

# SAM Registration Process – Challenges & Tips

Feb 29, 2024

## Speakers:



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## Moderator:



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# Poll Question #1

Are you or your office responsible for managing your institution's SAM.gov registration?

- A. Yes
- B. No
- C. I don't know

## Poll Question #2

How many SAM.gov registrations do you maintain?

- A. 1
- B. 2
- C. 3
- D. More than 3
- E. I don't know

## Poll Question #3

How would you rate your overall ease or difficulty with doing a SAM.gov registration or renewal?

- A. Very easy
- B. Not that difficult, but I have had some challenges
- C. Very difficult
- D. Neutral, I don't have an opinion

## Poll Question #4

In the last 6 months, which of the following did you experience when registering or renewing your registration in SAM.gov? (select all that apply)

- A. I had no challenges.
- B. I had difficulty providing documents that were accepted for the Entity Validation Document Requirements.
- C. General helpdesk communication was unclear.
- D. I had a hard time escalating my registration or renewal issue.
- E. The help desk requested I consolidate multiple UEIs.
- F. My entity information was listed incorrectly in SAM.gov.
- G. My registration or renewal was rejected during IRS verification.
- H. My registration or renewal was rejected by DLA during CAGE code verification.
- I. Completing my registration or renewal took longer than I expected.
- J. Other: Enter in chat



# Council on Government Relations (COGR)

## SAM.gov - Entity Registration

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Management Analyst

GSA Integrated Award Environment (IAE)

February 29, 2024



# Agenda

- SAM.gov Overview
- Entity Registration Walkthrough
- Deep Dive into Entity Validation
- Registration Tips
- Getting Help with SAM.gov



# SAM.gov Overview





# SAM.gov Overview

**SAM.gov** is an official U.S. government website managed by the Integrated Award Environment (IAE), a federal office within GSA.

We work for acquisition and financial assistance communities and governance and oversight bodies to manage, streamline, and unify federal award processes.

Our goal is to integrate and improve systems for administering federal awards and deliver a user-centric and secure business environment that facilitates a fair and transparent federal award process.



# SAM.gov Overview

SAM.gov is used for:

- **Registering** to do business with the U.S. federal government and **getting a Unique Entity ID (UEI)**
- **Searching and viewing:**
  - Entities
  - Contract Opportunities
  - Assistance Listings
  - Exclusions
  - Responsibility/Qualification records
  - Wage Determinations
  - Contract Data Reports





# Entity Registration Walkthrough



# Who Should Register an Entity?

Entity registration in SAM.gov is the process to make your organization **eligible** to bid on federal contracts and apply for federal grants.

If you want bid on or apply for federal awards **directly** with the U.S. government, you need to complete and maintain an active registration.

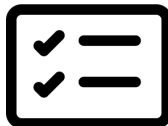


Entity registration requires a lot of information about your organization.

The person registering should be an employee, officer, or board member of your organization.

They should have knowledge of your **organizational structure**, be authorized to access **financial, legal, and tax information**, and be able to answer questions about your organization's **products or services**, or be able to get this information from others in your organization.

# What Do I Need to Register an Entity?



- Decide who will complete the registration. They will be the first entity administrator and are the only administrator until they assign the administrator role to others.
- Identify at least one other person to give administrator access to the registration. You can have as many people as you want as administrators. Get SAM.gov user accounts for each individual who needs access to the registration. Each person must have their own user account. Accounts cannot be shared.
- Review the [Entity Registration Checklist](#) and other guides. It shows the questions you must answer in your registration and the documents that may be required to validate your entity. Get the checklist at FSD.gov or go to the URL below.

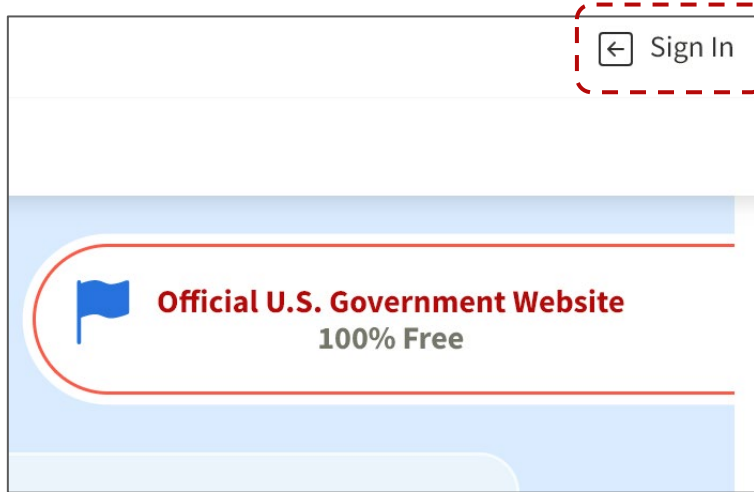
## Registration Checklist

[https://www.fsd.gov/gsafsd\\_sp?id=kb\\_article\\_view&sysparm\\_article=KB0039524](https://www.fsd.gov/gsafsd_sp?id=kb_article_view&sysparm_article=KB0039524)

# Starting Registration



# Sign In



A screenshot of the SAM.gov sign-in page. The page has a blue header with the text "An official website of the United States government Here's how you know" and the LOGIN.GOV and SAM.GOV logos. Below the header, there is a blue banner with a white flag icon and the text "Official U.S. Government Website 100% Free". In the center of the page, there is a blue box with a white flag icon and the text "Official U.S. Government Website 100% Free". Below this, there is a blue banner with a white flag icon and the text "Official U.S. Government Website 100% Free". In the center of the page, there is a blue box with a white flag icon and the text "Official U.S. Government Website 100% Free".

LOGIN.GOV | SAM.GOV

**sam.gov** is using login.gov to allow you to sign in to your account safely and securely.

Email address

Password  Show password

**Sign in**

Create an account

[Sign in with your government employee ID](#)

[Back to sam.gov](#)

[Forgot your password?](#)

[Security Practices and Privacy Act Statement](#)

[Privacy Act Statement](#)



# Workspace: Create New Entity

## Entity Information

Entities

See All

5

Active Registration

2

ID Assigned

5

Inactive Registration

Next Update Due: 12/04/2024  
Due in Next 30 days: 0 Entity Registrations

Register Your Entity or Get a Unique Entity ID

What do I need for registration?

Get Started

## Welcome

You are about to create a new entity record.

We will ask a few short questions to help us recommend the best option for you.

Create New Entity

**Are you trying to update an existing entity record?**

Please go to your Workspace and select the "Renew/Update" button for that entity.

Go to Workspace

**Is your entity based outside of the United States?**

You must get an NCAGE Code before starting a registration. Go to the [NCAGE Request Tool](#) to submit a request.

