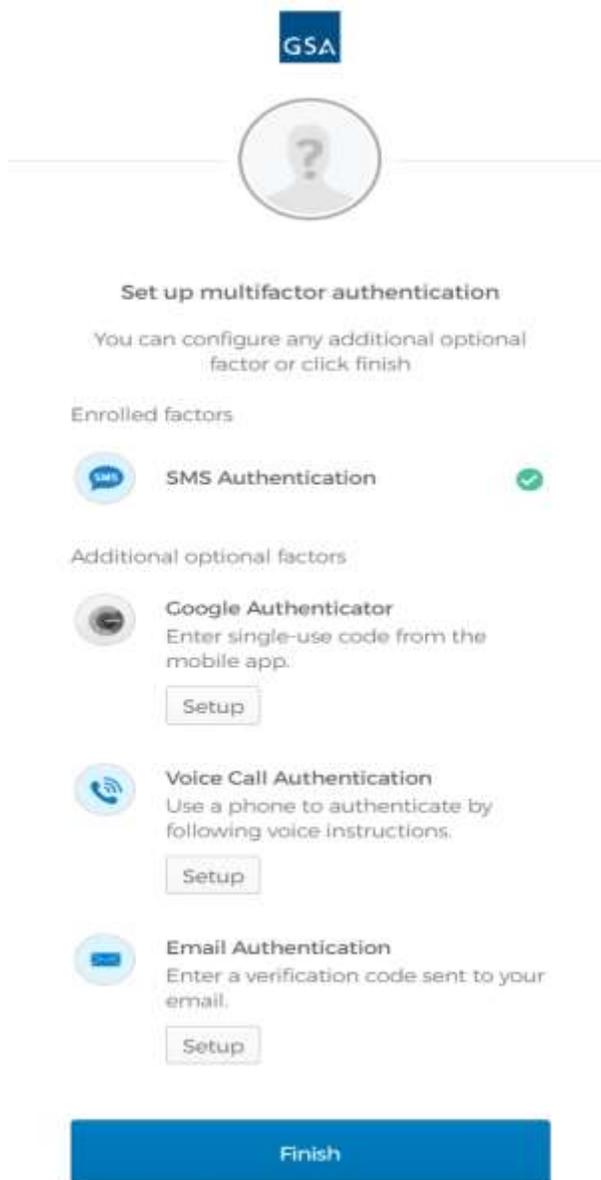


Once you receive the email, enter the six digit verification code, then click “Verify” to proceed. If you have issues receiving an email, you can click “Send again” to generate a new email with a new verification code.

Adding More Factors

Once you successfully add a factor, that factor will appear on the setup screen with a green check mark to its right. See the “SMS Authentication” option in the image on the right side of the page. From this point you can click “Finish” to proceed on, or select “Setup” for another factor.

We strongly recommend that you set up any other factors that you may wish to use before clicking “Finish.” Once you click finish, you will only have the option to use any factors that you have setup so far. If you wish to setup another factor after clicking “Finish”, you cannot do so manually. You will be required to contact the help desk for additional support.



After you set up additional factors, they will get added on the Setup page with a green check. See to the left with SMS, Google Authenticator, and Voice.

Step 6 – Entering Your OTP Code

Copy the code that was sent into the OKTA Verification window, and click “Verify.”

Notes:

- *If you wish to check the box for “Do not challenge me on this device for the next 60 minutes,” do so.*
- *If you do not receive the verification email, click the “Re-send email” option.*



General Services Administration - Action Required: One-time verification code

Hi GSA,

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code for verification:

265823

If you experience difficulties accessing your account, or if you believe you received this email in error, please contact the appropriate GSA FAS Help Desk:

For FAS SRP Support (Vendors):

Email: vendor.support@gsa.gov | Phone: 1-877-495-4849

For GSAAvantage/EBuy Support:

Email: GSA.Advantage@gsa.gov | Phone: 1-877-472-3777

For GSAGlobal Supply/USMC Support:

Email: ncscustomer.service@gsa.gov | Phone: 1-866-370-8894

For GSA Fleet Drive-thru, DRM and VFE Support:

Email: gsadrivethruhelp@gsa.gov

For GSA Short Term Rental (STR), Auto Auctions, Auto Choice, Auto Vendor and GSA Fleet Automated Remarketing Module (ARM) Support:

Email: FleetAlert@gsa.gov

For FMVRS, FEDFMS and FMS2GO Support:

Email: gsafleet@gsa.gov

For Fleet2Go Support:

Email: gsafleet2go@gsa.gov

For GSA OMS Vendor Portal Support:

Email: eToolsHelpdesk@gsa.gov | Phone: 1-866-472-9114 option #7

This is an automatically generated message from General Services Administration. Replies are not monitored or answered.



