ePay

Multi-Factor Authentication (MFA) Help Document

Table of Contents:

How to use your temporary password and set up factors 1

How to set up Email Authentication: 4

How to set up Voice Authentication: 5

How to set up Text (SMS) Authentication: 7

How to set up Google Authenticator: 9

How to log in each day 11

Who should you contact for further help? 13

General FAQs 14

How to use your temporary password and set up factors

Step 1: Check your email. You should have received an email from the ePay system entitled "Action Required: Follow These Steps to Access your GSA ePay Account." Copy your temporary password (it will be used on the login screen).

From: "personalpropertyadmin1@gsa.gov" <personalpropertyadmin1@gsa.gov>
To: "cajunraa@yahoo.com" <cajunraa@yahoo.com>
Sent: Thursday, July 2, 2020, 04:25:19 PM CDT
Subject: Action Required: Follow These Steps to Access Your GSA ePay Account

Dear GSA ePay User:

To complete your registration, you will need to create a new password. Below, you will find your temporary password. The temporary password will grant you access to ePay.

You will then be prompted to update the temporary password to a password of your choice.

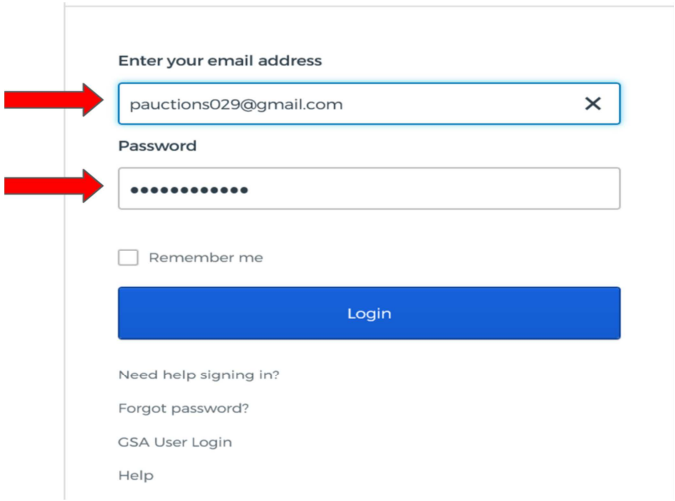
Email Address: cajunraa@yahoo.com
Temporary Password: 3EXerq35Zu5S

Please follow these simple steps:

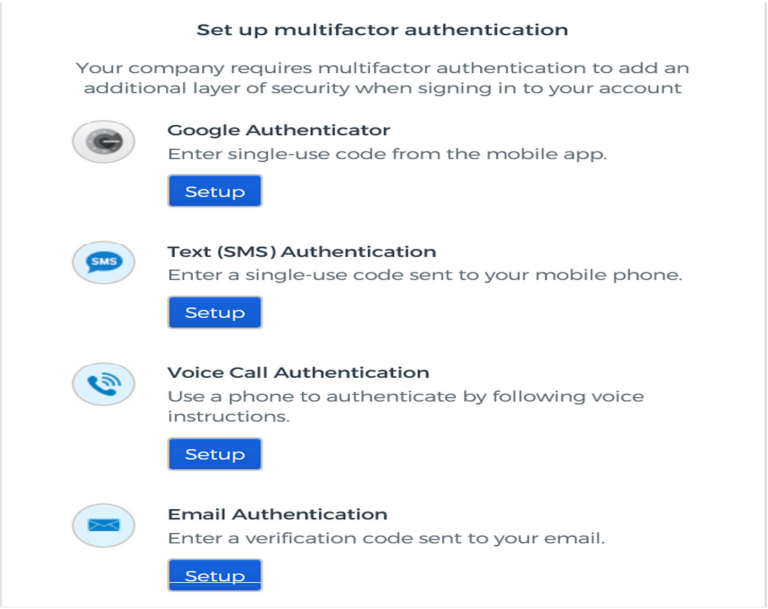
1) Click on https://epayb.fas.gsa.gov (If the link doesn't work, copy and paste the link into your web browser's 'address' window and then press 'Enter'.)

