

General Login System (GLS) Instructions



Small Businesses



Table of Contents

- **1.Overview**
- **2.SBA Account Login**
- **3.Request User ID**
- **4.GLS Sign In**
- **5.Update Password**
- **6.Welcome Screen**
- **7.Update Profile**
- **8.Request Application Access**
- **9.E8(a), HUBZone, and WOSB Access**
- **10.Application Access Approval Process**
- **11.Application Access**

Overview

- The General Login System (GLS) controls access to SBA applications. This document provides instructions for Small Businesses on how to use GLS.
- If you are an SBA Banking Partner or an SBA Employee or SBA Contractor, refer to the instructions for your relationship.

SBA Account Login

- <https://eweb.sba.gov/gls>

SBA General Login System [Skip Navigation](#) [Accessibility Options](#) [Print](#) [Help](#)

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

[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.

Request User ID

SBA General Login System

Print Help

GLS Login

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: UNITED STATES

Zip+4:

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:

Fill out all fields with blue borders.

Click on Lookup Zip to populate the City and State.

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.

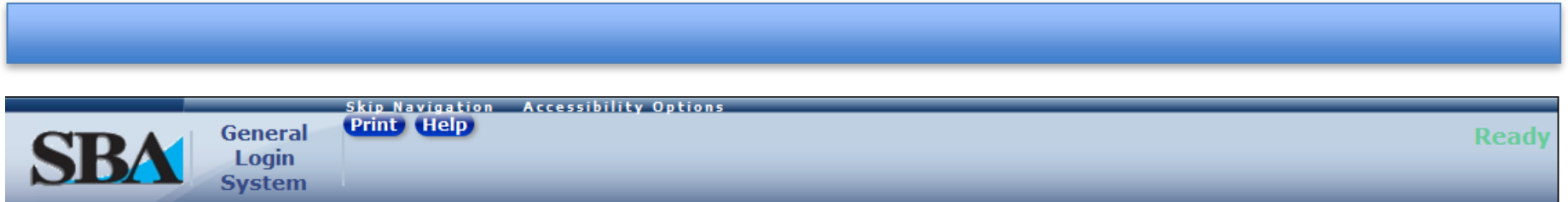
Click on Submit to save the data.

Reset Clear Submit

GLS Sign In

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

GLS Sign In



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

[Login](#) [Clear](#)

Click on Login

Enter GLS User ID and Password.

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.

Update Password



Skip Navigation Accessibility Options
Exit Help

SBA General Login System Ready

First Time Login. Please change your password before continuing

Change Password

Change Password

New Password:

Retype New Password:

Click on Change Password

Change Password

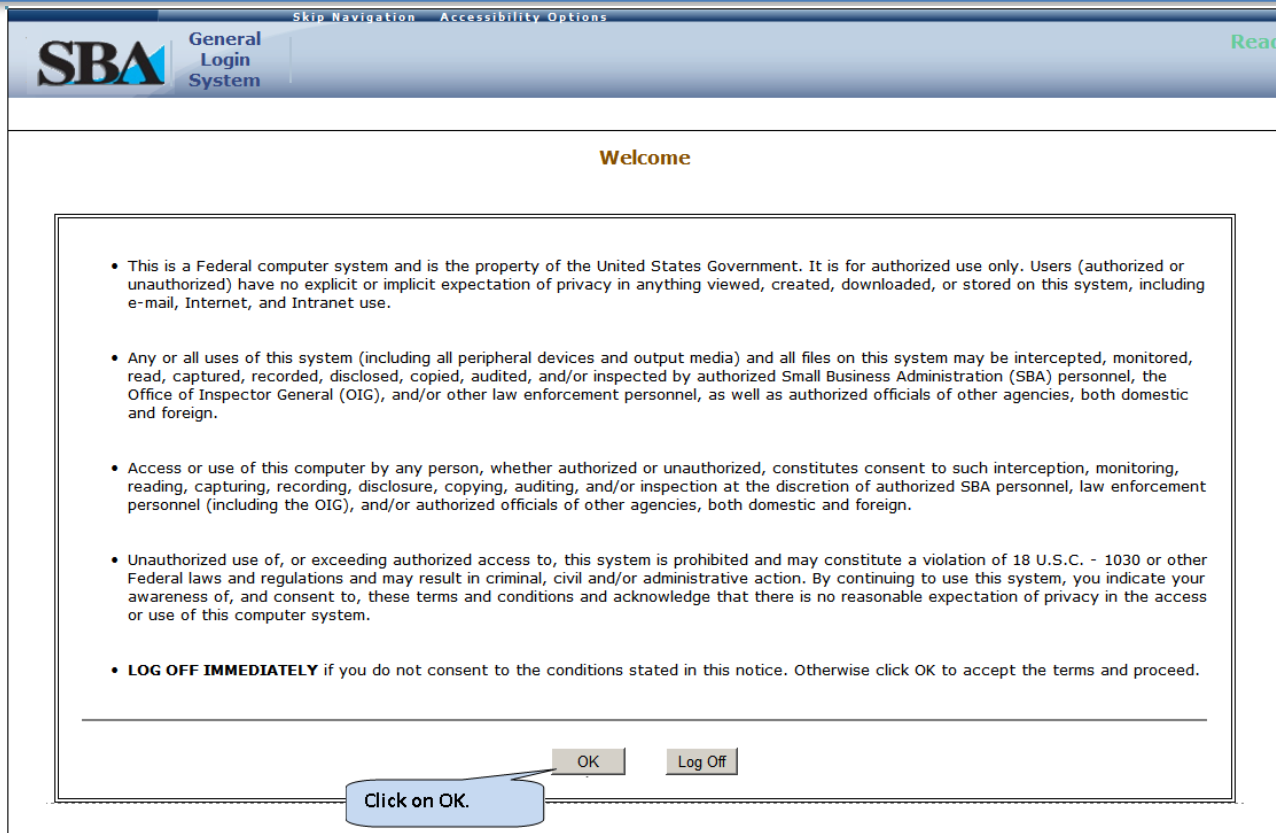
Enter new password twice.

