<div align="center">**General Services Administration**
Public Buildings Service
Occupancy Agreement Space Inventory System (OASIS)</div>

OASIS Customer Access FAQ

Overview

This document lists the frequently asked questions to supplement the steps outlined in the "OASIS Customer Access Guide" PDF document for the establishment of Login.gov accounts.

Frequently Asked Questions

1. **Can I use my existing MAX.gov username and password to sign in?**
   No. Your old "MAX.gov" username and password will no longer work. You must create a new or use your existing Login.gov account to sign in. Your new Login.gov account is connected with your existing OASIS profile during the process.

2. **What is Login.gov?**
   Login.gov is a sign in service that offers secure and private online access to government programs, such as federal benefits, services and applications. With a Login.gov account, you can sign in to multiple government websites with the same email address and password. Learn more about Login.gov.

3. **How do I create a Login.gov account?**
   Start by accessing https://oasiscustomers.gsa.gov. You'll automatically be taken to the Login.gov sign-in page. You can create an account or sign in if you already have a Login.gov account. Alternatively, you can access https://secure.login.gov/sign_up/enter_email to create a new Login.gov account.

   Login.gov is only the sign-in service. Once you sign in, you'll be directed to OASIS. Your Login.gov account must be associated with a government issued email ending with ".gov" or ".mil" matching your OASIS user account.

   Login.gov requires you to use a multifactor authentication method. There are a variety of methods that can be employed while signing in, but we encourage you to use a government PIV/CAC card or authentication application, which are more secure against phishing and theft. It is best practice to add more than one authentication method to your account to avoid getting locked out if you ever lose your primary authentication method. Learn more about the different authentication methods you can use.

4. **What is the email address I should use to register in Login.gov?**
   You must use the same government issued email address that you used to establish an OASIS account. For example, if you were using John.Smith@abcd.gov to log in, then you must use that email address to register at Login.gov.

5. **I already have an account in Login.gov with the email address matching that of OASIS. Should I create another account?**
   No. You do not need to create a separate Login.gov account.

6. **I already have an account in Login.gov but the email address associated with the account does not match with that of OASIS. Should I create another account?**
   If you have a Login.gov account and the account is not associated with a government issued email address matching that of OASIS, you will have two options - **Note that option 1 is the preferred option**.

   Option 1: Create a new Login.gov account and associate it with your OASIS email address.
   Option 2: Add the OASIS email address to your pre-existing account. Follow the steps below to add a government issued email address that you intend to use to access OASIS.

   1. Go to https://secure.login.gov/ and login to your account.
   2. In the email preference section there is an + Add email button. Click that button. You can also see that option on the left-hand menu "add email address".
   3. If prompted, re-enter your password and authentication code.
   4. Enter the additional email address you would like to associate with your Login.gov account.
   5. Verify the new email address in the email sent to that inbox.

6. Once the email address is added to the Login.gov profile, you must use the government issued email address as username when authenticating to Login.gov to access OASIS application.

7. **Can I share a Login.gov account with another person?**
No. Each person must set up their own Login.gov account, with their own government issued personal email address (not an email that you share with someone else). Group email addresses cannot be used to access OASIS.

8. **How do I sign in to OASIS after I create my Login.gov account?**
Every time you click on https://oasiscustomers.gsa.gov site, you'll go to the Login.gov sign in page unless you have an already authenticated session. Enter your Login.gov email address (associated with that of OASIS), password and use your two-factor authentication method. Once you enter this information correctly, you'll be signed in and automatically directed back to the OASIS site.

9. **Should I go to Login.gov to access the OASIS application?**
Please access the OASIS application using https://oasiscustomers.gsa.gov. You will be redirected to Login.gov for establishing an account (if you do not have an account with Login.gov) or for authenticating (if you already have an account with Login.gov). Once you are authenticated, Login.gov will redirect you to the OASIS home page.

10. **Why can't I access the OASIS application directly through Login.gov?**
You must access the OASIS application using https://oasiscustomers.gsa.gov at least once. This will redirect you to Login.gov where you will be authenticated prior to being directed to the OASIS home page.

11. **What do I do if I see a "Cannot sign into IBM TRIRIGA as you do not have a valid user" when I try to sign into OASIS applications using Login.gov?**
Verify that your email address in Login.gov is the same as the email address registered in the OASIS application. If it is, ensure that you use the OASIS registered email address as username when authenticating to Login.gov. If not, create a new Login account with the email address registered in the OASIS application (or add that email address to your Login.gov profile). See question #6 above.

It is also possible that your OASIS account has transitioned to an inactive status. OASIS accounts automatically become inactive after 90 days without use. You can inquire about the status of your OASIS account by sending an email to pbsOASISaccounts@gsa.gov.

12. **What are "connected accounts" in Login.gov?**
"Connected accounts" show a list of applications that you have successfully accessed using Login.gov in the past. This page will not show any reference to the OASIS application until you have successfully accessed the application at least once by going to https://oasiscustomers.gsa.gov and successfully using your Login.gov logon information.

13. **How do I reset my Login.gov password?**
If you forget your password, you can use the "forgot password" link on the Login.gov sign-in page. Additional instructions are available at https://www.login.gov/help/trouble-signing-in/forgot-your-password/.

14. **How do I access my account if I don't have access to any of the multi-factor authentication methods? For example: I changed my mobile number, or I have uninstalled the Authenticator app.**
If you no longer have access to your multi-factor authentication methods, you can delete your Login.gov account and re-register at Login.gov. Additional instructions are available at https://login.gov/help/manage-your-account/delete-your-account/.

15. **How do I add or change my method of authentication with Login.gov?**
You may add or change your authentication method (e.g. PIV/CAC, etc.) refer by following instructions provided at https://www.login.gov/help/manage-your-account/add-or-change-your-authentication-method/

16. **What happens If I enter an incorrect password multiple times?**
You will be unable to login for a few minutes if you have incorrectly entered your password 6 times. If you forgot your password, follow the instructions at https://www.login.gov/help/trouble-signing-in/forgot-your-password/.

17. **Can I recover my account if I lose my MFA authentication method/ password?**
Login.gov is unable to grant you access to your account if you get locked out and/or lose your authentication method(s). You will have to reset the account by following the instructions at https://login.gov/help/manage-your-account/delete-your-account/.

18. **Where can I find additional Login.gov help?**

Go to https://www.login.gov/help/ for additional Login.gov assistance.

19. Who should I contact in case of issues?

If you experience any problems accessing the system please contact the PBS National Application Help Desk at 866-367-7878 or email at COPBSApp@gsa.gov.