(No email? Please check your spam/junk folder. If you still do not see it, contact the ePay helpdesk at epayhelp@gsa.gov)

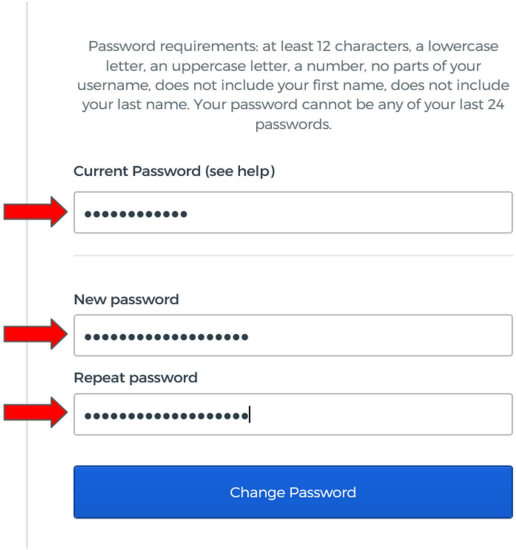
Step 2: Go to https://epay.fas.gsa.gov, and enter in your **email address** and **temporary password** (into the password field). Then, click the **"Login"** button.



Step 3: Set up your factors by clicking on "setup" under the Authenticator of your choice. We recommend that you set up at least two factors. (Please note that the email and text authentication is not approved for future use, so please incorporate either voice or Google Authenticator as a factor.)

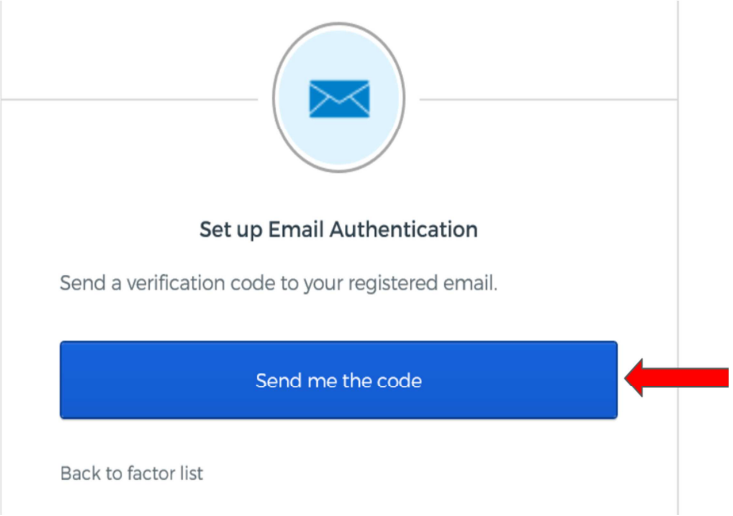


Step 4: Establish your password. Go back to step 1 and copy your temporary password. Paste your temporary password into the "Current Password" field. Then, create a new password that meets the password requirements.

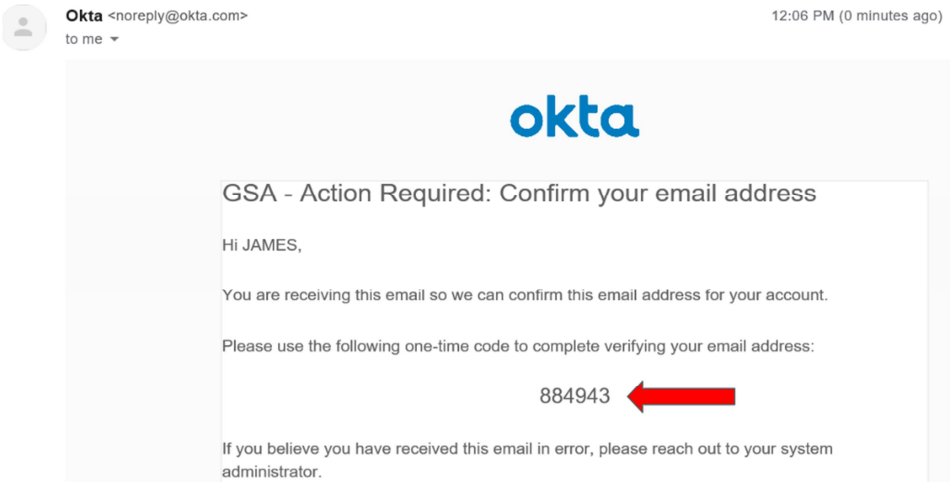


How to set up Email Authentication:

