

General Login System (GLS) Instructions

SBA Banking Partners



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Overview

The General Login System (GLS) controls access to SBA applications. This document provides instructions for Small Business Administration (SBA) Banking Partners on how to use GLS.

So what's covered in this document?

- How to access SBA applications by creating a user profile
- How to get an SBA User ID and Password
- How to update your profile information

If you are a Small Business or an SBA Employee or SBA Contractor, refer to the instructions for your relationship.

SBA Account Login

The SBA Account Login screen. The URL is <https://eweb.sba.gov/gls>

Skip Navigation Accessibility Options
Print Help

SBA General Login System

April 02, 2013

- [Forgot User ID?](#)
- [Forgot Password?](#)
- [GLS Instructions for Banking Partners](#)
- [GLS Instructions for Small Businesses](#)
- [GLS Instructions for SBA Employees and SBA Contractors](#)
- [Request SBA User ID](#)
- [Contact SBA Security](#)

Click on Request SBA User ID.

SBA Account Login

User ID

Password

Login Clear

[Text Only](#)

Request User ID

- Complete the data entry fields in the screen below for the person who will be using the application.
- Define your own User ID. SBA will use the submitted User ID to identify your account.
- Once submitted, SBA will send the Password associated with the User ID to the e-mail address provided.

SBA General Login System

Skip Navigation | Print | Help | Accessibility Options

Read

• GLS Login

Login Information

User ID must be at least 8 characters.

User ID: (Up to 15 characters. No <, >, ', ", & or accented characters.)

Identity Information

Name:
(First) (Middle) (Last) (Suffix - Jr, Sr, I, II, etc)

Date of Birth:

PIN: (Personal Identification Number, Last 4 Digits of SSN)

May also be any 4 digits the user can remember.

Contact Information

Country: UNITED STATES

Zip+4:

Street 1:

Street 2:

City:

Phone Number:
(Country) (Area Code) (Phone Number) (Extension)
(US is 1) (999-9999)

Fill out all fields with blue borders.

Click on Lookup Zip to populate the City and State.

Enter work address.

Federal Agency Information

Are you a Federal Employee? NO Yes

Response determines application availability.

E-Mail Address:

Re-enter E-Mail:

Click on Submit to save the data.

Click on Reset to refresh screen with last saved data.

Reset

Click on Clear to remove all entries.

GLS Sign In

Use the User ID and Password e-mailed to you from SBA to sign on to the system.

The screenshot shows the SBA General Login System interface. At the top, there is a header with the SBA logo, the text "General Login System", and links for "Skip Navigation", "Accessibility Options", "Print", and "Help". The date "March 25, 2013" is displayed in the center of the header, and the word "Ready" is in the top right corner. On the left side, there is a blue sidebar with a list of links: "Forgot User ID?", "Forgot Password?", "GLS Instructions for Banking Partners", "GLS Instructions for Small Businesses", "GLS Instructions for SBA Employees and SBA Contractors", "Request SBA User ID", and "Contact SBA Security". The main content area features a "SBA Account Login" form with two input fields for "User ID" and "Password", and two buttons labeled "Login" and "Clear". Callout boxes provide instructions: "Click on Login" points to the Login button, and "Enter GLS User ID and Password." points to the input fields. A "Text Only" link is located below the form.

SBA Account Login

User ID

Password

Login Clear

[Text Only](#)

- [Forgot User ID?](#)
- [Forgot Password?](#)
- [GLS Instructions for Banking Partners](#)
- [GLS Instructions for Small Businesses](#)
- [GLS Instructions for SBA Employees and SBA Contractors](#)
- [Request SBA User ID](#)
- [Contact SBA Security](#)

Update Password

- You must change your Password to one only you know.
- The Password must be at least 8 characters, contain at least two letters and one number.
- At least one letter must be upper case.
- Passwords expire every 90 days. Starting 15 days prior to the expiration date, you will be given the option to change the password. After 90 days, you will be required to change it.

The screenshot shows the SBA General Login System interface. At the top left is the SBA logo and the text "General Login System". To the right are links for "Skip Navigation" and "Accessibility Options", and buttons for "Exit" and "Help". In the top right corner, the word "Ready" is displayed in green. A red-bordered box contains the message: "First Time Login. Please change your password before continuing". Below this is the heading "Change Password". The form includes two input fields: "New Password:" and "Retype New Password:". A "Change Password" button is located below the input fields. Two callout boxes provide instructions: one points to the button with the text "Click on Change Password", and another points to the input fields with the text "Enter new password twice."

Welcome Screen

- Please read the GLS disclaimer.
- To agree to the terms, click 'OK'.
- Otherwise, use the 'Log Off' button to exit GLS.

