



GSA Telecommunications Services Category (TSC) Portal

Administrator Guide



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1 Introduction

1.1 Background

Industry partners in the Telecommunications Services Category (TSC) for the General Services Administration (GSA) have been submitting documents, transaction reports and other required files using a variety of processes for a number of years. These vehicles have ranged from cumbersome uploads using Secure File Transfer Protocol (SFTP) to simple email attachments. GSA Users have had to collect those documents from different locations, review them and correspond back and forth with the vendors when rejections and resubmissions occur.

This document presents the details about how to administer the new consolidated TSC Portal as vendors upload documents and GSA users process them. Consolidating the receipt of data onto a single platform will benefit both TSC vendors and GSA analysts. As an administrator, you will facilitate the use of the TSC portal by creating and managing user accounts and assisting users with questions as they learn this new system.

During the initial phases of this project, the development team designed and built a secure portal that will allow for the uploading, review and processing of multiple file types for a selection of telecommunications services vehicles.

1.2 Audience

This guide is intended for GSA TSC administrators for use as a reference guide. This guide was created under the assumption that you are familiar with the user roles and restrictions for the contract vehicles which you support.

1.3 Purpose

The purpose of this user manual is to familiarize you with the details and steps needed to access the TSC portal and to utilize the new portal to create and manage user accounts, review audit logs, and assist vendors and GSA users as they upload, review and provide feedback on documents via the portal. In addition, this manual contains the document upload and management procedures provided to the vendors and GSA users so that you will be able to answer any questions they might present to you, as their primary TSC resource.

In the future you will be able to download updated versions of this user guide by clicking the link on the portal.



2 Accessing the TSC Portal

2.1 Expected Emails

As soon as your account has been established by the GSA TSC Administrator, you will receive two emails:

- The first email will include a welcome message, your User Name, and instructions to access the Portal as shown in Figure 2-1.

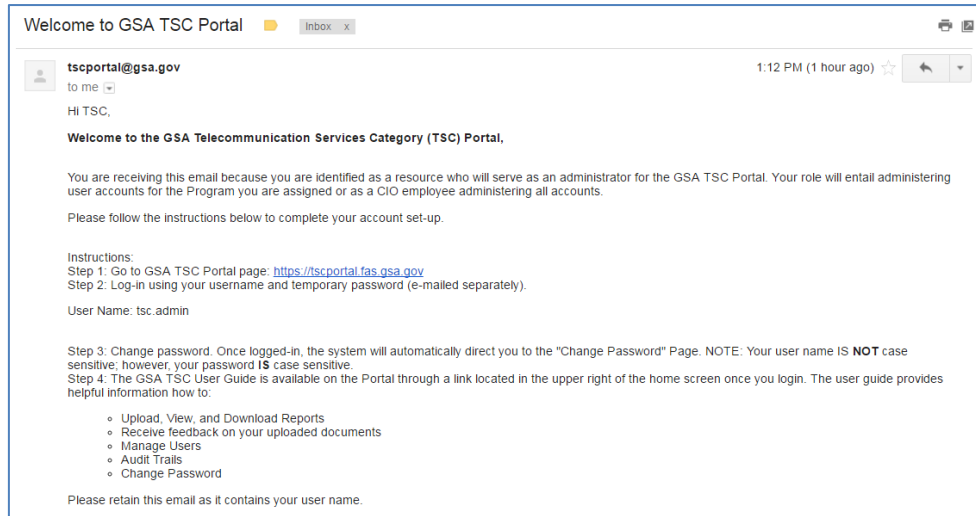


Figure 2-1 Initial Welcome Email

- The second email, shown in Figure 2-2, will include a temporary password and further guidance on your initial login.

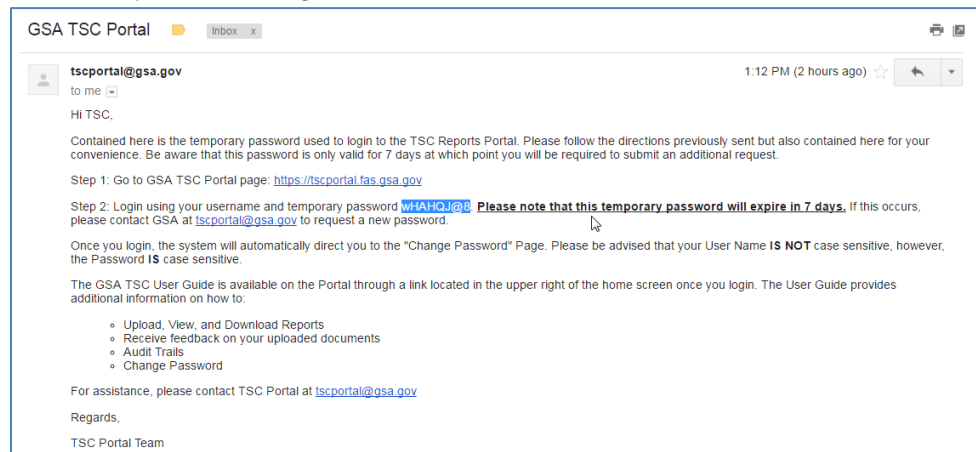


Figure 2-2 Second Welcome Email

2.2 Logging In

After you have received your initial emails, you will have **seven days** to login to the portal for the first time. After that, your password will expire and your account will be locked so it is a good idea to login right away. Take the following steps to login to the TSC Portal:

1. Using your Internet Browser (Internet Explorer or Google Chrome) navigate to the URL provided in the first email. It will take you to the Sign In screen as shown here in Figure 2-3.

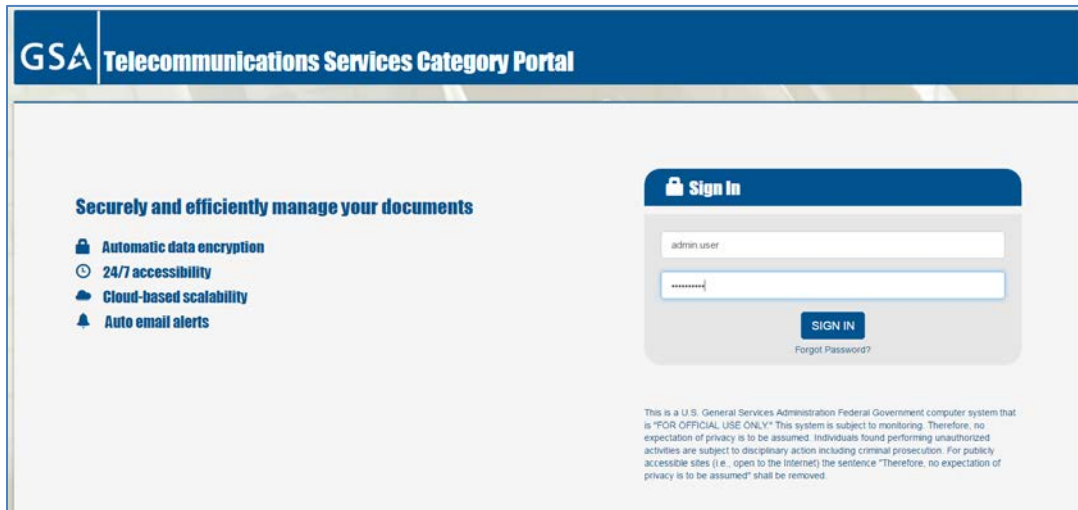


Figure 2-3 Initial Login Screen

2. Enter the credentials provided to you – your User Name exactly as it is displayed in the email and the temporary password.

Note: Note: it may be best to copy and paste the password from the email to ensure it is entered correctly.

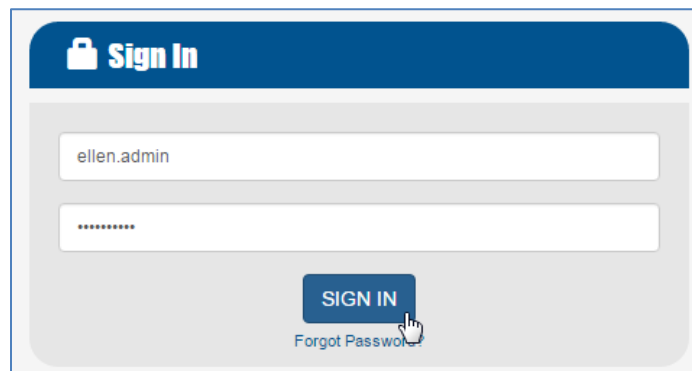


Figure 2-4 Login Credentials

3. Click the **SIGN IN** button. The Change Password Now message displays.

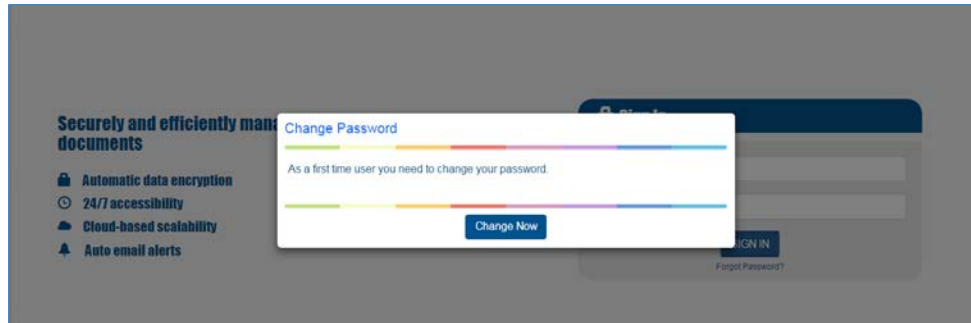


Figure 2-5 Change Password Message

4. Click the **Change Now** button. The Change Password window opens.

Figure 2-6 Change Password Window


5. Paste or type the original password in the Current Password text box.
6. Type a new password, following the guidelines displayed when you click the  icon. In summary your password must be between 8 and 12 characters and contain at least one each of Uppercase, Lowercase, Numeric and Special characters.

Figure 2-7 Password Help

7. Retype the same password in the Confirm Password text box.
8. Click the **SUBMIT** button. A confirmation window will display.

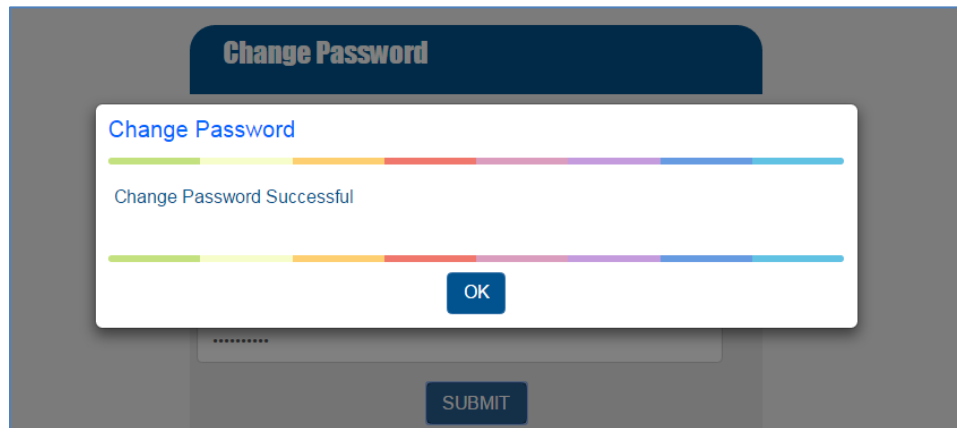


Figure 2-8 Password Successfully Changed Message

9. Click **OK**. The Sign In window will reopen.

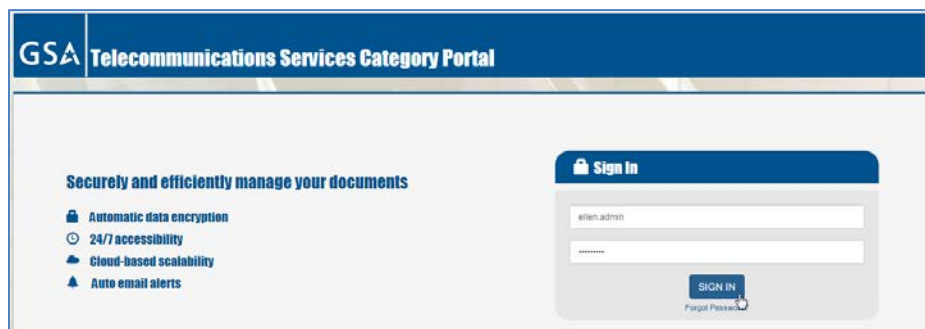


Figure 2-9 Sign In Window

10. Enter your credentials, using the Password you have just created.
11. Click **SIGN IN**. The opening Portal window will display and you are ready to begin.

The screenshot shows the GSA Telecommunications Services Category Portal interface. At the top, there is a blue header with the GSA logo and the portal name. To the right of the header, there are links for 'User Guide', 'Welcome, Ellen Ramsay', and 'Log out'. Below the header, a navigation menu contains links for 'Create User', 'Documents Upload', 'Document Management', 'User Management', 'Audit Trail', and 'Change Password'. The main content area is titled 'User Registration Form'. It contains several input fields: 'User Name' (with a sub-label 'User Name'), 'First Name' (with a sub-label 'First Name'), 'Last Name' (with a sub-label 'Last Name'), 'Email' (with a sub-label 'Email' and a placeholder 'Email@gsa.com'), 'Phone No.' (with a sub-label 'Phone Number' and an information icon), and 'Phone Extension Number' (with a sub-label 'Phone Extension Number'). Below these fields is a 'Role' section with radio buttons for 'Admin', 'Program Admin', 'Vendor', and 'GSA User'. At the bottom of the form, there is a note '* - Required Fields.' and two buttons: 'Reset' and 'Save'. The footer of the page includes links for 'Privacy and Security Notice' and 'Accessibility Statement'.

Figure 2-10 Opening Window Admin User

As you can see, you now have the ability to create and manage user accounts, upload documents, manage the documents that have been uploaded, view an audit trail of the actions you and other users have taken, and change your password as needed. These actions will be covered in the subsequent sections of this guide in the order in which they appear on the menu at the top of the portal window.

2.3 Downloading the User Guide

Whenever there are system changes this user guide will be updated and made available for download. To download the latest version, click “User Guide” at the top of the screen – a new window will open, containing the User Guide which you can save and/or print.

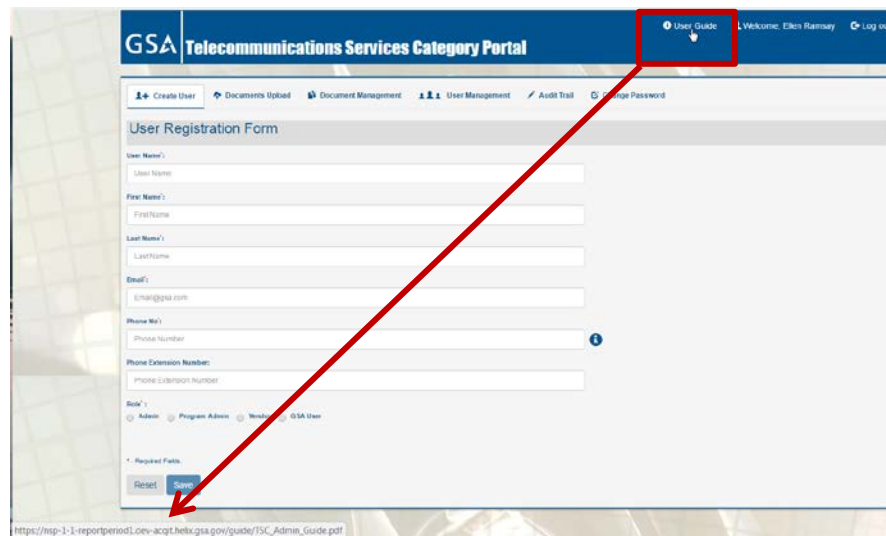


Figure 2-11 User Guide Link



Figure 2-12 User Guide in New Window

2.4 Logging Out

When you have completed your work on the TSC Portal, click the **Logout** link on the top right of the window and you will return to the initial Login Window.



Figure 2-13 Logout Button

3 Create User Accounts

As an administrator for the TSC portal you will be responsible for creating user accounts upon approval from the applicable solution teams. These users will include other administrators, vendors (industry partners) and GSA users. Each user account has slightly different requirements and is described in this section.

3.1 Creating an administrator account

The following screen must be completed in order to set up an account for another administrator on the TSC Portal. As you can see below, all of the fields, with the exception of the phone extension are required and must be filled out correctly.

The screen below shows some of the errors you might encounter as you are completing the User Registration Form and the help information available.

The screenshot displays the 'User Registration Form' within a web application. The form includes fields for 'User Name', 'First Name', 'Last Name', 'Email', 'Phone No.', and 'Phone Extension Number'. The 'User Name' field contains 'tsc.admin'. The 'First Name' field contains 'TSC'. The 'Last Name' field contains 'Admin'. The 'Email' field contains 'tsc.admin@' and shows a red error message 'Not valid email'. The 'Phone No.' field contains '571-357-99' and shows a red error message 'Phone Number is not in valid format'. A 'Phone Number Help Information' pop-up is visible, stating: 'Phone Number should be in one of the following formats: 1234567890, 123-456-7890, 123 456 7890, 123.456.7890, (123)4567890, (123)-456-7890, (123) 456 7890, (123).456.7890'. The 'Phone Extension Number' field is empty. The 'Role' section has radio buttons for 'Admin', 'Program Admin', 'Vendor', and 'GSA User', with 'Admin' selected. At the bottom, there are 'Reset' and 'Save' buttons. A legend indicates that fields with an asterisk (*) are required.

Figure 3-1 Create New Admin User - errors

Once you have corrected the errors, the User Registration Form shown in Figure 3-2 is complete and ready to be submitted.

The screenshot shows the 'User Registration Form' interface. At the top, there is a navigation bar with links: 'Create User', 'Documents Upload', 'Document Management', 'User Management', 'Audit Trail', and 'Change Password'. The form fields are as follows:

- User Name:** tsc.admin
- First Name:** TSC
- Last Name:** Admin
- Email:** tsc.admin@gsa.gov
- Phone No:** 571-357-9999
- Phone Extension Number:** (empty)
- Role:** Admin (selected), Program Admin, Vendor, GSA User

At the bottom left, there is a note: '* - Required Fields'. At the bottom right, there are two buttons: 'Reset' and 'Save' (which is highlighted with a mouse cursor).

Figure 3-2 Create New Admin User

As soon as you complete the form as shown above and click Save, you will receive a popup confirmation message and the new user will receive an email with login instructions.

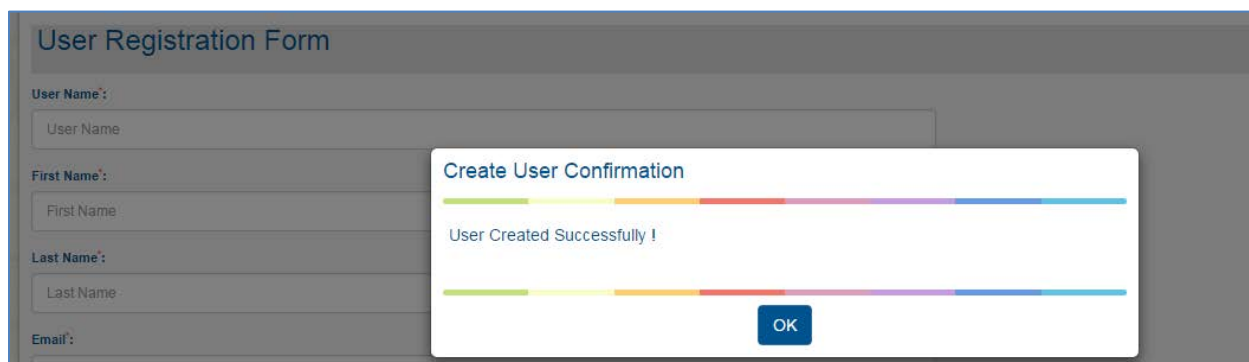


Figure 3-3 New Admin User Created

3.2 Creating a program administrator account

The program administrator role allows the user to perform the administrator functions described in this manual for a single program. Therefore when creating an account for a program administrator you must select the appropriate radio button from the Vehicles program list as shown below.

The screenshot shows the 'User Registration Form' with the following fields and options:

- User Name:** program.admin
- First Name:** program
- Last Name:** Admin
- Email:** prog.admin@gsa.gov
- Phone No.:** 571-357-9999
- Phone Extension Number:**
- Role:** Admin, **Program Admin** (selected), Vendor, GSA User
- Vehicles:** Connections II, Fixed, Satcom, **Wireless** (selected)

Buttons: Reset, Save

Figure 3-4 Program Admin User Creation Form

Like the Admin user, a confirmation popup opens and an email is immediately sent to the program administrator at the address you provided.

3.3 Creating a vendor account

The creation of a vendor account follows the same procedures as the admin account described above with one exception – when adding a vendor user to the TSC Portal, you MUST specify the DUNS number and vendor name for the account.

1. Complete the initial fields on the User Registration Form.
2. Click the radio button next to Vendor to select this type of user

User Registration Form

User Name*:

First Name*:

Last Name*:

Email*:

Phone No*:

Phone Extension Number:

Role*: ☐ Admin ☐ Program Admin ☒ Vendor ☐ GSA User

Contract Number:

* - Required Fields.

Figure 3-5 New Vendor Account in Progress

3. As soon as you select Vendor, an additional box opens for the Contract number selection.
4. Click the drop down arrow for the Contract to display the list of available vendors.

Last Name*:

Vendor

- GS00Q12NSD0013 -- 602936771 -- Harris IT Services Corp
- GS00Q12NSD0014 -- 77817617 -- HP Enterprise Services, LLC
- GS00Q12NSD0015 -- 193054160 -- Netcom Technologies Inc.
- GS00Q12NSD0016 -- 786457689 -- Nextira One Federal LLC d/b/a Black Box Network Services, Inc.
- GS00Q12NSD0017 -- 178617031 -- Qwest Government Services, Inc (d/b/a Century Link)
- GS00Q12NSD0018 -- 833063055 -- SCIENCE APPLICATIONS INTERNATIONAL CORPORATION (SAIC)
- GS00Q12NSD0019 -- 191341627 -- Centech Group, Inc., The
- GS00Q12NSD0020 -- 195368774 -- Vector Resources, Inc.
- GS00Q12NSD0021 -- 178041406 -- Verizon Federal Inc.
- GS00Q13NSA3000 -- 3548489 -- AT&T Mobility LLC
- GS00Q13NSA3001 -- 603493677 -- Sprint
- GS00Q13NSA3002 -- 68528376 -- T-Mobile, Inc.**
- GS00Q13NSA3003 -- 968904698 -- Verizon Wireless
- GS-35F-0329L -- 603493677 -- SPRINT COMMUNICATIONS COMPANY L.
- GS00Q12NRD4004 -- 39274332 -- SES Government Solutions, Inc. (f/k/a Americom Government Services, Inc.)
- GS00Q12NRD4005 -- 190644401 -- ARTEL, Inc.
- GS00Q12NRD4006 -- 17979027 -- DRS Technical Services, Inc.
- GS00Q12NRD4007 -- 56886380 -- Hughes Network Systems, LLC
- GS00Q12NRD4008 -- 127190358 -- Intelsat General Corporation
- GS00Q12NRD4009 -- 122598159 -- Segovia, Inc. (d/b/a Inmarsat)
- GS00Q12NRD4010 -- 106070503 -- TeleCommunication Systems, Inc.