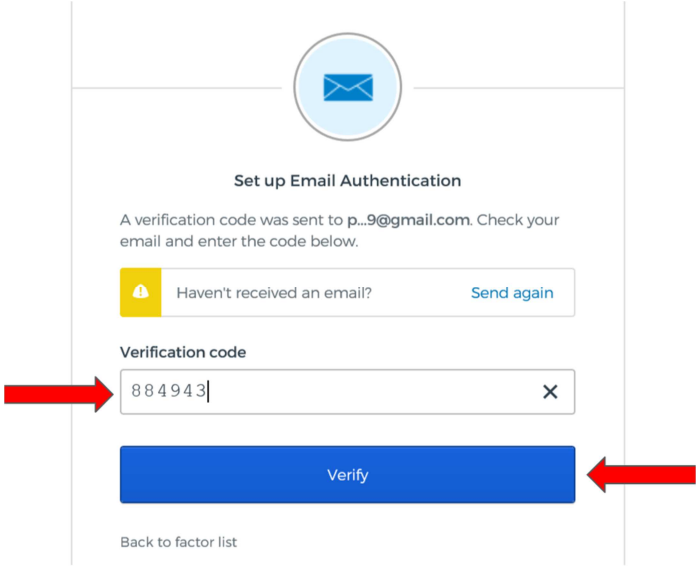
1) Click “Send me the code.”



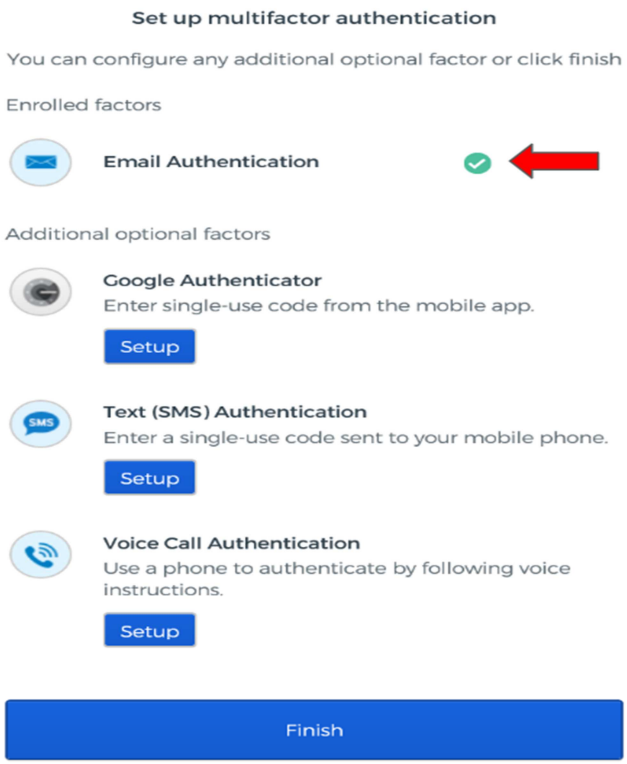
2) Check your email for an email from OKTA that contains your code. (Please note: If you do not receive an email, check your spam/junk folder. If you still do not see it, please contact the helpdesk.)



3) Enter your code into the field titled “Verification Code,” and then click“Verify.”

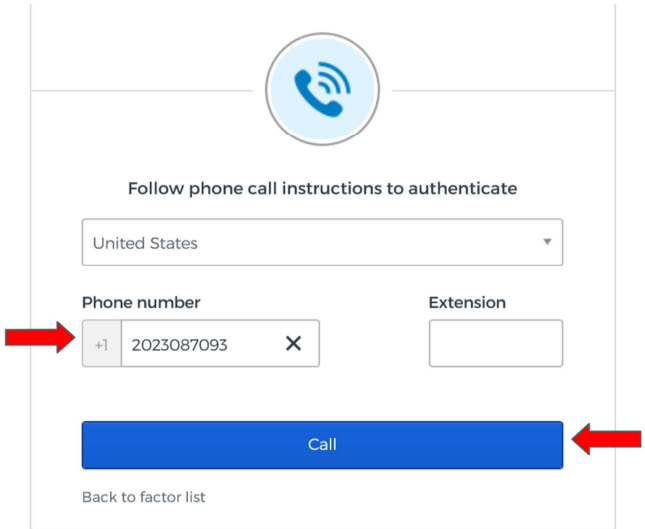


4) You will see a green checkmark once your email has been successfully set up. (**Please Note:** If you only want to set up one authenticator, you can click “Finish” and you will be taken to step 4.)