Skip Navigation Accessibility Options

SBA General Login System

Read

Welcome

- This is a Federal computer system and is the property of the United States Government. It is for authorized use only. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy in anything viewed, created, downloaded, or stored on this system, including e-mail, Internet, and Intranet use.
- Any or all uses of this system (including all peripheral devices and output media) and all files on this system may be intercepted, monitored, read, captured, recorded, disclosed, copied, audited, and/or inspected by authorized Small Business Administration (SBA) personnel, the Office of Inspector General (OIG), and/or other law enforcement personnel, as well as authorized officials of other agencies, both domestic and foreign.
- Access or use of this computer by any person, whether authorized or unauthorized, constitutes consent to such interception, monitoring, reading, capturing, recording, disclosure, copying, auditing, and/or inspection at the discretion of authorized SBA personnel, law enforcement personnel (including the OIG), and/or authorized officials of other agencies, both domestic and foreign.
- Unauthorized use of, or exceeding authorized access to, this system is prohibited and may constitute a violation of 18 U.S.C. - 1030 or other Federal laws and regulations and may result in criminal, civil and/or administrative action. By continuing to use this system, you indicate your awareness of, and consent to, these terms and conditions and acknowledge that there is no reasonable expectation of privacy in the access or use of this computer system.
- **LOG OFF IMMEDIATELY** if you do not consent to the conditions stated in this notice. Otherwise click OK to accept the terms and proceed.

OK Log Off

Click on OK.

Update Profile

To edit a profile, click either on the Profile button or on the link 'Update Profile' to make any changes to profile information.

The screenshot shows the SBA General Login System interface. At the top, there is a navigation bar with the SBA logo on the left and several buttons: 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. Below the navigation bar, a welcome message reads 'Welcome Scarlett OHara. Location Not Selected Yet'. A callout box points to the 'Profile' button, stating 'Click to update information about your account profile.' Another callout box points to the 'Profile' button and the 'Update Profile' link at the bottom of the page, stating 'Clicking on Update Profile and the Profile button at the top of the page will take you to the same page.' A third callout box points to the text 'Used by SBA Banking Partners Only.' Below the callouts, there is a section titled 'Currently Available Applications' and a link for 'SBA's Online Phone Directory'. At the bottom, a question asks 'Do you wish to [Update Profile?](#)'.

Update Profile

Update any information in your profile.

Skip Navigation Accessibility Options

General Login System **SBA** [Exit](#) [Help](#) [Profile](#) [Access](#) [Choose Function](#) [Change Password](#) Read

Welcome Scarlett OHara. Location Not Selected Yet.

Identity Information

Name:
(First) (Middle) (Last) (Suffix - Jr, Sr, I, II, etc)

Contact Information

Country:

Zip+4:

Street 1:

Street 2:

City/State:

Phone Number:
(Country) (Area Code) (Phone Number) (Extension)
(US is 1) (999-9999)

E-Mail Address:

Re-enter E-Mail:

Information Currently Associated with Profile

Default Location Id:

Business Information:

Add New Business? Yes No

Click on Reset to restore screen entries to last saved information.

Click on Clear to remove all entries.

Click on Submit to save the information.

Update Profile

- Once profile information has been submitted, users will see the screen below.
- All users have access to the SBA Phone Directory.



The screenshot displays the SBA General Login System interface. At the top left is the SBA logo. The main header contains the text "General Login System" and a navigation menu with buttons for "Exit", "Help", "Profile", "Access", "Choose Function", and "Change Password". In the top right corner, the word "Ready" is displayed in green. Below the header, a welcome message reads "Welcome Scarlett OHara. Location Not Selected Yet." A green-bordered box contains the message: "Commentary: Your profile information has been successfully updated." Below this, the text "General Login System - Choose Function" and "Currently Available Applications" is centered. On the left side, there is a link for "SBA's Online Phone Directory". At the bottom center, a question asks "Do you wish to Update Profile?" with the word "Update" in purple.

Request Application Access

- To request access to SBA Applications click on the 'Access' button at the top of the GLS screen.
- Access to applications is subject to the approval of the associated SBA Program Office.

The screenshot displays the SBA General Login System interface. At the top left is the SBA logo. To its right, the text 'General Login System' is visible. A navigation bar contains several buttons: 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', 'Switch Office', and 'Change Password'. The 'Access' button is highlighted with a blue callout box containing the text: 'Click to request initial access or to update access.' Below the navigation bar, the user is greeted with 'Welcome Scarlett OHara. Location Not Selected Yet.' and their role is listed as 'ASSISTANT ADMINISTRATOR'. A section titled 'System - Choose Function' is partially visible, with the text 'Currently Available Applications' below it. At the bottom of the page, there is a prompt: 'Do you wish to [Update Profile?](#)'

Request Application Access

- You will see a list of available applications. Click on the file folder of any application, and request whatever role(s) you need. Although the example below is for ETRAN – Origination, the process works the same for all applications.
- For those requiring SBA Program Office approval, you will see a pop-up message. Click OK to clear the message. If you select multiple roles, you will see and need to clear the pop-up message for each role.