Email Authentication
(j...k@gsa.gov)

Enter Code

[Sent](#)

Do not challenge me on this device for the next 12 hours

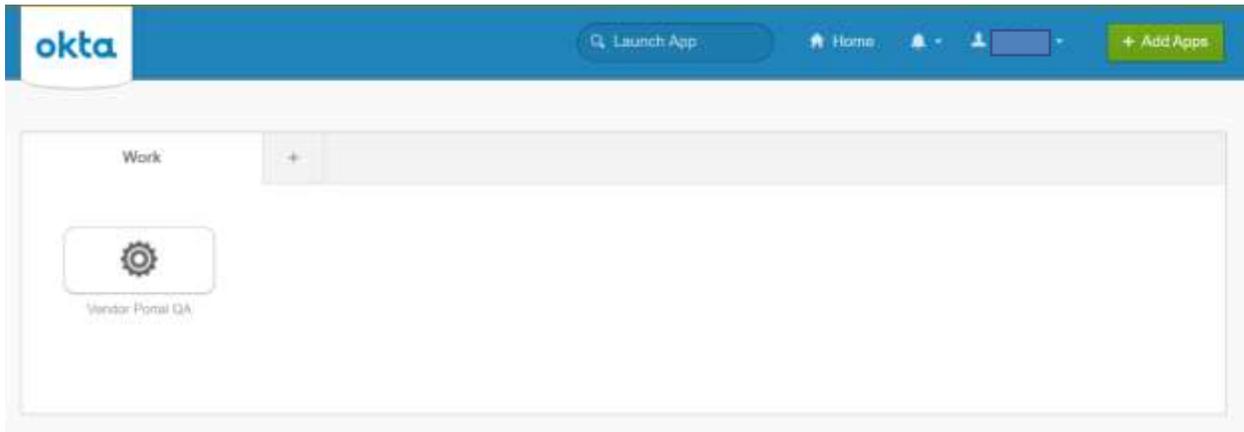
Verify

[Sign Out](#)

Step 7 – OKTA Application Landing Page

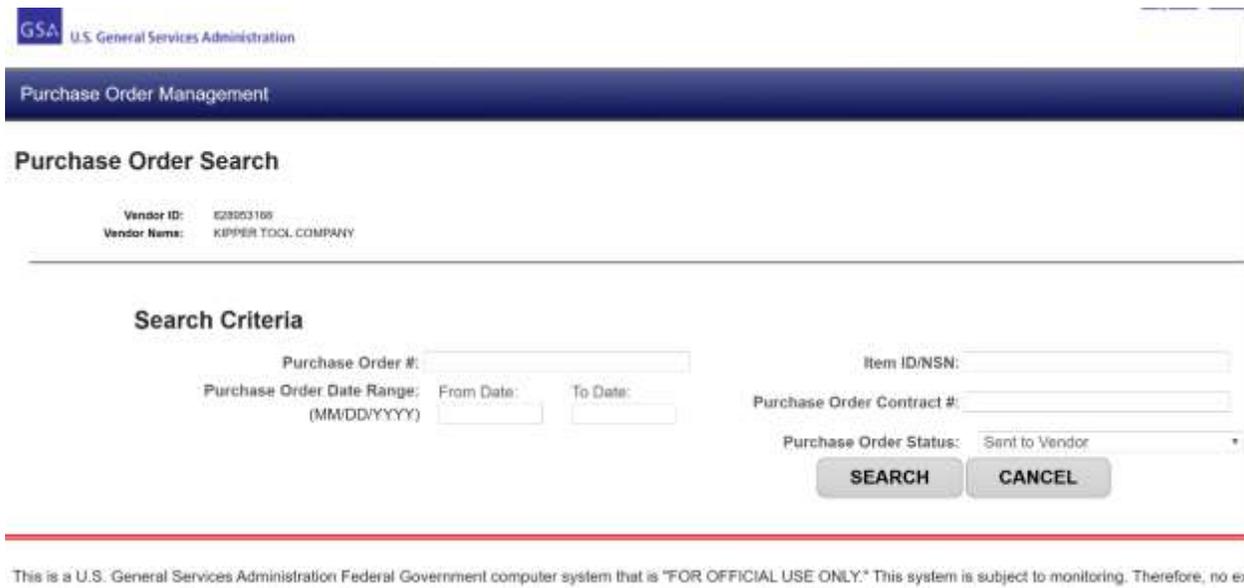
Click “Verify” on the OKTA login page. This will take you to the OKTA Application Page. Registration and Activation of your Vendor Portal and OKTA account is now complete.

