

General Login System (GLS) Instructions

Small Businesses



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Overview

The General Login System (GLS) controls access to SBA applications. This document provides instructions for Small Businesses 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 an SBA Banking Partner 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.

The screenshot shows the SBA General Login System registration form. The form is divided into several sections: Login Information, Identity Information, Contact Information, and Federal Agency Information. Callout boxes provide additional instructions for each field.

Navigation and Utility: Skip Navigation, Accessibility Options, Print, Help, Read

Section: Login Information

User ID: (Up to 15 characters. No <, >, ', ", & or accented characters.)
User ID must be at least 8 characters.

Section: 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.

Section: Contact Information

Country: Fill out all fields with blue borders.

Zip+4: Click on Lookup Zip to populate the City and State.

Street 1:

Street 2:

City:

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

E-Mail Address:

Re-enter E-Mail:

Section: Federal Agency Information

Are you a Federal Employee? NO Yes
Response determines application availability.

Click on Reset to refresh screen with last saved data.

Click on Clear to remove all entries.

Click on Submit to save the data.

GLS Sign In

Sign into GLS using the User ID and Password e-mailed to the authorized user.

The screenshot shows 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" and "Accessibility Options". There are also "Print" and "Help" buttons, and a "Ready" status indicator. The date "March 25, 2013" is displayed in the center. 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 "Login" and "Clear" buttons. Callouts point to the "Login" button and the input fields. A "Text Only" link is located below the form.

Skip Navigation Accessibility Options
Print Help Ready

General Login System

March 25, 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](#)

SBA Account Login

User ID

Password

Click on Login

Enter GLS User ID and Password.

Login Clear

[Text Only](#)

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". Underneath, there is a sub-heading "Change Password" followed by two input fields: "New Password:" and "Retype New Password:". At the bottom center is a "Change Password" button. 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 and the text "General Login System". To the right of the logo are links for "Skip Navigation" and "Accessibility Options". Below these are buttons for "Exit", "Help", "Profile", "Access", "Choose Function", and "Change Password". The "Profile" button is highlighted with a callout box that says "Click to update information about your account profile." Below the navigation bar, the user is greeted with "Welcome Scarlett OHara." and "Location Not Selected Yet". There is a callout box pointing to the "Profile" button that says "Used by SBA Banking Partners Only." Below the welcome message, there is a section titled "Currently Available Applications" with a link for "SBA's Online Phone Directory". At the bottom of the page, there is a question "Do you wish to [Update Profile?](#)" with a callout box that says "Clicking on Update Profile and the Profile button at the top of the page will take you to the same page."

Update Profile

- Update any other information in your profile.
- Your business' EIN/SSN and DUNS information **must** match what is in SAM.

Skip Navigation Accessibility Options
General Login System
Exit Help
Profile Access Choose Function Change Password
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 refresh screen with last saved data.

Click on Clear to remove all entries.

Click on Submit to save the data.

Update Profile

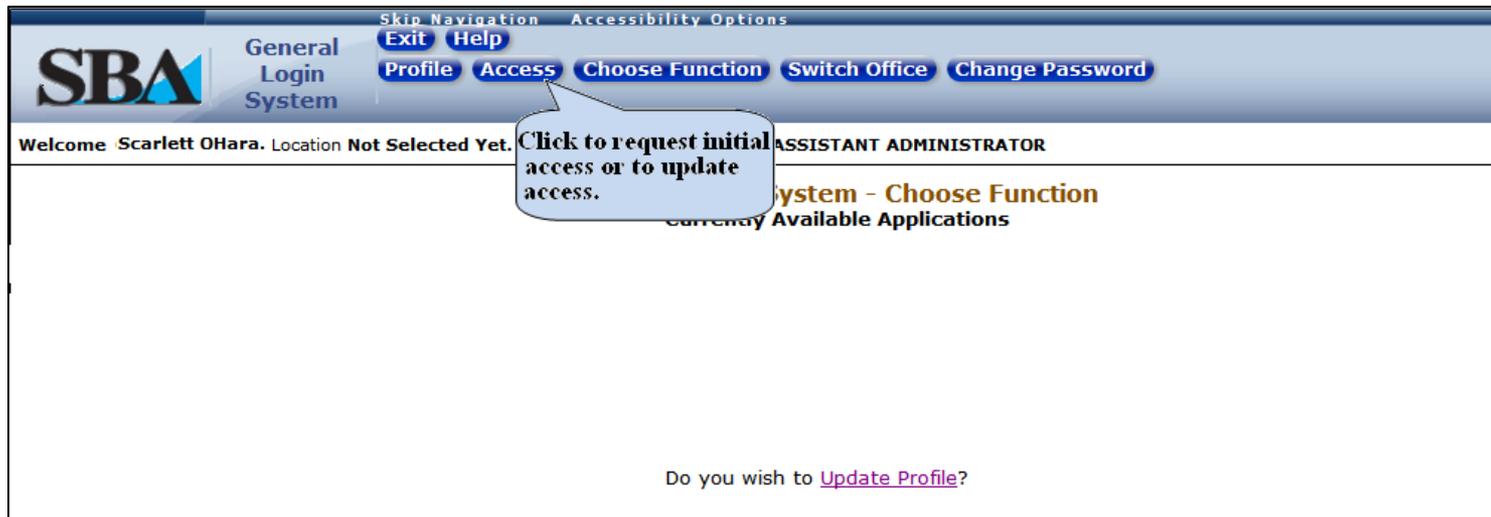
Once profile information has been submitted, users will see the screen below.