Welcome Screen



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

Welcome Screen



The screenshot shows the 'General Login System' interface. At the top, there is a blue header bar with the SBA logo and the text 'General Login System'. Below this, a navigation bar contains links for 'Skip Navigation' and 'Accessibility Options'. The main content area is titled 'Welcome' and contains a list of five bullet points regarding system usage and security. At the bottom of the content area, there are two buttons: 'OK' and 'Log Off'. A blue callout box with the text 'Click on OK.' points to the 'OK' button.

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.

Update Profile

The screenshot shows the SBA General Login System interface. At the top, there is a navigation bar with links for [Skip Navigation](#), [Accessibility Options](#), [Exit](#), [Help](#), [Profile](#), [Access](#), [Choose Function](#), and [Change Password](#). The [Profile](#) link is highlighted with a callout: "Click to update information about your account profile." Below the navigation bar, the user is welcomed as "Scarlett OHara." and their location is "Not Selected Yet". A callout points to the "General Login System" text, stating "Used by SBA Banking Partners Only." Below this, there is a link to "SBA's Online Phone Directory". The main content area is titled "Choose Function" and "Currently Available Applications". A callout points to the "Update Profile" link, stating "Clicking on Update Profile and the Profile button at the top of the page will take you to the same page." Below this, there is a question: "Do you wish to [Update Profile](#)?"

Update Profile

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

Update Profile

Skip Navigation Accessibility Options

SBA General Login System [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: [Lookup Zip](#)

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

[Reset](#) [Clear](#) [Submit](#)

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

Update Profile

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 "Exit", "Help", "Profile", "Access", "Choose Function", and "Change Password". A "Ready" status indicator is visible on the right. Below the navigation bar, a welcome message reads "Welcome Scarlett OHara. Location Not Selected Yet." A green-bordered box contains a green message: "Commentary: Your profile information has been successfully updated." Below this, a red-bordered box contains a red warning: "Warning: Business information entered is not in SAM". A blue speech bubble points to the warning with the text: "Note Commentary. If business is not in the SAM application, it needs to be added." Below the messages, the text "General Login System - Choose I" and "Currently Available Applications" is visible. At the bottom, a link "SBA's Online Phone Directory" is shown on the left, and a question "Do you wish to [Update Profile](#)?" is centered.

SBA General Login System

Exit Help Profile Access Choose Function Change Password

Ready

Welcome Scarlett OHara. Location Not Selected Yet.

Commentary: Your profile information has been successfully updated.

- Warning: Business information entered is not in SAM

General Login System - Choose I
Currently Available Applications

SBA's Online Phone Directory

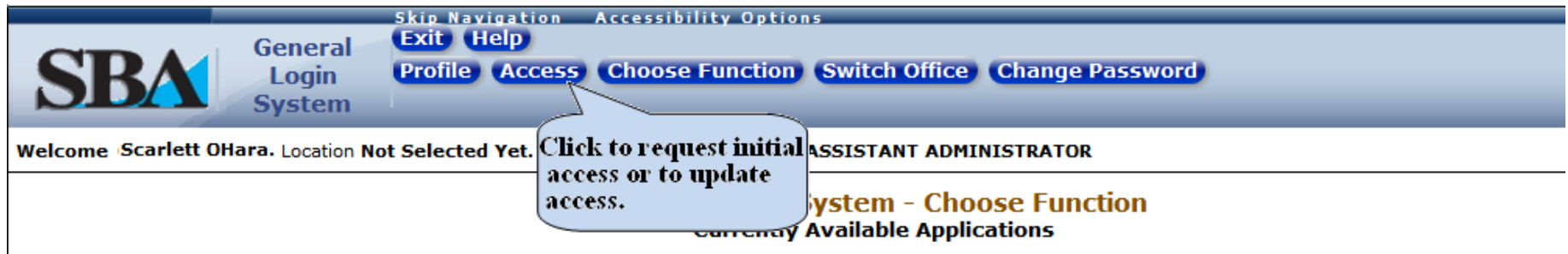
Do you wish to [Update Profile](#)?