Please select Contract Number

Figure 3-6 Selection of the Contract Number

5. Select the applicable account, making sure that is the correct account for the vendor you are adding. The form is now complete.

The screenshot shows the 'User Registration Form' in the GSA Telecommunications Services Category Portal. The form is titled 'User Registration Form' and includes a navigation bar at the top with links: 'Create User', 'Documents Upload', 'Document Management', 'User Management', 'Audit Trail', and 'Change Password'. The form fields are as follows:

- User Name:** ewr.vendor
- First Name:** ewr
- Last Name:** Vendor
- Email:** ewr.vendor@company.com
- Phone No.:** 571-333-7878 (with an information icon)
- Phone Extension Number:** Phone Extension Number
- Role:** Admin, Program Admin, Vendor (selected), GSA User
- Contract Number:** GS00Q13NSA3002 -- 68528376 -- T-Mobile, Inc.

At the bottom of the form, there is a note: '* - Required Fields.' and two buttons: 'Reset' and 'Save'.

Figure 3-7 Vendor User Form Complete

6. Confirm that the information you entered is correct and click Save.

Like the Admin users, a confirmation popup opens and an email is immediately sent to the vendor at the address you provided.

3.4 Creating a GSA user account

Similar to the creation of a vendor user, as soon as you select the GSA User radio button for the Role field as shown below, an additional field opens, requiring you to select one or more contract vehicles for which this GSA User is responsible.

1. Complete the User Registration Form with the applicable information for the required fields.
2. Click the radio button to select the GSA User as shown below

User Registration Form

User Name:

First Name:

Last Name:

Email:

Phone No.:

Phone Extension Number:

Role: ☐ Admin ☐ Program Admin ☐ Vendor ☒ GSA User

Vehicles:

<input type="checkbox"/> FedRelay	<input type="checkbox"/> Satcom CS2	<input type="checkbox"/> Connections II
<input type="checkbox"/> Satcom CS2 SB	<input type="checkbox"/> Satcom Schedule 70	<input checked="" type="checkbox"/> Wireless

* - Required Fields.

Figure 3-8 New GSA User in Progress

- Click the box or boxes for the appropriate contract vehicles which the GSA User whom you are adding will be working. You may select more than one if applicable.

Note: Whichever boxes you select will determine which contracts and documents the GSA user can view and manage so it is critical that you provide access only to the correct contract vehicle.

Role: ☐ Admin ☐ Program Admin ☐ Vendor ☒ GSA User

Vehicles:

<input type="checkbox"/> FedRelay	<input type="checkbox"/> Satcom CS2	<input type="checkbox"/> Connections II
<input type="checkbox"/> Satcom CS2 SB	<input type="checkbox"/> Satcom Schedule 70	<input checked="" type="checkbox"/> Wireless

* - Required Fields.

Figure 3-9 Contract Vehicle Selected

- Once you have verified that all of the information on the User Registration Form is correct, click Save.

The Create User Confirmation window opens and the GSA User will receive the welcome email.

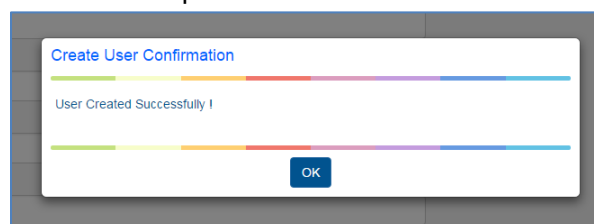


Figure 3-10 New GSA User Created

4 Document Upload

4.1 General Information

As an Administrator you will not regularly be uploading documents to the TSC Portal. Most of your work will be in the Create User or User Management functions. However, you may be contacted by vendors with questions about the Document Upload process. The top level steps and general information are included here. The additional step by step process provided to the vendor users can be found in *Section 9, Appendix A: Vendor User Document Upload*.

The documents that vendors will be uploading are no different from those they have submitted in the past and GSA users will follow the same guidelines in reviewing them. Vendors will begin the upload process from the TSC Portal and then select their documents from their local systems.

4.2 Accepted Documents for Upload

There are some restrictions on the files vendors will be uploading in terms of file type and size.

- Files must be smaller than 100 megabytes (mb)
- A maximum of 10 files can be uploaded at one time
- Files must be one of the following types:
 - Microsoft Excel (.xls, .xlsx)
 - Microsoft Word (.doc, .docx)
 - Comma Separated Value (.csv)
 - Text (.txt)
 - Images (.jpeg, .png)
 - Adobe Portable Document Format (.pdf)

If the file is not one of these types or is larger than the size specified, it will not upload.

4.3 To Upload a Document

When vendors are ready to upload one or more documents, they will open the Documents Upload window and will be identifying the Contract and Reporting Period prior to selecting the specific file. A vendor will only see their own contract but you, as an administrator would see every contract in the TSC database.

Document Upload

Contract Type:

Wireless - GS00Q13NSA3002

Reporting Period:

September-2016

Select a File:

Choose Files No file chosen

Figure 4-1 Choose Files

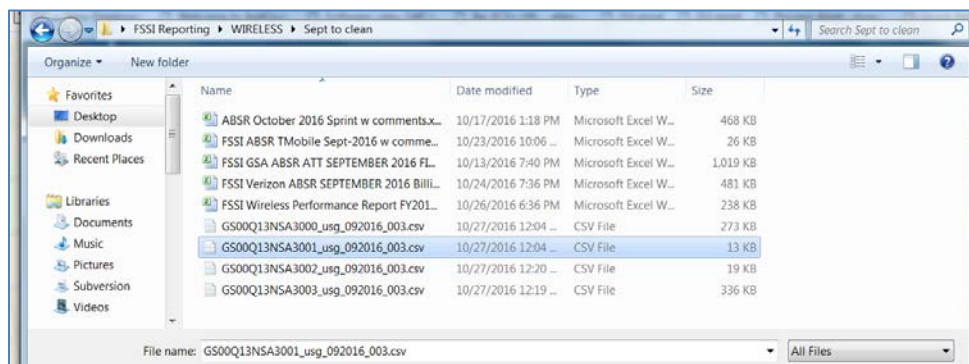


Figure 4-2 Single File Selection

Multiple files can be uploaded by using **Ctrl + Click** when making selections.

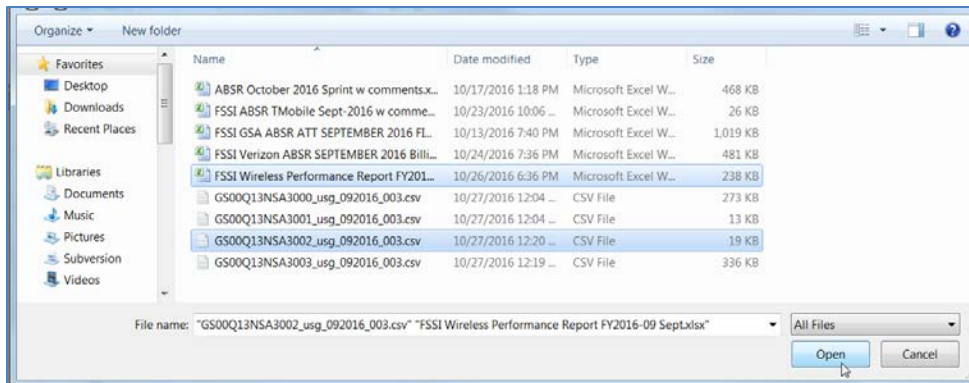


Figure 4-3 Multiple Files Selected

The screenshot shows the 'Document Upload' page. At the top, there are navigation links: 'Documents Upload', 'Document Management', 'Audit Trail', and 'Change Password'. Below these, the 'Document Upload' section contains a 'Contract Type' dropdown set to 'Wireless - GS00Q13NSA3001' and a 'Reporting Period' dropdown set to 'September 2016'. A 'Select a File:' section has a 'Choose Files' button. Below this is a table with columns 'Name', 'Size', 'Progress', and 'Actions'. The table lists two files: 'FSSI ABSR TMobile Sept-2016 w comments.xlsx' and 'GS00Q13NSA3002_usg_092016_003.csv', both with a size of 0.02 MB and a progress bar. At the bottom, there is an 'Upload Progress' section showing 'Upload Progress 0%' and an 'Upload Files' button.

Name	Size	Progress	Actions
FSSI ABSR TMobile Sept-2016 w comments.xlsx	0.02 MB	<div></div>	Remove
GS00Q13NSA3002_usg_092016_003.csv	0.02 MB	<div></div>	Remove

Figure 4-4 Upload Files

Figure 4-5 shows the progress of the file upload after the **Upload Files** button is clicked.

The screenshot shows the 'Document Upload' page with the 'Upload Progress' section updated. The 'Upload Progress' bar is now at 50%. The 'Upload Files' button is now labeled 'Uploading' with a circular arrow icon. The table of files remains the same, but the progress bars for the files are also updated to show 50% progress.

Name	Size	Progress	Actions
FSSI ABSR TMobile Sept-2016 w comments.xlsx	0.02 MB	<div></div>	
GS00Q13NSA3002_usg_092016_003.csv	0.02 MB	<div></div>	

Figure 4-5 Upload Progress

A confirmation window will open indicating the Success or Failure of the upload.

The screenshot shows a 'Documents Upload Confirmation' dialog box. It has a title bar with a close button. The main content area contains two lines of text: 'Document FSSI ABSR TMobile Sept-2016 w comments.xlsx Uploaded Successfully !' and 'Document GS00Q13NSA3002_usg_092016_003.csv Uploaded Successfully !'. At the bottom right, there is an 'OK' button.

Figure 4-6 Upload Confirmation

For additional details on uploading files, refer to *Section 9, Appendix A: Vendor User Document Upload*.

5 Document Management

5.1 Initial File Status

Similar to the document upload process, as an administrator you will not be performing direct document management tasks but you may be called upon to answer questions or assist a GSA user with the process, so a top level summary is included here. Additionally, as an administrator on the TSC portal you will be able to view ALL uploaded documents regardless of contract. The GSA user is limited to the contracts assigned when the account was created.

For additional details on the document management process, refer to the following sections:

- Vendor functionality within the Document Management process, please see *Section 10 , Appendix B: Vendor User Document Management*.
- GSA User functionality within the Document Management process, please see *Section 11, 63Appendix C: GSA User Document Management*

After vendors have successfully uploaded one or more files against one of their contract vehicles, the appropriate GSA User will be able to view the files and take action on them from the Document Management function. Here they can download, review and accept or reject files as well as provide comments. Any actions which a GSA user takes in reviewing a document will be reflected on the same Document Management screen which the vendor accesses, eliminating the need for multiple back and forth emails.

When a vendor has uploaded one or more documents an email notification such as shown below will be sent to the appropriate GSA user to alert them that a document is ready for review.

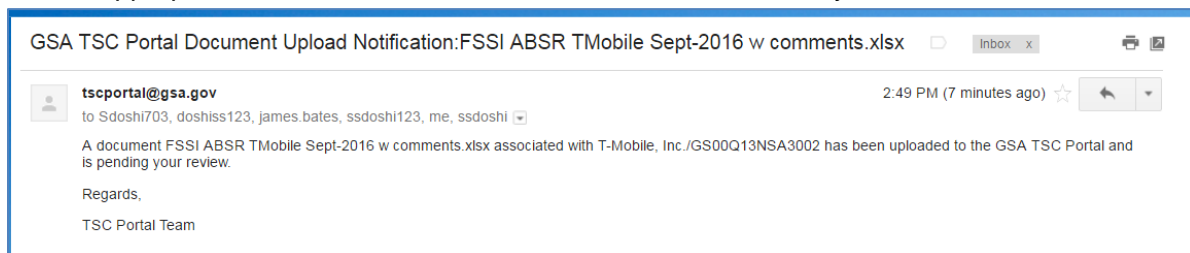


Figure 5-1 Document Upload Notification

5.2 Document Pending Review

After receipt of the email the GSA user will begin the process of reviewing whatever vendor documents are in their document management list. Only the documents associated with a user's contracts will be accessible and will show in "Pending Review" status when first received, as shown in Figure 5-2.

The screenshot displays the 'Document Management' section of the GSA Telecommunications Services Category Portal. It features a table with columns for Type, File Name, Status, Action, Reviewed By, Download, Contract Number, Vehicle Name, Vendor Name, Reporting Period, and Size. The 'Status' column shows various states like 'Accepted', 'Rejected', 'Pending Review', and 'Under Review'. The 'Action' column for 'Pending Review' documents includes buttons for 'Under Review', 'Reject', and 'Accept'. A zoomed-in view below the main table shows a detailed look at the 'Action' column for 'Pending Review' documents, highlighting the 'Under Review', 'Reject', and 'Accept' buttons.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
WirelessDoc2.png	WirelessDoc2.png	Accepted	Completed	shital_admin		GS00T03AHD0001	Connections	A&T	August-2016	0.6325
WirelessDoc1.png	WirelessDoc1.png	Accepted	Completed	Shital, DOshi		GS00Q12NSD0001	Connections II	A&T Systems, Inc.	June-2016	0.6325
WirelessDoc.png	WirelessDoc.png	Accepted	Completed	Shital, DOshi		GS00Q12NSD0002	Connections II	American Systems C...	July-2016	0.6325
FSSI_MRO_0320...	FSSI_MRO_0320...	Rejected	Accept	Shital, DOshi		GS00Q12NSD0003	Connections II	URS Federal Service...	September-2016	17.3911
FSSI_MRO_1120...	FSSI_MRO_1120...	Pending Review	Under Review			GS00Q12NSD0003	Connections II	URS Federal Service...	September-2016	12.427
NSP_ProcessFlo...	NSP_ProcessFlo...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.1010
Contingency Plan...	Contingency Plan...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0146
NSP_ProcessFlo...	NSP_ProcessFlo...	Under Review	Reject Accept	Dart, Bates		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.1027
Notes from the G...	Notes from the G...	Accepted	Completed	shital_admin		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0202
FIPS-PUB-199-4n...	FIPS-PUB-199-4n...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0704
Draft - GSA_BSP...	Draft - GSA_BSP...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	7.3835
S3-test-4.xlsx	S3-test-4.xlsx	Pending Review	Under Review			GS-35F-0329L	FedRelay	SPRINT COMMUNIC...	October-2016	3.5427
S3-test-5.xlsx	S3-test-5.xlsx	Pending Review	Under Review			GS-35F-0329L	FedRelay	SPRINT COMMUNIC...	October-2016	4.2692

Figure 5-2 Pending Review Status

There are several document status levels and corresponding actions throughout the document management process – several of which are shown in the screens above. When users need to change the status of a document, they click the available action button.

Status	Action
Pending Review	Under Review
Under Review	Reject Accept
Rejected	Accept
Accepted	Completed

Scrolling to the right shows additional information about the Vendor, Reporting period and the user who uploaded the document.

Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By	Comments	Upload Time
shital_admin		GS00T034HD0001	Connections	A&T	August-2016	0.6325	Shital_Doshi		2016-10-27 15:25
Shital_Doshi		GS00Q12NSD0001	Connections II	A&T Systems, Inc.	June-2016	0.6325	Shital_Doshi	Accepted	2016-10-27 15:21
Shital_Doshi		GS00Q12NSD0002	Connections II	American Systems C...	July-2016	0.6325	Shital_Doshi		2016-10-27 14:49
Shital_Doshi		GS00Q12NSD0003	Connections II	URS Federal Service...	September-2016	17.3918	shital_admin		2016-10-27 12:35
		GS00Q12NSD0003	Connections II	URS Federal Service...	September-2016	12.4275	shital_admin		2016-10-27 12:34
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.1010	Bart_Bates		2016-10-26 18:43
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.9146	Bart_Bates		2016-10-26 18:43
Bart_Bates		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.1027	Bart_Bates		2016-10-26 07:03
shital_admin		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0202	Bart_Bates	Accepted	2016-10-26 07:02
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0704	Bart_Bates		2016-10-26 07:02
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	7.3835	Bart_Bates		2016-10-26 07:02
		GS-35F-0329L	FedRelay	SPRINT COMMUNIC...	October-2016	3.5427	Shital_doshi		2016-10-25 17:53
		GS-35F-0329L	FedRelay	SPRINT COMMUNIC...	October-2016	4.2692	Shital_doshi		2016-10-25 17:52

Figure 5-3 Scrolled to the Right

5.3 Reviewing a File

The first step is to change the status to 'Under Review' for the document the GSA User will review.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Ve
	GS00Q13NSA3000_u...	Pending Review	Under Review			GS00Q13NSA3000	
	FSSI GSA ABSR ATT A...	Pending Review	Under Review			GS00Q13NSA3000	

Figure 5-4 Under Review Action

Confirmation windows open to confirm any change in status.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reportin
	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	Sprint	Sep
	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept-2016 w comments...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oc
	Contingency Plan ISCP Contact Information...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oc

Figure 5-5 Update Status Confirmation

This will change the status for the file to Under Review, will change the next available action button to 'Reject Accept', and will enter the GSA user name in the Reviewed By column.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reportin
	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept-2016 w comments...	Under Review	Reject Accept	EVR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oc

Figure 5-6 Status Updated

At this time the Vendor will receive an email that the document is being reviewed and can also check the status and reviewer name in their Document Management window.

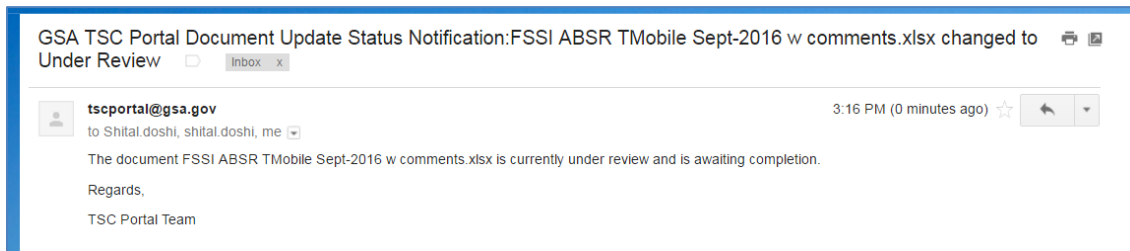
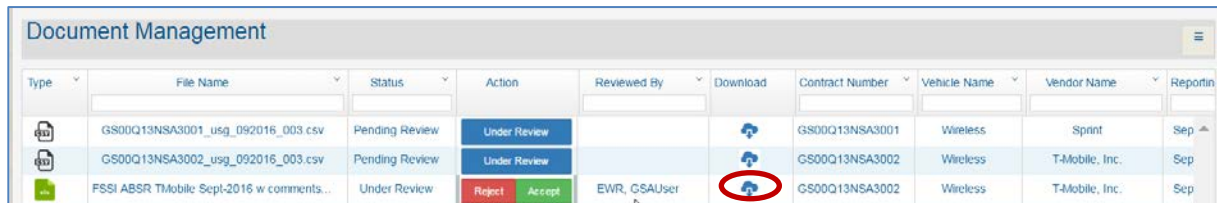


Figure 5-7 Status eMail

5.4 Download a File

In order to perform document review, the GSA user will download the file from the Document Management list and process it following current business rules and procedures.



Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting
CSV	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	Sep
CSV	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
Excel	FSSI ABSR TMobile Sept-2016 w comments...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep

Figure 5-8 Download Icon

After clicking Download, the file will automatically be downloaded into the folder which you have established on your system. Often this is a folder named “Downloads” but you may have specified a different location.

The downloaded filename appears in the lower left of the screen as shown in Figure 5-9 and is ready to be opened for review.

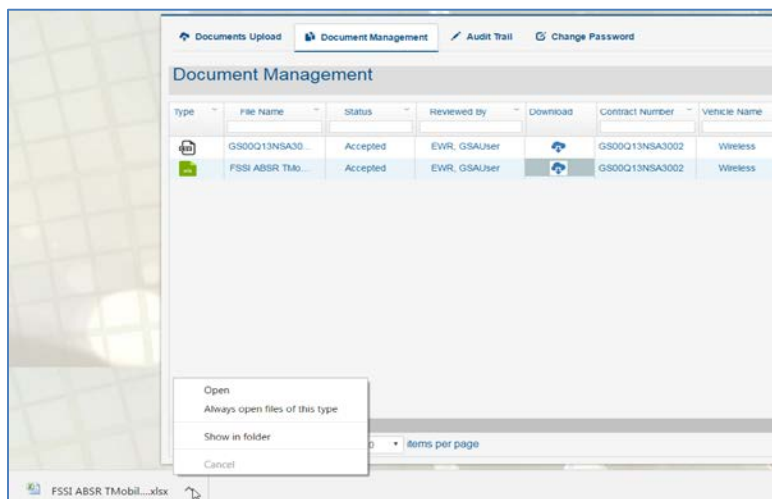


Figure 5-9 Downloaded File

5.5 Rejecting a File

If there is an issue with any file the GSA User will change the status to 'Rejected' and add an appropriate comment.

	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept 2016 w comments...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct

Figure 5-10 Ready for Additional Action

1. Click the **Reject Accept** button in the Action column as shown in Figure 5-10 above.

Update Document Status

Status :

☐ Accept
 ☒ Reject

Comments:

Please correct your unit prices and resubmit

Update Status

Cancel

Figure 5-11 Rejecting Status

The document status is now modified to read 'Rejected' and the next action available is to change the status to 'Accept'.

Document Management									
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reportin
	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	Sep
	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept-2016 w comments...	Rejected	Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep

Figure 5-12 Rejected Status

The vendor who uploaded this document will receive an email alerting them to the rejected file status.

GSA TSC Portal Document Update Status Notification:FSSI ABSR T-Mobile Sept-2016 w comments.xlsx changed to Rejected

to Shital.doshi, shital.doshi, me

3:19 PM (2 minutes ago)

The document FSSI ABSR T-Mobile Sept-2016 w comments.xlsx has been rejected. The reason for rejection is: Please correct your unit prices and resubmit.

Please make applicable corrections and resubmit.

Regards,

TSC Portal Team

Figure 5-13 eMail Rejection Notification

When the vendor opens their Document Management window they will see the Comments that you included as shown in Figure 5-14.

Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By	Comments	Upload Time
		GS00Q13NSA3001	Wireless	Sprint	September 2016	0.0125	EWR, GSAUser		2016-10-27 19:1
		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0179	ewr_vendor2		2016-10-27 18:4
EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0248	ewr_vendor2	Please correct your	2016-10-27 18:4
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October 2016	0.1010	Bart, Bates	Please correct your unit prices and resubmit	

Figure 5-14 Comments

This back and forth between the vendor and GSA user can continue during which time the vendor will receive the comments, correct the file, upload a new version of the file, and the GSA user will review it and update the status. The status changes are real time, so there is no delay in file review.

5.6 Accepting a File

Documents will either be accepted upon first review of a document, or after subsequent reviews of a previously Rejected file.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless
	GS00Q13NSA30...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless

Figure 5-15 Ready for Review

Update Document Status

Status^{*}:

☒ Accept ☐ Reject

Comments:

Update Status Cancel

Figure 5-16 Accept/Reject Options

The Status will change to Accepted and the Action will now read Completed. No further action is required for this document.

Document Management										
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	September-2016	0.0125
	GS00Q13NSA30...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179
	FSSI ABSR TMob...	Accepted	Completed	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248

Figure 5-17 Accepted Document

After vendor explanation or changes a document may be ready to be accepted.

Document Management										
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	September-2016	0.0125
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179
	FSSI ABSR TMob...	Rejected	Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248
	NSP_ProcessFlo...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	September-2016	0.0125

Figure 5-18 Accept Action

Update Document Status

Do you want to change the document status from Rejected to Accepted

Update Status

Cancel

Figure 5-19 Confirm Acceptance

Note that that the Status has changed to 'Accepted' and the Action column reads 'Completed'.

Document Management										
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	September-2016	0.0125
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179
	FSSI ABSR TMob...	Accepted	Completed	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248

Figure 5-20 Accepted Status

The vendor will receive an email that the file has been accepted.

5.7 Navigating the Document Management list

As an administrator, you may need to research details about a particular document or provide statistics on the number of documents with a particular status. The document management list will expand quickly as more vendors begin to use the portal.

5.7.1 To Filter the List

To filter the list, start to enter the filtering criteria in the text box above the applicable column. Here you see that the administrator wishes to view only Accepted files. As the “A” is typed, filtering already occurs.

The screenshot shows the 'Document Management' interface. At the top, there are several filter dropdowns: Type, File Name, Status (set to 'A'), Action, Reviewed By, Download, Contract Number, Vehicle Name, Vendor Name, Reporting Period, and Size. Below these filters is a table of documents. The 'Status' column is filtered to show only 'Accepted' documents. The table has columns for Type, File Name, Status, Action, Reviewed By, Download, Contract Number, Vehicle Name, Vendor Name, Reporting Period, and Size. The bottom of the interface shows a pagination bar with '1 - 8 of 8 items' and 'Items per page' set to 20.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
WirelessDoc2.png	WirelessDoc2.png	Accepted	Completed	Shital, admin		G800T03AH00001	Connections	A&T	August-2016	0.6325
WirelessDoc1.png	WirelessDoc1.png	Accepted	Completed	Shital, Doshi		G800Q12NS00001	Connections II	A&T Systems, Inc.	June-2016	0.6325
WirelessDoc.png	WirelessDoc.png	Accepted	Completed	Shital, Doshi		G800Q12NS00002	Connections II	American Systems C.	July-2016	0.6325
Notes from the C...	Notes from the C...	Accepted	Completed	Shital, admin		G800Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.0202
TwoWireVendor.d...	TwoWireVendor.d...	Accepted	Completed	Shital, Doshi		G800Q13NSA3002	Wireless	T-Mobile, Inc.	October-2016	0.3467
S3BucketTest.docx	S3BucketTest.docx	Accepted	Completed	Shital, admin		G800Q12NS00001	Connections II	A&T Systems, Inc.	October-2016	0.3467
WirelessTest2.docx	WirelessTest2.docx	Accepted	Completed	Shital, admin		G800Q13NSA3000	Wireless	AT&T Mobility LLC	October-2016	0.3467
WirelessTest1.docx	WirelessTest1.docx	Accepted	Completed	Shital, Doshi		G800Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.3467

Figure 5-21 Accepted Status Filtered

5.7.2 To Sort the List

It might be easier to sort the document management list by filename, vendor name or even the GSA document reviewer. To sort the list, click on the down arrow next to a column name and choose your sort option. Below, the list is sorted in Ascending order by File Name.

The screenshot shows the 'Document Management' interface with the 'File Name' column header dropdown menu open. The menu options are 'Sort Ascending', 'Sort Descending', and 'Hide Column'. The table below shows the documents sorted by File Name in ascending order.

Type	File Name	Status
Contingency Plan...	Contingency Plan...	Accepted
Draft - GSA_BSP...	Draft - GSA_BSP...	Accepted
FIPS-PUB-199-fin...	FIPS-PUB-199-fin...	Accepted
FSSI_MRO_0320...	FSSI_MRO_0320...	Rejected
FSSI_MRO_1120...	FSSI_MRO_1120...	Pending Review
Notes from the C...	Notes from the C...	Pending Review
NSP_ProcessFlo...	NSP_ProcessFlo...	Pending Review
NSP_ProcessFlo...	NSP_ProcessFlo...	Pending Review
S3-test-4.xlsx	S3-test-4.xlsx	
S3-test-5.xlsx	S3-test-5.xlsx	
S3-test-7.xlsx	S3-test-7.xlsx	

Figure 5-22 Sorting the Document List

6 User Management

As an administrator you will be creating user accounts, assisting with initial user login and use of the TSC portal and, as needed, modifying or unlocking user accounts. A user's account will become locked if he or she attempts to login with an incorrect password three times. At this time, an email will be sent to the user, advising them to contact the TSC help desk for assistance, at TSCPortal@gsa.gov.

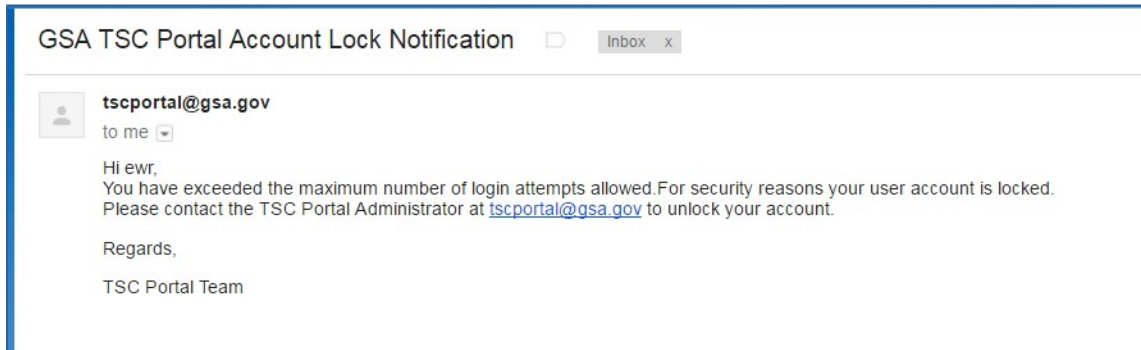


Figure 6-1 Locked Account Email

1.1 To Unlock a User Account

Once you receive an email from the user requesting assistance, take the following steps:

1. Verify, following logical security procedures, that this is a valid request
2. Select User Management from the portal menu to open the list of all users

With a limited number of users, as shown in Figure 6-2, it is apparent which account is locked.

User Management

Expand All

Collapse All

	Contracts	User Name	Status	Action		Email	First Name	Last Name	Phone Number	E
	contracts(86)	test.admin	Account status is Unlocked			ramesh.allareddy@gsa.gov	ramesh	allareddy	1234567890	
	contracts(86)	shital.doshi	Account status is Unlocked			shital.doshi@gsa.gov	shital	doshi	1234567899	
	contracts(86)	Bart.Bates	Account status is Unlocked			james.bates@gsa.gov	James	Bates	999-999-9999	
	contracts(21)	Connection_ProAdmin	Account status is Unlocked			ssdoshi123@gmail.com	Shital	Doshi	9999000000	
	contracts(21)	Connection_ProAdmin1	Account status is Unlocked			Ssdoshi123@gmail.com	Shital	Doshi	999-999-9999	
	contracts(4)	program.admin-ewr	Account status is Locked			ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650	
	contracts(1)	Connection_Vendor	Account status is Unlocked			shital.doshi@gsa.gov	Shital	Doshi	8822828222	
	contracts(1)	j.bates	Account status is Unlocked			james.bates@gsa.gov	James	Bates	1234567890	
	contracts(1)	Wireless_Vendor2	Account status is Unlocked			Shital.doshi@gsa.gov	Shital	Doshi	999-999-9999	
	contracts(4)	Wireless_User	Account status is Unlocked			ssdoshi123@gmail.com	Shital	Doshi	999-999-9999	
	contracts(25)	Connection_user	Account status is Unlocked			sdoshi703@gmail.com	Shital	Doshi	(571)-246-8731	
	contracts(1)	ewr.gsauser	Account status is Unlocked			ellen.ramsay@gsa.gov	ewr	gsauser	571-357-7650	
	contracts(4)	sss.doshi	Account status is Unlocked			shital.doshi@gsa.gov	sss	doshi	999-999-9999	

1

/ 1

20

items per page

1 - 13 of 13 items

Figure 6-2 User Management List

As the number of users on the portal expands, it may be difficult to scroll through the entire list so you can filter the list to show only selected users.

- In the text box at the top of the column you wish to filter, begin typing the applicable text, for example, typing 'is lo' already has generated the list of just the locked accounts.

Contracts	User Name	Status	Action	Email	Phone Number	Extension	Role	Login Date
contracts(1)	shital_wir/vendor	Account status is locked		shital.doshi@gmail.com	999-999-9999-12		Vendor	
contracts(1)	ewer vendor	Account status is locked		ewer.vendor@gsa.gov	571-321-9999		Vendor	
contracts(4)	is	Account status is locked		sidosh@shiva-dotadddotit	3333333333		User	
contracts(4)	ewerpauser2	Account status is locked		elienramsay@gsa.gov	571-357-7650		User	
contracts(4)	shital_test10	Account status is locked		shital.doshi@gsa.gov	999-999-9999	12	User	2016-11-01
contracts(4)	ewerpauser3	Account status is locked		elienramsay@gsa.gov	571-357-7650	123	User	
contracts(4)	shital_wireless11	Account status is locked		shital.doshi@gmail.com	999-999-9999	12345	User	

Figure 6-3 Filtered List of Locked Accounts

- Additionally, you can further filter the list by entering the email of the user who contacted you for assistance

Contracts	User Name	Status	Action	Email	First Name	Last Name	Phone Number
contracts(4)	program.admin-ewer	Account status is Locked		ellen.ramsay@gsa.gov	program	Admin-ewer	571-357-7650

Figure 6-4 Additional Filter by Email

- To see the details of the contracts for which a specific GSA user or vendor is responsible click the + sign to the left of the user record and additional details will display

User Management

Expand All Collapse All

	Contracts	User Name	Status	Action		Email	First Name	Last Name	Phone Number																					
	contracts(86)	test.admin	Account status is Unlocked			ramesh.alleddy@gsa.gov	ramesh	alleddy	1234567890																					
	contracts(86)	shital.doshi	Account status is Unlocked			shital.doshi@gsa.gov	shital	doshi	1234567899																					
	contracts(86)	Bart Bates	Account status is Unlocked			james.bates@gsa.gov	James	Bates	999-999-9999																					
	contracts(21)	Connection_ProAdmin	Account status is Unlocked			sidosh123@gmail.com	Shital	Doshi	9999000000																					
	contracts(21)	Connection_ProAdmin1	Account status is Unlocked			Sidosh123@gmail.com	Shital	Doshi	999-999-9999																					
	contracts(4)	program.admin-ewer	Account status is Locked			ellen.ramsay@gsa.gov	program	Admin-ewer	571-357-7650																					
	<table><tr><th>Vehicle Name</th><th>Dura Number</th><th>Contract Number</th><th>Vendor</th><th>Contract End Date</th></tr><tr><td>Wireless</td><td>3543409</td><td>G500013H5A3000</td><td>AT&T Mobility LLC</td><td></td></tr><tr><td>Wireless</td><td>683435677</td><td>G500013H5A3001</td><td>Sprint</td><td></td></tr><tr><td>Wireless</td><td>68526376</td><td>G500013H5A3002</td><td>T-Mobile, Inc.</td><td></td></tr></table>										Vehicle Name	Dura Number	Contract Number	Vendor	Contract End Date	Wireless	3543409	G500013H5A3000	AT&T Mobility LLC		Wireless	683435677	G500013H5A3001	Sprint		Wireless	68526376	G500013H5A3002	T-Mobile, Inc.	
Vehicle Name	Dura Number	Contract Number	Vendor	Contract End Date																										
Wireless	3543409	G500013H5A3000	AT&T Mobility LLC																											
Wireless	683435677	G500013H5A3001	Sprint																											
Wireless	68526376	G500013H5A3002	T-Mobile, Inc.																											
	contracts(1)	Connection_Vendor	Account status is Unlocked			shital.doshi@gsa.gov	Shital	Doshi	8622828222																					

Figure 6-5 Contract Details for a User

- To unlock the account, click the open padlock in the Action column. This will change the status of the account to Unlocked and the user will receive an automatic email.

contracts(4)	program.admin-ewr	Account status is Locked		ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	8822828222

contracts(4)	program.admin-ewr	Account status is Unlocked		ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	8822828222

Figure 6-6 Unlocked Account

1.2 To Lock an Account

If it has been determined that a user should no longer have access to the TSC Portal, it is possible to lock their account in the same way you unlock a user. For example, a vendor reports that one of the users for their company has left, or a GSA user is on extended leave so the account can be temporarily deactivated.

1. Locate the user whose account should be locked, filtering if needed in a large list of users.

User Management									
Expand All	Collapse All								
Contracts	User Name	Status	Action	Email	First Name	Last Name	Phone Number		
contracts(86)	test.admin	Account status is Unlocked		ramesh.allareddy@gsa.gov	ramesh	allareddy	1234567890		
contracts(86)	shital.doshi	Account status is Unlocked		shital.doshi@gsa.gov	shital	doshi	1234567899		
contracts(86)	Bart.Bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	999-999-9999		
contracts(21)	Connection_ProAdmin	Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	9999000000		
contracts(21)	Connection_ProAdmin1	Account status is Unlocked		Ssdoshi123@gmail.com	Shital	Doshi	999-999-9999		
contracts(4)	program.admin-ewr	Account status is Unlocked		ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650		
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	8822828222		
contracts(1)	j.bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	1234567890		
contracts(1)	Wireless_Vendor2	Account status is Unlocked		Shital.doshi@gsa.gov	Shital	Doshi	999-999-9999		

Figure 6-7 Current Status is Unlocked

2. Click the closed padlock under the Action column to change the status as now shown in Figure 6-8.

Expand All	Collapse All								
Contracts	User Name	Status	Action	Email	First Name	Last Name	Phone Number		
contracts(86)	test.admin	Account status is Unlocked		ramesh.allareddy@gsa.gov	ramesh	allareddy	1234567890		
contracts(86)	shital.doshi	Account status is Unlocked		shital.doshi@gsa.gov	shital	doshi	1234567899		
contracts(86)	Bart.Bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	999-999-9999		
contracts(21)	Connection_ProAdmin	Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	9999000000		
contracts(21)	Connection_ProAdmin1	Account status is Unlocked		Ssdoshi123@gmail.com	Shital	Doshi	999-999-9999		
contracts(4)	program.admin-ewr	Account status is Locked		ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650		
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	8822828222		
contracts(1)	j.bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	1234567890		

Figure 6-8 Account is Now Locked

At this time, the user will receive an email similar to the one below indicating that their account has been locked



Figure 6-9 Account Locked Email

1.3 To Expand the User List

You can review the details of an individual user account by clicking on the + sign to the left of the record as shown above. If you wish to review the contracts associated with all of the accounts, click the Expand All tab at the top of the User Management list.

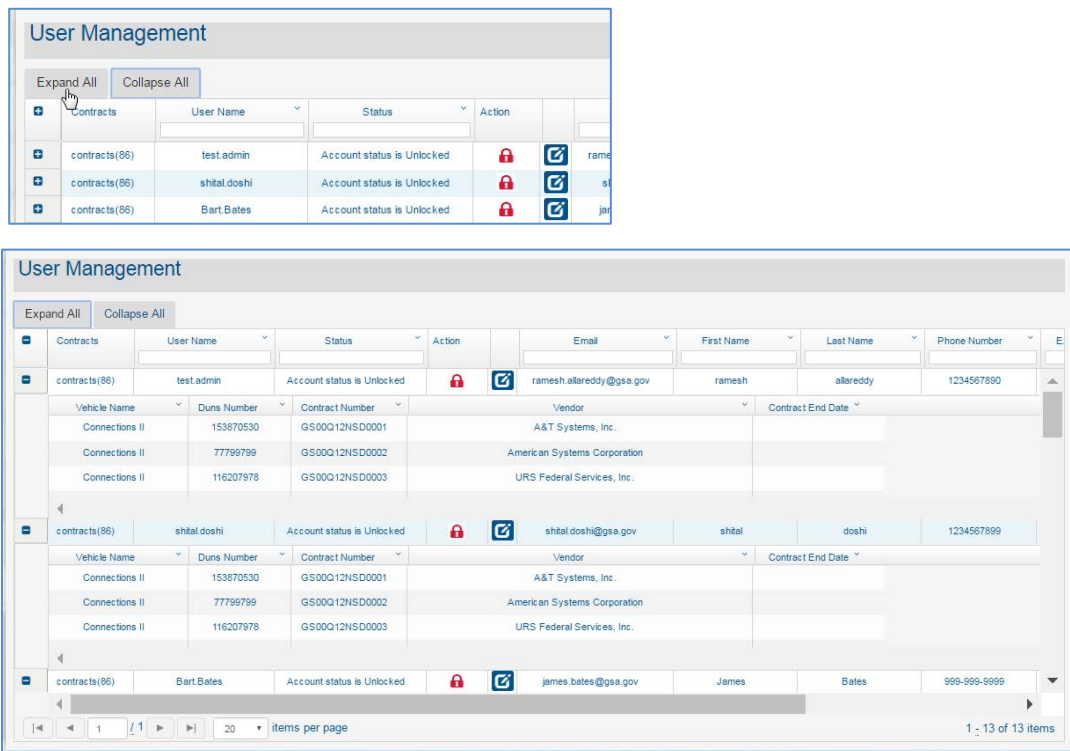
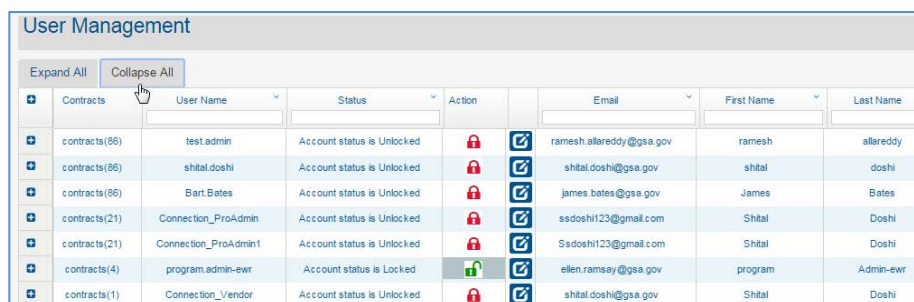


Figure 6-10 Expanded User Account List

To reduce the list to its original high level form, click the Collapse All button at the top. Like expand, individual account details can be closed by clicking on the – sign to the left.



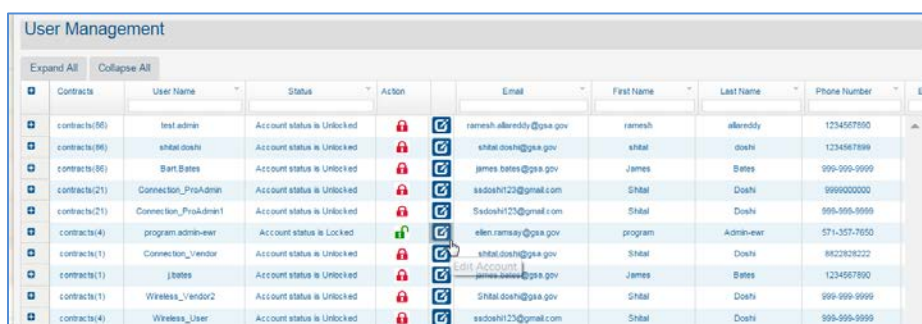
User Management							
Expand All		Collapse All					
Contracts	User Name	Status	Action	Email	First Name	Last Name	
contracts(86)	test.admin	Account status is Unlocked		ramesh.allareddy@gsa.gov	ramesh	allareddy	
contracts(86)	shital.doshi	Account status is Unlocked		shital.doshi@gsa.gov	shital	doshi	
contracts(86)	Bart.Bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	
contracts(21)	Connection_ProAdmin	Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	
contracts(21)	Connection_ProAdmin1	Account status is Unlocked		Ssdoshi123@gmail.com	Shital	Doshi	
contracts(4)	program.admin-ewr	Account status is Locked		ellen.ramsay@gsa.gov	program	Admin-ewr	
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	

Figure 6-11 Collapsed User Account List

1.4 To Edit User Details

There may be occasion to modify the details for a particular user. A last name could need to be changed, a company may have been sold requiring email address changes, or a user may have switched locations leading to a change in phone number. All of those fields can be modified by an administrator.

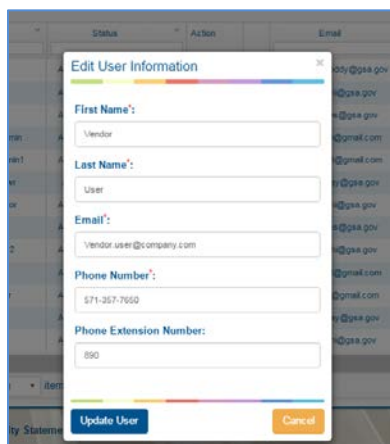
1. Locate the user in the list whose information needs to be edited.
2. Click the Edit account button as shown in the figure below.