- All users have access to the SBA Phone Directory.
- You will be notified if your SSN/EIN and DUNS number are not in the System for Award Management (SAM) www.sam.gov.
- This information is necessary if you are going to request access to HUBZone or E8(a) or Woman Owned Small Business (WOSB).
- SAM business registration is at www.sam.gov

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 several menu items: 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. A 'Ready' status indicator is visible in the top right corner. Below the navigation bar, a welcome message reads 'Welcome Scarlett OHara. Location Not Selected Yet.' The main content area features a green-bordered box containing a green message: 'Commentary: Your profile information has been successfully updated.' Below this is a red-bordered box with a warning: 'Warning: Business information entered is not in SAM'. A blue callout box points to the warning with the text: 'Note Commentary. If business is not in the SAM application, it needs to be added.' Below the warning, the text 'General Login System - Choose P' and 'Currently Available Applications' is visible. A link for 'SBA's Online Phone Directory' is on the left. At the bottom, a question asks 'Do you wish to Update Profile?'.

Request Application Access

- To request access to SBA Applications click on the 'Access' link at the top of the GLS screen. Only the EIN/SSN and DUNS number are required for access to E8(a), HUBZone, and WOSB.
- Access to other applications is subject to the approval of the associated SBA Program Office



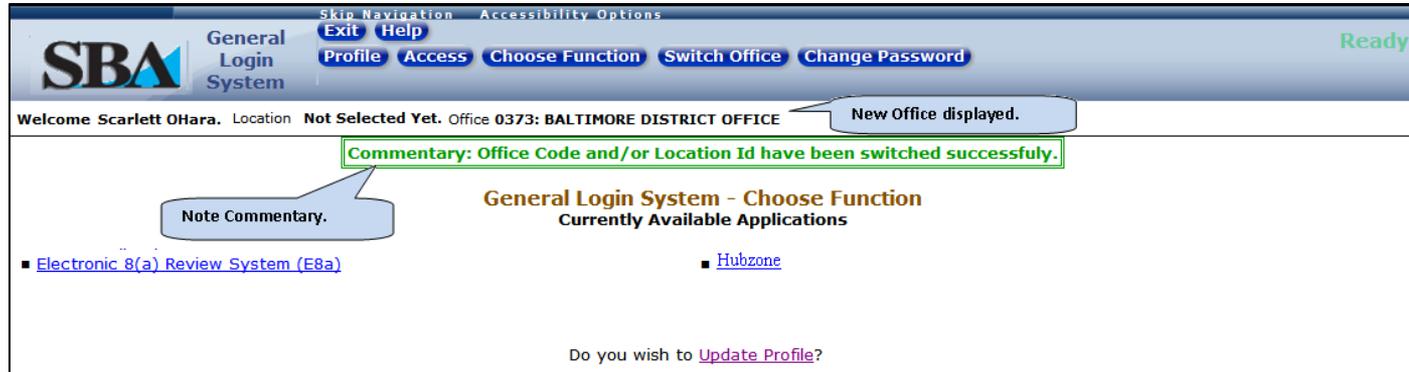
Request Application Access

- You will see a list of available applications. Click on any application you want to access, and request whatever role(s) you need.
- For E8(a), HUBZone, and WOSB, you will be prompted to select the appropriate business information from your profile.
- For those requiring SBA Program Office approval, you will see a pop-up message. Click OK to clear the message.