Note: This OKTA dashboard will be a one-time step. After initial account set up and log in, you will not see this page again when you log in to the GSA OMS Vendor Portal.



Step 8 – Access GSA OMS Vendor Portal

Click on the icon for Vendor Portal.



Accessing the GSA OMS Vendor Portal

Step 1 – Vendor Portal and OKTA Registration Complete

Ensure you have completed the steps required in the “Requesting Access to GSA OMS Vendor Portal” section above.

Step 2 – Access the Vendor Portal Link

In a web browser, access the GSA OMS Vendor Portal link at <https://www.orders-vp.fas.gsa.gov/>.

Step 3 – Enter Email Address

Enter your email address registered with the GSA OMS Vendor Portal in the text box. Click “Log In With OKTA.”



Welcome to the Vendor Portal

Please enter your OKTA user credential.

OKTA Username: *

LOG IN WITH OKTA

Step 4 – Username and Password

Re-enter your email address registered with the GSA OMS Vendor Portal in the text box, along with the password you previously configured in OKTA. Click “Sign In.”



Sign In

Username

Password

Remember me

Sign In

[Need help signing in?](#)

Step 5 – OTP Code

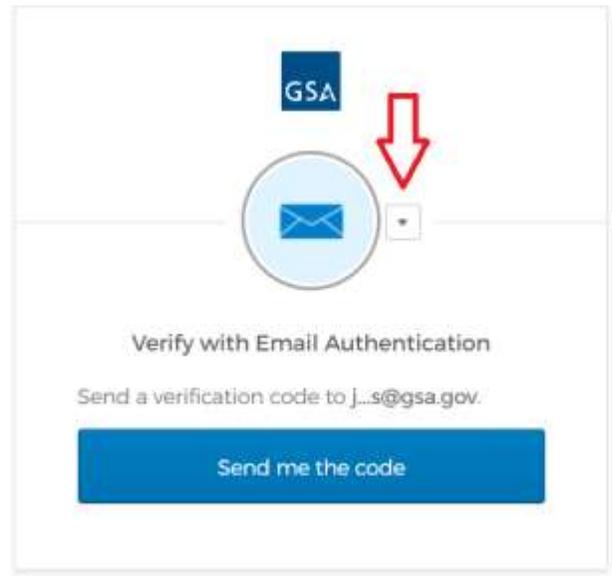
Logging in with Multiple Factors

Now that you have completed the setup process, you will have access to all of the factors that you set up for any future login.

By default, you will get the option to use the factor that you most recently used. If you just completed the initial setup process, this will be the last factor that you set up.

The user in the example used email as the final factor, so the system automatically defaults to email for the next login. You can either use the current selection to get your OTP code, or switch to a new factor.

Click the small drop down arrow to the right of the circle (see image to the right).

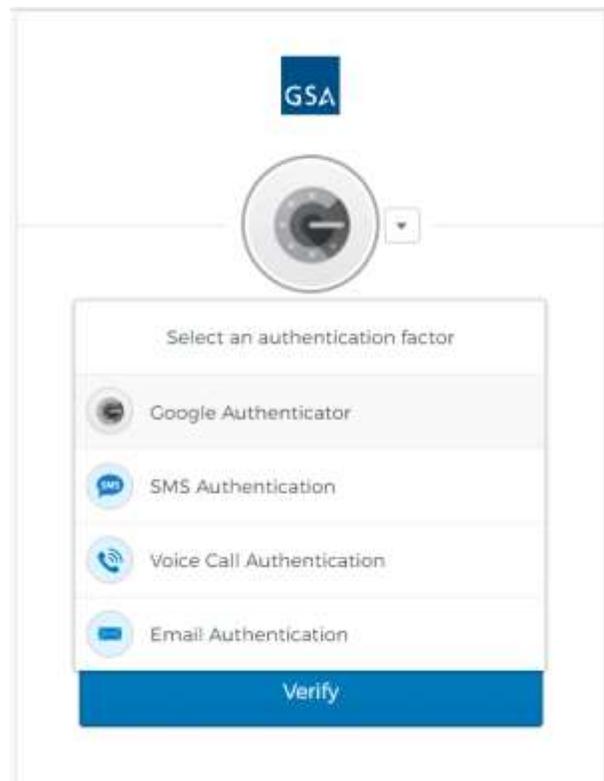


This will bring up a list of available factors. You can choose whichever factor you prefer, and then continue with the login process.