**What do I need for registration?**

Download Guide





# Workspace: Renew or Update Entity

**3**  
Pending ID Assignment

Work in

**Renew/Update Your Entities**  
Select Renew/Update to go to your entity workspace and renew or update your entities.  
[How to renew or update an entity](#)

**Renew/Update**

**ROGERS FOAM AUTOMOTIVE CORPORATION** ● Inactive Registration

Unique Entity ID: [REDACTED] Doing Business As: (blank) Purpose of Registration: All Awards Expiration Date: Mar 2, 2006

CAGE/NCAGE: [REDACTED] Physical Address: [REDACTED]

**ROGERS FOAM AUTOMOTIVE CORPORATION** ● Inactive Registration

Unique Entity ID: [REDACTED] Doing Business As: (blank) Purpose of Registration: All Awards Expiration Date: Mar 24, 2023

CAGE/NCAGE: [REDACTED] Physical Address: [REDACTED]

Open Cases

Filter By: Keyword, Entity, Status, Expiration Date, FSD Number, Address Update

Actions: View Record, Update, Deactivate, View In Hierarchy



# Entity Questionnaire

## What is your goal?

I want to do business... (Select the option most relevant to you)

- Directly with the U.S. federal government.
- With a business or other organization which receives funds directly from the U.S. federal government.
- Other.

 Select the answer that best fits your intentions today:

- Provide goods or services as a federal subcontractor. [?](#)
- Receive a subaward under a federal grant/financial assistance program. [?](#)
- Apply as a direct vendor for federal funds distributed by a government entity other than the federal government. [?](#)  
(e.g. state, local, tribal, territorial)
- Apply as a grantee for federal funds distributed by a government entity other than the federal government. [?](#)  
(e.g. state, local, tribal, territorial)
- Just browsing. I don't have anything specific in mind today, but might be interested in future work with organizations who receive funds directly from the U.S. federal government.
- Participate in, or apply for, other programs. Please describe.

Please specify

e.g. Program Name

123 characters allowed

## Who required your entity to be in SAM.GOV?

Only select the primary source.

- Federal government

- U.S. state or territory government or office

- Local government office, i.e., of a county or a city
- Tribal government or office
- A company or business
- Hospital system or healthcare organization (for profit or non-profit)
- Non-profit organization
- University or research facility (for profit or non-profit)
- Industry group, professional association, trade publication, etc.
- Procurement Technical Assistance Center (PTAC) or PTAC office
- I decided on my own
- None of the above  
Please specify

e.g. Program Name

# Purpose of Registration Table

**Choose an Option**

Review the chart to decide which option is best for you.

	Financial Assistance	Current Selection All Awards
<b>What you get:</b>		
Unique Entity ID ⓘ	✓	✓
Entity Available in Search ⓘ	✓	✓
CAGE Code ⓘ <small>(For some entities)</small>	✓	✓
<b>When you need it:</b>		
To receive an award from someone else receiving federal funds ⓘ	✓	✓
To apply directly for federal grants or loans ⓘ	✓	✓
To bid on federal contracts (prime) ⓘ	—	✓
<b>What you must complete:</b>		
Entity Validation ⓘ	✓	✓
IRS Taxpayer Validation ⓘ	✓	✓
CAGE/NCAGE Validation ⓘ <small>(For some entities)</small>	✓	✓
<b>Level of Effort</b> ⓘ	<b>Medium to High</b>	<b>Highest</b>
<b>Expiration</b> ⓘ	1 Year	1 Year
	<input type="button" value="Select"/>	<input type="button" value="Select"/>

Keep your current option

Your current registration type is shown on the next page. Users updating entities see your current purpose of registration highlighted.

# Begin Validation

## You Are About to Validate Your Entity

What is validation? ⓘ

The information you provide here will be used throughout the federal government. Make sure that your information is current and correct.

Before you get started, make sure you can officially document your entity's

- [Legal business name](#) ⓘ
- [Physical address](#) ⓘ (no P.O. boxes or virtual offices)
- [Start year](#) ⓘ
- [National identifier](#) ⓘ (non-U.S. entities only)
- **Country or state of incorporation, if applicable**

Some entities may need to provide documentation to complete validation, which will take additional time to process.

I can provide **official documentation**, if necessary, to validate my entity.




Download Your Registration Guide

Download Guide

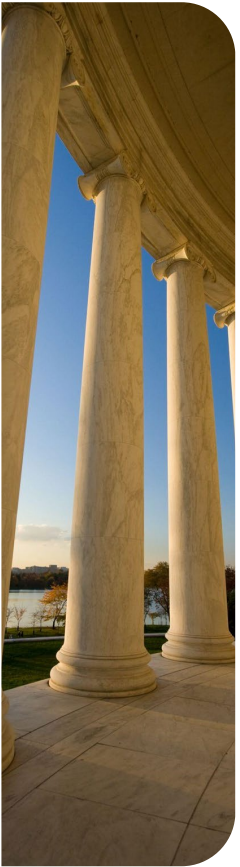
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NEXT >