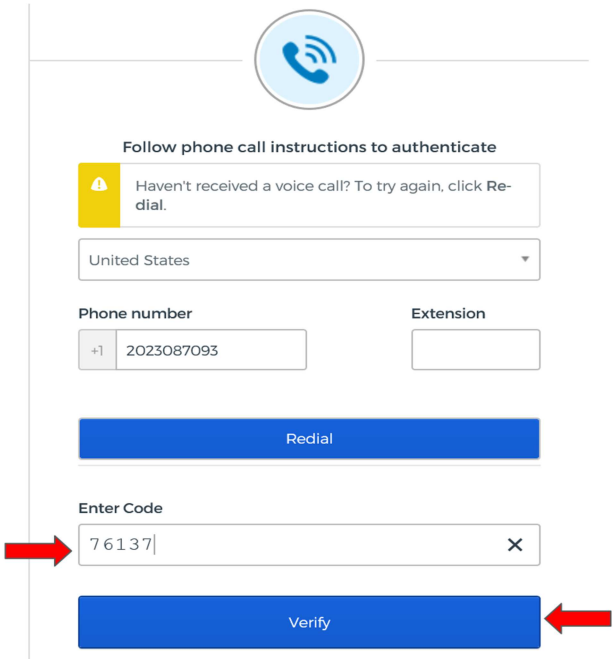


How to set up Voice Authentication:

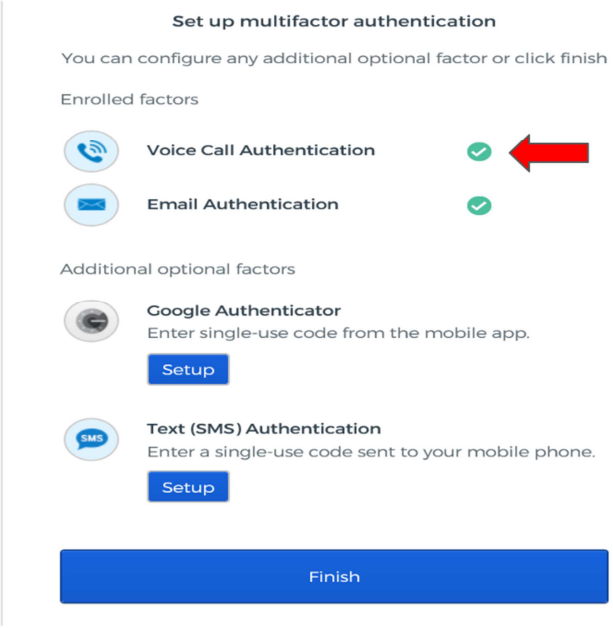
1. Enter in your phone number (cell or landline), and click “Call.”



2. You will receive a call with a five digit code. Enter in code and click “Verify.”

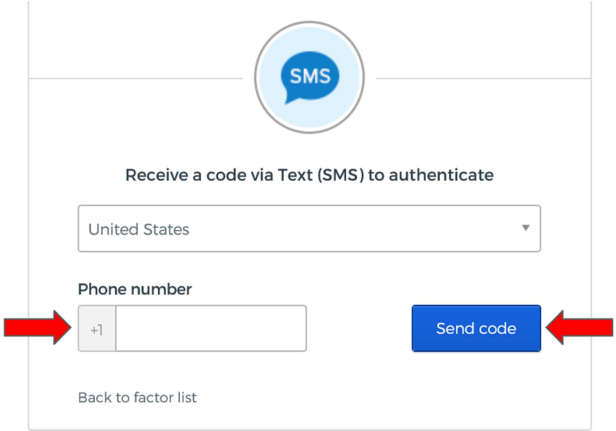


3.You will see a green checkmark once your voice authentication has been successfully set up. (**Please Note:** If you only want to set up one authenticator, you can click “Finish” and you will be taken to step 4.)