Note Commentary. If business is not in the SAM application, it needs to be added.

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



The screenshot shows the SBA General Login System interface. At the top left is the SBA logo. To its right is the text "General Login System". Further right are links for "Skip Navigation" and "Accessibility Options". Below these are buttons for "Exit", "Help", "Profile", "Access", "Choose Function", "Switch Office", and "Change Password". A callout bubble points to the "Access" button with the text: "Click to request initial access or to update access." Below the navigation bar, the text "Welcome Scarlett OHara. Location Not Selected Yet." is visible on the left, and "ASSISTANT ADMINISTRATOR" is on the right. Below this, the text "System - Choose Function" and "Currently Available Applications" is partially visible.

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.
- 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.

Request Application Access


Skip Navigation Accessibility Options

SBA General Login System Ready

[Exit](#) [Help](#) [Profile](#) [Access](#) [Choose Function](#) [Change Password](#)

Welcome Scarlett OHara. Location Not Selected Yet.

System Selection

 Electronic Communication and Annual Review System (BDMIS)

☒ 8A SDB Applicant ([Show/Hide](#))


Business with DUNS In Your Profile

Select One

Select One

333-33-3333 (DUNS - 222222222)

111-11-1111 (DUNS - 333333333)

 HUBZones

☒ HUBZone ([Show/Hide](#))

Business In Your Profile

Select One


Select One

222222222

333333333

If required, select appropriate SSN/EIN and DUNS.

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 Submit.

[Reset](#) [Submit](#)

E8(a), HUBZone, or WOSB Access

- E8(a), HUBZone, or WOSB Access

The screenshot displays the SBA General Login System interface. At the top, there is a navigation bar with links for 'Skip Navigation' and 'Accessibility Options'. Below this, a row of buttons includes 'Exit', 'Help', 'Profile', 'Access', 'Choose Function', 'Switch Office', and 'Change Password'. The 'Access' button is highlighted. On the right side of the header, the word 'Ready' is displayed in green. Below the header, a welcome message reads: 'Welcome Scarlett OHara. Location Not Selected Yet. Office 0373: BALTIMORE DISTRICT OFFICE'. 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 box, the heading 'General Login System - Choose Function' is followed by 'Currently Available Applications'. Two links are listed: '■ [Electronic 8\(a\) Review System \(E8a\)](#)' and '■ [Hubzone](#)'. At the bottom, a prompt asks: 'Do you wish to [Update Profile?](#)'

SBA General Login System

Skip Navigation Accessibility Options

Exit Help

Profile Access Choose Function Switch Office Change Password

Ready

Welcome Scarlett OHara. Location Not Selected Yet. Office 0373: BALTIMORE DISTRICT OFFICE

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 \(E8a\)](#)

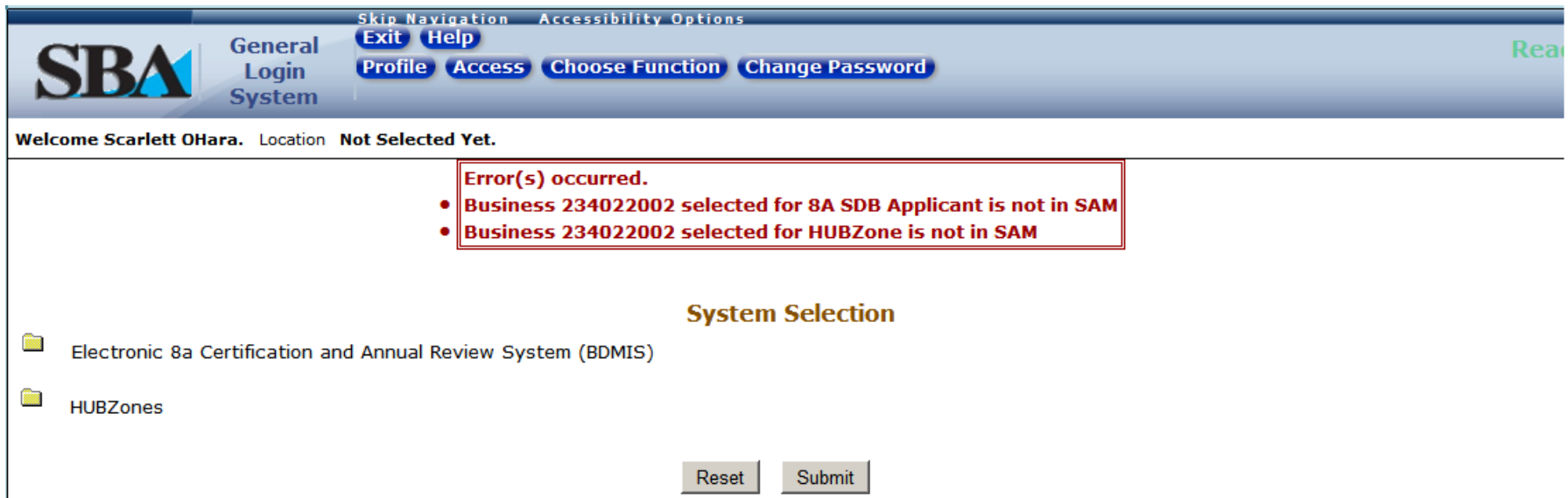
■ [Hubzone](#)