# Deep Dive into Entity Validation



# Entity Validation

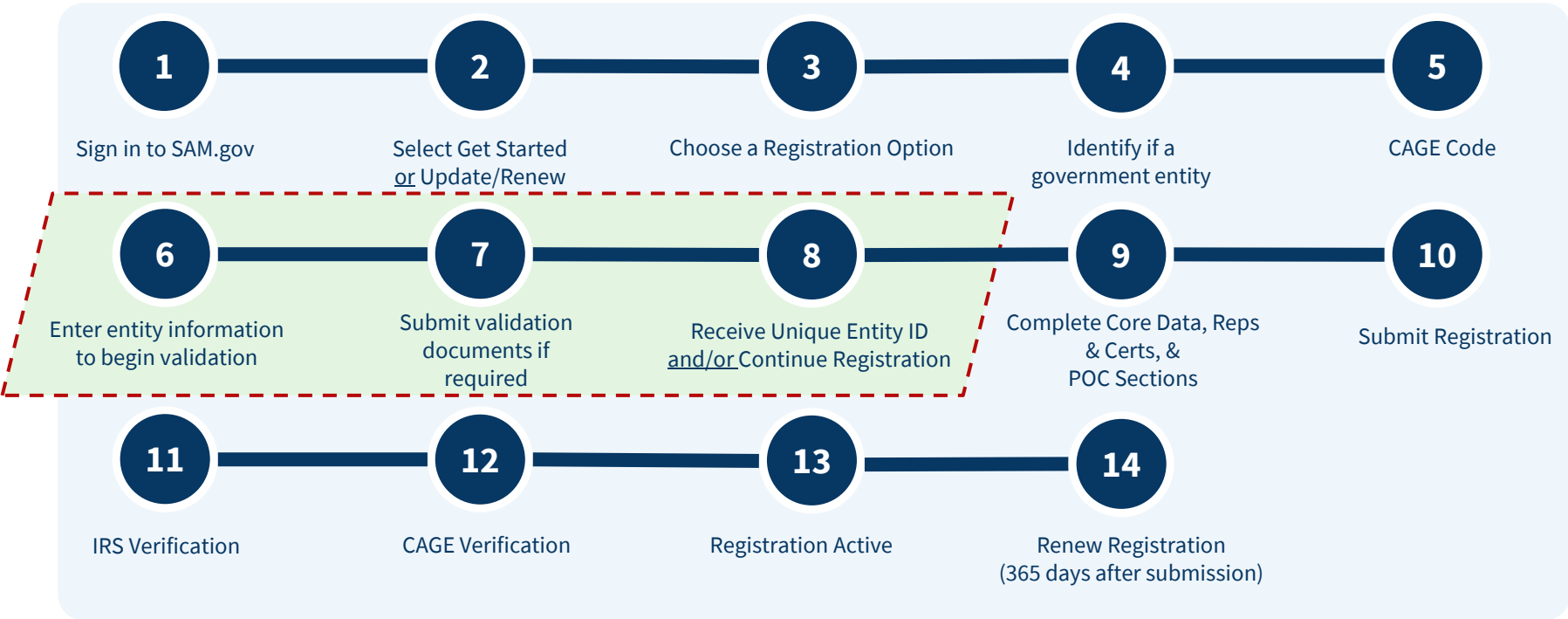


What is entity validation?

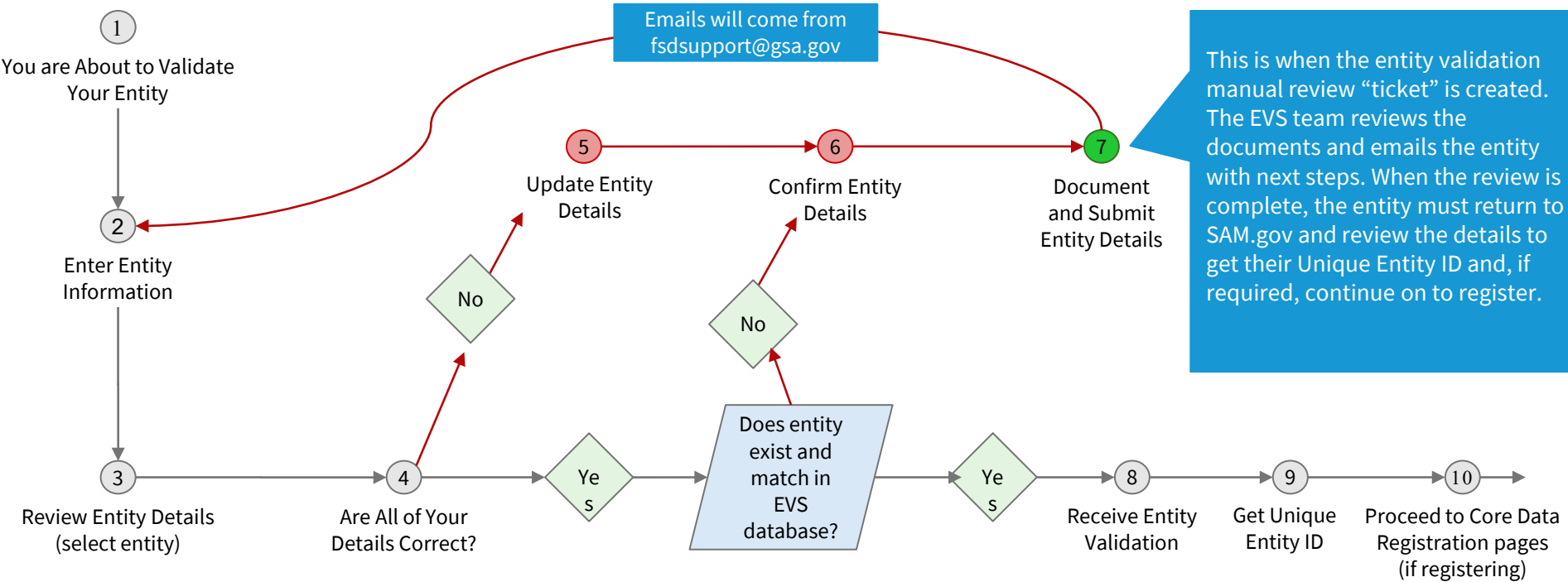
- SAM.gov uses an entity validation service (EVS) to independently **verify the existence, location, and uniqueness** of an entity when the entity:
  - Requests a Unique Entity ID
  - Registers to pursue federal awards
  - Renews or updates its entity registration
- Entity validation is a critical piece of the federal awards ecosystem that:
  - Helps prevent improper payments
  - Deters procurement fraud
  - Maintains the integrity of government contracts and grants processes
- Every entity must validate against the EVS provider's databases and data sources, even if they have an active registration

# Entity Validation

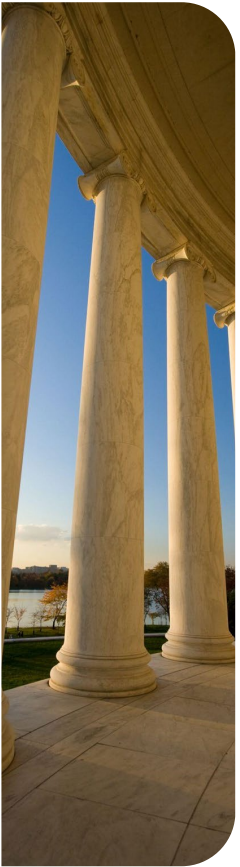
Validation is a process within registration and a prerequisite for completing it.



# Entity Validation





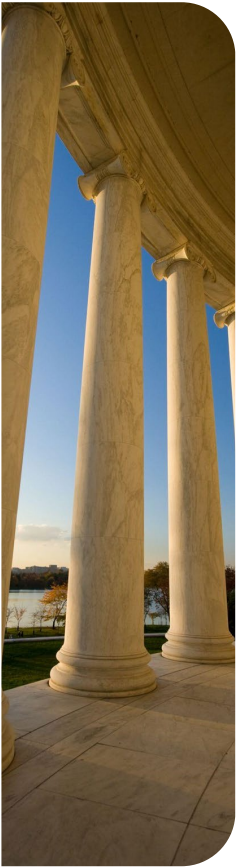


## Validation Tips

What can I do to quickly and successfully validate my entity?

If you are required to provide documents to prove your entity name, physical address, start year, or national identifier number, you should:

- **Use acceptable documents.** We have a list of what types of documents EVS accepts for validation on FSD.gov. The list is linked in several places on entity validation pages in SAM.gov too.
- Use documents that show the **same name and physical address as you entered** in SAM.gov.
- **Respond promptly to emails** from the Federal Service Desk about your validation case. Validation agents will reach out with questions and to notify you if your validation is approved or rejected. If they ask for more information and you do not respond within 5 business days, your case may close.



