

## Mass Mod FAQs

### **How do I become eligible to sign mods for my company?**

You must first be listed as an Authorized Negotiator in our system to be able to sign contractual documents or submit modifications.

### **How do I become an Authorized Negotiator?**

Contact your Procurement Contracting Officer or someone from your office who is already an Authorized Negotiator, and ask to be added as an Authorized Negotiator. An existing Authorized Negotiator must make a formal request to add you as an Authorized Negotiator and send the request to the Procurement Contracting Officer.

TIP: Confirm you have correct Contracting Officer contact information by checking eLibrary. The Procurement Contracting Officer for your contract will be listed under "Govt. Contracting Officer."

### **What is a Digital Certificate?**

A digital certificate is an electronic credential that:

- Asserts the identity of an individual.
- Enables eOffer/eMod to verify the identity of the individual entering the system and signing documents.
- Encrypts or decrypts data to ensure that it is securely transmitted.
- A packet of information that is stored on a web browser or on a token.
- Creates digital signatures which are verifiable.

You must have your digital certificate to access the eMod application. Once you have a digital certificate you may access the application.

### **How do I obtain a Digital Certificate?**

Contact one of our Industry Partners to renew or obtain digital certificates. The cert must be an ACES Level 3 certificate "Business Identity Certificate" to ensure that we know who the Government is doing business with and to create a legally binding contract. Industry Partners who currently provide Level 3 Digital Authentication Certificates for the GSA vendor community are:

[IdenTrust](#)  
[Operational Research Consultants \(ORC\)](#)

TIPS: When obtaining a digital certificate you are asked to provide your First Name, Middle Initial (no period), and Last Name. If the name on your digital certificate does not exactly mirror the Authorized Negotiator name in our FSSOnline system, you will not be able to accept mods and will receive error messages when attempting to do so. If this is the case, you will need to contact your Procurement Contracting Officer and request a modification be done to correct the name inconsistency.

### **How do I reset my PIN?**

If you cannot accept a Mass Modification due to an invalid or expired PIN, contact your Administrative Contracting Officer. They can reset your PIN, allowing you to accept the modification.

### **Why am I not able to receive my PIN?**

Check SPAM folders and filters and try adding gsa.gov to your "trusted senders list." Also, verify your e-mail address with your Administrative Contracting Officer or try another e-mail address.

### **I can't retrieve my mass mod, the system keeps locking me out, how can I move forward?**

The mass mod system works best using Internet Explorer browser. The system is not compatible to other browsers. Copying and pasting the PIN or using a PIN from a different mod will also cause lock-outs. Be sure you are using the correct PIN in the corresponding mass mods.

### **I am not able to open the latest refresh mass mod. The system keeps saying I have another mass mod opened. What should I do?**

If you are receiving the above message from the mass modification system, you may have a previous refresh modification that requires your action. You must accept the previous mass modification before you can accept the latest refresh modification. Once you have taken action on the previous modification, you will receive an e-mail invitation to participate in the latest refresh modification.

### **Who extends the dates on mass mods?**

If you notice that the modification has expired and you still need to take action, please contact your Administrative Contracting Officer and they will coordinate the effort to extend the acceptance date

### **The system is not allowing me to update my Authorized Negotiator email information?**

The e-mail address cannot be changed. The contractor must delete that negotiator, then re-enter their information with the new e-mail address. It is helpful to notify your Procurement Contracting Officer of the updated information.

### **Who do I contact with for help or questions specific to contract clauses and their interpretations?**

Contact your Procurement Contracting Officer for questions regarding clauses and the content within the clauses.