

# General Login System (GLS) Instructions

SBA Employees and SBA Contractors



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# Overview

The General Login System (GLS) controls access to SBA applications. This document provides instructions for Small Business Administration (SBA) Employees and SBA Contractors 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
- How to change office codes

If you are an SBA Banking Partner or a Small Business, 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 Accessibility Options Print Help Read

**Login Information**

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

**Federal Agency Information**

Are you a Federal Employee?  NO  Yes Select Small Business Administration.

Select Agency:

Select Job Title:

Click on Submit to save the data.

Click on Reset to refresh screen with last saved data. Click on Clear to remove all entries.

# GLS Sign In

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

The screenshot displays 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 "Print" and "Help". The word "Ready" is in the top right corner. Below the header is the date "March 25, 2013". 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 white box titled "SBA Account Login" containing two input fields: "User ID" and "Password". Below these fields are "Login" and "Clear" buttons. Callout boxes provide instructions: "Click on Login" points to the Login button, "Enter GLS User ID and Password." points to the input fields, and "Text Only" is located below the form.

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 and 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, the heading "Change Password" is centered. Underneath, there is a sub-heading "Change Password" followed by 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 "Change Password" 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 left is the SBA logo and the text 'General Login System'. To the right are navigation links: 'Skip Navigation', 'Accessibility Options', 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', and 'Change Password'. Below this is a user greeting: 'Welcome Scarlett OHara. Location Not Selected Yet'. A callout box points to the 'Profile' button with the text: 'Click to update information about your account profile.' Another callout box points to the 'Update Profile' link at the bottom of the page with the text: '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 a note that says 'Used by SBA Banking Partners Only.' Below this note is a link for 'SBA's Online Phone Directory'. The main content area is titled 'Currently Available Applications' and contains the question 'Do you wish to Update Profile?'.

# Update Profile

Update any other information in your profile.

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

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

### 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:

### SBA Employee Information

Default Office Code:

### Federal Agency Information

Select Agency:  Select Job Title:

### 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.

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 displayed. Further right, there are navigation links: "Skip Navigation" and "Accessibility Options". Below these are buttons for "Exit", "Help", "Profile", "Access", "Choose Function", and "Change Password". In the top right corner, the word "Ready" is shown in green. Below the navigation bar, 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: "SBA's Online Phone Directory". At the bottom center, there is a prompt: "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.
- Application access 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 links: 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', 'Switch Office', and 'Change Password'. The 'Access' link 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 identified 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 any application you want to access, and request whatever role(s) you need.
- You will see a pop-up message that access requires SBA Program Office approval. Click OK to clear message.
- Certain roles require Office Codes. If prompted, enter all Office Codes for the requested roles.

**SBA** General Login System

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

Welcome So [not Selected Yet]. Office 2441: OFFICE OF THE ASSISTANT ADMINISTRATOR

Add/Edit FOIA  
**Office Code**  
2441 [Lookup](#)  [Lookup](#)  [Lookup](#)  
7100 [Lookup](#)  [Lookup](#)  [Lookup](#)

System Administration for FOIA ([Show/Hide](#)) (Request for this role is pending approval. [Show all](#) in new window.)  
**Office Code**  
 [Loc](#)  
 [Loc](#)

**Message from webpage**  
? 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.  
OK Cancel

**Click OK.**

**Click on Reset to refresh screen with last saved data.** Reset **Click on Submit to save the data.** Submit

# Application Access Approval Process

Once the access request is submitted, users will receive an e-mail notification from IT Security ([gl@sba.gov](mailto:gl@sba.gov)) that the request for approval has been submitted.



Once the user's supervisor and appropriate SBA Program Office grants approval, the user will receive an e-mail notification from IT Security ([gl@sba.gov](mailto:gl@sba.gov)) that approval was granted and as confirmation that their GLS profile has been created.



# Application Access Approval Process

Once 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 left is the SBA logo and the text "General Login System". To the right are links for "Skip Navigation", "Print", and "Accessibility Options", and a "Ready" status indicator. The date "March 26, 2013" is centered below the header. On the left side, a blue sidebar contains 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. A callout box points to the form with the text "Enter User ID and Password." The form includes fields for "User ID" and "Password", and "Login" and "Clear" buttons. A second callout box points to the "Login" button with the text "Click on Login." Below the form is a "Text Only" link.