# What documents can I use for validation?

Document Name	Must be Less Than 5 Years Old?	OK for Legal Business Name and Physical Address?	OK for Start Year and State of Incorporation? (must have date)
Articles of Incorporation / Organization / Formation (if stamped as filed with an authority)	NO	YES	YES
Bank Statements (redact information that isn't necessary for validation)	YES	YES	NO
Bylaws for your company (if stamped as filed with an authority)	NO	YES	YES
Certificate of Formation / Organization (if stamped as filed with an authority)	NO	YES	YES
City Business Tax Certificate	YES	YES	NO
Department of Treasury IRS letter assigning your EIN	NO	YES	YES
Department of Treasury IRS Tax Exemption Status Letter	YES	YES	NO
IRS Form 8822-B or Form 990 for address change (filed only)	NO	YES	NO
IRS Forms marked as received by the IRS or processed by a CPA or e-filing software (e.g. Form 1040 with schedule C for sole proprietors)	YES	YES	YES
IRS Forms 1099 if you are the recipient (not the filer)	YES	YES	NO
Secretary of State Certificate of Filing	NO	YES	YES
Screenshot/PDF file of your business profile in your state's online business registry or Secretary of State website (must be current registration and must include the registry URL)	Within last 12 months	YES	YES
Screenshots of other websites containing your business information, including but not limited to federal websites, SAM.gov, IRS.gov, dla.CAGE.mil, etc	N/A	NO	NO
Town charter, documentation from state governments for town existence; Governor's declarations; formal resolution from town council establishing office	NO	YES	YES
Utility Bills (water, gas, or electric only)	YES	YES	NO
W-9	N/A	NO	NO




Get a comprehensive list of acceptable and unacceptable documents at:

[https://www.fsd.gov/gsafsd\\_sp?id=kb\\_article\\_view&sysparm\\_article=KB0055230](https://www.fsd.gov/gsafsd_sp?id=kb_article_view&sysparm_article=KB0055230)



# Entity Validation Documentation

Document Your Entity Details

**1** Review requirements.

 View this list of [acceptable documents](#) to understand the requirements.

**YOU ARE DOCUMENTING**

	Year of Incorporation 2016
	State of Incorporation Virginia

**2** Attach documents.


You must attach one or more [official documents](#) that prove each of the items listed.

- Legal business name and physical address in the same document.
- Legal business name and start year in the same document.
- Legal business name and U.S. state of incorporation in the same document

[Add Document](#)

**3** Provide Details (Optional).

Please provide additional context for your specific situation, if necessary.



500 characters allowed

- Attach what documents you have, even if they are for your central office. You can't submit a ticket without any documents attached, the system prevents it.
- Provide details. You can add a short comment on the documentation page. When an EVS agent replies to you from [FSDSupport@GSA.gov](mailto:FSDSupport@GSA.gov), email back complete details about your situation, including if you have active federal awards to maintain.

# Entity Validation

From the Beginning



# Begin Validation

## You Are About to Validate Your Entity

What is validation? ⓘ

The information you provide here will be used throughout the federal government. Make sure that your information is current and correct.

Before you get started, make sure you can officially document your entity's

- [Legal business name](#) ⓘ
- [Physical address](#) ⓘ (no P.O. boxes or virtual offices)
- [Start year](#) ⓘ
- [National identifier](#) ⓘ (non-U.S. entities only)
- **Country or state of incorporation, if applicable**

Some entities may need to provide documentation to complete validation, which will take additional time to process.

I can provide **official documentation**, if necessary, to validate my entity.



[Download Your Registration Guide](#)

Download Guide

✕ CANCEL

< PREVIOUS

NEXT >

# Entity Validation

Enter your legal business name and physical address that matches your official entity documentation.

### Enter Entity Information

All the following information will be used to validate your entity, unless marked as optional.

**Legal Business Name**  
If you are acting on behalf of a limited partnership, LLC, or corporation, your legal business name is the name you registered with your state filing office.

**Doing Business As (Optional)**  
Doing business as is the commonly used other name, such as a franchise, license name, or acronym. Leave blank if not applicable.

**Physical Address**  
Your physical address is the street address of the primary office or other building where your entity is located. A post office box may not be used as your physical address.

Country

Street Address 1

Street Address 2 (Optional)

ZIP Code

City  State / Territory



# Entity Validation

Review the entities listed on the next page.


If your entity is shown in the list, select it.  
Some entities may have outdated information, like an old address.

If you recognize an entity listed that's yours and the information is incorrect, **select your entity even if some of the information isn't up to date.**

You will correct it on the next page.

## Review Entity Information

Review the legal entity list and select whether or not you clearly recognize an entity as yours.

 **Select an Option**

I recognize my entity in the legal entities list.  
If some details are not correct, you can update them.

I don't recognize my entity in this list.  
Select Next to continue.

### LEGAL ENTITIES LIST

WHERE DO THESE RESULTS COME FROM?

Showing Top Results

TOWN OF [REDACTED] Public authority/State/Government

[REDACTED]  
[REDACTED]  
USA

TOWN OF [REDACTED] Public authority/State/Government

[REDACTED]  
[REDACTED]  
USA



# Entity Validation

If everything is correct, select **Yes** and continue.

If something isn't right, select **No**.

Then, on the next page, enter the corrections.

**Update Entity Details**

Review the details for the entity you selected. Select only details you need to add or update. You will then be able to enter your corrected information.

- Legal Business Name
- Doing Business As (Optional) (blank)
- Physical Address

**Physical Address**

Your physical address is the street address of the primary office or other building where your entity is located. A post office box may be your physical address.

Address 1

Address 2 (Optional)

City (Optional)

State

Previous Cancel Next

**Are All of Your Entity Details Correct?**

LEGAL ENTITY YOU SELECTED

Yes, all details are correct

No, some details are incorrect. For example,

- Suite # is missing
- INC is missing
- Address is old
- Doing business as is missing

Previous Cancel Next





# Entity Validation

Your information is displayed in the first section. **Review section two carefully.**

You must provide documents for all of the entity information the validation team needs to complete your validation.

Check marks appear in section two in place of the bullet points once you add documents for everything required.

**Document Your Entity Details**

**1** Review requirements.

View this list of acceptable documents to understand the requirements.

YOU ARE DOCUMENTING	
Legal business name and physical address in the same document.	Year of Incorporation 2016
Legal business name and start year in the same document.	State of Incorporation Virginia

**2** Attach documents.

You must attach one or more official documents that prove each of the items listed below:

- Legal business name and physical address in the same document.
- Legal business name and start year in the same document.
- Legal business name and U.S. state of incorporation in the same document.