User Management								
Expand All		Collapse All						
Contracts	User Name	Status	Action	Email	First Name	Last Name	Phone Number	
contracts(86)	test.admin	Account status is Unlocked		ramesh.allareddy@gsa.gov	ramesh	allareddy	1234567890	
contracts(86)	shital.doshi	Account status is Unlocked		shital.doshi@gsa.gov	shital	doshi	1234567890	
contracts(86)	Bart.Bates	Account status is Unlocked		james.bates@gsa.gov	James	Bates	999-999-9999	
contracts(21)	Connection_ProAdmin	Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	9999000000	
contracts(21)	Connection_ProAdmin1	Account status is Unlocked		Ssdoshi123@gmail.com	Shital	Doshi	999-999-9999	
contracts(4)	program.admin-ewr	Account status is Locked		ellen.ramsay@gsa.gov	program	Admin-ewr	571-357-7650	
contracts(1)	Connection_Vendor	Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	8022828222	
contracts(1)	J.Bates	Account status is Unlocked		edit Account	James	Bates	1234567890	
contracts(1)	Wireless_Vendor2	Account status is Unlocked		Shital.doshi@gsa.gov	Shital	Doshi	999-999-9999	
contracts(4)	Wireless_User	Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	999-999-9999	

Figure 6-12 Edit User Account Button

3. The Edit User Information window opens, showing the fields you can change, an example is shown below.



Status

Action

Email

First Name*

Vendor

Last Name*

User

Email*

Vendor.user@company.com

Phone Number*

571-357-7650

Phone Extension Number

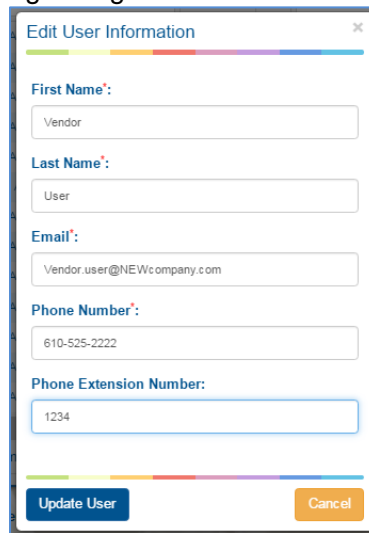
890

Update User

Cancel

Figure 6-13 Edit User Information Window

- Make the required changes – entering the correct fields. In this example, the company name and phone numbers are being changed.



Edit User Information

First Name*:
Vendor

Last Name*:
User

Email*:
Vendor.user@NEWcompany.com

Phone Number*:
610-525-2222

Phone Extension Number:
1234

Update User **Cancel**

Figure 6-14 Changes to User Information

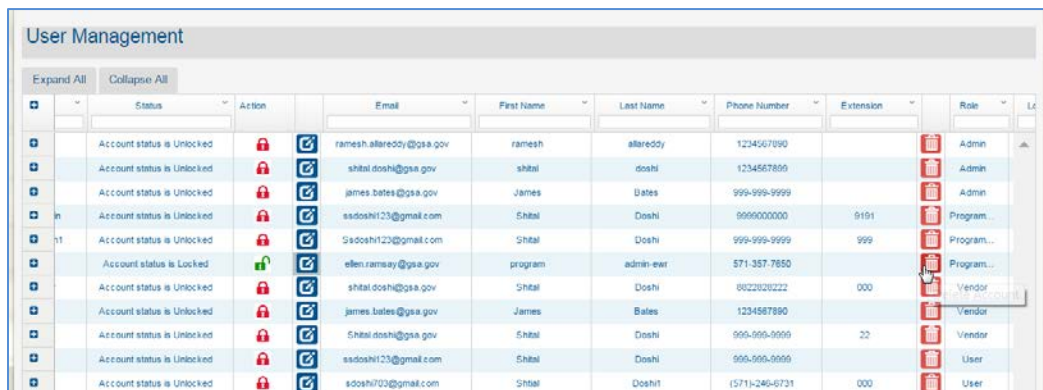
- Click Update User when you have completed your edits. Edit window closes and you can see your changes in the User Management list

Account status is Unlocked	Vendor.user@NEWcompany.com	Vendor	User	610-525-2222	1234
Account status is Locked	shital.doshi@gsa.gov	Shital	Doshi	887788777	000

Figure 6-15 Changed User Information

1.5 To Delete a User Account

This feature will be added in a future release and will allow an administrator to delete a user account from the TSC portal. You will identify the user to be deleted, click the Trash Can icon and confirm the deletion. Details will be available when this feature is available.



Status	Action	Email	First Name	Last Name	Phone Number	Extension	Role
Account status is Unlocked		ramesh.allareddy@gsa.gov	ramesh	allareddy	1234567890		Admin
Account status is Unlocked		shital.doshi@gsa.gov	shital	doshi	1234567890		Admin
Account status is Unlocked		james.bates@gsa.gov	James	Bates	999-999-9999		Admin
Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	9999000000	9191	Program...
Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	999-999-9999	999	Program...
Account status is Locked		ellen.ramsey@gsa.gov	program	admin-eer	571-357-7880		Program...
Account status is Unlocked		shital.doshi@gsa.gov	Shital	Doshi	0022020222	000	Vendor
Account status is Unlocked		james.bates@gsa.gov	James	Bates	1234567890		Vendor
Account status is Unlocked		Shital.doshi@gsa.gov	Shital	Doshi	999-999-9999	22	Vendor
Account status is Unlocked		ssdoshi123@gmail.com	Shital	Doshi	999-999-9999		User
Account status is Unlocked		ssdoshi703@gmail.com	Shital	Doshi	(571)-246-6731	000	User

Figure 6-16 Future Delete Account Button

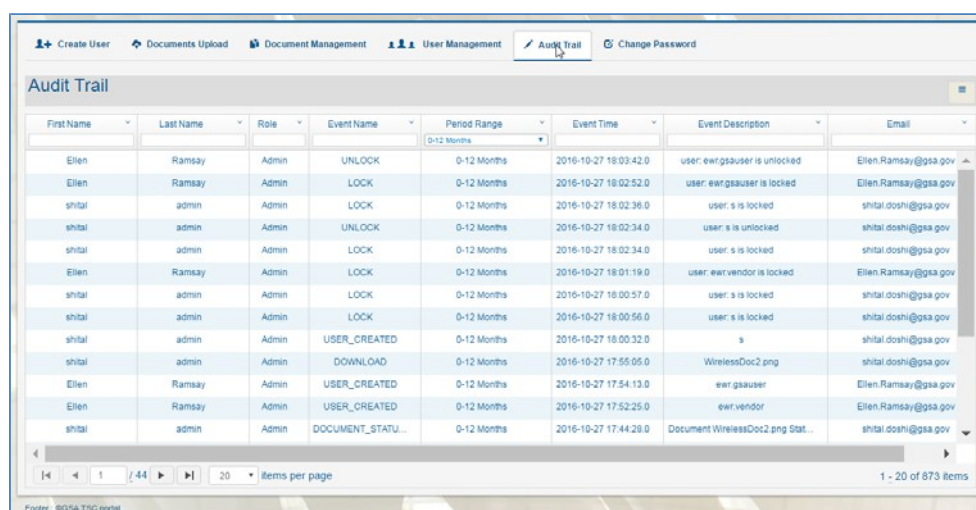
7 Audit Trail

As an administrator you will periodically need to review actions taken by all of the users on the TSC Portal. Perhaps you need to check when a user last logged in or downloaded a file. There may be specific security guidelines that require you to check the audit logs on a regular basis. You will be able to see every action taken or event performed by a user in the Audit Trail.

1.6 To Review the Audit Trail

1. Click the Audit Trail option in the menu to open the window.

Note all of the actions users have taken for the specified period (0-12 months) are displayed.



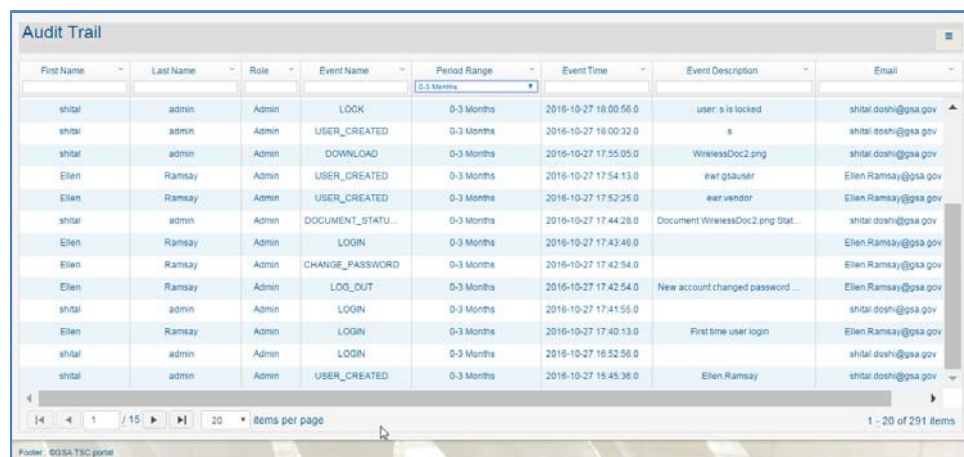
The screenshot shows the 'Audit Trail' window with a menu bar at the top containing 'Create User', 'Documents Upload', 'Document Management', 'User Management', 'Audit Trail' (selected), and 'Change Password'. Below the menu is a table with the following columns: First Name, Last Name, Role, Event Name, Period Range, Event Time, Event Description, and Email. The 'Period Range' column is set to '0-12 Months'. The table displays a list of events, including user logins, password changes, and document downloads.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
Ellen	Ramsay	Admin	UNLOCK	0-12 Months	2016-10-27 18:03:42.0	user: ewr gsauser is unlocked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	LOCK	0-12 Months	2016-10-27 18:02:52.0	user: ewr gsauser is locked	Ellen.Ramsay@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:02:36.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	UNLOCK	0-12 Months	2016-10-27 18:02:34.0	user: s is unlocked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:02:34.0	user: s is locked	shital.doshi@gsa.gov
Ellen	Ramsay	Admin	LOCK	0-12 Months	2016-10-27 18:01:19.0	user: ewr vendor is locked	Ellen.Ramsay@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:00:57.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:00:56.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	USER_CREATED	0-12 Months	2016-10-27 18:00:32.0	s	shital.doshi@gsa.gov
shital	admin	Admin	DOWNLOAD	0-12 Months	2016-10-27 17:55:05.0	WirelessDoc2.png	shital.doshi@gsa.gov
Ellen	Ramsay	Admin	USER_CREATED	0-12 Months	2016-10-27 17:54:13.0	ewr gsauser	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	USER_CREATED	0-12 Months	2016-10-27 17:52:25.0	ewr vendor	Ellen.Ramsay@gsa.gov
shital	admin	Admin	DOCUMENT_STATU...	0-12 Months	2016-10-27 17:44:28.0	Document WirelessDoc2.png Stat...	shital.doshi@gsa.gov

Footer: GSA TSC portal

Figure 7-1 Opening Audit Trail

2. To change the range of actions in the display, click the drop down arrow for the Period Range column and choose a different range. Below the list now displays data for the past 3 months.



The screenshot shows the 'Audit Trail' window with the 'Period Range' column set to '0-3 Months'. The table displays a list of events, including user logins, password changes, and document downloads.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
shital	admin	Admin	LOCK	0-3 Months	2016-10-27 18:00:56.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	USER_CREATED	0-3 Months	2016-10-27 18:00:32.0	s	shital.doshi@gsa.gov
shital	admin	Admin	DOWNLOAD	0-3 Months	2016-10-27 17:55:05.0	WirelessDoc2.png	shital.doshi@gsa.gov
Ellen	Ramsay	Admin	USER_CREATED	0-3 Months	2016-10-27 17:54:13.0	ewr gsauser	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	USER_CREATED	0-3 Months	2016-10-27 17:52:25.0	ewr vendor	Ellen.Ramsay@gsa.gov
shital	admin	Admin	DOCUMENT_STATU...	0-3 Months	2016-10-27 17:44:28.0	Document WirelessDoc2.png Stat...	shital.doshi@gsa.gov
Ellen	Ramsay	Admin	LOGIN	0-3 Months	2016-10-27 17:43:46.0		Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	CHANGE_PASSWORD	0-3 Months	2016-10-27 17:42:54.0		Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	LOG_OUT	0-3 Months	2016-10-27 17:42:54.0	New account changed password ...	Ellen.Ramsay@gsa.gov
shital	admin	Admin	LOGIN	0-3 Months	2016-10-27 17:41:55.0		shital.doshi@gsa.gov
Ellen	Ramsay	Admin	LOGIN	0-3 Months	2016-10-27 17:40:13.0	First time user login	Ellen.Ramsay@gsa.gov
shital	admin	Admin	LOGIN	0-3 Months	2016-10-27 16:52:56.0		shital.doshi@gsa.gov
shital	admin	Admin	USER_CREATED	0-3 Months	2016-10-27 15:45:36.0	Ellen.Ramsay	shital.doshi@gsa.gov

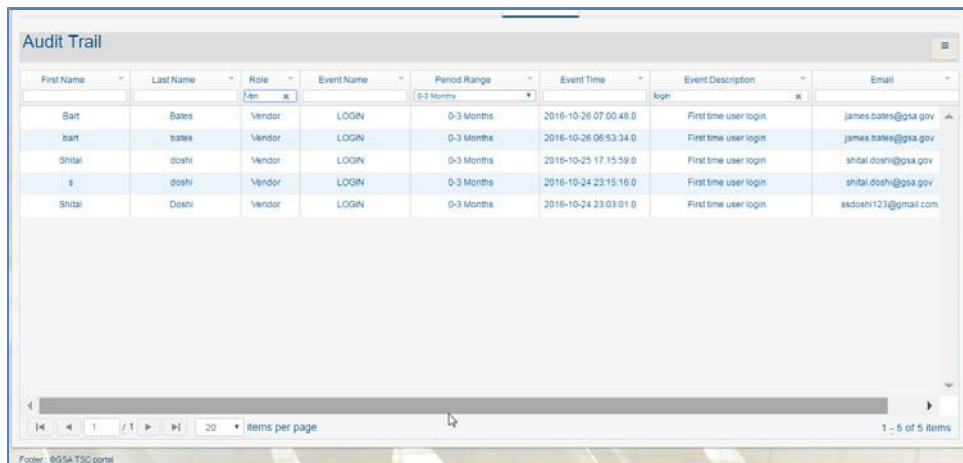
Footer: GSA TSC portal

Figure 7-2 Audit Range Changed

1.7 To Filter the Audit Trail

To further limit the events in the display, if you are looking for a specific type of user or event you can filter for those entries in the text boxes for each column.

3. Start to enter the text “Ven” in the Role filter box and you will see only the actions by those with the vendor role display.
4. Enter “login” for the Event Description and now the audit trail is filtered to show only Vendor users and their login activities.



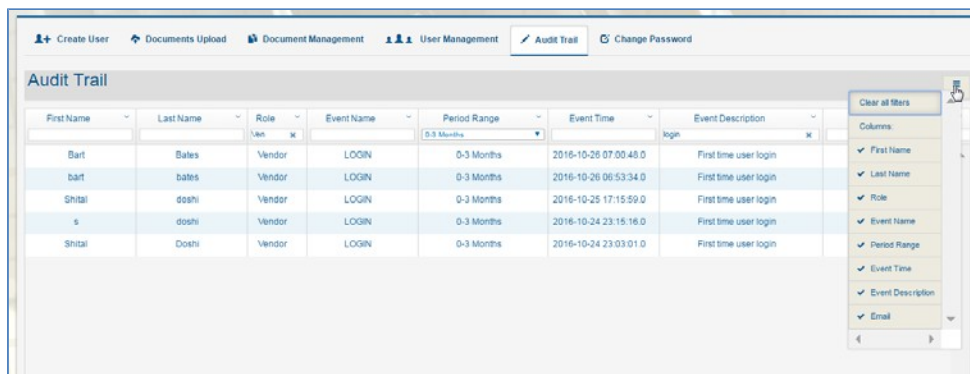
The screenshot shows the 'Audit Trail' interface with a table of filtered events. The filters applied are 'Role: Vendor' and 'Event Description: login'. The table displays 5 items, showing user login activities for vendors.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
Bart	Bates	Vendor	LOGIN	0-3 Months	2016-10-26 07:00:48.0	First time user login	james.bates@gsa.gov
bart	bates	Vendor	LOGIN	0-3 Months	2016-10-26 06:53:34.0	First time user login	james.bates@gsa.gov
Shital	doshi	Vendor	LOGIN	0-3 Months	2016-10-25 17:15:59.0	First time user login	shital.doshi@gsa.gov
s	doshi	Vendor	LOGIN	0-3 Months	2016-10-24 23:15:16.0	First time user login	shital.doshi@gsa.gov
Shital	Doshi	Vendor	LOGIN	0-3 Months	2016-10-24 23:03:01.0	First time user login	sedoshi123@gmail.com

Footer: ©GSA TSC portal

Figure 7-3 Audit Trail Filtered

5. When you want to return to the full list of events, click the menu icon in the right corner and select **Clear all Filters**.



The screenshot shows the 'Audit Trail' interface with the 'Clear all Filters' menu open on the right side. The menu lists the columns: First Name, Last Name, Role, Event Name, Period Range, Event Time, Event Description, and Email. All columns are checked, indicating that all filters are cleared.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
Bart	Bates	Vendor	LOGIN	0-3 Months	2016-10-26 07:00:48.0	First time user login	james.bates@gsa.gov
bart	bates	Vendor	LOGIN	0-3 Months	2016-10-26 06:53:34.0	First time user login	james.bates@gsa.gov
Shital	doshi	Vendor	LOGIN	0-3 Months	2016-10-25 17:15:59.0	First time user login	shital.doshi@gsa.gov
s	doshi	Vendor	LOGIN	0-3 Months	2016-10-24 23:15:16.0	First time user login	shital.doshi@gsa.gov
Shital	Doshi	Vendor	LOGIN	0-3 Months	2016-10-24 23:03:01.0	First time user login	sedoshi123@gmail.com

Footer: ©GSA TSC portal

Figure 7-4 Clear Filtering Menu

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
Ellen	Ramsay	Admin	UNLOCK	0-6 Months	2016-10-27 18:03:42.0	user: ewrgsauser is unlocked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	UNLOCK	0-12 Months	2016-10-27 18:03:42.0	user: ewrgsauser is unlocked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	UNLOCK	0-3 Months	2016-10-27 18:03:42.0	user: ewrgsauser is unlocked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	LOCK	0-6 Months	2016-10-27 18:02:52.0	user: ewrgsauser is locked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	LOCK	0-12 Months	2016-10-27 18:02:52.0	user: ewrgsauser is locked	Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	LOCK	0-3 Months	2016-10-27 18:02:52.0	user: ewrgsauser is locked	Ellen.Ramsay@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:02:36.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-3 Months	2016-10-27 18:02:36.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-6 Months	2016-10-27 18:02:36.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-6 Months	2016-10-27 18:02:34.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	UNLOCK	0-12 Months	2016-10-27 18:02:34.0	user: s is unlocked	shital.doshi@gsa.gov
shital	admin	Admin	LOCK	0-12 Months	2016-10-27 18:02:34.0	user: s is locked	shital.doshi@gsa.gov
shital	admin	Admin	UNLOCK	0-3 Months	2016-10-27 18:02:34.0	user: s is unlocked	shital.doshi@gsa.gov

Figure 7-5 Original Audit Trail display

1.8 To Sort the Audit Trail

It is possible to sort the Audit Trail on specific columns.

1. Click the down arrow in the column you wish to sort and select Ascending or Descending.

First Name	Last Name	Role	Event Name	Period Range
ellen	gsauser	GSA User	CHA	0-12 Months
ellen	gsauser	GSA User	LOG_OUT	0-12 Months
ellen	gsauser	GSA User	CHA	0-12 Months
ellen	gsauser	GSA User	LOG_OUT	0-12 Months

Figure 7-6 Sort Options

Note the order has changed based on the Event Name column and there is an arrow indicating ascending order.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description	Email
Shital	Doshi	Vendor	CHANGE_PASSWORD	0-6 Months	2016-10-24 23:02:41.0		ssidoshi123@gmail.com
Shital	Doshi	Vendor	CHANGE_PASSWORD	0-12 Months	2016-10-24 23:02:41.0		ssidoshi123@gmail.com
Ellen	Ramsay	Admin	CHANGE_PASSWORD	0-3 Months	2016-10-24 19:48:31.0		Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	CHANGE_PASSWORD	0-6 Months	2016-10-24 19:48:31.0		Ellen.Ramsay@gsa.gov
Ellen	Ramsay	Admin	CHANGE_PASSWORD	0-12 Months	2016-10-24 19:48:31.0		Ellen.Ramsay@gsa.gov
shital	admin	Admin	CHANGE_PASSWORD	0-3 Months	2016-10-24 19:01:31.0		shital.doshi@gsa.gov
shital	admin	Admin	CHANGE_PASSWORD	0-6 Months	2016-10-24 19:01:31.0		shital.doshi@gsa.gov
shital	admin	Admin	CHANGE_PASSWORD	0-12 Months	2016-10-24 19:01:31.0		shital.doshi@gsa.gov
ramesh	allareddy	Admin	CHANGE_PASSWORD	0-3 Months	2016-10-24 18:53:11.0		ramesh.allareddy@gsa.gov
ramesh	allareddy	Admin	CHANGE_PASSWORD	0-6 Months	2016-10-24 18:53:11.0		ramesh.allareddy@gsa.gov
ramesh	allareddy	Admin	CHANGE_PASSWORD	0-12 Months	2016-10-24 18:53:11.0		ramesh.allareddy@gsa.gov
shital	admin	Admin	DOCUMENT_STATU...	0-3 Months	2016-11-01 19:36:44.0	Document FSSSI_MRO_032016_0...	shital.doshi@gsa.gov
shital	admin	Admin	DOCUMENT_STATU...	0-6 Months	2016-11-01 19:36:44.0	Document FSSSI_MRO_032016_0...	shital.doshi@gsa.gov
shital	admin	Admin	DOCUMENT_STATU...	0-12 Months	2016-11-01 19:36:44.0	Document FSSSI_MRO_032016_0...	shital.doshi@gsa.gov

Figure 7-7 Sorted Audit Trail

- When you are ready to return to the original order of the Audit Trail, click the Sort drop down arrow again on the sorted field and choose Remove Sort.

First Name	Last Name	Role	Event Name
Shital	Doshi	Vendor	CHA
Shital	Doshi	Vendor	CHA
Ellen	Ramsay	Admin	CHA
Ellen	Ramsay	Admin	CHA
Ellen	Ramsay	Admin	CHANGE_PASSWORD

Figure 7-8 Menu Open

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description
shital	doshi	GSA User	LOG_OUT	0-6 Months	2016-11-01 20:17:19.0	
shital	doshi	GSA User	LOG_OUT	0-12 Months	2016-11-01 20:17:19.0	
shital	doshi	GSA User	LOGIN	0-12 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOGIN	0-3 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOGIN	0-6 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOG_OUT	0-3 Months	2016-11-01 20:16:40.0	Forgot password user changed...
shital	doshi	GSA User	CHANGE_PASSWORD	0-6 Months	2016-11-01 20:16:40.0	
shital	doshi	GSA User	CHANGE_PASSWORD	0-12 Months	2016-11-01 20:16:40.0	
shital	doshi	GSA User	LOG_OUT	0-6 Months	2016-11-01 20:16:40.0	Forgot password user changed...
shital	doshi	GSA User	LOG_OUT	0-12 Months	2016-11-01 20:16:40.0	Forgot password user changed...
shital	doshi	GSA User	CHANGE_PASSWORD	0-3 Months	2016-11-01 20:16:40.0	
shital	doshi	GSA User	LOGIN	0-12 Months	2016-11-01 20:16:22.0	Logged in using forgot password ...
shital	doshi	GSA User	LOGIN	0-3 Months	2016-11-01 20:16:22.0	Logged in using forgot password ...