SBA General Login System

Skip Navigation Accessibility Options  
Print Help

Ready

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

Click on Login.

[Text Only](#)

# 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

General Login System

Exit Help

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.

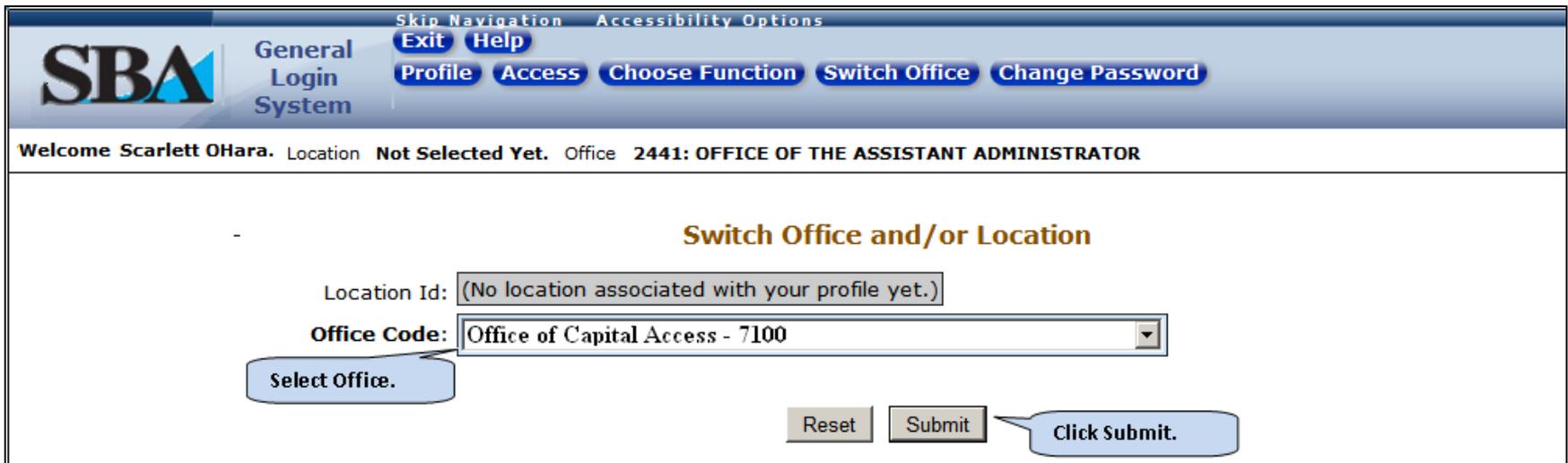
Do you wish to [Update Profile?](#)

# Switch Office Code

- Used to switch from one pre-selected office to another.
- If you need to request additional offices, use the instructions in the Request Application Access section.



Select the office from the drop-down screen.



# Switch Office Code

After submitting the previous screen, you will see the new office information at the top of the screen.

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: 'Skip Navigation', 'Accessibility Options', 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', 'Switch Office', and 'Change Password'. The word 'Ready' is displayed in green in the top right corner. Below the navigation bar, a welcome message reads: 'Welcome Scarlett OHara. Location Not Selected Yet. Office 7100: OFFICE OF CAPITAL ACCESS'. A callout bubble points to this message with the text 'New Office displayed.'. Below the welcome message, a green-bordered box contains the text: 'Commentary: Office Code and/or Location Id have been switched successfully.'. A callout bubble points to this box with the text 'Note Commentary.'. Below the commentary, the main heading is 'General Login System - Choose Function' with the subtitle 'Currently Available Applications'. Underneath, there are two application links: 'Electronic 8(a) Review System (E8a)' and 'Hubzone'. At the bottom of the page, there is a link that says 'Do you wish to Update Profile?'.

Skip Navigation Accessibility Options  
Exit Help  
Profile Access Choose Function Switch Office Change Password  
Ready

Welcome Scarlett OHara. Location Not Selected Yet. Office 7100: OFFICE OF CAPITAL ACCESS  
New Office displayed.

Commentary: Office Code and/or Location Id have been switched successfully.  
Note Commentary.

General Login System - Choose Function  
Currently Available Applications

- Electronic 8(a) Review System (E8a)
- Hubzone

Do you wish to Update Profile?