**Add Document**

**3** Provide Details (Optional).

Please provide additional context for your specific situation, if necessary.

500 characters allowed

**Add Document**

Select a Document Type

Articles of incorporation/organization

This document includes the following. Select all that apply.

Legal business name and start year in the same document.

**Add Document**

Selected file [Change file](#)

EntityInformation.pdf

**Cancel** **Add Document**

**Add Document**

**3** Provide Details (Optional).

Please provide additional context for your specific situation, if necessary.

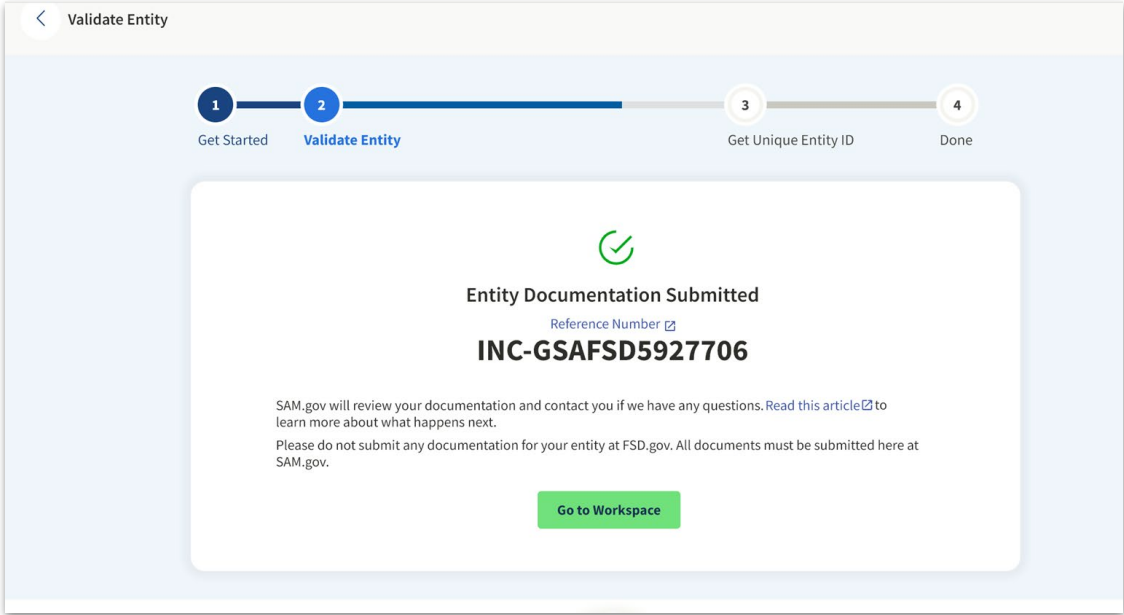
500 characters allowed

# Entity Validation

After you submit your documents, you get this confirmation page and an email.

You can access the validation ticket in your Entities Workspace on SAM.gov if you need to add or change your documents.

The current average processing time for validation is 3-5 business days.



# Entity Validation

Updating or Renewing entities will see this page after validation is complete.

### Continue Registration

YOUR ENTITY REGISTRATION INFORMATION:

Active Registration

UNIQUE ENTITY ID	PURPOSE OF REGISTRATION	PHYSICAL ADDRESS
[REDACTED]	FEDERAL ASSISTANCE AWARDS ONLY	[REDACTED]
CAGE/NCAGE (blank)	EXPIRATION DATE	
	MAY 12, 2023	

**Include in public search**

This means your registration status, legal business name, physical address, and other non-sensitive information can be displayed on SAM.gov to any authenticated user. If you feel the public display of your basic entity information poses a security threat or danger to you or your organization, you can restrict the public viewing of your registration record in SAM.gov by deselecting the checkbox.

If you choose to restrict your information from public view, it will also not be visible to other non-federal entities or state and local governments who may wish to do business with you. Certain programs may require you to be included in public search. Either way, your non-sensitive entity information remains available to federal government users and is available through public data services. [Learn more about SAM.gov public search](#)

**Continue Registration**



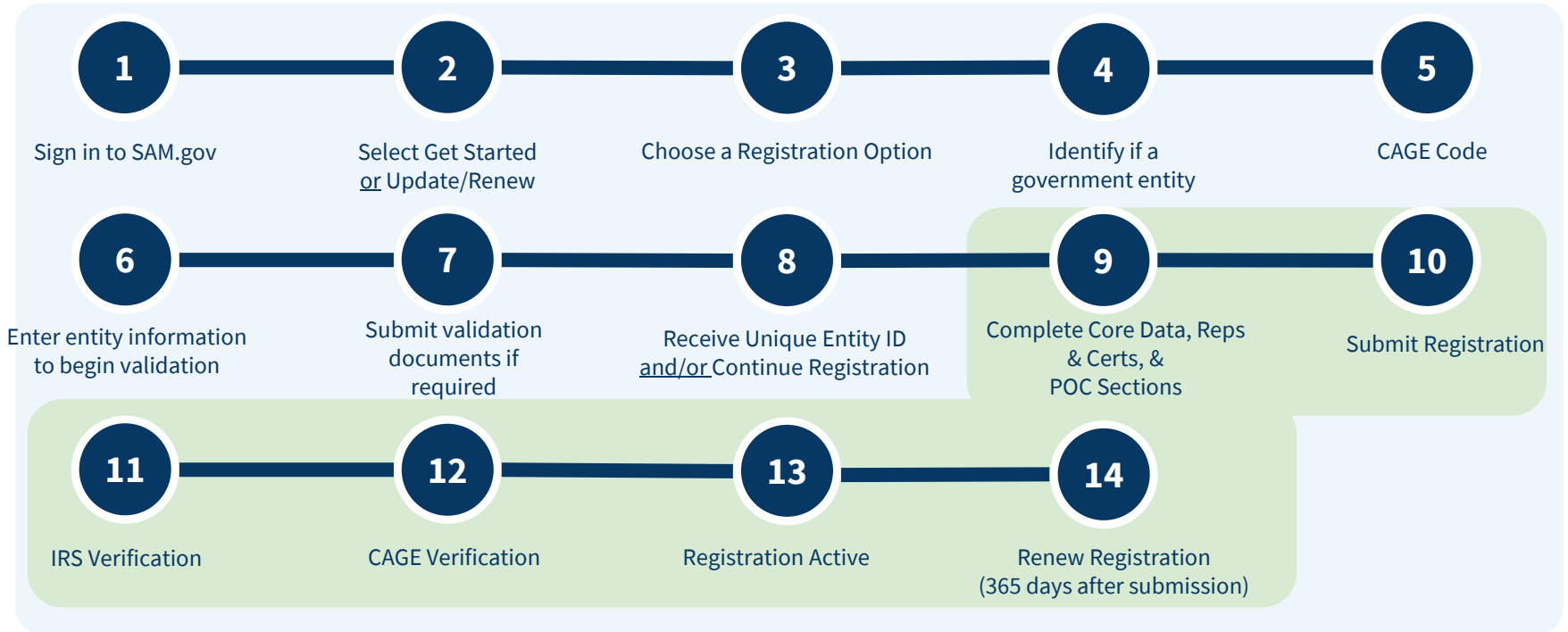


# Registration Tips



# Registration Tips

Entity registration has many steps and verifications that happen both within and outside of SAM.gov.