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

E8(a), HUBZone, or WOSB Access

- 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

E8(a), HUBZone, or WOSB Access



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", "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 red-bordered box contains an error message: "Error(s) occurred." followed by two bullet points: "• Business 234022002 selected for 8A SDB Applicant is not in SAM" and "• Business 234022002 selected for HUBZone is not in SAM". Below the error message, the "System Selection" section lists two options: "Electronic 8a Certification and Annual Review System (BDMIS)" and "HUBZones". At the bottom of the system selection area, there are "Reset" and "Submit" buttons.

SBA General Login System

Skip Navigation Accessibility Options

Exit Help

Profile Access Choose Function Change Password

Welcome Scarlett OHara. Location Not Selected Yet.

Error(s) occurred.

- Business 234022002 selected for 8A SDB Applicant is not in SAM
- Business 234022002 selected for HUBZone is not in SAM

System Selection

Electronic 8a Certification and Annual Review System (BDMIS)

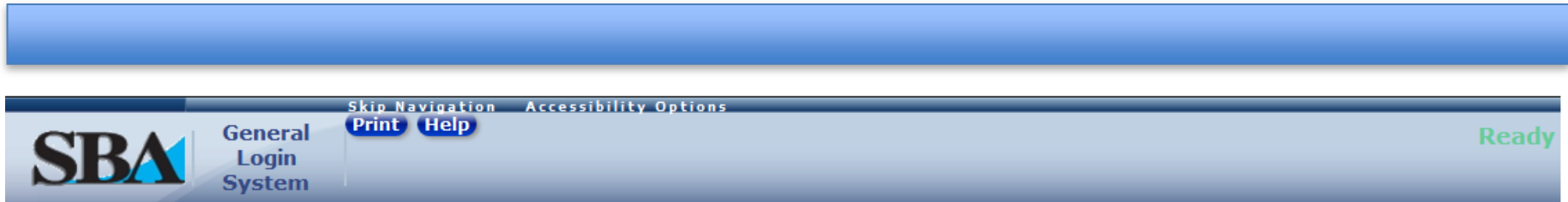
HUBZones

Reset Submit

Application Access Approval Process

- If Program Office approval is required, users will receive an e-mail notification from IT Security (glis@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.

