



Account Creation

GSAfleet.gov User Guide

Updated November 2023

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Federal Fleet Managers

1. Select the “Create account” button.

The screenshot shows the GSA Fleet website interface. At the top left is the GSA Fleet logo. At the top right is a link for 'Create account'. Below the logo is a navigation bar with 'Home' and 'Help' links. The main content area is titled 'Welcome to GSAFleet.gov' and contains several paragraphs of text and a list of bullet points. On the right side, there is a 'Log in' section with two buttons: 'Customer and vendor login' and 'GSA employee login'. A red box highlights the 'Create account' button in the 'Log in' section, with a red arrow pointing to it from the left.

GSA Fleet® [Create account](#)

Home Help

Welcome to GSAFleet.gov

FAST Reporting will begin on October 16th. Customers with agency-owned vehicles should use GSAFleet.gov for reporting owned vehicles, while reporting for leased vehicles will continue to use [Drive Thru](#).

New leasing functionality released!
As of October 16, 2023, GSA Fleet leasing customers can:

- Download the CRASH report (formerly in Drive Thru)
- Submit your individual GSA Fleet leased vehicle modification requests for GSA's review and approval using our new digital form

For general questions, join us for our Monthly Customer Q&A session, every Third Thursday of the month. [Register now](#).

Need help?

Don't have a GSAFleet.gov account?

If you don't have an account already, please create your account to get started.

[Create account](#)

Log in

If you are a GSA Fleet customer, federal agency customer, or vendor, please log in below.

[Customer and vendor login](#)

OR

If you are a GSA employee, please log in below.

[GSA employee login](#)

Account Creation

2. Enter your email address, first name, and last name on the page prompted. Then, press the “Create account” button.

Create Account

Let's get you set up with your GSAFleet.gov account. If you are a GSA employee, please use the [account creation guide](#) to create an account unless you are responsible for managing GSA's owned vehicles.

For GSA Fleet Vendors

Do not fill out this form. Please reach out to your GSA Fleet Point of Contact or email fleetsystemsmodernization@gsa.gov.

For GSA Fleet Customers

Required fields are marked with an asterisk (*).

CONTACT INFORMATION

Email *

Re-type email *

First name *

Last name *

Create account

3. After selecting the "Create account" button, you will receive a submission confirmation screen and a notification that an email has been sent to you to complete the registration process. The email will have the subject line: *Welcome to GSAFleet.gov* from do-not-reply@gsa.gov Be sure to check your “Spam” folder if you do not receive the link within a few minutes.

Email Sent

Thank you Customer.

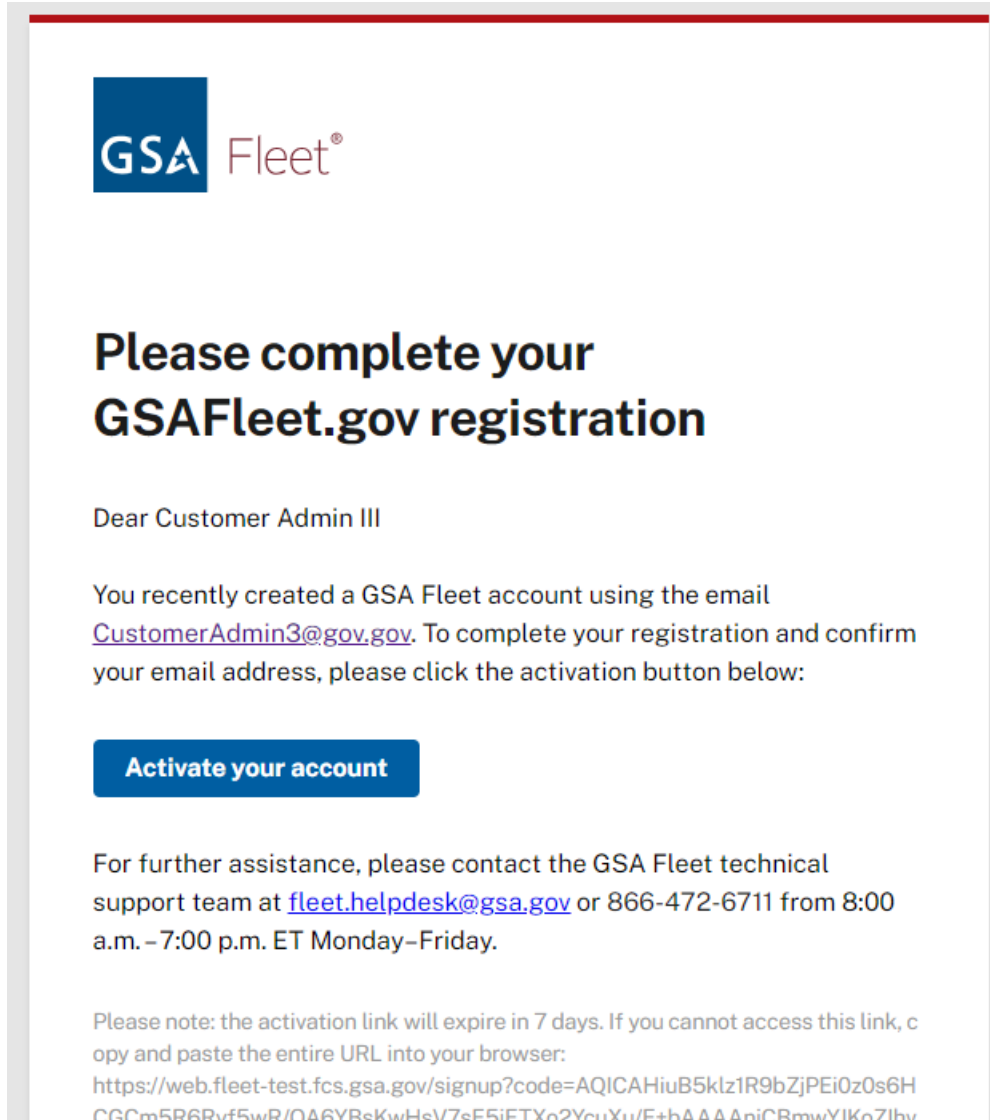
To start your account setup we have sent you a verification email to **CustomerAdmin3@gov.gov**. It may take a minute to receive your link. Your activation link will expire in 7 days.