# Registration Tips

Prepare before you start the registration process in SAM.gov

**Register Entity**

**Core Data**

Continue Update / Renewal Unique Entity ID: [REDACTED]

- Continue Update / Renewal
- Business Information
- IRS Consent
- Ownership Details
- Predecessor Details
- General Information
- Financial Information
- Executive Compensation Questions
- Proceedings Questions
- Review Core Data

Assertions

Representations and Certifications

Points of Contact

Submit Registration

**Back to Workspace**

Cancel

Continue

You have the following steps left to complete:

- Core Data
- Assertions
- Representations and Certifications
- Points of Contact

*TIP: Go to FSD.gov and select the **Get Started with Your Registration** button for a checklist and more.*



# Registration Tips

## Start updates and renewals early

Entity Administrators receive emails about registration expiration and submission. You get emails when a registration:

- Will expire in **60 days, 30 days, and 15 days.**
- Has expired on the date of expiration.
- Has been submitted successfully for review.
- Is active.

If you need to change your entity name or address on your registration, **start early.**

While validation takes on average **3-5 business days**, it can take longer if there are complications. The IRS verifies your taxpayer information, which can take **1-2 business days.** If you are getting a CAGE code, it can take **10-15 business days** for DLA to process a request.



# Registration Tips

Use the **Check Entity Status** tool on the SAM.gov homepage.

 [Check Entity Status](#)

### Check Entity Status

This tool allows you to check the status of your entity.

Search by Unique Entity ID/CAGE  Search entities pending Unique Entity ID assignment

Unique Entity ID

CAGE Code

#### Entity Information

Active Registration

Unique Entity ID

Your registration was activated on 2023-12-06. It expires on 2024-11-20, which is one year after you submitted it for processing. To update or renew your registration, begin from your Entities Workspace.

Validate Entity Completed

Get Unique Entity ID Completed

Core Data Completed

Assertions Completed

Reps & Certs Completed

POCs Completed

Submit Completed

Processing Completed

Active Completed

#### More About the Entity Status Tracker

- + Getting Started with Registration
- + Entity Status Guide
- + Legend
- + What if my entity fails TIN validation?
- + What if my entity fails CAGE validation?
- + More Help

*You must to sign in to SAM.gov and have a role with the entity to use the tool.*





## Registration Tips

### Assign more than one Entity Administrator

SAM.gov grants the Entity Administrator role to the first user to register a non-federal entity in SAM.gov. With the Entity Administrator role, you have all privileges to manage your entity registration.

You can **invite or assign other people** in your organization to be an Entity Administrator. There are **no limits** to how many people can be administrators.

The points of contact you list on your registration **are not** automatically granted the Entity Administrator role. You must assign the role to anyone in your organization who needs it.

**How can I become the new administrator for our entity registration?**

**[https://www.fsd.gov/gsafsd\\_sp?id=kb\\_article\\_view&sysparm\\_article=KB0016652](https://www.fsd.gov/gsafsd_sp?id=kb_article_view&sysparm_article=KB0016652)**



## Registration Tips

### What to do if no one has the Entity Administrator role

The Federal Service Desk, FSD.gov, can help you establish a new Entity Administrator.

Go to FSD.gov and select the **Become an Entity Administrator** button on the homepage. Use the **letter template** provided. Follow the instructions to complete and submit your letter.

The FSD sends you an email once the letter review is complete, advising if you are approved or rejected and if corrections are required.

Entities based outside the United State **are not required** to notarize the letter.

Don't get stuck in this long process. Make sure **you assign more than one person the Entity Administrator role to your registration!**



## Registration Tips

Recognize that the **Taxpayer Name** and **Legal Business Name** may not be the same

- Ensure the Taxpayer Name is identical to what the IRS has on file at the time the registration is submitted.
- Compare what you entered on the SAM.gov Taxpayer Information section of the registration to the original notice you received from the IRS assigning you your EIN (Employer Identification Number) and/or your most recent federal tax return for the business activity.
- Wait for a new TIN to be uploaded to the IRS's Master File before registering in SAM.gov. It takes five weeks for the IRS to fully process a new TIN.



## Registration Tips

The **Government Business Point of Contact** must respond to emails from DLA requesting additional information within three business days.

- This is one of the required POCs you enter when registering in SAM.gov. This POC may not be the person who manages and submitted the registration in SAM.gov.
- This person should watch their email, including their spam or junk folder, once the registration is submitted in SAM.gov. The email will come from **CAGEREVIEW@DLA.MIL**.
- If a submitted registration fails at DLA CAGE it is returned to “Work In Progress Registration” status. DLA CAGE will not be able to process any CAGE updates or information unless the registration is resubmitted and back at DLA CAGE for processing.



## Registration Tips

**Legal Business Name** and **Physical Address** must match between SAM (entity validation) & DLA CAGE even though these are separate government agency verifications

- Questions about CAGE code requirements or problems should be directed to DLA ([www.dla.mil/Customer-Support](http://www.dla.mil/Customer-Support)), including questions about:
  - Information about DLA's preferred formats for business name or physical address
  - Documentation DLA may request you provide (SAM.gov does not share the documentation you provide during entity validation)
  - Sources DLA may use to verify the entity information you provided during SAM.gov registration
  - Finding the CAGE code of your parent company or a CAGE code [without being registered in SAM.gov](#)



# Getting Help for SAM.gov



# Help in Entity Registration

**View assistance for Core Data-Business Information**

Your Entity's Business Information:

Entity Start Date ( M M / D D / Y Y Y Y ): \*

Fiscal Year End Close Date (MM/DD): \*

Entity Division Name:

Entity Division Number:

Entity URL:

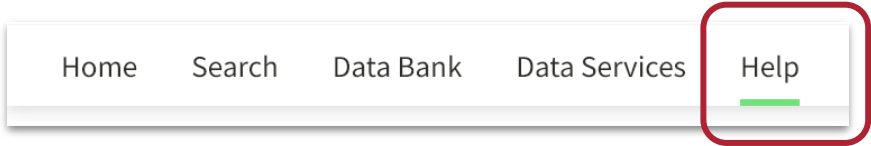
Congressional District: VA 08

**Entity Start Date (MM/DD/YYYY)** ✕

Enter the date the business was formed or established here. This may be used to distinguish you from others with similar names. You must enter the date as MM/DD/YYYY (example: 01/01/1995). Your business start date must be today's date or earlier.