Application Access Approval Process



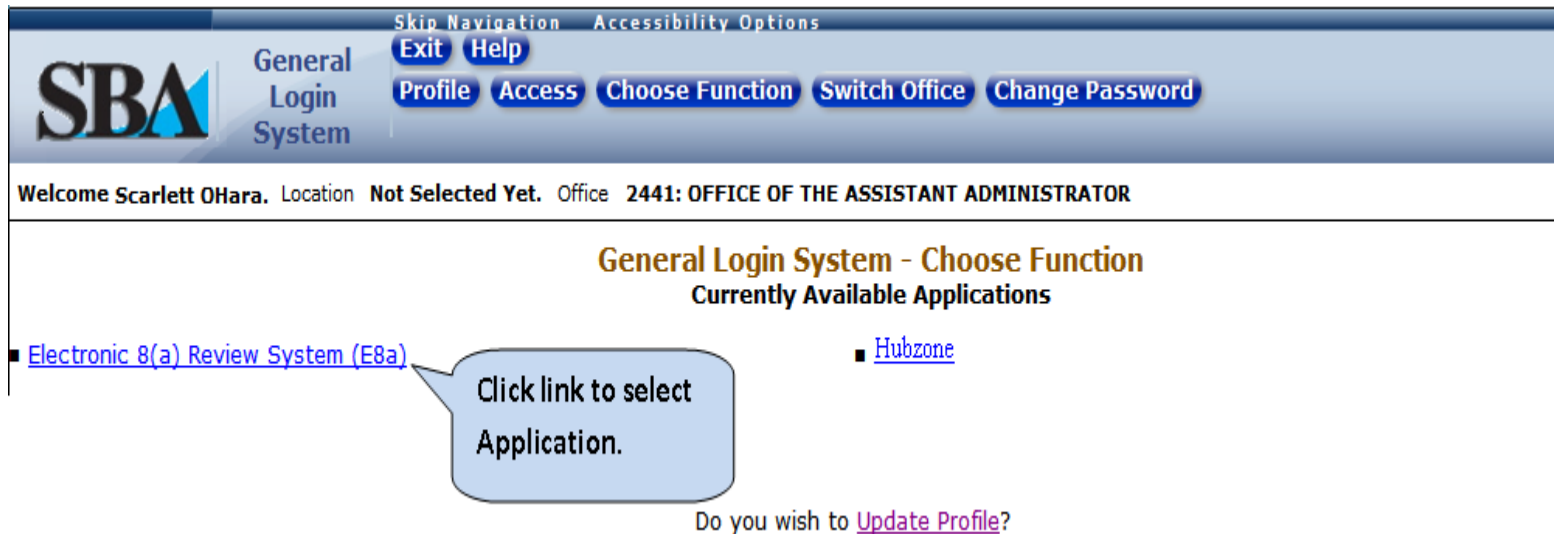
March 26, 2013

- [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](#)

A diagram of the "Account Login" form. The form has a title "Account Login" in orange. Below the title are two input fields: "User ID" and "Password". At the bottom of the form are two buttons: "Login" and "Clear". A blue speech bubble points to the input fields with the text "Enter User ID and Password." Another blue speech bubble points to the "Login" button with the text "Click on Login." Below the form, the text "Text Only" is written in blue.

Application Access

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



Key GLS Screenshots

- Firm enters the number of employees that perform their work at the principal office and the number that perform the majority of their work at job sites. SBA's definition of employee is displayed.

Key GLS Screenshots

HUBZone Program Application - Microsoft Internet Explorer provided by SBA

https://enilesp.sba.gov/hubzone/internet/application/dsp_apps_new_step3_verify7_application.cfm

File Edit View Favorites Tools Help

HUBZone Program Application

Your Small Business Resource

Determining Principal Office

Caution: **DO NOT** use the browser **BACK** button. Use the navigation buttons [Start Over and/or Previous Question] under every question you answer.

☐ Not Completed ☐ Completed ☐ Current

OMB Approval No. 3245-0320
Expiration Date: 10/31/2012

Move cursor over a task to see name of the task:

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

*** Collect Employees(s) at each Business Location:**

Instruction:
Please enter the number of individuals employed on a full-time, part-time, or other basis, so long as that individual works a minimum of 40 hours per month, at EACH of the following locations. This includes employees obtained from a temporary employee agency, leasing concern, or through a union agreement or co-employed pursuant to a professional employer organization agreement. SBA will consider the totality of the circumstances, including criteria used by the IRS for Federal income tax purposes and those set forth in SBA's Size Policy Statement No. 1, in determining whether individuals are employees of a concern. Volunteers (i.e., individuals who receive deferred compensation or no compensation, including no in-kind compensation, for work performed) are not considered employees. However, if an individual has an ownership interest in and works for the HUBZone SBC a minimum of 40 hours per month, that owner is considered an employee regardless of whether or not the individual receives compensation.

NOTE: The location(s) listed below should **NOT** account for any employee(s) that perform the majority of their work at job-site locations to fulfill specific contract obligations.

No	DUNS No	Address	Number of Employees
1	190644401	9246 Long Run Dr Juneau AK 99801	10

How many employees of your concern perform the majority of their work at job-site locations? 1

Submit Clear

Previous Question Start Over

SBA Form 2103 (10/31/2012)

Local intranet 75%

Key GLS Screenshots

- This page confirms the applicant's legal business name. SBA will not accept DBAs for the legal business name - if the firm's DBA is shown it must select "no" and proceed to the next page.

Key GLS Screenshots

The screenshot shows a web browser window titled "GC MED - HUBZone - 8(a) Business Development - Microsoft Internet Explorer provided by SBA". The address bar displays the URL: https://enilesp.sba.gov/hubzone/internet/application/dsp_apps_new_step3_verify_application.cfm. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and utility. The page content features the SBA logo and the HUBZone banner. Below the banner, there is a section for the "HUBZone Internet Application Form" with a "back" button and a "help" icon. A caution message states: "Caution: **DO NOT** use the browser **BACK** button. Use the navigation buttons [Start Over and/or Previous Question] under every question you answer." Below this, there are status indicators for "Not Completed", "Completed", and "Current", along with the OMB Approval No. 3245-0320 and Expiration Date: 10/31/2012. A progress bar shows 17 steps, with step 4 highlighted. The main content area contains a question: "Please verify the **BUSINESS NAME** below and carefully answer the **QUESTION** that follows:". The "Legal Business Name" is listed as "DDA". A note specifies: "Only the firm's legal business name may be used to apply for HUBZone certification. SBA will not accept applications submitted using 'doing business as' (DBAs) or assumed fictitious name." The question asks: "Does the business name appearing above operate out of the [Principal Office](#) for your HUBZone Application?". Below the question, there are "Yes" and "No" buttons. At the bottom of the form, there are "Previous Question" and "Start Over" buttons. The footer of the page indicates "SBA Form 2103 (10/31/2012)" and includes a "top" link. The browser's status bar at the bottom shows "Local intranet" and a zoom level of 75%.

