

FAS Sales Reporting Portal (SRP) Instructions for International Vendors White-listing International IP Addresses

About: The FAS Sales Reporting Portal (<https://srp.fas.gsa.gov/>) supports access from domestic users. All users outside of the United States will need to follow these instructions to get their IP address “whitelisted” which will allow them to access the application

1. Check to see if you are able to access the FAS Sales Reporting Portal by going to <https://srp.fas.gsa.gov/>. If you receive a 404 / unavailable message you will need to follow these instructions
2. Contact the FAS SRP Helpdesk Tier 1 (VSC) at (877) 495-4849 (Monday - Friday, 8:30 a.m. - 5:30 p.m. Eastern Time) or via email at vendor.support@gsa.gov and provide the following information:
 - a. IP Address (Example:172.16.254.1, for more assistance contact your IT department or <http://www.whatsmyip.org/>)
 - b. Whether your IP Address is static or dynamic? (Contact your IT department if you don't know)

 - a. Role (IFF POC, Admin Rep, Authorized Negotiator)
 - b. Email Address
 - c. Location (Example: Germany)
 - d. Contract Number
2. The FAS SRP Helpdesk Tier 1 (VSC) will escalate the issue to Tier 2 / 3
3. Once whitelisting is complete FAS SRP Helpdesk Tier 1 (VSC), ticket will be updated and you will be notified the process is complete.
4. Confirm you are able to log onto the FAS Sales Reporting Portal by navigating to <https://srp.fas.gsa.gov/>