Select a data entry field and a box with help pops up on the right side of the page.

# Help on SAM.gov



## Explore popular help topics

- Help For Non-Federal Users
- Help For Federal Users
  - ▶ New to SAM.gov
  - Using Workspace
  - Managing and Requesting Roles in SAM.gov
  - Searching for Information in SAM.gov
  - Managing Contract Opportunities
  - Managing Assistance Listings
  - Managing Exclusions in SAM.gov
  - Managing Entity Reporting
  - Managing the Federal Hierarchy
  - Managing My Federal Entity
- User Community

### ■ New to SAM.gov?

If you're new to SAM.gov, review this menu for information about how to start your account. Other topics on this help landing page provide details about things you can do in SAM.gov.

- ? [Do I need an account to use SAM.gov?](#)
- ? [What's the difference between signing up and registering?](#)
- ? [How to use login.gov with SAM.gov](#)
- ? [What is a domain?](#)
- ? [What happens to my SAM.gov access if I change my email address on login.gov?](#)





# Help at the Federal Service Desk

Home Knowledge Base Live Chat with FSD

**fsd.gov**

Official U.S. Government Website  
100% Free

## Federal Service Desk

Start here for help on SAM.gov, FPDS.gov, eSRS.gov, and FSRS.gov

Have a question?  
Search for help or select a category from our help topics.

Search Help  
User Guides, FAQs, Videos, Definitions

**Entity Validation Help**

Why is my entity Validation Incident in both SAM.gov and FSD.gov?

### Learn How to Register Your Entity

- Get Started with Your Registration
- Check Registration Status
- Update Your Registration
- Become an Entity Administrator
- For State and Local Entities
- Access User Guides

The Federal Service Desk at FSD.gov is the help desk for SAM.gov.

# Help at the Federal Service Desk

The screenshot shows the Federal Service Desk website. At the top left is the **fsd.gov** logo. At the top right is a badge that says "Official U.S. Government Website 100% Free". The main heading is "Federal Service Desk" with the subtext "Start here for help on SAM.gov, FPDS.gov, eSRS.gov, and FSRS.gov". Below this is a search bar with the text "Search Help" and "User Guides, FAQs, Videos, Definitions". To the right of the search bar is a green button labeled "Entity Validation Help". At the bottom left, there is a section titled "Learn How to Register Your Entity" with six blue buttons: "Get Started with Your Registration", "Check Registration Status", "Update Your Registration", "Become an Entity Administrator", "For State and Local Entities", and "Access User Guides".

Our entire knowledge base for SAM.gov, and other IAE systems, is searchable here.

Enter keywords to explore help articles, videos, glossary terms, guides, and more.

# Help at the Federal Service Desk

The screenshot shows the Federal Service Desk website. At the top left is the 'fsd.gov' logo. At the top right is a badge that says 'Official U.S. Government Website 100% Free'. Below the logo is the text 'Federal Service Desk' and a sub-header 'Start here for help on SAM.gov, FPDS.gov, eSRS.gov, and FSRS.gov'. There is a search bar with the text 'Search' and a magnifying glass icon. Below the search bar are links for 'Search Help' and 'User Guides, FAQs, Videos, Definitions'. In the center, there is a SAM.GOV logo with the text 'Why is my entity Validation Incident in both SAM.gov and FSD.gov?'. A white box with a green border highlights the 'Entity Validation Help' button. At the bottom, there is a section titled 'Learn How to Register Your Entity' with six blue buttons: 'Get Started with Your Registration', 'Check Registration Status', 'Update Your Registration', 'Become an Entity Administrator', 'For State and Local Entities', and 'Access User Guides'.

Use the **Entity Validation Help** button to view a comprehensive list of help topics related to validation.

# Help at the Federal Service Desk

The screenshot shows the Federal Service Desk (fsd.gov) website. At the top left is the fsd.gov logo. At the top right is a badge that says "Official U.S. Government Website 100% Free". The main heading is "Federal Service Desk" with a subtext: "Start here for help on SAM.gov, FPDS.gov, eSRS.gov, and FSRS.gov". Below this is a search bar with the text "Search for help or select a category from our help topics." and "Search Help User Guides, FAQs, Videos, Definitions". A search input field contains the word "Search" and a magnifying glass icon. To the right of the search bar is a green button labeled "Entity Validation Help". Below the search bar is a section titled "Learn How to Register Your Entity" with six blue buttons: "Get Started with Your Registration", "Check Registration Status", "Update Your Registration", "Become an Entity Administrator", "For State and Local Entities", and "Access User Guides".

fsd.gov

Official U.S. Government Website  
100% Free

## Federal Service Desk

Start here for help on SAM.gov, FPDS.gov, eSRS.gov, and FSRS.gov

Have a question?  
Search for help or select a category from our help topics.

Search Help  
User Guides, FAQs, Videos, Definitions

Search

**Entity Validation Help**

### Learn How to Register Your Entity

- Get Started with Your Registration
- Check Registration Status
- Update Your Registration
- Become an Entity Administrator
- For State and Local Entities
- Access User Guides

Use the buttons in the **Learn How to Register Your Entity** section to view registration help specific to you.

# Help at the Federal Service Desk

The screenshot displays the Federal Service Desk help interface. On the left is a vertical list of help topics, each with a small icon and a plus sign. The topics include: Entity Registration, Contract Opportunities, SAM.gov Data Services, Workspace, Federal Hierarchy, Fraud, Entity Reporting, Wage Determinations, SAM.gov Site Information, Login.gov, FOIA Requests, Assistance Listings, SAM.gov User Accounts, Contract Data, and SAM.gov Search. Below this list is a 'Show More' button indicating 15 categories are shown. On the right is an 'Announcements' section with three items: 'Entity Validation Review Time' (with a paragraph about manual review), 'Refine Your Search Results with the New Search Editor' (with a paragraph about search phrases), and 'Download FASCSA Orders from SAM.gov' (with a paragraph about order rules). Each announcement has a 'Click here to learn more' link. At the bottom left, there is a section titled 'Still have a question?' with a paragraph explaining how to create an incident or use live chat. To the right of this text are two green buttons: 'Create an Incident' and 'Live Chat'.

