Login.gov Account Required for eSRS and FSRS Users

What is changing?

The General Service Administration's (GSA) Integrated Award Environment (IAE) will add multifactor authentication to eSRS.gov and FSRS.gov using login.gov. This change will affect all eSRS and FSRS users. The change will take place **by the end of April, 2020**.

What is login.gov?

Login.gov is a service that offers secure and private online access to government programs, such as federal benefits, services, and applications. With a login.gov account, you can sign into multiple government websites with the same username and password.

If you already have a login.gov account, check the email address associated with it. If your current login.gov email address matches the email address associated with your eSRS.gov or FSRS.gov account, you are ready for the new login process. Otherwise, you will need to create a new login.gov account.

What action do I need to take?

If you already have a login.gov account and you use the same email address to login to eSRS.gov or FSRS.gov, you do not need to take any further action. By the end of April 2020, you will begin using your login.gov credentials to access your eSRS.gov or FSRS.gov account.

If you already have a login.gov account but you use a different email address for your login.gov account than you use to log in to eSRS.gov or FSRS.gov, **you will need to create a new/different login.gov account that matches the eSRS/FSRS email address** to retain your access to existing eSRS and FSRS data.

If you don't have a login.gov account, **you need to create a login.gov account**. You only need to do this once. Go to login.gov, enter **the same email address you use for eSRS.gov or FSRS.gov** and complete the account setup process.

Using the same email address allows eSRS.gov and FSRS.gov to link your login.gov account to your existing profile. If a different email address is provided on login.gov, your account will not be connected to your current eSRS.gov or FSRS.gov profile. You must also have a working phone number (mobile or landline). Login.gov will send you a security code as part of multifactor authentication. Government users may use their CAC/PIV cards for authentication.

Why is this happening?

The U.S. government mandates use of multi-factor authentication (MFA) for all federal government websites. MFA is an identity authentication method that requires users to provide two or more pieces

of evidence (or factors) to access their accounts. Typically, this is accomplished by asking for something you know (e.g., a password) and something you have (e.g., a fingerprint, CAC/PIV, or cell phone). This extra layer of security protects you, your agency or organization, and the government by making it more difficult for someone to gain unauthorized access to your account.

eSRS.gov and FSRS.gov will begin using login.gov to meet these requirements and to keep your account secure.

What will happen to my existing eSRS/FSRS user account?

Your information and activity stored in your eSRS.gov or FSRS.gov account **will not change**. Use the same email address associated with your eSRS.gov or FSRS.gov account to create your login.gov profile and you will have access to all of your records. Organizations will no longer be able to use one account for multiple users; login.gov requires individual accounts only.

How do I log in to my eSRS/FSRS user account with my login.gov credentials?

Go to eSRS.gov and FSRS.gov and click the link to login. You will be redirected to the login.gov page where you will enter your credentials. Then you will be redirected back to your eSRS.gov and FSRS.gov account.

Where do I go if I need additional assistance?

For login-specific assistance, please review the help section of login.gov. For all other issues, continue to contact the Federal Service Desk at www.fsd.gov or by telephone at 866-606-8220 (toll free) or 334-206-7828 (internationally).

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contact us at **iaeoutreach@gsa.gov**