If you encounter any issues with the login factor setup process, please contact the help desk at:

Email: eToolsHelpdesk@gsa.gov

Phone: (866) 472-9114 - Option 7



Step 6 – Entering Your OTP Code

Copy the code provided in your email into the OKTA Verification window, and click “Verify.”

Notes:

- *If you wish to check the box for “Do not challenge me on this device for the next 60 minutes,” do so.*
- *If you do not receive the verification email, click the “Re-send email” option.*



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For GSAGlobal Supply/USMC Support:

Email: ncscustomer.service@gsa.gov | Phone: 1-866-370-8894

For GSA Fleet Drive-thru, DRM and VFE Support:

Email: gsadrivethruhelp@gsa.gov

For GSA Short Term Rental (STR), Auto Auctions, Auto Choice, Auto Vendor and GSA Fleet Automated Remarketing Module (ARM) Support:

Email: FleetAlert@gsa.gov

For FMVRS, FEDFMS and FMS2GO Support:

Email: gsafleet@gsa.gov

For Fleet2Go Support:

Email: gsafleet2go@gsa.gov

For GSA OMS Vendor Portal Support:

Email: eToolsHelpdesk@gsa.gov | Phone: 1-866-472-9114 option #7

This is an automatically generated message from General Services Administration. Replies are not monitored or answered.



Email Authentication
(j...k@gsa.gov)

Enter Code

[Sent](#)

Do not challenge me on this device for the next 12 hours

Verify

[Sign Out](#)

Step 7 – Login Complete

You are now logged into the GSA OMS Vendor Portal.

The screenshot shows the GSA OMS Vendor Portal search interface. At the top left, the GSA logo and "U.S. General Services Administration" are displayed. Below this is a dark blue header with "Purchase Order Management" in white text. The main content area is titled "Purchase Order Search". Underneath, the user's profile information is shown: "Vendor ID: 628803168" and "Vendor Name: KIPPER TOOL COMPANY". A horizontal line separates this from the "Search Criteria" section. This section contains several input fields: "Purchase Order #:" (a single text box), "Purchase Order Date Range:" (with sub-fields for "From Date:" and "To Date:" in MM/DD/YYYY format), "Item ID/NSN:" (a single text box), and "Purchase Order Contract #:" (a single text box). Below these is a "Purchase Order Status:" dropdown menu currently set to "Sent to Vendor". At the bottom right of the search criteria are two buttons: "SEARCH" and "CANCEL". A red horizontal line is positioned below the search criteria. At the very bottom of the page, a small disclaimer reads: "This is a U.S. General Services Administration Federal Government computer system that is 'FOR OFFICIAL USE ONLY.' This system is subject to monitoring. Therefore, no ex

Notes:

- *Vendor user accounts will be disabled after 90 days of inactivity. To have your account reactivated, please contact the eTools Help Desk at eToolsHelpdesk@gsa.gov.*
- *Account lockout will occur after 10 unsuccessful attempts to log in. User accounts will be unlocked after 30 minutes of initial lockout.*

Email Notifications for Your Organization

The GSA OMS Vendor Portal provides vendors with the ability to receive email notifications for Purchase Order Management.

Note: There is a limit of up to 3 email address for notifications per DUNS number.

Emails are currently generated for the following scenarios:

- A new Purchase Order is available
- An existing Purchase Order has been modified
- An existing Purchase Order has been cancelled

Note: *The email scenarios above are in the form of summary emails sent daily.*

In order to request changes to email addresses on file for your DUNS/Organization, please submit a ticket to the GSA eTools Help Desk. Please provide the following information:

- Organization Name
- DUNS Number
- Up to 3 email addresses to receive purchase order-related notifications

Contact Us/Assistance

For assistance with questions on this Quick Guide, or with other aspects of the GSA OMS Vendor Portal, please contact the GSA eTools Help Desk:

- Email: eToolsHelpdesk@gsa.gov
- Phone: (866) 472-9114 - Option 7

Availability: Weekdays from 8:00 AM to 7:00 PM ET, excluding Federal holidays.