

## **FAS Sales Portal Instructions for Whitelisting International IP Addresses**

About: The FAS Sales Reporting Application (<https://tdr.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 Application by going to <https://tdr.gsa.gov/>. If you receive a 404 / unavailable message you will need to follow these instructions
2. Contact the TDR 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](mailto: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. Digital Certificate Name (Note: Must match your digital certificate exactly, including middle name, punctuation, etc.)
  - b. Role (IFF POC, Admin Rep, Authorized Negotiator)
  - c. Email Address
  - d. Location (Example: Germany)
  - e. Contract Number
2. The TDR Helpdesk Tier 1 (VSC) will escalate the issue to Tier 2 / 3
3. Once whitelisting is complete TDR 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 by navigating to <https://tdr.gsa.gov/>