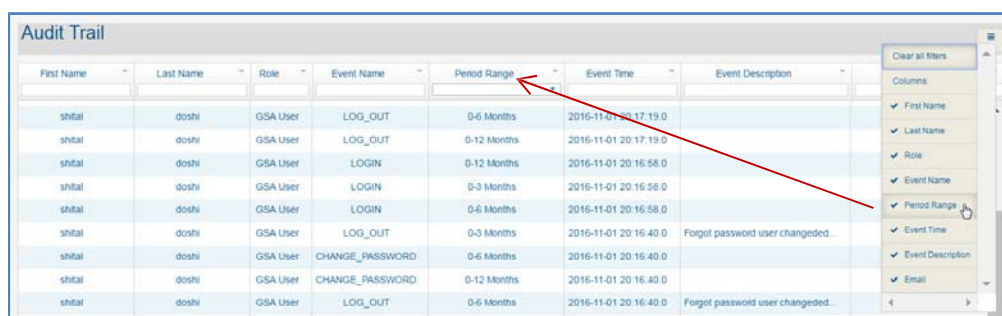
Figure 7-9 Sorting and Filtering Cleared

1.9 Changing the Columns Displayed

If you wish to modify the columns that the Audit Trail displays, perhaps to enlarge the display on the screen but still see all the columns, you can hide one or more columns in the table.

- Click the menu icon in the top right corner to display the list of columns.

2. Move to the column you want to hide.

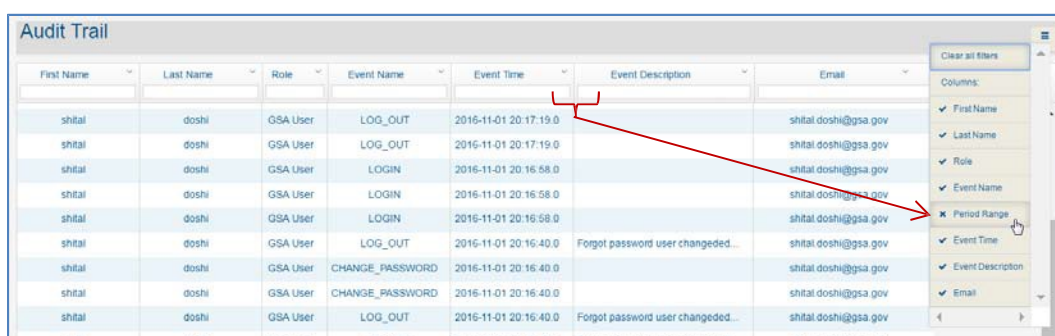


The screenshot shows the 'Audit Trail' table with columns: First Name, Last Name, Role, Event Name, Period Range, Event Time, and Event Description. A red arrow points to the 'Period Range' column header. On the right, a 'Columns' menu is open, showing a list of columns with checkboxes. The 'Period Range' checkbox is checked, and a red arrow points to it.

First Name	Last Name	Role	Event Name	Period Range	Event Time	Event Description
shital	doshi	GSA User	LOG_OUT	0-6 Months	2016-11-01 20:17:19.0	
shital	doshi	GSA User	LOG_OUT	0-12 Months	2016-11-01 20:17:19.0	
shital	doshi	GSA User	LOGIN	0-12 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOGIN	0-3 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOGIN	0-6 Months	2016-11-01 20:16:58.0	
shital	doshi	GSA User	LOG_OUT	0-3 Months	2016-11-01 20:16:40.0	Forgot password user changeded...
shital	doshi	GSA User	CHANGE_PASSWORD	0-6 Months	2016-11-01 20:16:40.0	
shital	doshi	GSA User	CHANGE_PASSWORD	0-12 Months	2016-11-01 20:16:40.0	
shital	doshi	GSA User	LOG_OUT	0-6 Months	2016-11-01 20:16:40.0	Forgot password user changeded...

Figure 7-10 Selecting Columns to Hide

3. Click the column to be hidden, Period Range in this example, and note the X beside the column name and that the Period Range column is no longer displayed.



The screenshot shows the 'Audit Trail' table with columns: First Name, Last Name, Role, Event Name, Event Time, Event Description, and Email. The 'Period Range' column is no longer visible. A red arrow points to the 'Period Range' entry in the 'Columns' menu, which now has an 'X' next to its name, indicating it is hidden.

First Name	Last Name	Role	Event Name	Event Time	Event Description	Email
shital	doshi	GSA User	LOG_OUT	2016-11-01 20:17:19.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOG_OUT	2016-11-01 20:17:19.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOGIN	2016-11-01 20:16:58.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOGIN	2016-11-01 20:16:58.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOGIN	2016-11-01 20:16:58.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOG_OUT	2016-11-01 20:16:40.0	Forgot password user changeded...	shital.doshi@gsa.gov
shital	doshi	GSA User	CHANGE_PASSWORD	2016-11-01 20:16:40.0		shital.doshi@gsa.gov
shital	doshi	GSA User	CHANGE_PASSWORD	2016-11-01 20:16:40.0		shital.doshi@gsa.gov
shital	doshi	GSA User	LOG_OUT	2016-11-01 20:16:40.0	Forgot password user changeded...	shital.doshi@gsa.gov

Figure 7-11 Column Hidden

4. To 'unhide' the column, open the menu and click on the column name to remove the X and display the column again.

8 Password Administration

8.1 Overview

As you saw earlier, the first time you login to the TSC Portal you are required to change your password. There may be other times when you need to change your password – if you feel it has been compromised, you have forgotten it, or if you receive notification that your password is about to expire.

8.2 To Change your Password

1. Select **Change Password** from the menu on the portal window to open the Change Password window.

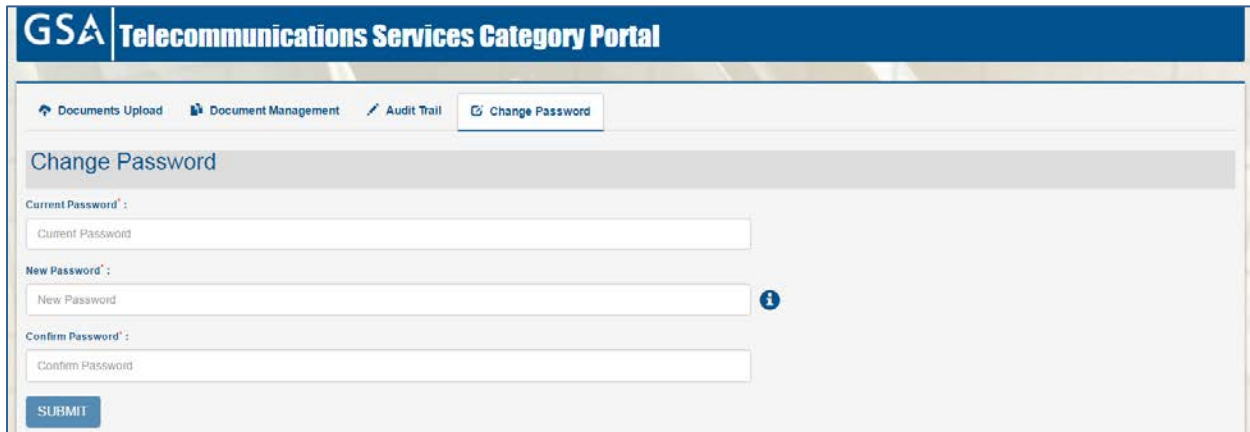
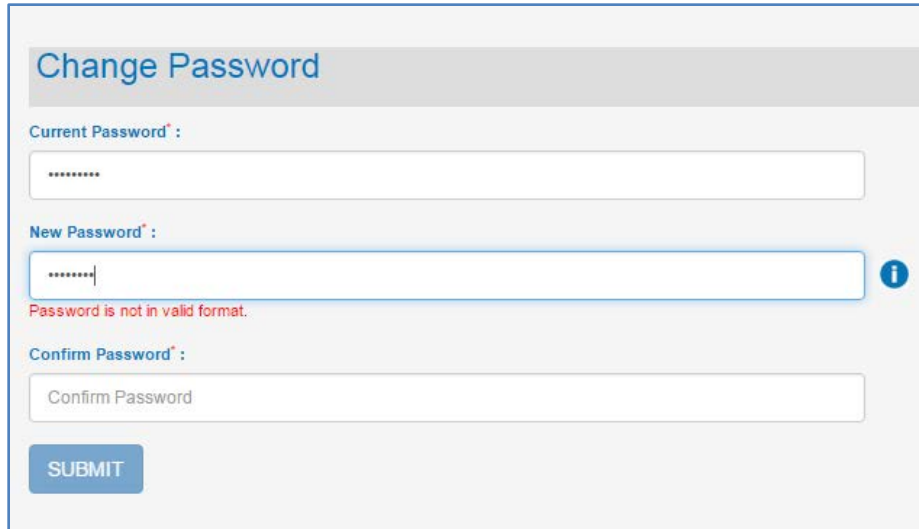
The screenshot shows the 'Change Password' window within the GSA Telecommunications Services Category Portal. The window has a blue header bar with the GSA logo and the portal name. Below the header, there is a navigation bar with links for 'Documents Upload', 'Document Management', 'Audit Trail', and 'Change Password'. The main content area is titled 'Change Password' and contains three text input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a small blue information icon to its right. A 'SUBMIT' button is located at the bottom left of the form.

Figure 8-1 Change Password Window

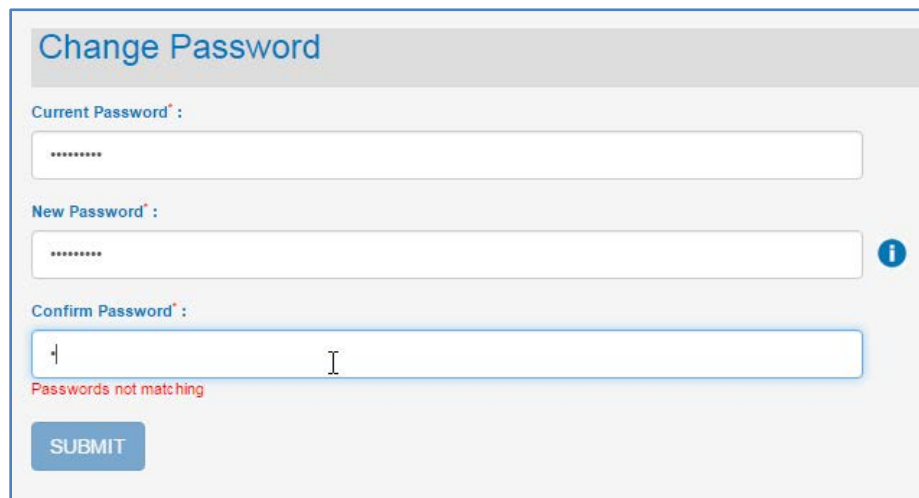
2. Type your **Current Password** in the first text box.
3. Type your **New Password**, following the specified password guidelines. If the password is not valid, the error will display as shown in Figure 8-2.



The screenshot shows a web form titled "Change Password". It contains three input fields: "Current Password*", "New Password*", and "Confirm Password*". The "Current Password*" field is filled with "*****". The "New Password*" field is filled with "*****" and has a red error message "Password is not in valid format." below it. The "Confirm Password*" field is empty and contains the placeholder text "Confirm Password". A blue "SUBMIT" button is at the bottom left. A blue information icon is to the right of the "New Password*" field.

Figure 8-2 Invalid Password

4. Correct the format and continue.
5. Type the new password again in the **Confirm Password** box. If both new passwords do not match you will see the error message shown in Figure 8-3.



The screenshot shows the same "Change Password" form. The "Current Password*" field is filled with "*****". The "New Password*" field is filled with "*****" and has a blue information icon to its right. The "Confirm Password*" field is filled with "*****" and has a red error message "Passwords not matching" below it. A blue "SUBMIT" button is at the bottom left.

Figure 8-3 Mismatched Passwords

6. Once all fields have been entered, click the **SUBMIT** button to complete the process.

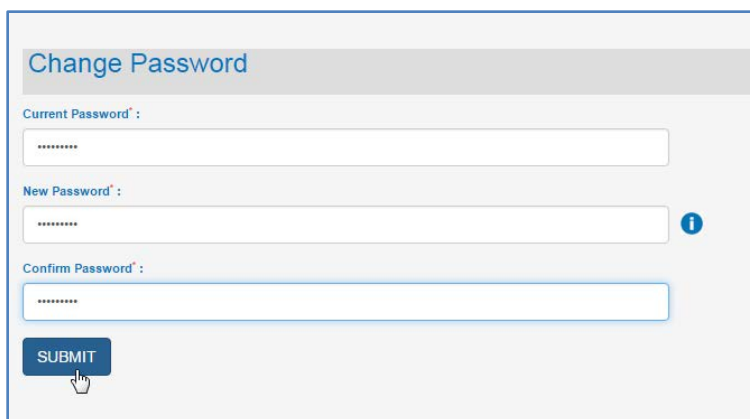


Figure 8-4 Completed Password Window

7. Once you click Submit, all fields will be verified. If the initial password you entered is not correct, an error message will pop up as shown below.

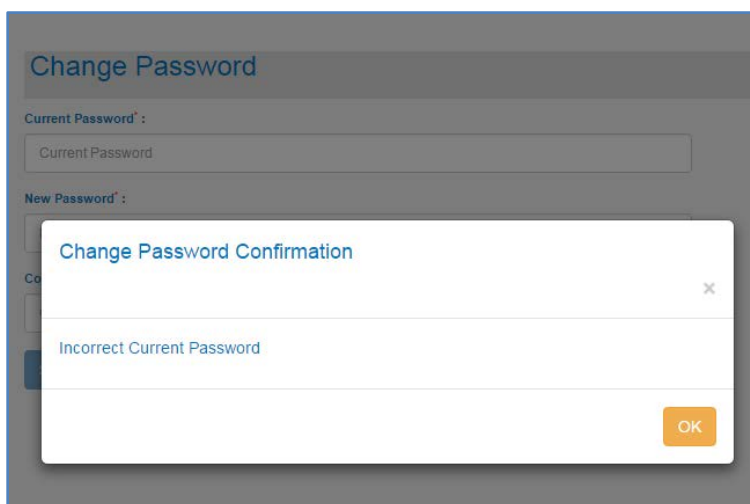


Figure 8-5 Current Password Error

If all fields have been entered correctly, you will receive a Password Successfully Changed popup message and can click **OK** to continue.

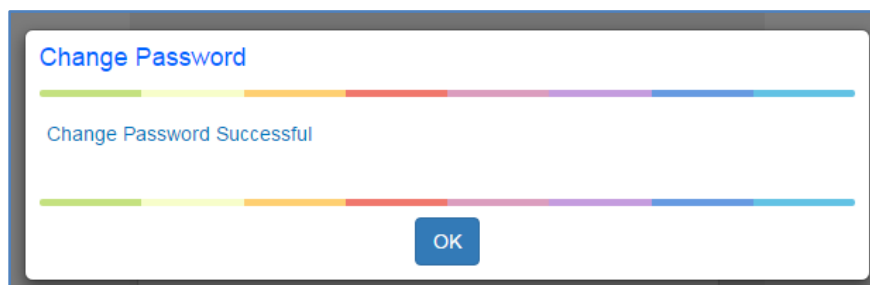


Figure 8-6 Password Changed

You will receive a confirmation email after changing your password as shown below.

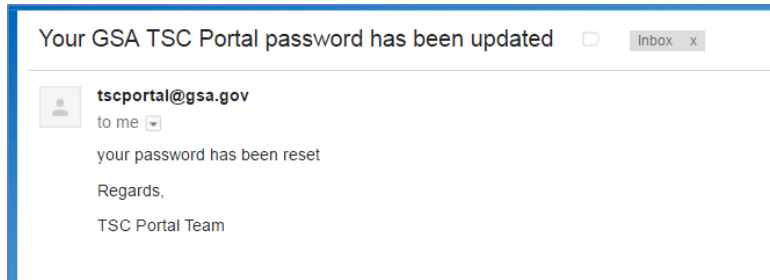


Figure 8-7 Password Email Notification

8.3 Unable to Log In

8.3.1 Forgotten Password

If you cannot remember your password click the **Forgot Password?** link on the Sign In page to request a new password. This will generate an email to send you a new temporary password similar to your initial welcome password. As soon as you receive the email you should log in and change the password so that the temporary password does not expire.

1. Click **Forgot Password?**

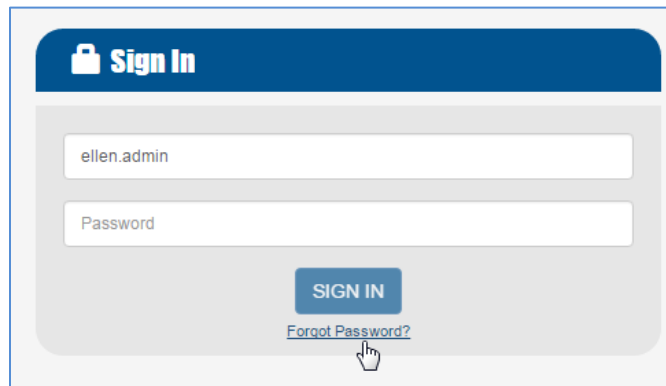


Figure 8-8 Forgot Password Link

2. Enter your Username on the Forgot Password popup window and click **SEND**.

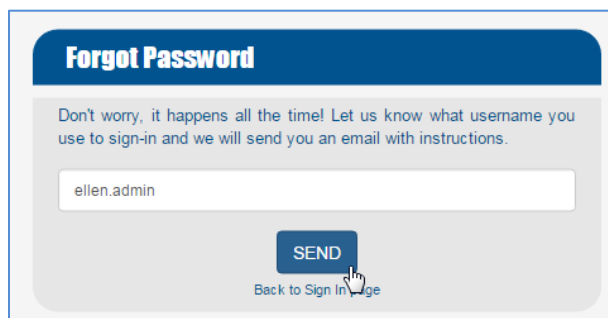


Figure 8-9 Forgotten Password Popup

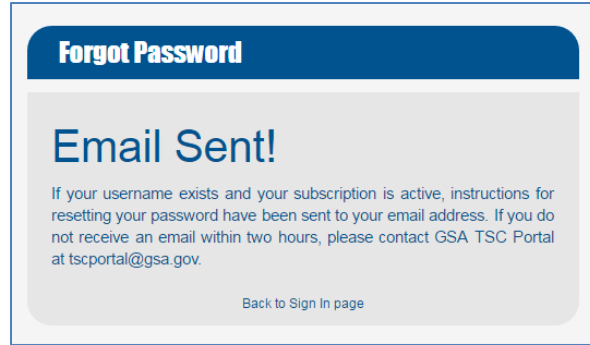


Figure 8-10 Email Confirmation Popup

3. As the popup indicates, go to your inbox to check for the password reset email message.

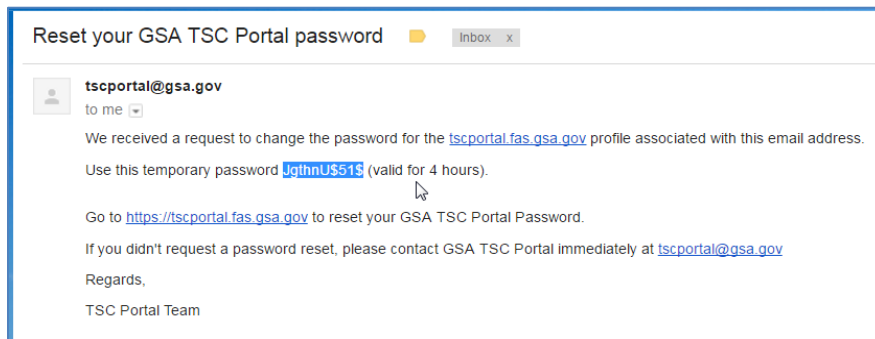


Figure 8-11 Email Following Forgotten Password

4. Return to the TSC Portal as directed and login with your username and the temporary password.

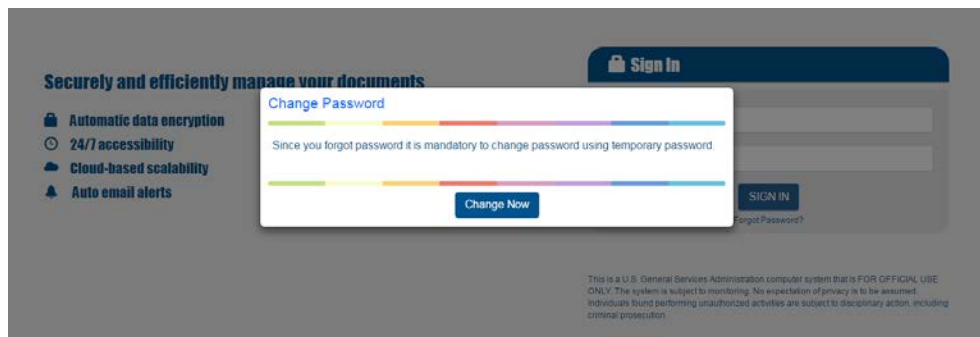


Figure 8-12 Change Password Notice

5. Click **Change Now** and follow the same change password procedures you used when you first logged in to the TSC Portal in Section 2 above.

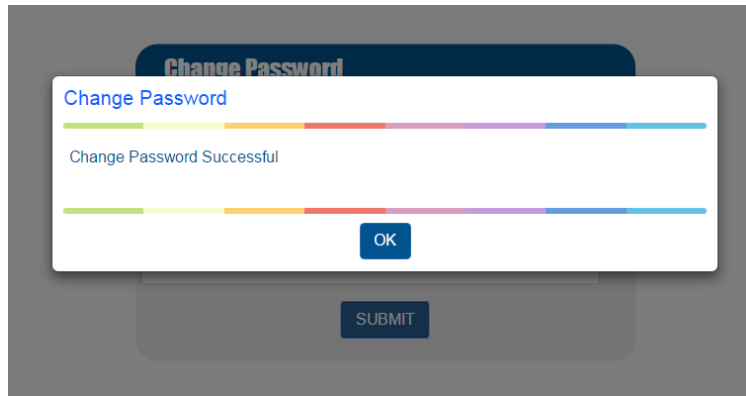


Figure 8-13 Successfully Changed Password Notice

8.3.2 Locked Account

If you attempt to log in too many times (**3 is the maximum**) your account will be locked out. Each time you enter an invalid password, you will see an error on the screen as shown in Figure 8-14.

