User Access & Certification
External ePM User

What is User Access & Certification?

The User Access and Certification web based application is a tool to facilitate annual recertification for ePM. The tool allows all ePM Users to certify themselves and external users to accept the ePM “Rules of Behavior”. All ePM external users must certify they require access to ePM and accept the GSA Rules of Behavior on a yearly basis.

Email Notifications will be sent from ePMSupport@gsa.gov when the Certification Period has started and periodically throughout the Certification period.

Additionally, the User Access and Certification application can be used to update contact information at any time. (see instructions below)

***If your ePM Account is currently locked please contact support at 1-866-367-7878 or ePMSupport@gsa.gov

Who Will Use This?

√ All External ePM Users
External ePM User Access & Certification

1. Launch the User Access & Certification application from the ePM Portal

2. Verify user information. The information displayed is from the contact page in ePM.

   - The following fields are Read Only:
     - Organization Name
     - First Name
     - Middle Name
     - Last Name

   - If any of the information above is incorrect, please contact the local ePM System Administrator.

   - The following fields can be updated if necessary:
     - Display Name
     - Title (select from the dropdown list)
     - Email address
     - Add or remove a Telephone Number (Use the icons in the top tool bar to Add or Delete)
3. If access to ePM is required, Click in the box in front of “I certify that I require access to ePM”
ALL External ePM Users must Read and Acknowledge the Rules of Behavior, put a check in the box in front of “I acknowledge and agree to abide by the ePM Rules of Behavior.”

4. To Save and submit the changes click on the Update icon in the top tool bar

5. When complete click on the Logout icon in the top tool bar.
Tips

1. Internet Explorer version 9 (or higher) is the recommended web browser
2. Verify that email address is correct in ePM so that delivery of the certification notices regarding the recertification process is not affected.
3. Certify before the end date as documented in the email notification. ePM Notifications will be sent to you when action is necessary for certification. However, the web application can be accessed at any time to update Name, email, or Phone numbers.
4. If the certification is NOT completed by the Certification End date the account will be locked and then license will be removed. If this happens, please contact the local ePM System Administrator. Questions contact epmsupport@gsa.gov