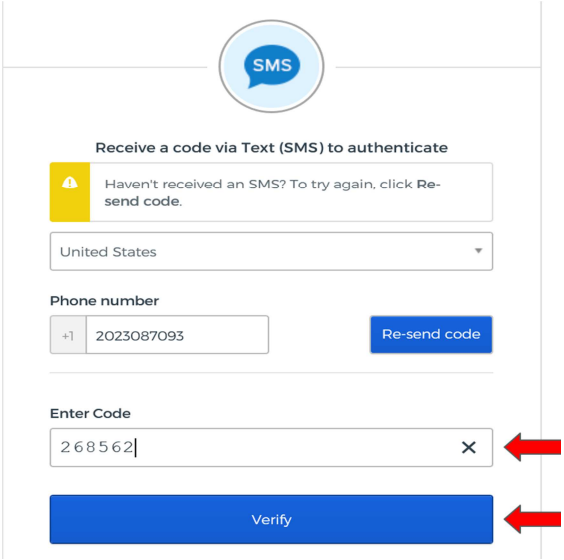


How to set up Text (SMS) Authentication:

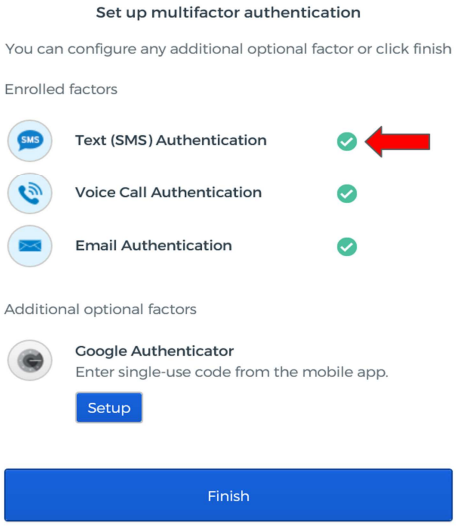
1) Enter in your phone number and click “Send Code.” You will receive a six digit code through your mobile device.



2) Enter in your six digit code and click “Verify.”

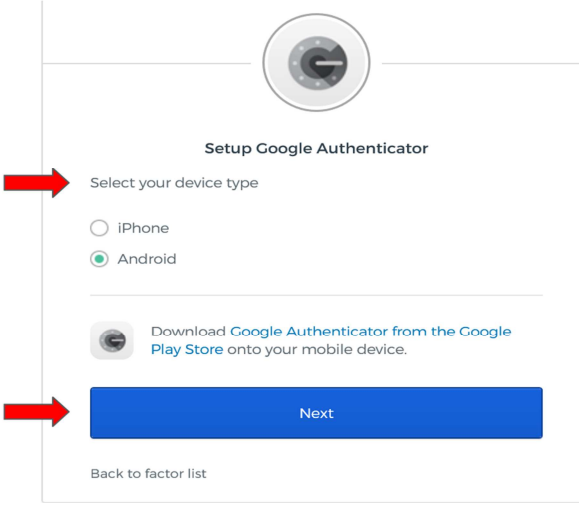


3) You will see a green checkmark once your text (SMS) authentication has been successfully set up. (**Please Note:** If you only want to set up one authenticator, you can click “Finish” and you will be taken to step 4.)

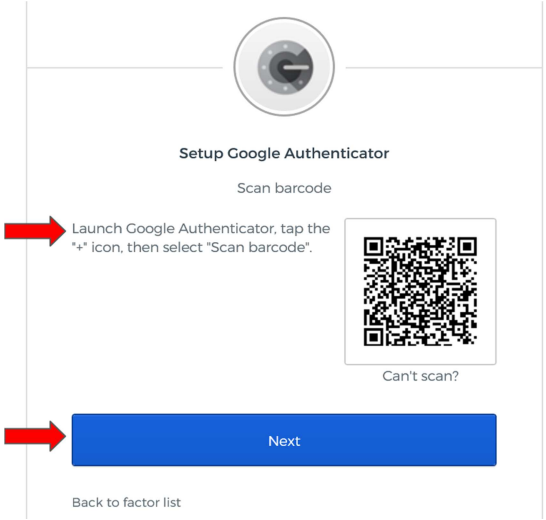


How to set up Google Authenticator:

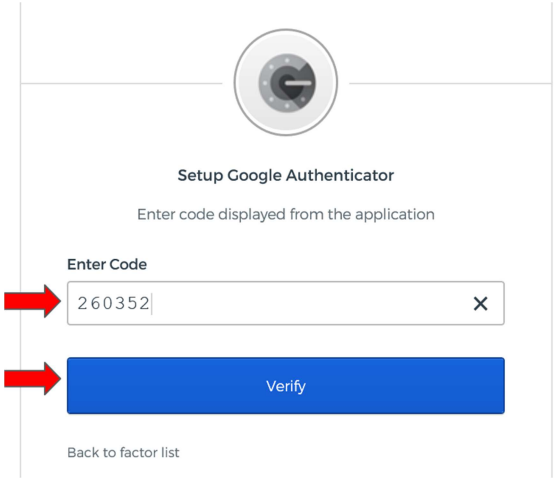
1) Open the Google Authentication app on your mobile device.
2) Select your device (iPhone or Android) and click “Next.”