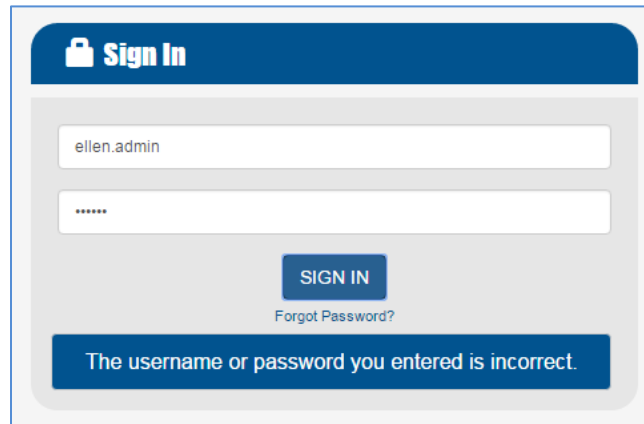


Figure 8-14 Incorrect Login Error

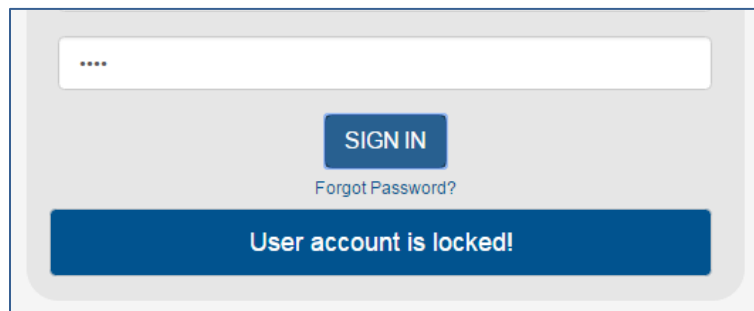


Figure 8-15 Account Locked

When this happens, and your account becomes locked, you will receive an email with instructions as shown here. Follow the instructions in the email to request assistance.

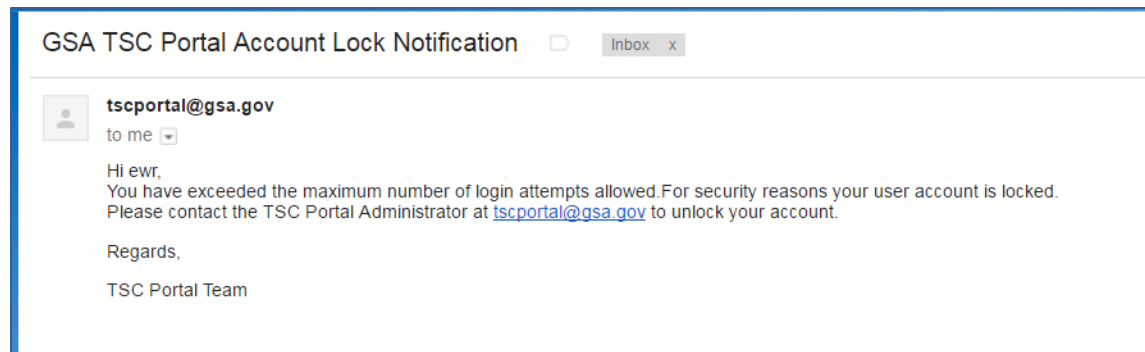


Figure 8-16 Locked Account Email

After your account has been unlocked, you will receive an additional email.

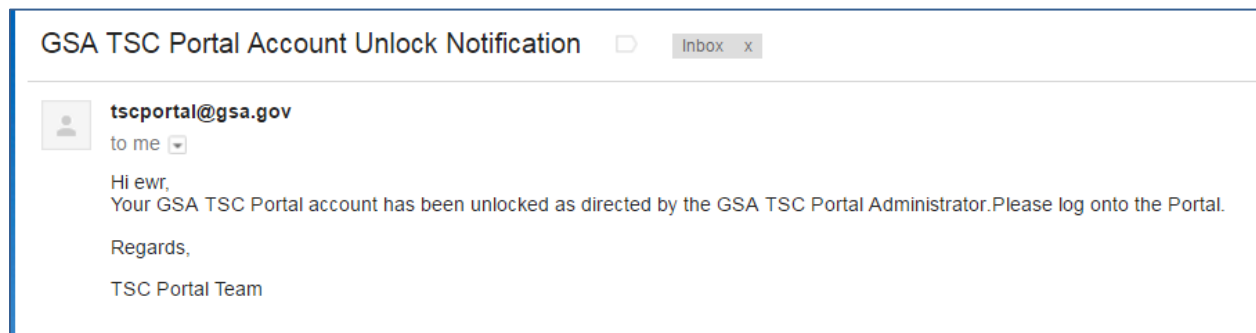


Figure 8-17 Unlocked Account Email

8.4 Support/Resources

Even as an administrator on the TSC Portal, you may have questions or need support when carrying out your responsibilities.

You will still contact the **TSC Portal Administrator** at TSCPortal@gsa.gov for the following types of assistance:

- To unlock your user account
- To resolve any system related issues
- To answer any questions

If another TSC Portal Administrator cannot answer your question, it will be referred to the Technology Services Division (TSD) for resolution.

9 Appendix A: Vendor User Document Upload

Note: The material below is taken directly from the TSC Vendor User Guide for your reference relating to TSC document upload functions conducted by your industry partners.

9.1 General Information

The documents that you will be uploading are no different from those you have submitted to the GSA in the past and you should follow the same guidelines in preparing them. You will begin the upload process from the TSC Portal and then select your documents from their location on your local system or network.

9.1.1 Accepted Documents for Upload

There are some restrictions on the files you will be uploading in terms of file type and size.

- Files must be smaller than 100 megabytes (mb)
- A maximum of 10 files can be uploaded at one time
- Files must be one of the following types:
 - Microsoft Excel (.xls, .xlsx)
 - Microsoft Word (.doc, .docx)
 - Comma Separated Value (.csv)
 - Text (.txt)
 - Images (.jpeg, .png)
 - Adobe Portable Document Format (.pdf)

If your file is not one of these types or is larger than the size specified, it will not upload. Save the file in an acceptable format or, if too large, edit the document within its application and save it in smaller sections.

9.2 To Upload a Document

When you are ready to upload one or more documents, you will open the Documents Upload window, which is also the initial window displayed after login. You will be identifying the Contract and Reporting Period for your upload prior to selecting the specific file.

The screenshot shows the 'Document Upload' window. At the top, there is a navigation bar with 'GSA Telecommunications Services Category Portal' and links for 'User Guide', 'Welcome, vendor user-ewr', and 'Log out'. Below the navigation bar, there are tabs for 'Documents Upload', 'Document Management', 'Audit Trail', and 'Change Password'. The 'Documents Upload' tab is active. The main content area is titled 'Document Upload' and contains the following fields:

- Contract Type:** A dropdown menu with the placeholder text 'Please select Contract Type'.
- Reporting Period:** A dropdown menu with the placeholder text 'Please select reporting period'.
- Reporting Year:** A dropdown menu with the placeholder text 'Please select reporting year'.
- Select a File:** A button labeled 'Choose Files' and a status indicator 'No file chosen'.

Figure 9-1 Document Upload Window

- Click the drop down arrow for the **Contract Type** field
- Select the applicable contract, in this case 'Wireless' will be selected.

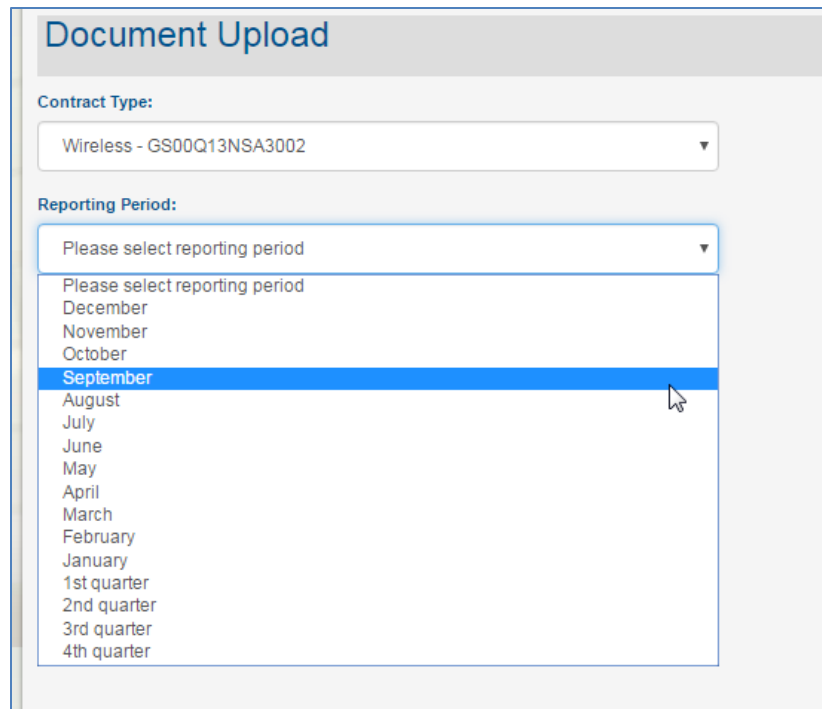
This screenshot shows the 'Document Upload' window with the 'Contract Type' dropdown menu open. The menu displays the following options:

- Please select Contract Type
- Wireless - GS00Q13NSA3002** (highlighted)
- Please select reporting period

The other fields remain the same as in Figure 9-1: 'Reporting Period' (placeholder: 'Please select reporting period'), 'Reporting Year' (placeholder: 'Please select reporting year'), and 'Select a File' (button: 'Choose Files', status: 'No file chosen').

Figure 9-2 Contract Selection

- Click the drop down arrow for the **Reporting Period** field
- Select the applicable Reporting Period, either by month or quarter as appropriate. The figure below shows that September is selected.



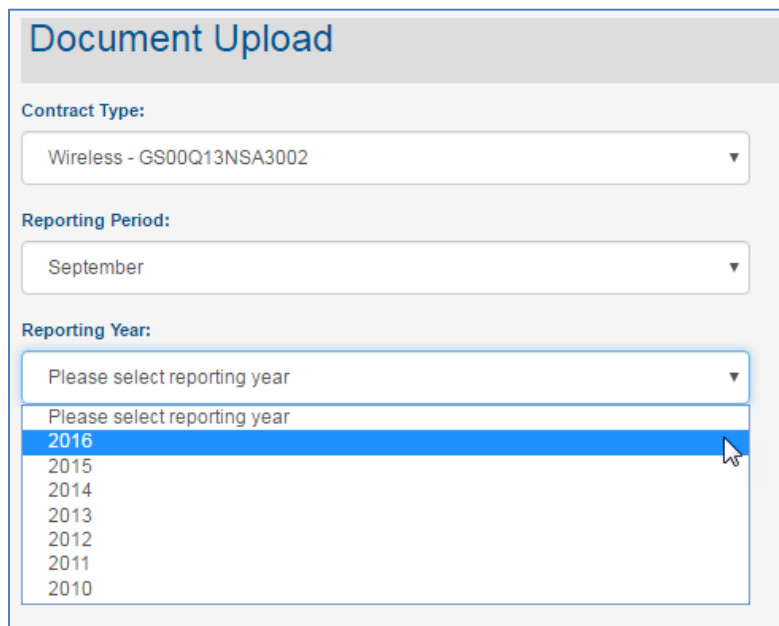
The screenshot shows a web form titled "Document Upload". It has two main sections: "Contract Type:" and "Reporting Period:". The "Contract Type:" dropdown is set to "Wireless - GS00Q13NSA3002". The "Reporting Period:" dropdown is open, showing a list of months and quarters. "September" is highlighted in blue, and a mouse cursor is pointing at it.

Contract Type:
Wireless - GS00Q13NSA3002

Reporting Period:
Please select reporting period
Please select reporting period
December
November
October
September
August
July
June
May
April
March
February
January
1st quarter
2nd quarter
3rd quarter
4th quarter

Figure 9-3 Reporting Period Selection

10. Click the **Reporting Year** drop down arrow and select the appropriate year.



The screenshot shows the same "Document Upload" form. The "Reporting Period:" dropdown is now closed and set to "September". The "Reporting Year:" dropdown is open, showing a list of years from 2010 to 2016. "2016" is highlighted in blue, and a mouse cursor is pointing at it.

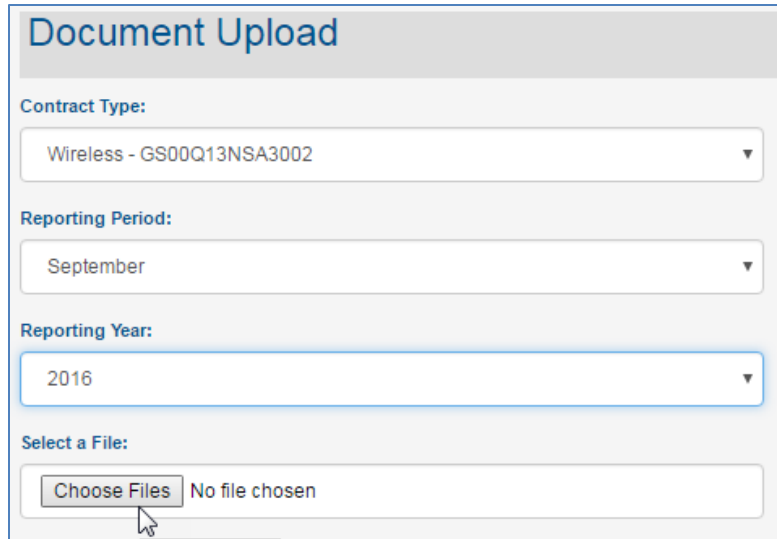
Contract Type:
Wireless - GS00Q13NSA3002

Reporting Period:
September

Reporting Year:
Please select reporting year
Please select reporting year
2016
2015
2014
2013
2012
2011
2010

Figure 9-4 Reporting Year Selection

11. Click the **Choose Files** button as shown in Figure 4-1



The 'Document Upload' form contains the following fields:

- Contract Type:** A dropdown menu with 'Wireless - GS00Q13NSA3002' selected.
- Reporting Period:** A dropdown menu with 'September' selected.
- Reporting Year:** A dropdown menu with '2016' selected.
- Select a File:** A section with a 'Choose Files' button and the text 'No file chosen'.

Figure 9-5 Prepare to Choose Files

12. Navigate to the files in the Windows Explorer window that opens.

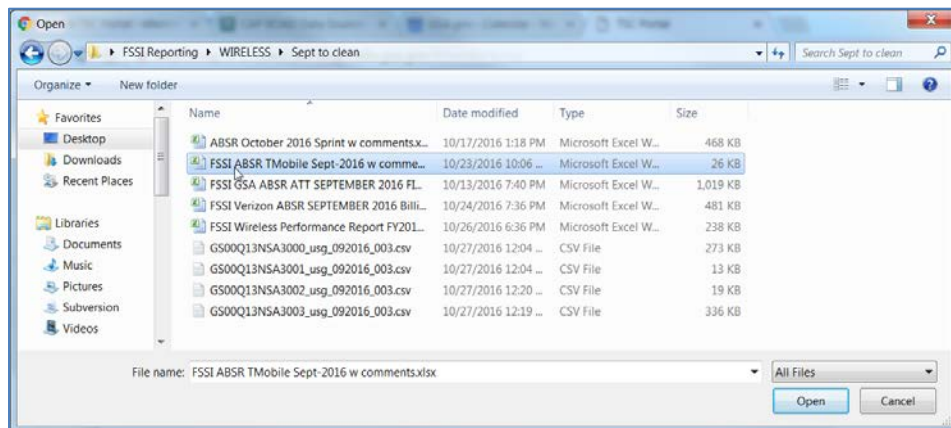


Figure 9-6 File Selection

13. Once file is selected, click **Open** to return to the Portal window. Note the file you selected is displayed.

Document Upload

Contract Type: Wireless - GS00Q13NSA3002

Reporting Period: September

Reporting Year: 2016

Select a File: Choose Files

Name	Size	Progress	Actions
FSSI ABSR TMobile Sept-2016 w comments.xlsx	0.02 MB		Remove

Upload Progress: 0%

Upload Files Remove Files

Figure 9-7 Selected File

14. If you have more than one file to upload, click the **Choose Files** link again to browse to your files.
15. Select the additional file to upload. To select multiple files in this window, hold down the **Ctrl** key before clicking the file name. Two files have been selected in Figure 4-3.

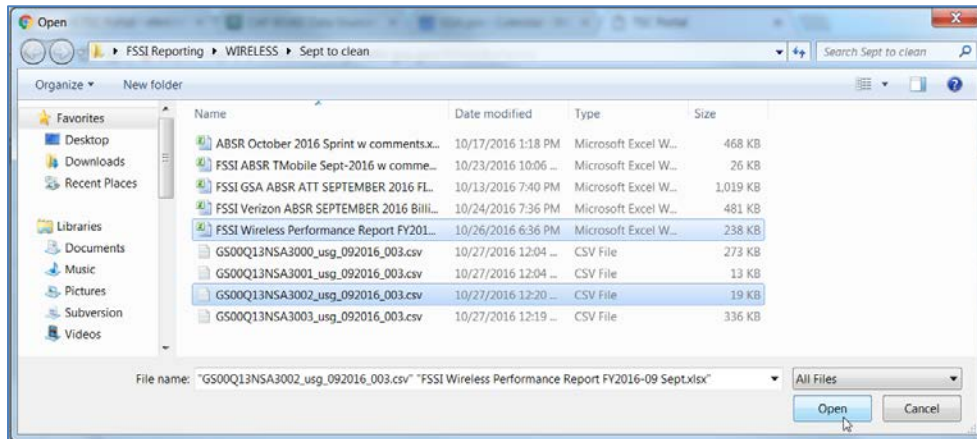


Figure 9-8 Multiple Files Selected

16. Click **Open** to return to the Portal. Note three files now displayed and ready for upload.
17. If one of these files should not be uploaded, click the **Remove** button as shown below.

Document Upload

Contract Type:
Wireless - GS00Q13NSA3002

Reporting Period:
September

Reporting Year:
2016

Select a File:

Name	Size	Progress	Actions
FSSI ABSR TMobile Sept-2016 w comments.xlsx	0.02 MB	<div></div>	<input type="button" value="Remove"/>
FSSI Wireless Performance Report FY2016-09 Sept.xlsx	0.23 MB	<div></div>	<input type="button" value="Remove"/>
GS00Q13NSA3002_usg_092016_003.csv	0.02 MB	<div></div>	<input type="button" value="Remove"/>

Upload Progress:

Upload Progress 0%

Figure 9-9 Remove File Button

Name	Size	Progress	Actions
FSSI ABSR TMobile Sept-2016 w comments.xlsx	0.02 MB	<div></div>	<input type="button" value="Remove"/>
GS00Q13NSA3002_usg_092016_003.csv	0.02 MB	<div></div>	<input type="button" value="Remove"/>

Upload Progress:

Upload Progress 0%

Figure 9-10 File Removed

18. Once you have all the necessary files displayed, click the **Upload Files** button as shown below.

Upload Progress:

Upload Progress 0%

Figure 9-11 Upload Files

The progress of the file upload is displayed until the process finishes.

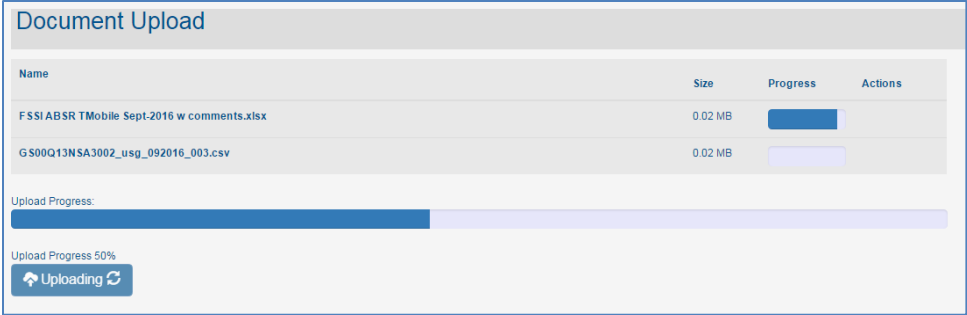


Figure 9-12 Upload Progress

A confirmation window will open indicating the Success of the upload. Click **OK** to continue.

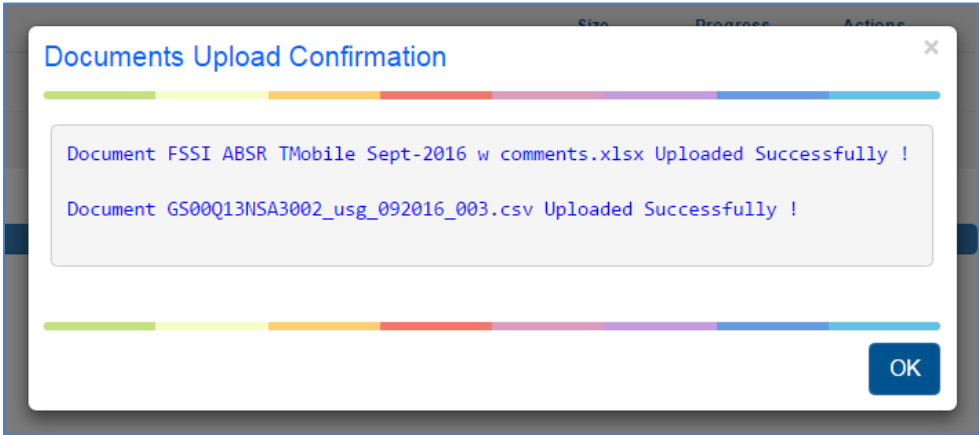


Figure 9-13 Upload Confirmation

If one or more of the files did NOT successfully upload you will see those details in a similar message as shown below – where an attempt was made to upload a ZIP file.

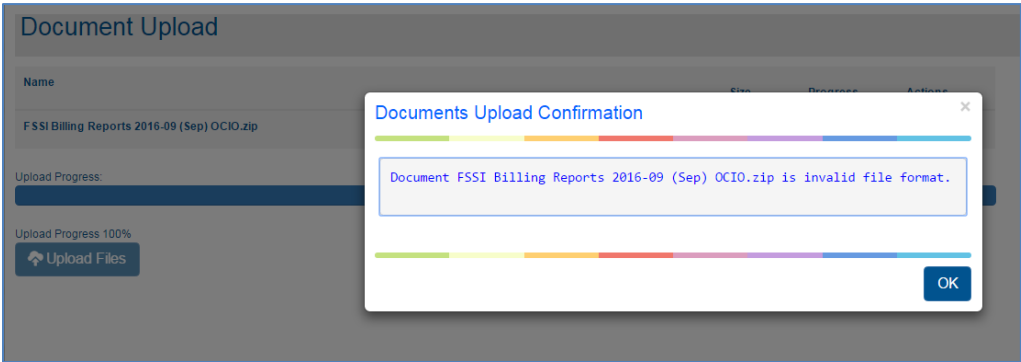


Figure 9-14 Upload Failure

In the case of an upload failure, identify the reason, correct the issue and reattempt the upload.