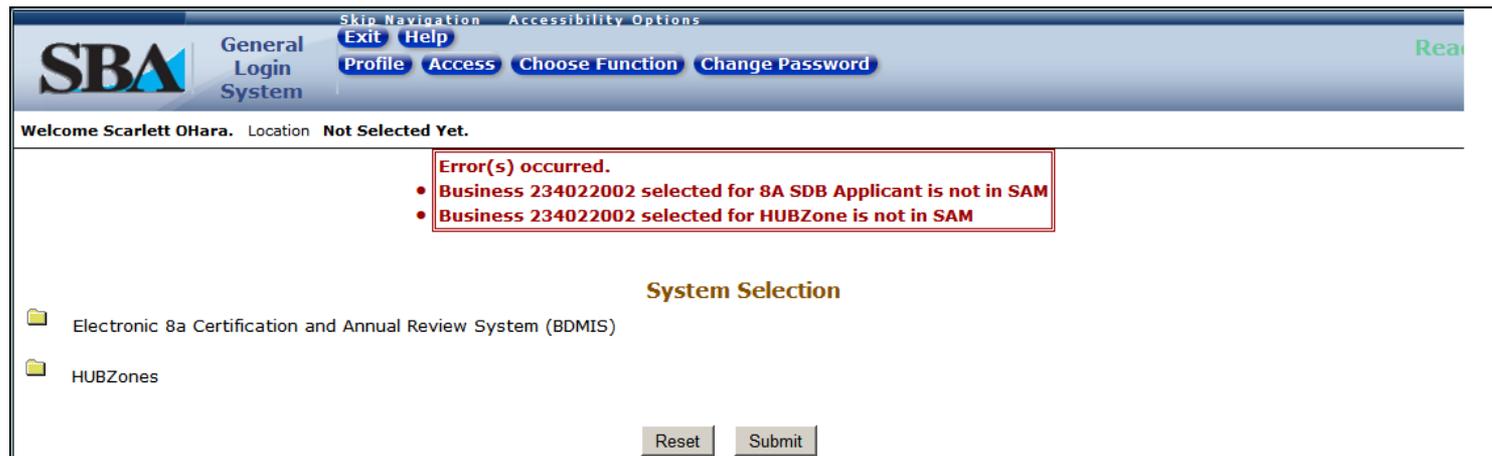
The screenshot shows the SBA System Selection interface. At the top, there is a navigation bar with the SBA logo, 'General Login System', and buttons for 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. A 'Ready' status indicator is in the top right. Below the navigation bar, a welcome message reads 'Welcome Scarlett OHara. Location Not Selected Yet.' The main content area is titled 'System Selection' and contains two sections: 'Business with DUNS In Your Profile' and 'HUBZones'. The 'Business with DUNS' section has a checked checkbox and a dropdown menu with options 'Select One', '333-33-3333 (DUNS - 222222222)', and '111-11-1111 (DUNS - 333333333)'. The 'HUBZones' section has a checked checkbox and a dropdown menu with options 'Select One', '222222222', and '333333333'. A 'Message from webpage' pop-up is displayed in the center, containing a question mark icon and the text: '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.' The pop-up has 'OK' and 'Cancel' buttons. At the bottom of the page, there are 'Reset' and 'Submit' buttons. Several callout boxes provide instructions: 'Check Box.' points to the checkbox; 'If required, select appropriate SSN/EIN and DUNS.' points to the dropdown menu; 'Click OK.' points to the 'OK' button in the pop-up; and 'Click Submit.' points to the 'Submit' button at the bottom.

E8(a), HUBZone, or WOSB Access

If requesting access to E8(a) or HUBZone or WOSB, and the business is already in the SAM application, you will see the following screen and will be able to access the application:

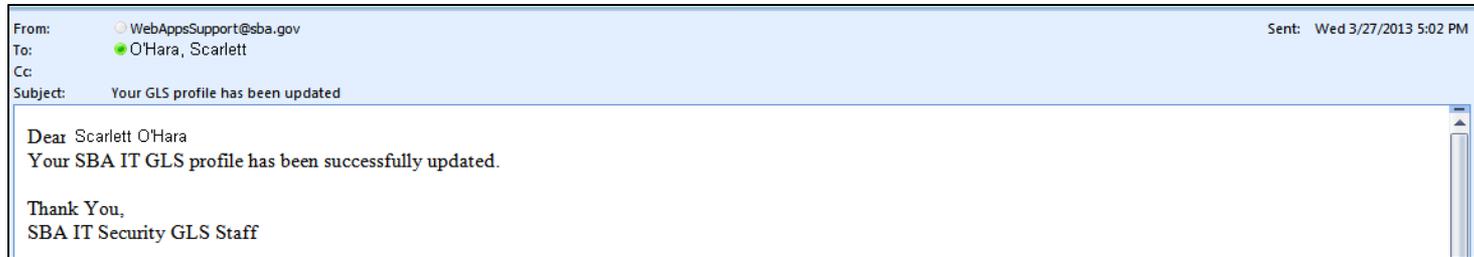


If the business is not in the SAM application, you will see the screen below. Business must be entered into SAM prior to requesting access to SBA E8(a), SBA HUBZone, or WOSB applications. SAM business registration is at www.sam.gov



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.



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.

SBA General Login System

Ready

March 26, 2013

Account Login

Enter User ID and Password.

User ID

Password

Login Clear

Click on Login.

[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](#)

Application Access

After clicking OK on the Welcome screen, you will see the following screen with all applications you can access.

Skip Navigation Accessibility Options
Exit Help
General Login System Profile Access Choose Function Switch Office Change Password

Welcome Scarlett OHara. Location Not Selected Yet. Office 2441: OFFICE OF THE ASSISTANT ADMINISTRATOR

General Login System - Choose Function
Currently Available Applications

- [Electronic 8\(a\) Review System \(E8a\)](#)
- [Hubzone](#)

Click link to select Application.

Do you wish to [Update Profile](#)?