3) From the Google Authenticator app, tap the “+” icon, then select “Scan barcode.” Once you scan the barcode, click “Next.”



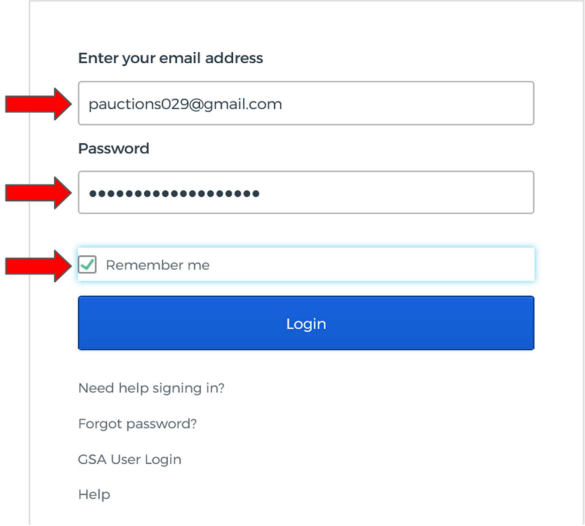
4) Enter in the code generated from the app and then click “Verify.”


Setup Google Authenticator
Enter code displayed from the application
Enter Code
260352
Verify
Back to factor list

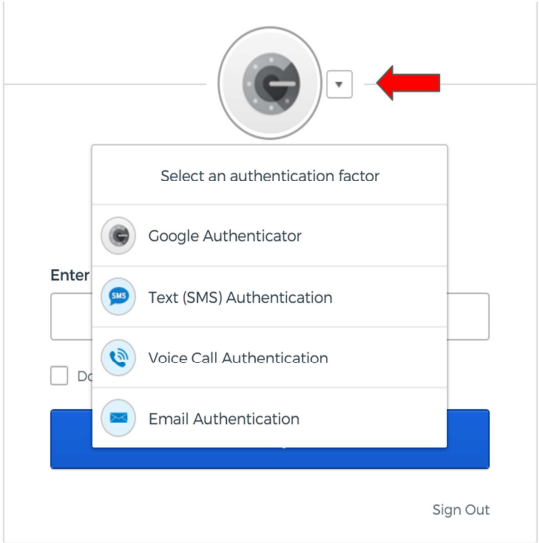
How to log in each day

Step 1: Go to https://epay.fas.gsa.gov, and enter in your **email address** and **new password**. Then, click the **"Login"** button.

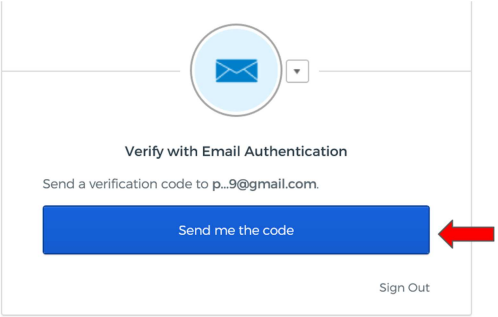
***Important Feature:** By selecting the "Remember me" box at login, the system will pre-populate your email address each time you open the login screen. This prevents you from having to enter it in during each login.



Step 2: Select the MFA method that you'd like to use to receive your code. Make sure that you click on the drop down arrow to display all MFA options in case you have set up multiple factors.

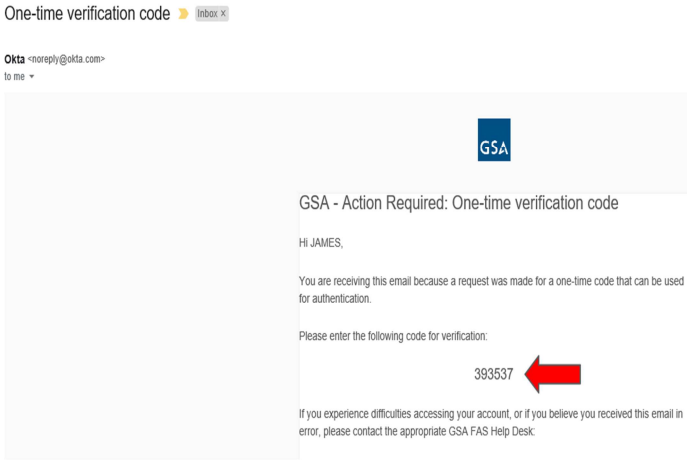


Step 3: Go through the process of receiving your code. For the purpose of this example, the code will be emailed. Click on “Send me the code.”