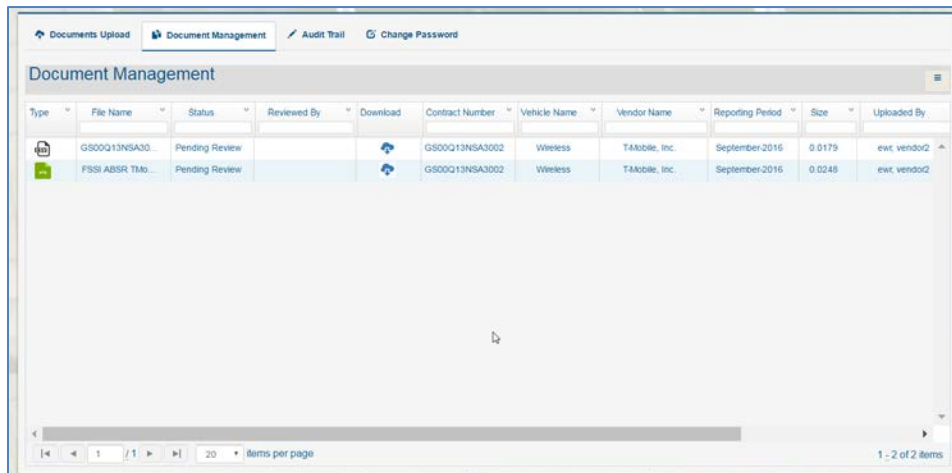
10 Appendix B: Vendor User Document Management

Note: The material below is taken directly from the TSC Vendor User Guide for your reference relating to TSC document management functions conducted by your industry partners.

10.1 Initial File Status

After you have successfully uploaded one or more files, you will be able to view the files and their corresponding status from the Document Management function. Here you can see whether your file is being reviewed and by which GSA analyst. The analyst can Accept or Reject the file and will also provide comments which will appear on this screen.

Figure 5-1 and **Error! Reference source not found.** show the Document Management details for the two files that were uploaded in the prior section. They have just been uploaded and show Pending Review.



Type	File Name	Status	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By
PDF	GS00Q13NSA30...	Pending Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0175	ewr_vendo2
PDF	FSSI ABSR T-Mo...	Pending Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0248	ewr_vendo2

Figure 10-1 Document Management Window

Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By	Comments	Upload Time
		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179	ewt_vendor2		2016-10-27 18:4...
		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248	ewt_vendor2		2016-10-27 18:4...

Figure 10-2 Document Management Window – scrolled right

10.2 Document in Review Status

When there is a change in the status of your file, you will be sent an email alert. Figure 10-3 shows that one of the uploaded files is being reviewed.

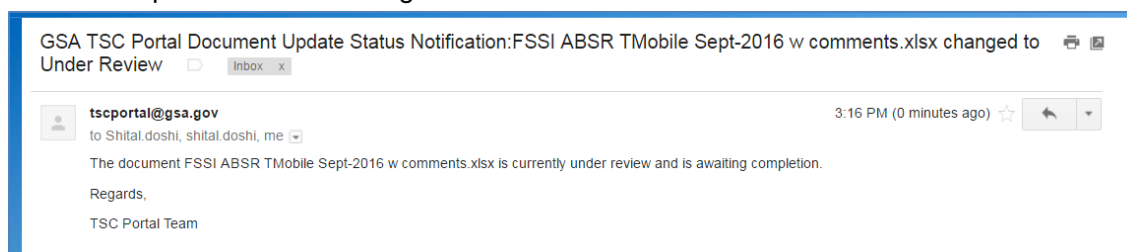


Figure 10-3 Status eMail

After receipt of the email you can see that the status has changed to 'Under Review' and a GSA User has been identified. There is nothing for you to do at this point.

Type	File Name	Status	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By
	GS00Q13NSA3002	Pending Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179	ewt_vendor2
	FSSI ABSR T-Mobile Sept-2016 w comments.xlsx	Under Review	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248	ewt_vendor2

Figure 10-4 Review Status

10.3 Rejected File

If the GSA Analyst has found an issue with the file you submitted, he or she will change the status to 'Rejected' and will add an appropriate comment. After you receive the email alerting you to the rejected file status, you should go to the TSC portal to download and correct the file.

1. Open the email received from TSCPortal@gsa.gov and review the contents.

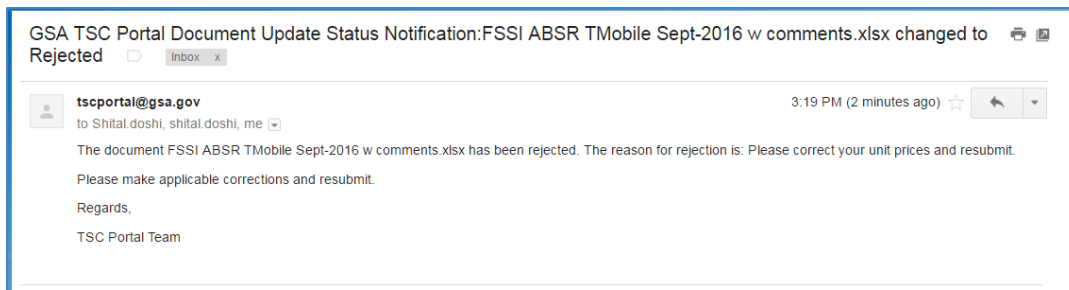


Figure 10-5 eMail Rejection Notification

2. Open the **TSC Portal**.
3. Click the **Document Management** menu option at the top to open the list of your files and note the 'Rejected' Status.

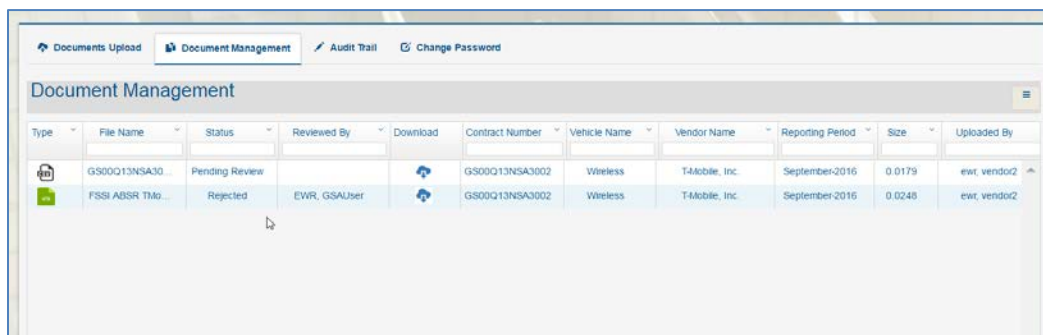


Figure 10-6 Rejected Status

4. Scroll to the right to locate any comments provided by the GSA Analyst. Figure 5-14 shows the text about the correction needed.

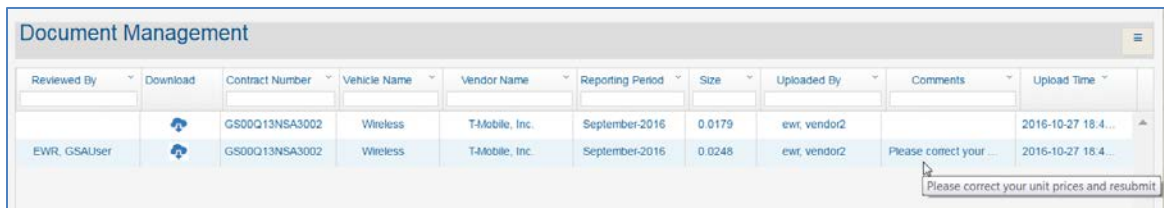


Figure 10-7 Comments

Once a file has been rejected, you will need to download it from the Document Management list and correct the issue. After correction, you can upload the revised file.

5. Locate the file that has been rejected in the Document Management list
6. Click the **Download** icon as shown in Figure 5-8.

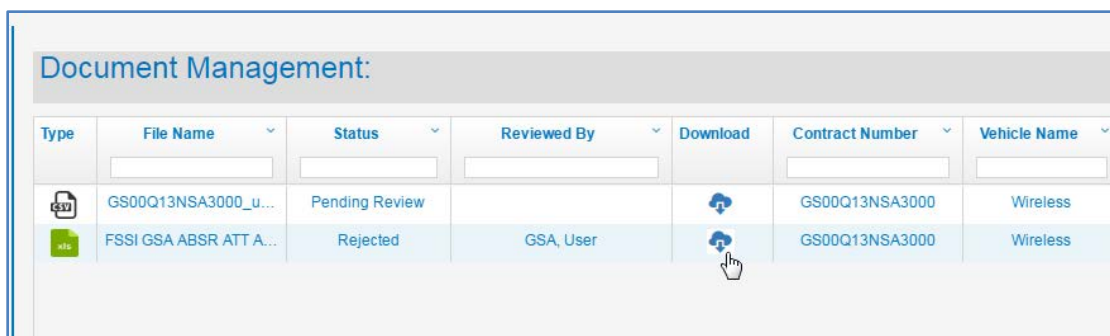


Figure 10-8 Download Icon

When you click Download, the file will automatically be downloaded into the folder which you have established on your system. Often this is a folder named “Downloads” but you may have specified a different location.

The downloaded file appears in the lower left of the screen as shown in Figure 5-9.

- Click the arrow next to the downloaded file name and select the option you need.

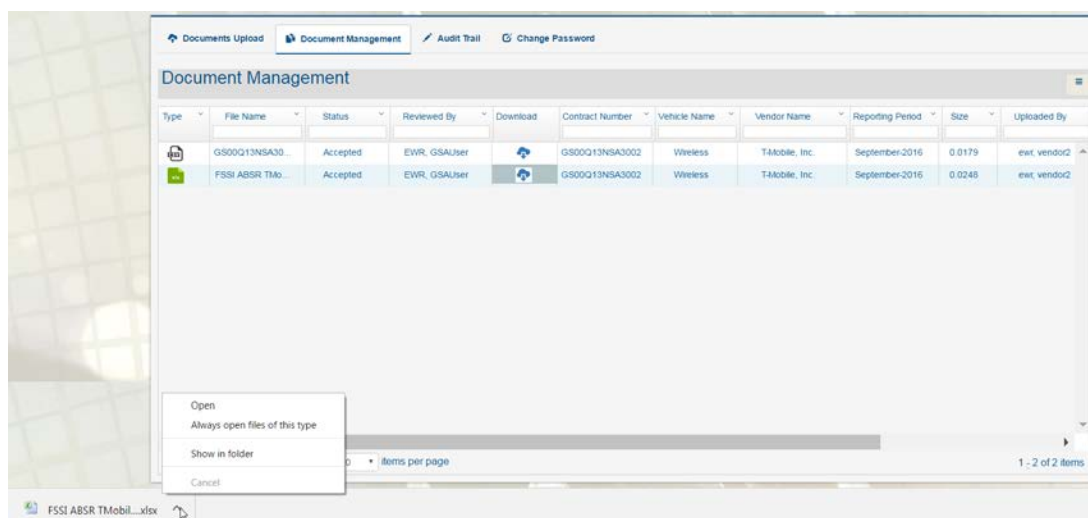


Figure 10-9 Downloaded File

- After you download and correct your file, return to the Documents Upload function and upload your file again, perhaps adding a version or revision number to the filename. If you attempt to upload a file you have already uploaded you will see an error message as shown here.

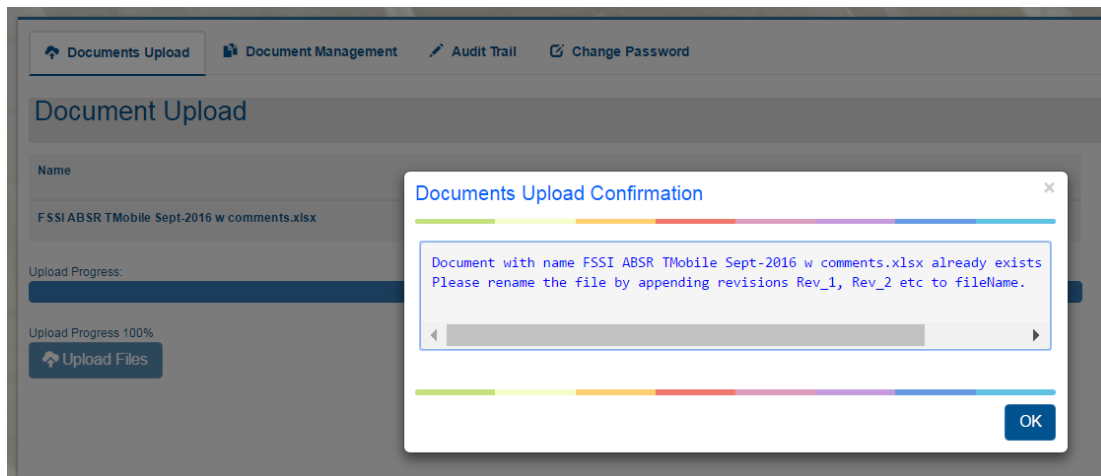


Figure 10-10 Duplicate File Error

You can return to Document Management to review the status.

10.4 Accepted File

As soon as the GSA Analyst has reviewed your document and determined that it meets all the requirements, he or she will change the status to Accepted and you will receive an email as shown in Figure 5-17.

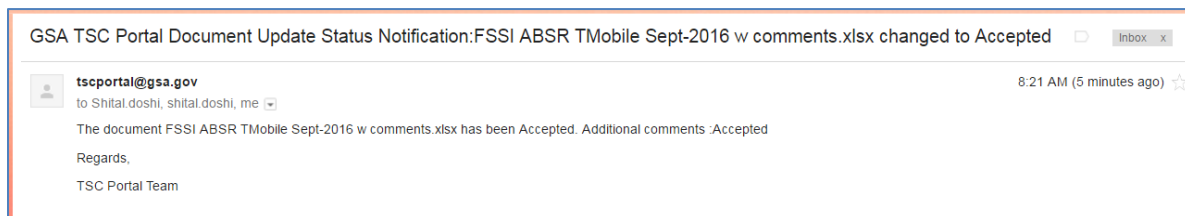
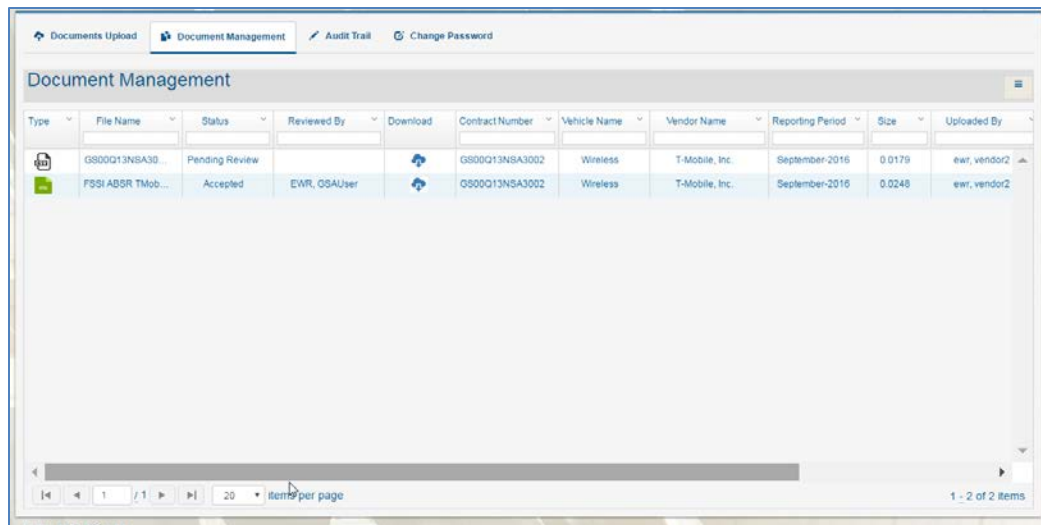


Figure 10-11 Accepted eMail

9. To view the status in the portal, select Document Management from the menu.
10. Note the Status of 'Accepted' for the second file.







Type	File Name	Status	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By
	GS00Q13NSA30...	Pending Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179	ewr, vendor2
	F99I ABSR TMob...	Accepted	EWB, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248	ewr, vendor2

Figure 10-12 Accepted Status

Once you receive the email that your file has been accepted, there is no further action you need to take for this document.

11 Appendix C: GSA User Document Management

Note: The material below is taken directly from the TSC GSA User Guide for your reference relating to TSC document management functions conducted by GSA analysts.

11.1 Initial File Status

After vendors have successfully uploaded one or more files against one of your contract vehicles, you will be able to view the files and take action on them from the Document Management function. Here you can download, review and accept or reject files as well as provide comments. Any actions which you take in reviewing a document will be reflected on the same Document Management screen which the vendor accesses, eliminating the need for multiple back and forth emails. This section of the user guide includes the steps for the actions you as a GSA user will take in managing uploaded documents. For the details on the vendor functionality within the Document Management process, please see *Section 10 , Appendix B: Vendor User Document Management*.

When a vendor has uploaded one or more documents associated with a contract which you manage, an email notification will be sent to you to alert you that a document is ready for review. Two examples of emails, based upon uploading the documents shown in the previous section are shown in Figure 5-1 and **Error! Reference source not found..**

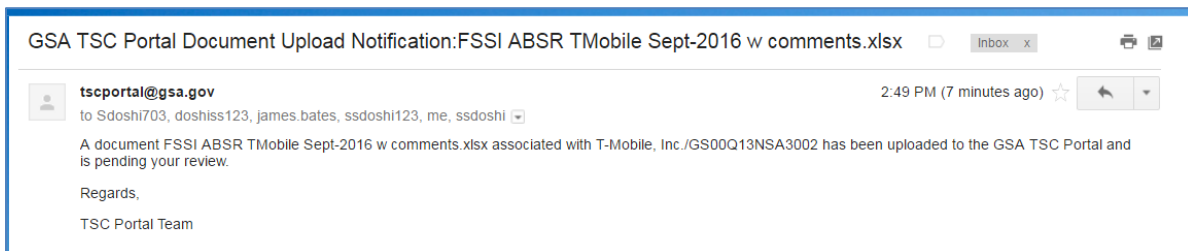


Figure 11-1 Document Upload Notification

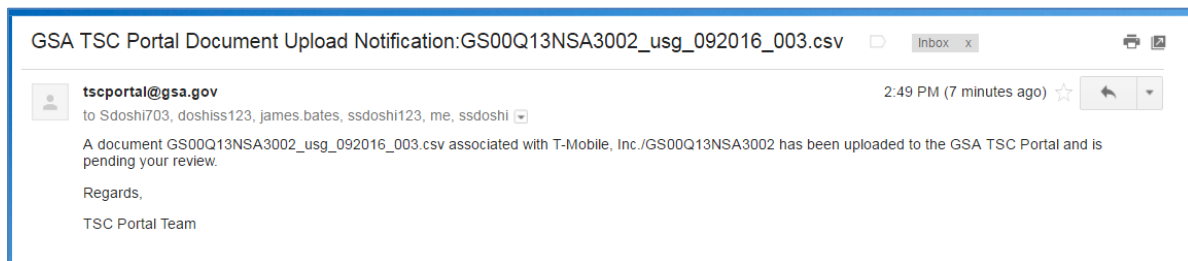
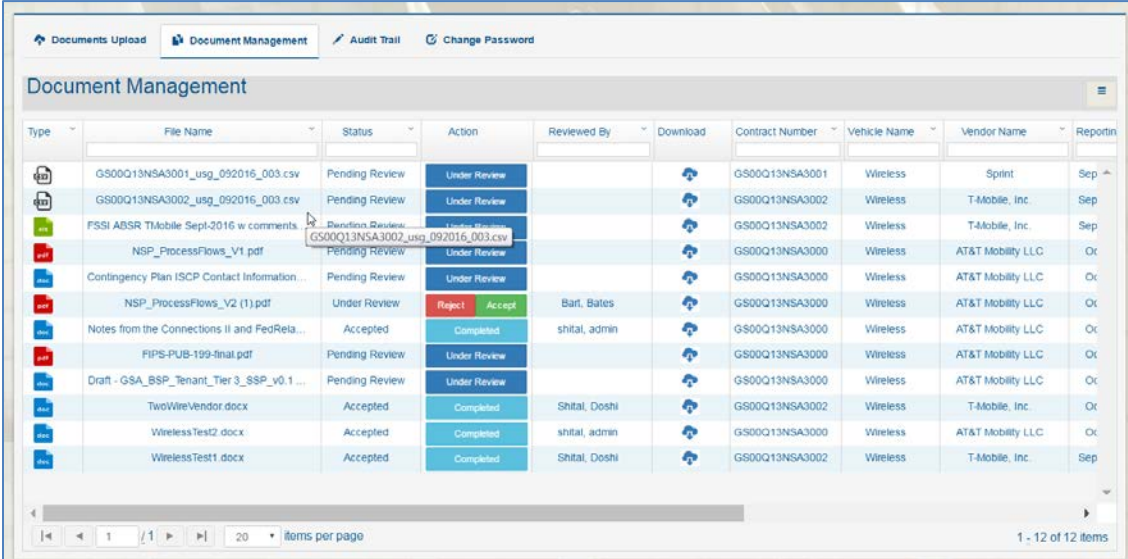


Figure 11-2 Additional Notification

11.2 Document Pending Review

After receipt of the email you will begin the process of reviewing whatever vendor documents are in your document management list. Only the documents associated with your contracts will be accessible by you.

1. Login to the TSC Portal using your Username and Password
2. Select the **Document Management** function from the menu to open your file list. Note the Status 'Pending Review' for the newly uploaded documents as shown in Figure 5-2.