The screenshot shows the SBA General Login System interface. At the top, there is a navigation bar with the SBA logo, 'General Login System', and links for 'Skip Navigation', 'Accessibility Options', 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. Below the navigation bar, a welcome message reads 'Welcome Scarlett OHara. Location Not Selected Yet.' The main content area is titled 'System Selection' and lists several applications as folders: '7A Connect - Access only for SBA 7a Lenders and SBA Employees', 'Business Cards', 'Code Tables', 'District Office Calendar', 'Drug Free Workplace', 'Electron and Annual Review System (BD)', 'Election Origination (ETRA)', 'Enter/Edit your SBA Loan Applications (Show/Hide)', 'SFTP Submission of E504 Documents by CDC (Show/Hide)', and 'View your SBA Loan Applications (Show/Hide)'. A pop-up message titled 'Message from webpage' is overlaid on the 'Election Origination (ETRA)' section. The message states: 'You have requested access to a Federal System which requires prior authorization from the program office and from your supervisor. If you have not received prior authorization, you must click Cancel.' Below the message are 'OK' and 'Cancel' buttons. Two callouts are present: one pointing to the checkbox for 'Enter/Edit your SBA Loan Applications' with the text 'Check the box for role.', and another pointing to the 'OK' button with the text 'Click OK.' The bottom of the page shows 'Electronic Lending - Servicing (ETRA)'.

Entering Location ID

- If requesting access to known Location IDs, type each one in.
- After submitting the request, you will return to the Choose Function page.
- All ETRAN applications require you to select at least one Location ID.

The screenshot shows the SBA ETRAN interface. At the top, there is a navigation bar with the SBA logo, 'General Login', and links for 'Skip Navigation', 'Accessibility Options', 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. Below the navigation bar, a welcome message reads 'Welcome Scarlett'. The main content area is titled 'Electronic' and contains three sections, each with a 'Location Id' header and a grid of input fields and 'Lookup' buttons. The first section is 'Enter/Edit your SBA Loan Applications (Show/Hide) (Request for this role is pending approval. Show all in new window.)'. The second section is 'SFTP Submission of E504 Documents by CDC (Show/Hide)'. The third section is 'View your SBA Loan Applications (Show/Hide)'. At the bottom of the form, there are 'Reset' and 'Submit' buttons. Three callout boxes provide instructions: one points to the 'Show/Hide' link, another points to the 'Show all' link, and a third points to the 'Submit' button.

Toggle between showing and hiding the Location ID entry fields.

Click on Show All to generate a list of pending access requests in a new window. If there are no such requests, this sentence will not appear.

Click on Submit to send request to SBA.

Click on Reset to restore screen entries to last saved information.

Looking Up a Location ID

Use the Look Up function to find an unknown Location ID.



- Search on Location ID or FIRS Number to find a unique ID.
- Search on Partner ID to find multiple locations of a unique partner.
- Search on Partner Name, Type, City, or State to find multiple locations and partners.

Skip Navigation Accessibility Options

SBA General Login System

Partner Lookup

Search for a Unique Partner Location

SBA Location ID

FIRS Number

Search for Multiple Locations of a Unique Partner

SBA Partner ID

Paged Search for Multiple Partners/Locations

(Note: It's possible to enter combinations such as NY as the State and 78705 as the zip. Spelling differences can also interfere with the search.)

Partner Name Starts With (scope)

Partner Type (any)

Location City Starts With (scope)

Location State

Location Postal/Zip Code Starts With (scope)

Max rows per page 50

Click on Locate by Location ID or Locate by FIRS Number to find a unique location.

Click on Locate by Partner ID to find multiple locations of a single partner.

Click on Lookup by Name, Type, City, State, or Zip for multiple partners and locations.

Looking Up a Location ID

- Select the desired Location ID from the provided List.
- Close the screen with the provided list.

Skip Navigation Accessibility Options

SBA General Login System

Note, the following is a sortable table. Clicking a column's header for the first time sorts it into ascending order. Subsequent clicks of the sorted column's header reverses its order.

Click a Location number to copy it back into the calling page's Location ID form element and close this window/tab.