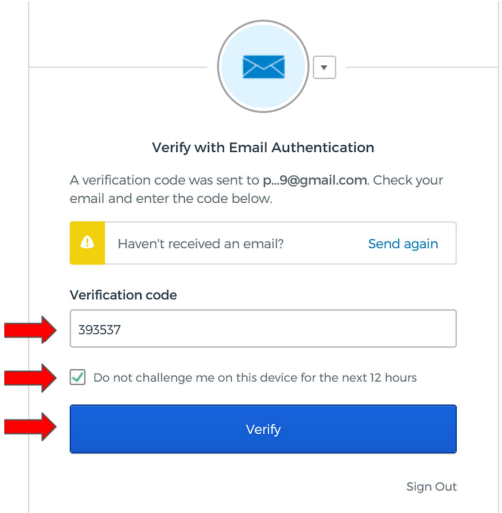
Step 4: Check your email for an email from OKTA. Copy the code from the email and go back to the login page.

Please note: If you do not see the email, please check your junk/spam folder. If you still do not see the code, you can go back to the login screen and click on the “send again” button. If the email still does not come, please contact the helpdesk.



Step 5: Enter your code into the field titled “Verification Code,” and then click “Verify.”

***Important Feature:** By selecting the “Do not challenge me on this device for the next 12 hours” you will not be required to submit a one time passcode for 12 hours (assuming you are logging in on the same device as when you selected the option). This option will not display again until the 12 hours have expired. However, if you try logging in from a different device during that 12 hour period, you will be required to request a one time code because the system does not recognize your new device.



Who should you contact for further help?

Please contact the ePay Helpdesk:

Phone: 1-866-472-6711, Option 2

Email: epayhelp@gsa.gov

General FAQs

What has changed with login?

Beginning in 2020, GSA ePay, GSA Auctions, GSAXcess, Mysales, the NASA Module and the GSA-hosted Computers for Learning website will be making changes to the way you log in.

What will the new login process look like?

1) You will log in using your email and password. You will no longer log in using your user ID.
2) Every time you log in, a one time code will be sent to the email address listed on your account. You must then enter that code to complete your login.

What is the New Login Process Called?

It is called Multi-Factor Authentication (MFA), and it is an industry standard for both government and private sector websites.

Under MFA, a user is granted access only after presenting two or more pieces of evidence (or factors) to an authentication mechanism. This extra layer of security protects you, GSA, and the government by making it more difficult for someone to gain unauthorized access to your account.

Why do I need to do this?

By preventing unauthorized access to your account, MFA protects you and the Federal Government. It is also a requirement for all Federal Government websites.

Why can't I log in using my user ID?

Your user ID will be tied to your email address. Although you are using your email address to log in, all of your activities will be documented under your unique user ID.

Why do I still need a user ID if I am just going to log in using my email address and password?

You will still have a unique user ID that will be used to formally document all of your activities within the system.

I have multiple accounts with the same email address. How will the system know which account I want to log into?

Once you log into the system with your email address and password, the system will display all available accounts that are linked to your email address. You will have the opportunity to select which account you want to log into.

I use ePay and Mysales. Can I use the same email address and password for both websites?

Assuming your registered email address is the same for both websites, you will be able to use the same email address and password to log into both websites. Once you establish an account by using your email address to log in, you will be able to use that same email address and password for other systems.

What does“Remember me” mean?

By selecting the “Remember me” box at login, the system will pre-populate your email address each time you open the login screen. This prevents you from having to enter it in during each login.

What does “Do not challenge me on this device for the next 12 hours,” mean?

By selecting the “Do not challenge me on this device for the next 12 hours” you will not be required to submit a one time passcode for 12 hours (assuming you are logging in on the same device as when you selected the option). This option will not display again until the 12 hours have expired. However, if you try logging in from a different device during that 12 hour period, you will be required to request a one time code because the system does not recognize your new device.