Help Topics (FAQs)

- Entity Registration
- Contract Opportunities
- SAM.gov Data Services
- Workspace
- Federal Hierarchy
- Fraud
- Entity Reporting
- Wage Determinations
- SAM.gov Site Information
- Login.gov
- FOIA Requests
- Assistance Listings
- SAM.gov User Accounts
- Contract Data
- SAM.gov Search

Show More  
Showing 15 categories

Announcements

**Entity Validation Review Time**  
Entity validation review time will depend on whether we can make a match from your original document submission, or if we need to request additional documentation. Most entities find a match immediately, but in some cases additional documentation and a manual review is required. The average manual review time is currently five (5) days.  
[Click here to learn more](#)

**Refine Your Search Results with the New Search Editor**  
If you use Simple Search in SAM.gov today, you can continue to search as you normally do. Simple Search will remain the default. If you know how to use Boolean search phrases (advanced formulas used with special terms along with keywords), you can now use them with the new search editor in the SAM.gov Search.  
[Click here to learn more!](#)

**Download FASCSA Orders from SAM.gov**  
The FASCSA order rule is in effect. Use the new download button on SAM.gov to get a list of all FASCSA orders. We will show an alert to let you know the file is empty until agencies issue orders. See our [blog](#) for more details.  
[Click here to learn more](#)

Still have a question?  
If you are unable to find an answer to your question using search knowledge base or help topics, you can select **Create an Incident** to login and submit a ticket or you can select **Live Chat** to login and chat with the FSD Service Desk.

[Create an Incident](#) [Live Chat](#)

Select **Help Topics** to view the most viewed and highest rated help topics in each category.

# Help at the Federal Service Desk

The screenshot displays the Federal Service Desk help interface. On the left is a sidebar with a list of help topics, each with a plus icon for expansion. The topics include: Entity Registration, Contract Opportunities, SAM.gov Data Services, Workspace, Federal Hierarchy, Fraud, Entity Reporting, Wage Determinations, SAM.gov Site Information, Login.gov, FOIA Requests, Assistance Listings, SAM.gov User Accounts, Contract Data, and SAM.gov Search. Below the list is a 'Show More' link indicating 15 categories are shown. The main content area is titled 'Announcements' and contains three items: 'Entity Validation Review Time' (explaining review times), 'Refine Your Search Results with the New Search Editor' (describing advanced search features), and 'Download FASCSA Orders from SAM.gov' (noting the effect of a new rule). At the bottom, there is a section for users with questions, including instructions on how to create an incident or use live chat, and two corresponding buttons.

Help Topics (FAQs)

- Entity Registration
- Contract Opportunities
- SAM.gov Data Services
- Workspace
- Federal Hierarchy
- Fraud
- Entity Reporting
- Wage Determinations
- SAM.gov Site Information
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If you use Simple Search in SAM.gov today, you can continue to search as you normally do. Simple Search will remain the default. If you know how to use Boolean search phrases (advanced formulas used with special terms along with keywords), you can now use them with the new search editor in the SAM.gov Search.  
[Click here to learn more!](#)

**Download FASCSA Orders from SAM.gov**  
The FASCSA order rule is in effect. Use the new download button on SAM.gov to get a list of all FASCSA orders. We will show an alert to let you know the file is empty until agencies issue orders. See our [blog](#) for more details.  
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[Create an Incident](#) [Live Chat](#)

You can view the latest news about SAM.gov and the latest update on entity validation review times in the **Announcements** section.

# Help at the Federal Service Desk

The screenshot shows a help page with a sidebar on the left and a main content area on the right. The sidebar contains a list of help topics, each with a plus icon to its left. The topics are: Entity Registration, Contract Opportunities, SAM.gov Data Services, Workspace, Federal Hierarchy, Fraud, Entity Reporting, Wage Determinations, SAM.gov Site Information, Login.gov, FOIA Requests, Assistance Listings, SAM.gov User Accounts, Contract Data, and SAM.gov Search. At the bottom of the sidebar, there is a 'Show More' link and the text 'Showing 15 categories'. The main content area is titled 'Announcements' and contains three sections: 'Entity Validation Review Time', 'Refine Your Search Results with the New Search Editor', and 'Download FASCSA Orders from SAM.gov'. Each section has a title, a paragraph of text, and a 'Click here to learn more' link. At the bottom of the page, there is a light blue box with the text 'Still have a question?' followed by a paragraph explaining how to create an incident or live chat. Below this text are two green buttons: 'Create an Incident' and 'Live Chat'.

Help Topics (FAQs)

- Entity Registration
- Contract Opportunities
- SAM.gov Data Services
- Workspace
- Federal Hierarchy
- Fraud
- Entity Reporting
- Wage Determinations
- SAM.gov Site Information
- Login.gov
- FOIA Requests
- Assistance Listings
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- Contract Data
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[Click here to learn more!](#)

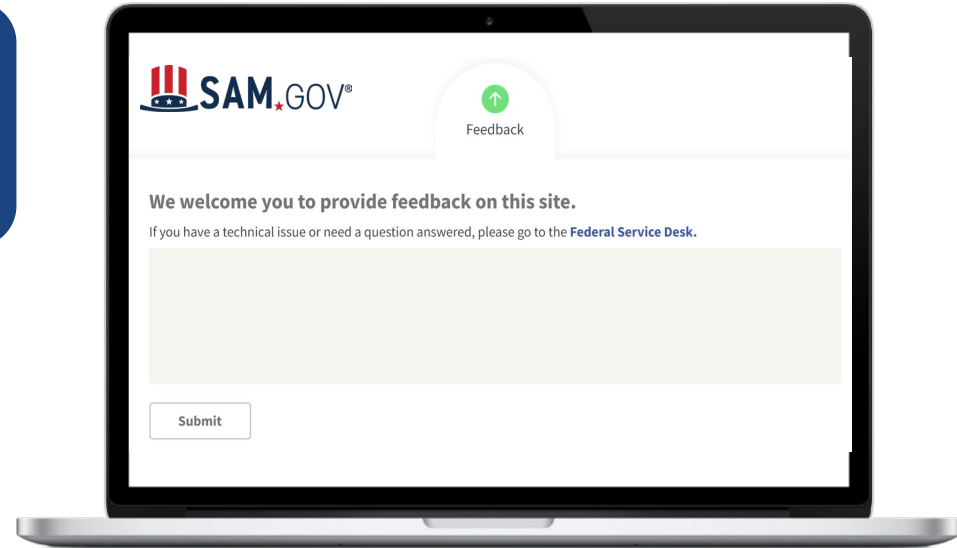
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[Create an Incident](#) [Live Chat](#)

If you still need help, sign in to FSD.gov (using your login.gov email and password) to **chat live with a help desk agent** or to **submit your issue** via a web form.

# Give Us Your Feedback!



**Sign up as a tester!**

[https://www.fsd.gov/gsafsd\\_sp?id=kb\\_article\\_view&sysparm\\_article=KB0051888](https://www.fsd.gov/gsafsd_sp?id=kb_article_view&sysparm_article=KB0051888)







## Resources

- SAM.gov [Help Page](#)
- Go to the [Federal Service Desk \(FSD.gov\)](#) to search for User Guides, FAQs, Videos, Definitions.
- [Subscribe to our blog](#) for the latest updates





U.S. General Services Administration

**Thank you!**



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