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**1, Why do I have to change my password?**

GSA recently identified a security vulnerability in its Vendor Support Center (VSC) system, where contractor usernames and passwords were compromised. No Personally Identifiable Information was at risk and there is no evidence of access to sensitive financial information including payment card information, or misuse of usernames and passwords. GSA has corrected the underlying vulnerability in all of its information systems and is immediately applying stricter security measures, including more stringent password management and Multi-Factor Authentication. In order to begin using two-factor authentication, GSA requires that all GSA/VA contractors reset their VSC password. For tips on building a strong password, please visit <https://www.us-cert.gov/ncas/current-activity/2018/03/27/Creating-and-Managing-Strong-Passwords>

**2. How Do I Reset My Password?**

For VSC Users:

1. Login to <https://vsc.gsa.gov/FAS> using your contract number and password.
2. You should receive a one-time security code to your registered email address from noreply-VSC@gsa.gov.
3. Enter your one-time security code in the space provided. Please note that this code will expire 30 minutes after being sent by GSA.
4. Reset your password according to GSA’s policies.

For 72A Users:

1. Login to <https://72a.gsa.gov> using your contract number and password.
2. You should receive a one-time security code to your registered email address from noreply-72a@gsa.gov.
3. Enter your one-time security code in the space provided. Please note that this code will expire 30 minutes after being sent by GSA.
4. Go to the Profile tab to reset your password.
5. Reset your password according to GSA’s policies.

**3. Why isn’t the system accepting the new password I want to use?**

New passwords must meet the following criteria:

1. Password must be minimum of eight (8) characters which include a combination of letters, numbers and special character.
2. Must be reset every 90 days.
3. Systems will automatically lockout users after not more than ten (10) failed access attempts during a 30 minute time period.

**4. I didn’t receive an email to reset my password. Now what?**

First, make sure the email from noreply-VSC@gsa.gov wasn’t sent to your spam folder. If you still can’t find the email, please contact the Vendor Support Center (VSC) Monday through Friday, 8:30 a.m. to 5:30 p.m. EDT at 877-495-4849 or vendor.support@gsa.gov.

Be aware that you may need to update your point of contacts that are associated with your contract. You can contact your Procurement Contracting Officer or Administrative Contracting Officer for instructions on how to complete this.

**5. I didn’t receive an email with my One Time Security Code. Now what?**

First, make sure the email wasn’t sent to your spam folder. If you still can’t find the email, please contact the Vendor Support Center (VSC) Monday through Friday, 8:30 a.m. to 5:30 p.m. EDT at 877-495-4849 or vendor.support@gsa.gov.

**6. What happened to the secret questions?**

The secret questions are no longer necessary because users will receive a one-time security code with every login.

**7. What if multiple users got an email to reset the password or need to access the same contract account?**

Your company’s Administrative Point of Contact (Admin POC) will be responsible for changing the passwords for:

* Vendor Support Center (VSC) (password synchronized with eBuy, Schedule Input Program (SIP), Advantage Spend Analysis Program (ASAP) and Reverse Auctions)
* 72A Sales Reporting Portal

**8. My contract is no longer active or my contract has opted into the Transactional Data Reporting Sales Reporting Portal. Do I still need to change my password?**

You will just need to change your password for 72A Sales Reporting Portal, if you want to be able to see your past records.

**9. I tried to log into eBuy but couldn’t get in. Now what?**

Please contact your company’s Administrative Point of Contact (Admin POC) to get your new login information. If you are not sure who this is or if this has changed, you will need to have the Authorized Negotiator of your contract contact your Administrative Contracting Officer (ACO) via the ACO locator to update the Admin POC. Then you will need to contact the Vendor Support Center (VSC) Helpdesk, available Monday through Friday, 8:30 a.m. to 5:30 p.m. EDT at 877-495-4849 or vendor.support@gsa.gov, to update the email and password for you.

**10. I have an RFQ to respond to, will this impact my ability to respond?**

All RFQ’s will be extended 24 hours, per GSA’s standard business practices when eBuy is down for maintenance.

**11. Were other systems with my contract information affected?**

No, systems such as eOffer and eMod that have the contract information were not compromised nor accessed.