Partner	Location	Name	Address	City	St	Postal/Zip
24602	101474	Altonaer Spar und Varengold	Max-Brauer-Allee 69	CULPEPER	VA	22701
	266616	MPC AG	Palmaille			
	226242	Netbank AG	Max-Bra			
12587	278174	Northern BauvereinFCU	567 Jam			
172666	453460	Piedmont Wertpapierhandelsbank AG	Groe Elb			

(No More Rows)

Click on the Location Number.

Click on Yes to populate the Location ID on the Request Access screen.

Windows Internet Explorer

The webpage you are viewing is trying to close the window.
Do you want to close this window?

Yes No

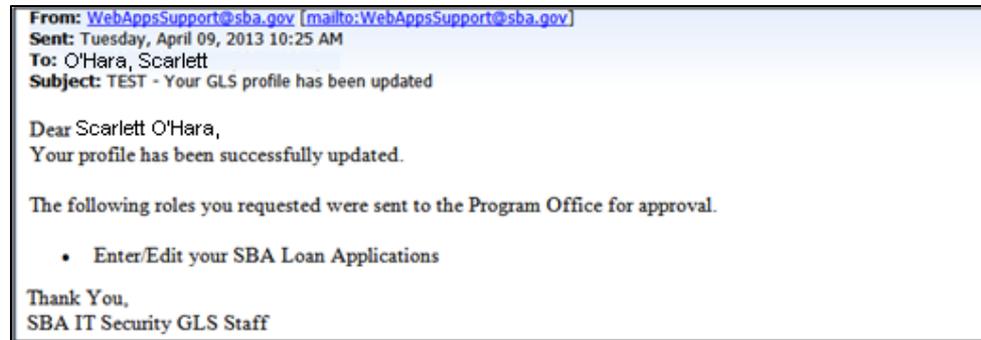
- The Location ID will be transferred to the Location ID field of the Application Access screen.
- Once finished selecting one or more applicable Location IDs, submit the same way as on page 14.

Location Id

166616  [Lookup](#)

Application Access Approval Process

If Program Office approval is required, users will receive an e-mail notification from IT Security (gl@sba.gov) that the request for approval has been sent to the appropriate SBA Program Office. This approval process may take 1 to 3 business days.



Once Program Office approval is completed, users will receive an e-mail notification from IT Security (gl@sba.gov) that approval was granted and as confirmation that their GLS profile has been updated.



Application Access

Once the user is notified by e-mail that access has been granted to the systems, the user will need to login to the GLS system again.

The screenshot displays the SBA General Login System interface. At the top, there is a navigation bar with the SBA logo, the text "General Login System", and links for "Skip Navigation", "Accessibility Options", "Print", and "Help". The date "March 26, 2013" is shown in the center, and the word "Ready" is in the top right corner. On the left side, there is a blue sidebar with a list of links: "Forgot User ID?", "Forgot Password?", "GLS Instructions for Banking Partners", "GLS Instructions for Small Businesses", "GLS Instructions for SBA Employees and SBA Contractors", "Request SBA User ID", and "Contact SBA Security". The main content area features the "Account Login" form. The form has a title "Account Login" and a callout box that says "Enter User ID and Password." Below the title are two input fields labeled "User ID" and "Password". At the bottom of the form are two buttons: "Login" and "Clear". A callout box points to the "Login" button with the text "Click on Login." Below the form is a link labeled "Text Only".

SBA General Login System Ready

Skip Navigation Accessibility Options
Print Help

March 26, 2013

- [Forgot User ID?](#)
- [Forgot Password?](#)
- [GLS Instructions for Banking Partners](#)
- [GLS Instructions for Small Businesses](#)
- [GLS Instructions for SBA Employees and SBA Contractors](#)
- [Request SBA User ID](#)
- [Contact SBA Security](#)

Account Login

Enter User ID and Password.

User ID

Password

Login Clear

[Text Only](#)

Click on Login.

Application Access

- After clicking OK on the Welcome screen, you will see the following screen with all applications you can access.
- Note the Location is now populated.

The screenshot displays the SBA General Login System interface. At the top left is the SBA logo. To its right, the text 'General Login System' is visible. Further right, there are links for 'Skip Navigation' and 'Accessibility Options', followed by buttons for 'Exit' and 'Help'. Below these are buttons for 'Profile', 'Access', 'Choose Function', 'Switch Office', and 'Change Password'. A status bar below the navigation area reads: 'Welcome Scarlett OHara. Location Not Selected Yet. Office 2441: OFFICE OF THE ASSISTANT ADMINISTRATOR'. The main content area is titled 'General Login System - Choose Function' and 'Currently Available Applications'. It lists two applications: 'Electronic 8(a) Review System (E8a)' and 'Hubzone'. A blue callout box points to the 'Electronic 8(a) Review System (E8a)' link with the text 'Click link to select Application.'. At the bottom of the page, there is a link that says 'Do you wish to Update Profile?'.