GC MED - HUBZone - 8(a) Business Development - Microsoft Internet Explorer provided by SBA

https://enilesp.sba.gov/hubzone/internet/application/dsp_apps_new_step3_verify_application.cfm

File Edit View Favorites Tools Help

Favorites Free Hotmail

GC MED - HUBZone - 8(a) Business Development

SBA Your Small Business Resource **HUBZone**

HUBZone Internet Application Form back help

Caution: **DO NOT** use the browser **BACK** button. Use the navigation buttons [Start Over and/or Previous Question] under every question you answer.

☐ Not Completed ☐ Completed ☐ Current OMB Approval No. 3245-0320
Expiration Date: 10/31/2012

Move cursor over a task to see name of the task.

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17

*** Please verify the **BUSINESS NAME** below and carefully answer the **QUESTION** that follows:**

Legal Business Name* 'DDA'

***Note:**
Only the firm's legal business name may be used to apply for HUBZone certification. SBA will not accept applications submitted using "doing business as" (DBAs) or assumed fictitious name.

Question:
Does the business name appearing above operate out of the [Principal Office](#) for your HUBZone Application?

If the information above is correct, please click "YES" to continue with your SBA application.

Yes No

Previous Question Start Over

SBA Form 2103 (10/31/2012)

top

Local intranet 75%

Key GLS Screenshots

- This page requires the firm to verify that address below represents the principal office – if it does not represent the principal office the firm must select “no” and proceed to the next page

Key GLS Screenshots

The screenshot shows a web browser window titled "GC MED - HUBZone - 8(a) Business Development - Microsoft Internet Explorer provided by SBA". The address bar displays the URL: https://enilesp.sba.gov/hubzone/internet/application/dsp_apps_new_step3_verify6_application.cfm?flag=1. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The status bar at the bottom shows "Done" and "Local intranet".

The main content area features the SBA logo and the text "Your Small Business Resource" and "HUBZone". Below this, there is a "HUBZone Online Certification" section with a "back" button and a "help" icon. A caution message states: "Caution: **DO NOT** use the browser **BACK** button. Use the navigation buttons [Start Over and/or Previous Question] under every question you answer."

Below the caution, there are checkboxes for "Not Completed", "Completed", and "Current". To the right, it says "OMB Approval No. 3245-0320" and "Expiration Date: 10/31/2012". A note says "Move cursor over a task to see name of the task." Below this is a progress bar with numbers 1 through 17, where number 5 is highlighted in red.

The main form area has a heading: "Please verify the ADDRESS below and carefully answer the QUESTION that follow:". The form contains the following information:

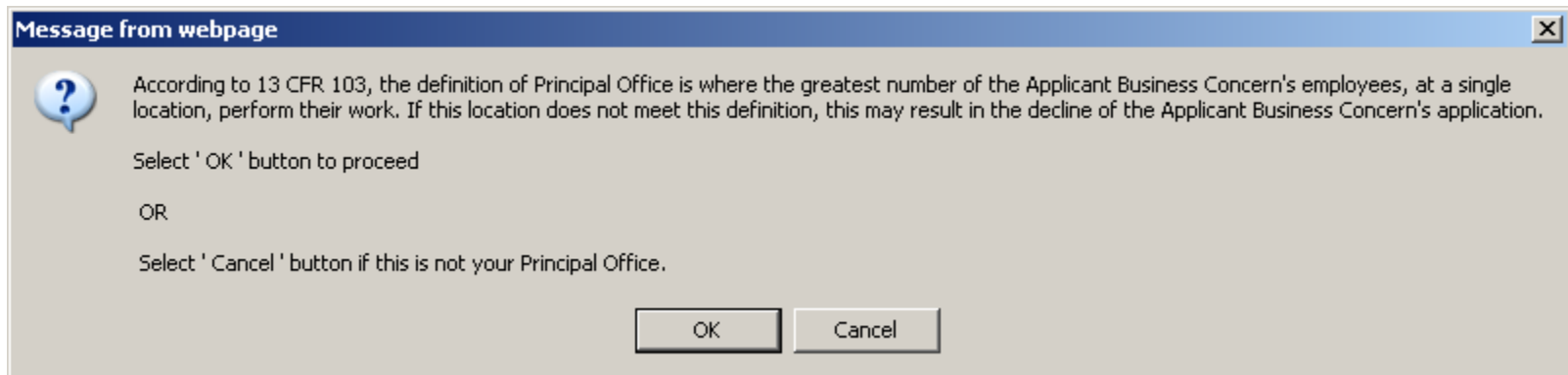
Business Name:	DDA
Address:	Street: 9246 Long Run Dr City: Juneau State: AK ZIP: 99801
Dynamic Small Business Search (DSBS) Status:	ACTIVE <input checked="" type="checkbox"/>

