Customer Quick Start Guide for VCSS

Follow the steps below to register for a new Account Code for the Vendor and Customer Self Service (VCSS) system. Included are the follow up steps required to associate this newly registered Account with a VCSS User ID within the VCSS system.

Depending upon the GSA business line, VCSS contains copies of billing statements in PDF format, detailed billing information in CSV and Excel formats, outstanding billing amounts, and paid billing amounts.

① Visit VCSS at **vcss.gsa.gov** and select the **New Registration & Account Access Requests** button to register a VCSS account.
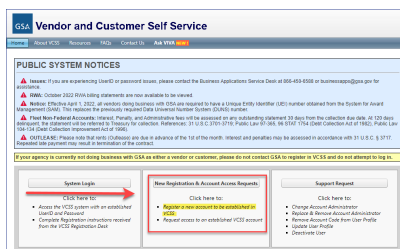
② Select the **Click here to register as a Customer** button to register a new customer account.

③ On the **New Requests** page, in the **Registration Request** section, identify your organization by entering:

- **Account Code** (for specific Code(s)) **or ALC** (for a new, unregistered ALC). *Special characters are prohibited.*
- **Organization** Name: name of your organization being registered
- **Enter Address:** address of your organization being registered

④ Select the **Add to Register** button to continue.

- The **Registration Requests** section is populated with the **Organization Name** you provided in the **Registration** section
- Select the **X** to remove the registration and start over
- Enter another Account Code to register for or select **Continue** to continue the registration
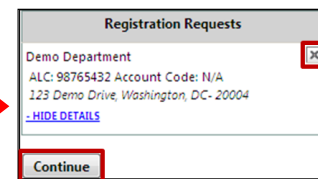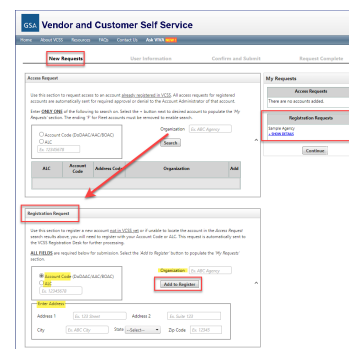
⑤ Complete the user information section on the **User Information** page.

⑥ On the **Confirm and Submit** page, review the user information you entered.

- If the information is correct, read the **Administrator Responsibility** text, and select the **I accept this responsibility** check box.
- By selecting this check box, **you agree to be responsible for approving and/or disapproving all future user access requests to this account.**

⑦ In the **Registration Requests** section at the bottom of the **Confirm and Submit** page, enter the code from the image, and select the **Submit** button.

PLEASE READ!! After you submit this registration, GSA is responsible for reviewing and approving the Account Registration Request. If GSA approves the request, you will receive an email confirming approval. The email will include a Personal Identification Number (PIN) to use **to continue** processing your registration in VCSS. If GSA does not approve the request, you will receive an email stating your request was rejected and why.
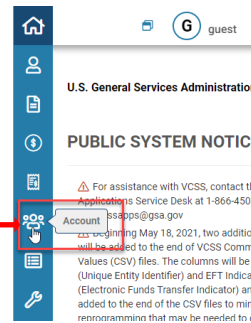
Vendor and Customer Self Service (VCSS) cont.

GSA

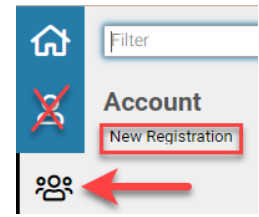**8** Return to **vcss.gsa.gov.** Enter the **System Login** section on the left.
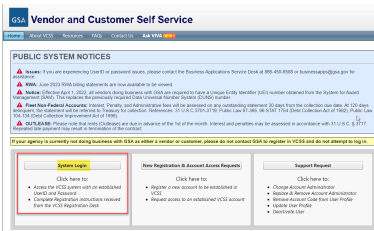
9 Select the **Accept & Continue>** button to continue. On the VCSS home page, select the **Account** icon (singular format) from the navigation bar.
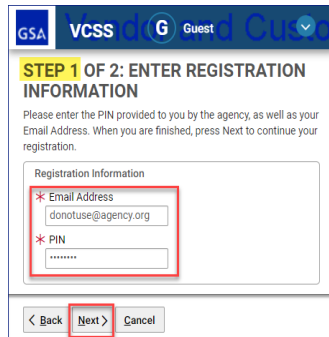
10 Select the **New Registration** option.

11 Complete **Registration Step 1 of 2** by entering the following information **exactly** as provided in the approval email from GSA:

- **Email Address** in all lower case letters
- **PIN** the 10 character number provided in the approval email.

12 For **Registration Step 2 of 2**, select your relevant **User Type**

If you **do not have a User ID**, enter the following:

- **User ID** required format is first name followed by last name (e.g. johnsmith)
- **Password** only for VCSS to accept the PIN, not for access
- Enter your **Phone Number**, **Full Name** and **Email**

13 If you **have a current VCSS UserID**, enter your currently active VCSS UserID:
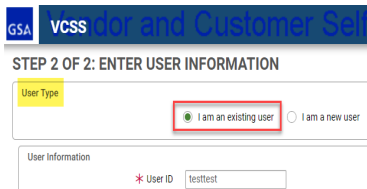
14 You will be directed to VCSS's secure multi-factor authentication site, **Login.gov**, to enter your **Login.gov** credentials. You will be unable to complete this step until your **Login.gov** profile includes the email address you provided with your registration.

VCSS-Dev is using Login.gov to allow you to sign in to your account safely and securely.
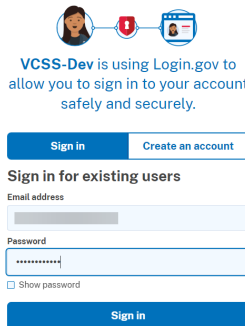
15 After **Login.gov** validation, you will be re-directed back to VCSS to verify your entered data on the **Review Registration** page. Select the **Submit** button to receive your confirmation.
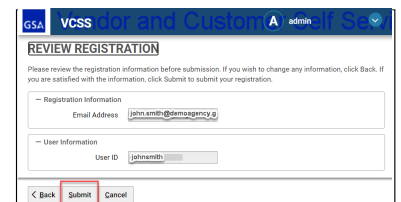
16 Your submission is now placed in the working queue for the VCSS Security Desk to process. You will receive an email notification when finished.

Been a while and you want to know the status of your registration?

Have a VCSS questions or two but don't know who to ask?

17 Please verify your VCSS access works as intended once you receive the confirmation of completion email.

Just ask VIVA, VCSS's own "Chatbot Chick"!!
You can find her hanging out at the top of the VCSS Registration Homepage with her BTFs (Best Tab Friends) Ricky "Resources", Freida "FAQs", and Connie "Contact Us". Any or all of them have plenty of free time, so help make them earn their keep by stopping by to see what they can help you with!