Haven't received it?

Resend Activation Link

Account Creation

4. Select the “Activate your Account” button within the email to complete your GSAFleet.gov registration. If you already have an account for a GSA Fleet application, you will receive an email that says **Welcome to GSAFleet.gov. Please log in using your FAS ID** (the enterprise OKTA account that you established to access GSA Fleet systems). Once you receive that email you will need to select the Activate your account option.



Account Creation

5. If this is your first time logging into any GSA Fleet platform and you do not have an Okta login, you will be asked to create a password for your GSAFleet.gov account. Select “Update your account.”
 - a. If you already have a GSA Fleet If you already have an account with **GSA Fleet Drive Thru** or other **GSA Applications**, selecting Activate your account will take you to a login page, where you will use your same username and password as for other GSA Fleet Applications. Please skip to step 7.

6. You will then be taken back to the home page, where you will need to login with your new password to complete your profile.

Account setup

Please set up a new password and security question to complete your registration.

SET UP NEW PASSWORD

* indicates a required field.

Enter new password *

- Minimum 12 characters
- At least one upper case
- At least one lower case
- At least one number (0-9)
- At least one special character (e.g., !@#\$%&*)
- No space character
- Password may not contain first name
- Password may not contain last name
- Password may not contain any parts of email address

Re-type new password *

SET UP RECOVERY QUESTION

Please enter a security question for account recovery.

Enter security question *

A minimum of 4 characters and maximum 100 characters allowed

Enter security answer *

- Answer may not contain your password
- Answer may not contain your email address
- Answer may not be or contain part of the security question
- Minimum 4 characters
- Maximum 100 characters

[Update your account](#)

Account Creation

7. You will then be asked to complete your profile. Your email address will be prefilled.

You will be asked to fill in your:

- First and last name
- If you are a non-federal employee working as a contractor
- Agency, bureau and office information
- Work address and phone number
- Manager. *For account registration in GSAFleet.gov, a manager is a person with a customer administrator role for your agency or bureau, this may be different from your frontline supervisor.* Select one of the managers listed in the dropdown.

Once completed, select Submit profile for approval.

Home Store Homepage Manage my fleet Help

[Home](#) > Profile

⚠ We need your profile information

Please complete your user profile to log in to [GSAFleet.gov](#). Once your completed profile is submitted, an authorized approver will review the information. For technical support, please contact the GSA Fleet Technical Support team at fleet.helpdesk@gsa.gov or [866-472-6711](tel:866-472-6711) from 8:00 a.m. - 7:00 p.m. ET, Monday–Friday.

Profile

Please provide the following information so we can get your account setup for approval.

Required fields are marked with an asterisk (*).

PERSONAL INFORMATION

Email
CustomerAdmin3@gov.gov

First name *

Last name *

I am a non-federal employee working under contract with a federal agency

WORK INFORMATION

Agency *

Bureau

Office

Manager

Account Creation

- After submitting, your manager/customer administrator will receive an email instructing them to approve your account request. Managers/customer administrators will be responsible for approving new accounts and approving recertifications. Instructions for approving users can be found in our linked [User Management guide](#).