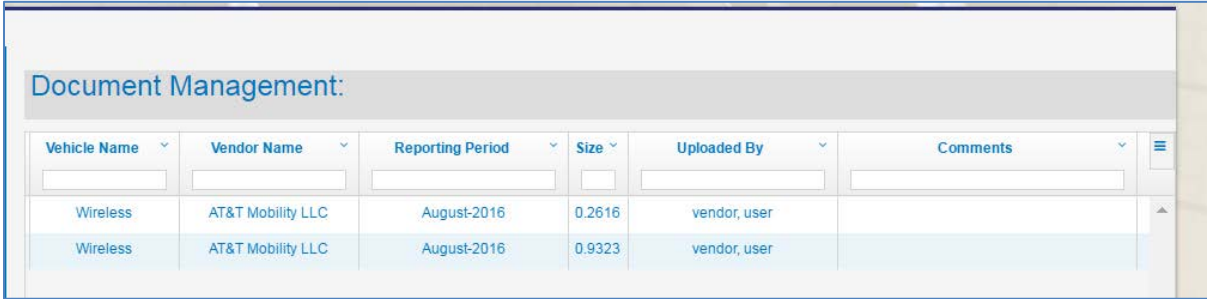


The screenshot shows the 'Document Management' interface. At the top, there are navigation links: 'Documents Upload', 'Document Management' (selected), 'Audit Trail', and 'Change Password'. Below this is a table with the following columns: Type, File Name, Status, Action, Reviewed By, Download, Contract Number, Vehicle Name, Vendor Name, and Reporting Period. The table lists several documents, including CSV files and PDFs, with statuses like 'Pending Review', 'Under Review', 'Accepted', and 'Completed'. A tooltip is visible over the 'Under Review' button for the file 'GS00Q13NSA3002_usg_092016_003.csv', showing options: 'Under Review', 'Reject', and 'Accept'. At the bottom, there is a pagination bar showing '1 - 12 of 12 items' and '20 items per page'.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period
CSV	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	Sep
CSV	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
PDF	FSSI ABSR T-Mobile Sept-2016 w comments...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
PDF	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	Contingency Plan ISCP Contact Information...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	NSP_ProcessFlows_V2 (1).pdf	Under Review	Reject / Accept	Barf, Bates		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	Notes from the Connections II and FedRela...	Accepted	Completed	shital, admin		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	FIPS-PUB-199-final.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	Draft - GSA_BSP_Tenant_Tier 3_SSP_v0.1...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	TwoWireVendor.docx	Accepted	Completed	Shital, Doshi		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Oct
PDF	WirelessTest2.docx	Accepted	Completed	shital, admin		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct
PDF	WirelessTest1.docx	Accepted	Completed	Shital, Doshi		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep

Figure 11-3 Pending Review Status

3. Scroll to the right to see additional information about the Vendor, Reporting period and the user who uploaded the document.



The screenshot shows the 'Document Management' interface with a table displaying details for documents. The table has columns: Vehicle Name, Vendor Name, Reporting Period, Size, Uploaded By, and Comments. The data rows show documents from 'Wireless' vehicles, uploaded by 'vendor, user'.

Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By	Comments
Wireless	AT&T Mobility LLC	August-2016	0.2616	vendor, user	
Wireless	AT&T Mobility LLC	August-2016	0.9323	vendor, user	

Figure 11-4 Scrolled to the Right

11.3 Review a File

As you review the uploaded contract documents you will be changing the status of the file by clicking on an Action button. The actions that you will have available to you throughout the document review process are:

- Under Review
- Accept
- Reject

The first step that you will take is to change the status to 'Under Review' for the document you are going to check. To do this:

1. Identify the document you wish to review.
2. Click the **Under Review** button in the Action column

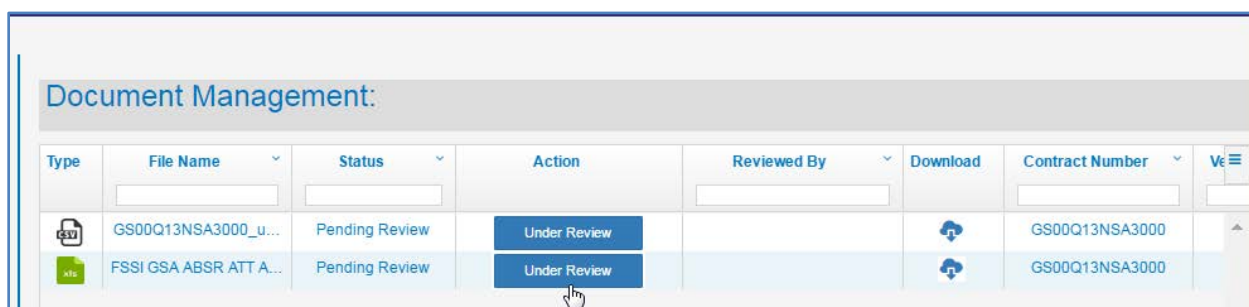


Figure 11-5 Under Review Action

3. When the Update Document Status box opens, Click **Update Status** to confirm

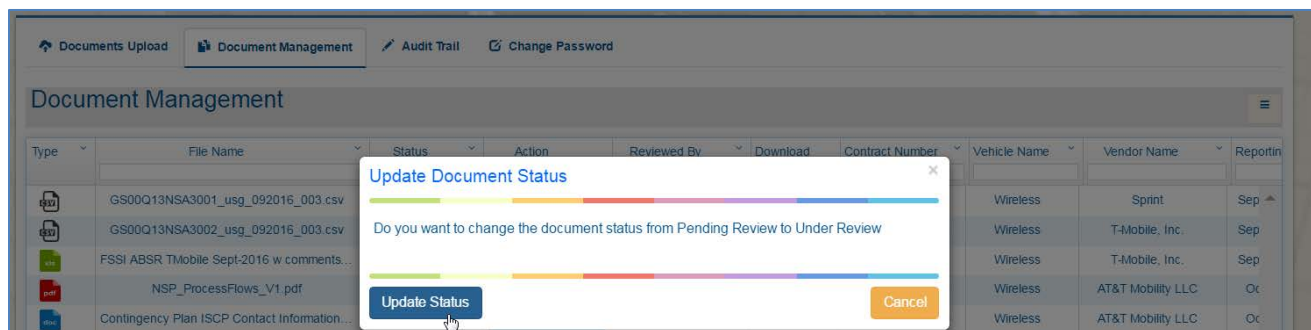


Figure 11-6 Update Status Confirmation

This will change the status for the file to Under Review, will change the next available action button to 'Reject Accept', and will enter your user name in the Reviewed By column. At the time you do this, the Vendor will receive an email that the document is being reviewed and can also check the status and reviewer name in their Document Management window.

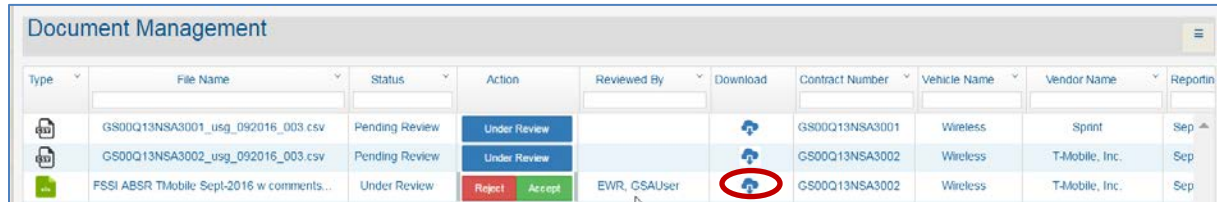
CSV	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review		Download	GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
CSV	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review		Download	GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
PDF	FSSI ABSR T-Mobile Sept-2016 w comments...	Under Review	Reject Accept	EWR, GSALUser	Download	GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
PDF	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review		Download	GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct

Figure 11-7 Status Updated

11.4 Download a File

Now that you have begun the document review, you will need to download the file from the Document Management list and process it following your current business rules and procedures.

1. Locate the file that you wish to view in the Document Management list
2. Click the **Download** icon as shown in Figure 5-8.



Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reportin
	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	Sep
	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept-2016 w comments...	Under Review	Reject Accept	EWIR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep

Figure 11-8 Download Icon

When you click Download, the file will automatically be downloaded into the folder which you have established on your system. Often this is a folder named “Downloads” but you may have specified a different location.

The downloaded filename appears in the lower left of the screen as shown in Figure 5-9.

3. Click the arrow next to the downloaded file name and select the option you need.

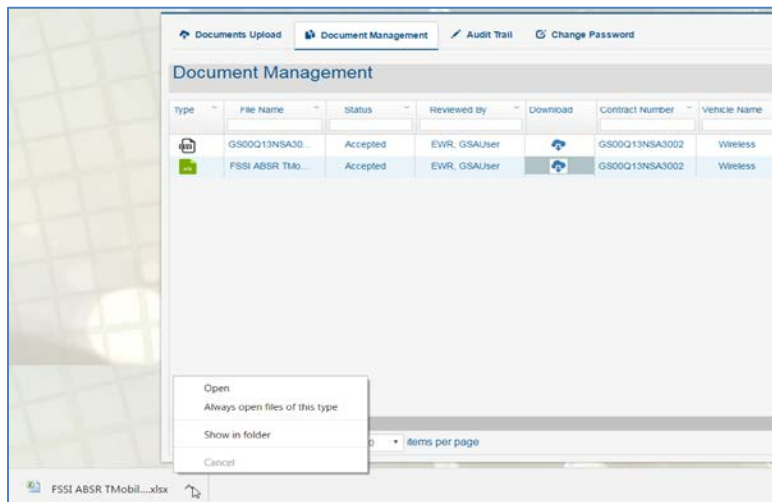


Figure 11-9 Downloaded File

4. After you download and review the file, return to the Document Management function to take the appropriate action.

11.5 Reject a File

If you have found an issue with the file you reviewed you will need to change the status to 'Rejected' and add an appropriate comment. As soon as you do this, the vendors will receive an email alerting them to the rejected file status and should correct the file.

	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept 2016 w comments...	Under Review	Reject Accept	EWR, GS/User		GS00Q13NSA3002	Wireless	T Mobile, Inc.	Sep
	NSP_ProcessFlows_V1.pdf	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC	Oct

Figure 11-10 Ready for Additional Action

- Click the **Reject Accept** button in the Action column as shown in Figure 5-10 above.

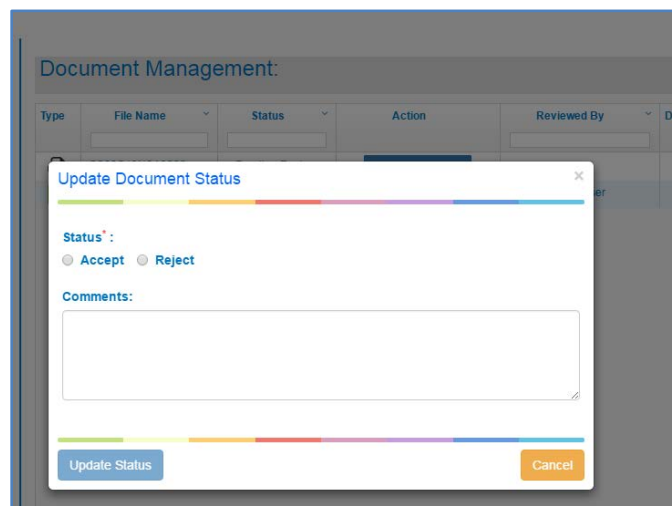


Figure 11-11 Accept/Reject Options

- Select **Reject** from the Update Document Status window that opens
- Enter an explanation for the vendor in the **Comments** text box

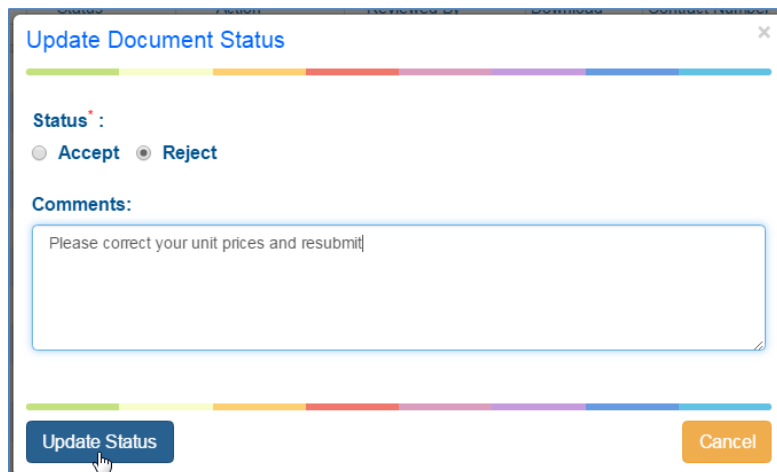


Figure 11-12 Rejecting Status

8. Click Update Status.

The document status is now modified to read 'Rejected' and the next action available to you is to change the status to 'Accept'. This might apply if the vendor has contacted you and justified any errors you might have identified in the document. Figure 5-12 shows the current state of the file.

Document Management									
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting
	GS00Q13NSA3001_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	Sep
	GS00Q13NSA3002_usg_092016_003.csv	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep
	FSSI ABSR T-Mobile Sept-2016 w comments...	Rejected	Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	Sep

Figure 11-13 Rejected Status

The vendor who uploaded this document will receive an email alerting them to the rejected file status. When they open their Document Management window they will see the Comments that you included as shown in Figure 5-14.

Document Management									
Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size	Uploaded By	Comments	Upload Time
		GS00Q13NSA3001	Wireless	Sprint	September 2016	0.0125	EWR, GSAUser		2016-10-27 19:1
		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0179	ewr, vendor?		2016-10-27 18:4
EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September 2016	0.0248	ewr, vendor?	Please correct your	2016-10-27 18:4
		GS00Q13NSA3000	Wireless	AT&T Mobility LLC	October 2016	0.1010	Bart, Bates	Please correct your unit prices and resubmit	

Figure 11-14 Comments

11.6 Accept a File

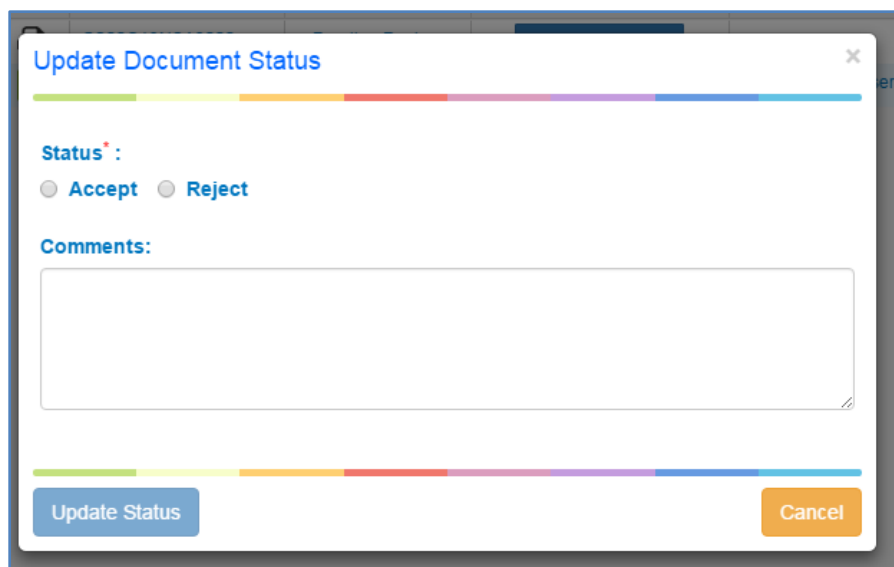
Once you have reviewed a document and determined that it meets all the requirements you will change the status to Accepted. You will either choose Accept upon your first review of a document, or after subsequent reviews of a previously Rejected file.

11.6.1 To accept a document upon first review

1. Click **Reject** **Accept** in the Action Column

Document Management									
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name		
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless		
	GS00Q13NSA30...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless		

Figure 11-15 Ready for Review



Update Document Status

Status* :
☐ Accept ☐ Reject

Comments:

Update Status Cancel

Figure 11-16 Accept/Reject Options

1. Click the **Accept** radio button
2. Click **Update Status**

The Status will change to Accepted and the Action will now read Completed. No further action is required for this document.

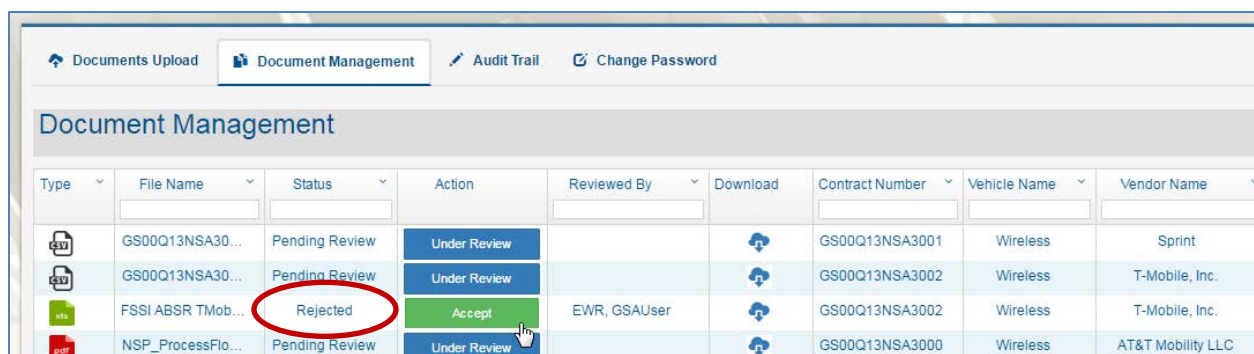
Document Management										
Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	September-2016	0.0125
	GS00Q13NSA30...	Under Review	Reject Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179
	FSSI ABSR TMob...	Accepted	Completed	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248

Figure 11-17 Accepted Document

11.6.2 To accept a document after initial rejection

If you have reviewed a document after vendor explanation or changes, you may want to change the status from Rejected to Accepted.

1. Under the Action column for the rejected file, click the **Accept** button.



Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name
CSV	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint
CSV	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.
xls	FSSI ABSR TMob...	Rejected	Accept	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.
pdf	NSP_ProcessFlo...	Pending Review	Under Review			GS00Q13NSA3000	Wireless	AT&T Mobility LLC

Figure 11-18 Accept Action

- Click **Update Status** to confirm that the status should be changed to Accepted from the pop up window as shown in Figure 5-19 .

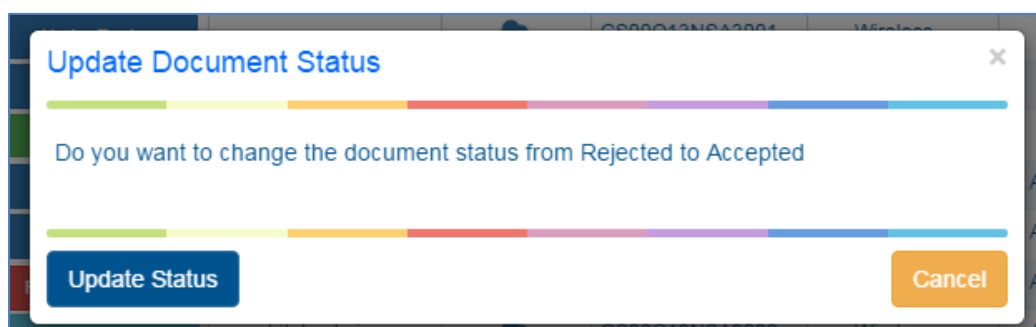
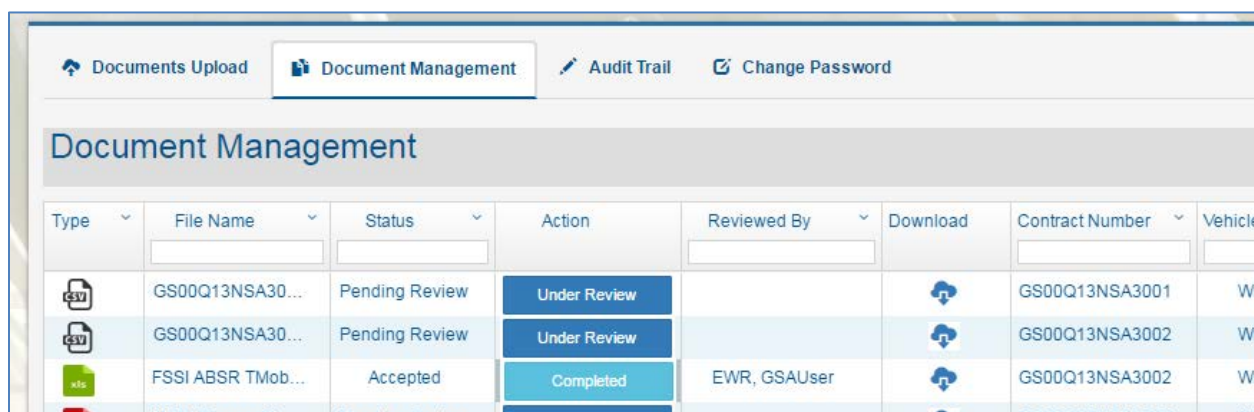


Figure 11-19 Confirm Acceptance

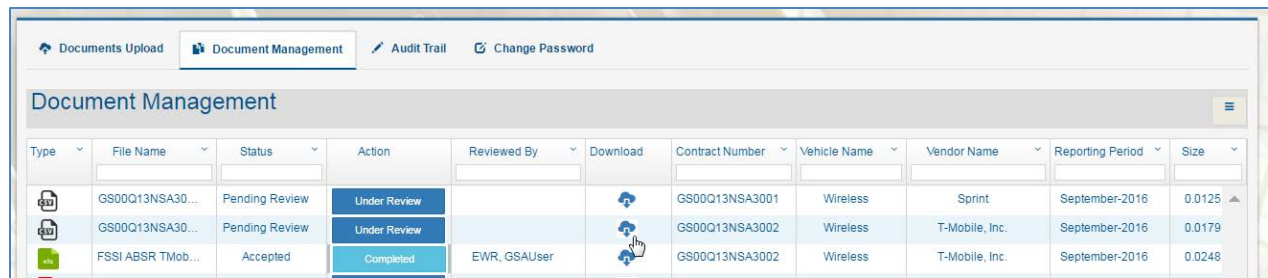
Note that the Status has changed to 'Accepted' and the Action column reads 'Completed'. You are finished with this document.



Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle
CSV	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wi
CSV	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3002	Wi
xls	FSSI ABSR TMob...	Accepted	Completed	EWR, GSAUser		GS00Q13NSA3002	Wi

Figure 11-20 Accepted Status

The vendor will receive an email that the file has been accepted. You are ready to Download and review any additional documents in your Document Management window as shown in



The screenshot shows the 'Document Management' section of the GSA Telecommunications Services Category Portal. At the top, there are navigation links: 'Documents Upload', 'Document Management' (active), 'Audit Trail', and 'Change Password'. Below the navigation bar is a table with the following columns: Type, File Name, Status, Action, Reviewed By, Download, Contract Number, Vehicle Name, Vendor Name, Reporting Period, and Size. The table contains three rows of data. The first two rows have a status of 'Pending Review' and an action of 'Under Review'. The third row has a status of 'Accepted' and an action of 'Completed'. A hand cursor is pointing at the download icon in the 'Download' column for the third row.

Type	File Name	Status	Action	Reviewed By	Download	Contract Number	Vehicle Name	Vendor Name	Reporting Period	Size
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3001	Wireless	Sprint	September-2016	0.0125
	GS00Q13NSA30...	Pending Review	Under Review			GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0179
	FSSI ABSR TMob...	Accepted	Completed	EWR, GSAUser		GS00Q13NSA3002	Wireless	T-Mobile, Inc.	September-2016	0.0248

Figure 11-21 Download Another Document

For additional information on the emails the vendor receives and the document management windows they will see, refer to see *Section 10 , Appendix B: Vendor User Document Management*.