Below the form, there is a "Question:" section with the text: "Does the address appearing above represent the [Principal Office](#) of DDA?". There are "Yes" and "No" buttons. At the bottom of the form, there are "Previous Question" and "Start Over" buttons.

At the bottom left of the page, it says "SBA Form 2103 (10/31/2012)". There is a "top" link at the bottom right.

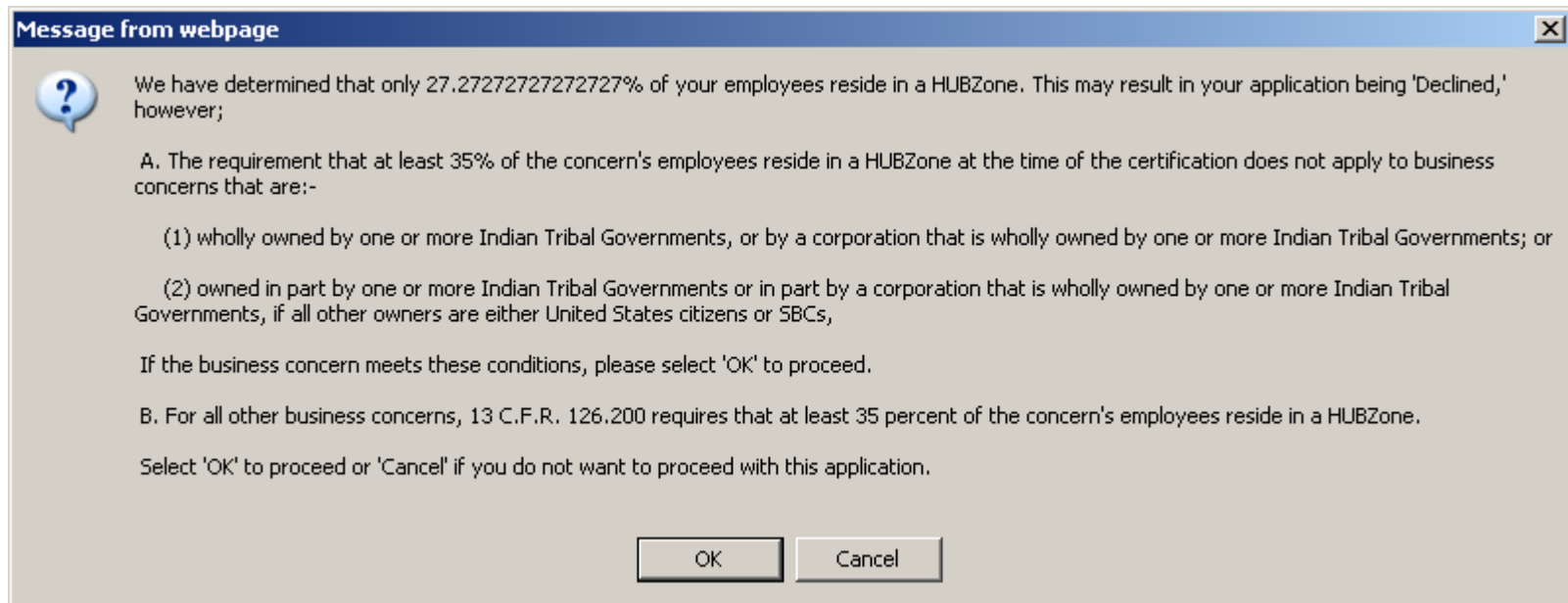
Key GLS Screenshots

- If yes, firm will receive this notice to proceed or to cancel



Key GLS Screenshots

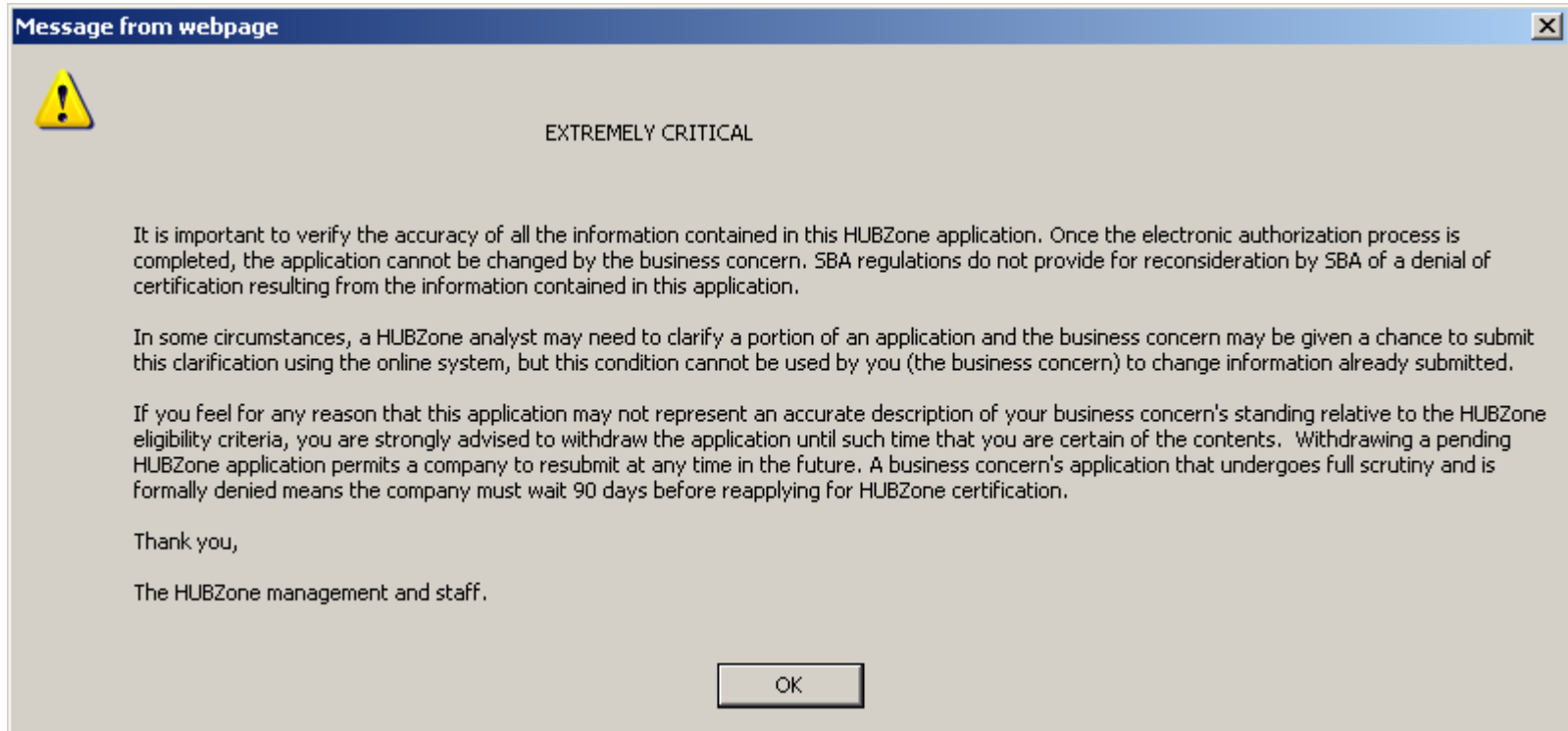
- Firm will receive a notice if it does not have the required number of HUBZone residents



Key GLS Screenshots

- The firm will receive this message once it has completed all required fields in the application.

Key GLS Screenshots



FAQ

- **Is there a paper application or a sample application?**
- No, but there is an [application guide](#) which can help you prepare to submit the online application

FAQ

- **The online application says that my principal office is NOT in a HUBZone, but I know that it is. What can I do?**

FAQ

- You may describe the discrepancy in the "dispute box" below Section A of the application. You may then proceed with filling out the application. To verify that the address is in a HUBZone, you may be required to submit a signed statement from a county or local government agency certifying the census tract number and county of the address in question.

FAQ

- **I hire seasonal employees. Are they considered to be employees for the purpose of HUBZone certification?**
- For your firm to remain eligible, it must meet the eligibility criteria both “in season” and “out of season” because your seasonal employees are counted when they are working and not counted when they are not.

FAQ

- **How does SBA define the term "principal office?"**
- It's the location where the greatest number of employees at any one location actually perform their work, except for construction and service industries, which have exemptions based on their occasional need to assign employees at the contract location.

SBA Wisconsin District Office

For more information on SBA's programs and services

Please contact:

Shane Mahaffy, Lead Business Opportunity Specialist

310 W. Wisconsin Avenue

Suite 580W

Milwaukee, WI 53203

Telephone: (414) 297 - 1455

Email: Shane.Mahaffy@sba.gov

Or visit our office web site at:

<https://www.sba.gov/offices/district/wi/milwaukee>