Customer User Profile Fields

Field	Description
Email	Work Information
First name	Personal Information
Last name	Personal Information
Agency	Work Information: Select the Agency the Vehicles you manage are assigned to.
Bureau	Work Information: Multi Select, you can select the different Bureaus that fall under your agency to which the Vehicles are assigned.
Office	Work Information: Multi Select, you can select the different Offices that fall under your Bureau to which the Vehicles are assigned.
Country	Work Address
Country	Work Address
Address Line 1	Work Address
Address Line 2	Work Address
City	Work Address
State	Work Address
Zip Code	Work Address
Country Code	Work Address
Phone	Work Information
Extension	Work Information
Supervisor (Agency Fleet Manager)	Supervisor Information - Drop-down selection
Supervisor email	Supervisor Information - Automatically filled

Associating Legacy Customer Numbers to your GSA Fleet.gov Account

1. If you are a federal fleet manager with an account in GSA Fleet Drive Thru then once your access to GSAFleet.gov has been approved, the system will automatically assign the Customer Fleet Manager role scoped to the customer accounts (legacy customer numbers) that are present on your GSA Fleet Drive thru profile. If the scoped role is not automatically associated with your GSAFleet.gov account, it will be updated via a nightly cycle and no further action is required.
2. If you do not have a [GSA Fleet Drive thru](#) account and your responsibilities include managing a GSA leased fleet, then you will need to create an account in GSA Fleet Drive Thru first in order to gain access to your specific customer numbers in GSAFleet.gov. [Click here for instructions](#) for how to create an account in Drive Thru.

GSA Users

1. When you land on the home screen, select Log-in with a GSA.gov email.

The screenshot shows the GSA Fleet website home page. At the top left is the GSA Fleet logo, and at the top right is a "Create account" link. Below the logo are "Home" and "Help" navigation links. The main content area is divided into two columns. The left column contains a "Welcome to GSAFleet.gov" section with introductory text and a "Need help?" section with contact information. The right column contains a "Don't have a GSAFleet.gov account?" section with a "Create account" button, and a "Log in" section with "Federal agency customer login" and "GSA employee login" buttons. The "GSA employee login" button is highlighted with a red box. At the bottom, there is a footer with contact information, a "Return to top" link, and a navigation menu with links to "GSA Privacy Policy", "Accessibility Support", "Budget and Performance", "Office of the Inspector General", "Freedom of Information Act Requests", "No FEAR Act", "Reports", and "GSA Website Policy Page". A disclaimer at the very bottom states: "This is a U.S. General Services Administration computer system that is 'FOR OFFICIAL USE ONLY'."

Account Creation

2. The SecureAuth modal will appear. Enter your ENT username and password.

Note: For GSA employees that do NOT work for Fleet, from this point, please refer to our customer instructions beginning on page 7.

3. If this is your first time logging in, you will be directed to a page where you will enter your first name and last name along with your email address. This step is done as part of the process for creating your GSAFleet.gov Profile and verifying your identity.

Profile

Please provide the following information so we can get your account setup for approval.

Required fields are marked with an asterisk (*).

PERSONAL INFORMATION

Email

Randell.Lawson@gsa.gov

First name *

Last name *

USER IDENTIFICATION

Please select your user type.

How do you identify yourself? *

GSA Fleet internal employee

GSA Fleet customer

Which Headquarter division are you assigned to? *

Marketplace and Innovation Division



Which Branch are you assigned to? *

-Select-



SUPERVISOR INFORMATION

Supervisor first name *

Supervisor last name *

Supervisor email *

Upon submission, your profile will be sent to an authorized approver to confirm your information. You will receive an email with updates.

[Submit profile for approval](#)

4. You will receive an email from do-not-reply@gsa.gov. Once you receive that email, you will need to select the “Activate your account” option.
5. Selecting “Activate your account” will take you to a page to fill out your Profile.

Account Creation

GSA User Profile Fields

**Required Field*

Field	Description
*First Name	Personal Information
*Last Name	Personal Information
*Work Information	<p>Organization is used for account approval and preferences.</p> <p>At this time, GSAFleet.gov divides the workforce between two types of filters. Those that work with a nation-wide focus and those that have a geographic focus. The geographic focus will be used to preset filters so that when a user logs in they are able to see relevant information to them first and then have the ability to expand as needed.</p> <p>FMC Managers, FSRs, SCOs, Zonal Managers and their teams should select the Zonal option so that they can choose their Zone/Regional Office Building/FMC/Field Office preferences in their user profile.</p> <p>All other GSA Fleet Employees including Zonal Operations, Division Directors, ZVRC, MCC/AMC should select Headquarters option.</p>
*Supervisor First Name	Individual who directly supervises your work
*Supervisor Last Name	Individual who directly supervises your work
*Supervisor Email	Individual's email who directly supervises your work

Account Creation

User Profile Fields for GSA Fleet Headquarters Employees

**Required Field*

Field	Description
*Headquarter Division	The Division you work most closely with: MCC/AMC specialists select the "Vehicle Management Division" ZVRC and Zonal Operations select "Fleet HQ Front Office" Division Directors should select "Fleet HQ Front Office"
Branch	The branch you are assigned to within your division.

User Profile Fields for GSA Fleet Zonal Employees

**Required Field*

Field	Description
*Phone Number	Work phone number required for GSA Zonal Employees
*Zone	The Zone in which you work
*FMC or Field Office	The Zone/Regional Office Building/FMC/Field Office to which you report. This selection will determine your location if any materials need to be shipped to you.