



User Management

GSAFleet.gov User Guide

Updated November 2023

Table of Contents

Introduction.....	3
User Management	4
Locating the Admin Console	4
Granting User Access	4
Assigning User Roles	7
Role Definitions.....	8
Organization Profile	10
Locating the Organization Profile	10
Office Management	11
Navigating to Office Management	11
Creating a New Office	13
Associating Leasing Customer Accounts to an Office	15
Appendix A: User Status Definitions	18

Introduction

What is GSAFleet.gov

The General Service Administration Office of Fleet Management's (GSA Fleet) mission is to provide safe, reliable, low-cost vehicle solutions that assist federal agencies in effectively and efficiently meeting their mission and federal mandates. GSA Fleet manages mandatory Government-wide vehicle acquisition programs, provides Federal agencies full-service vehicle leases, and offers short-term vehicle rentals. GSA Fleet users currently use 19 disparate system applications to meet this mission. GSAFleet.gov consolidates those 19 systems into a single integrated system enabling value-added fleet management services through enhanced automation provided to agencies as service offerings to improve their fleet management. GSA Fleet's modernization will allow agencies across the government to reap the benefits of the resulting solution and enhance a widely leveraged shared service.

Creating an Account and Logging In

Please see the Account Creation user guide located on the GSAFleet.gov homepage to learn more.

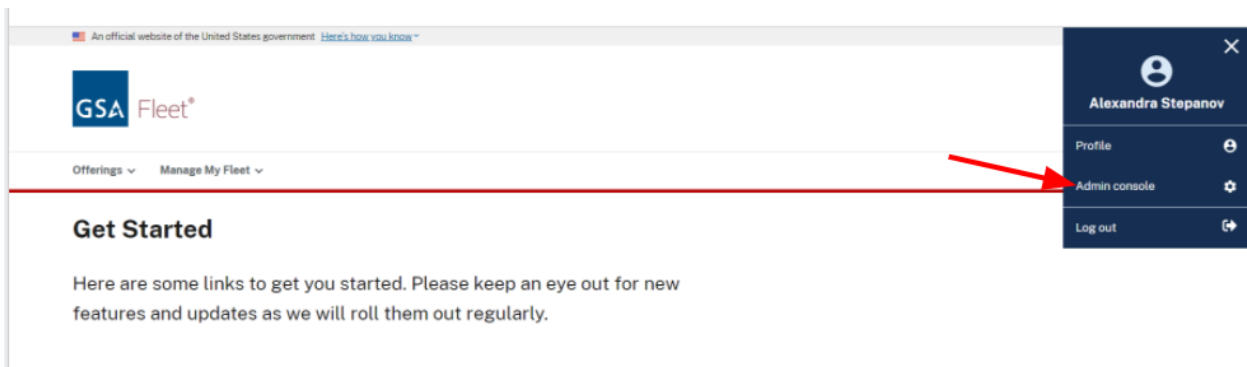
User Management

This document outlines the instructions for individuals with a Customer Administrator Role. This role allows Headquarters-level Agency Fleet Managers (or their designee(s)) the ability to approve, reject, and assign roles for users registered to their agency.

Locating the Admin Console

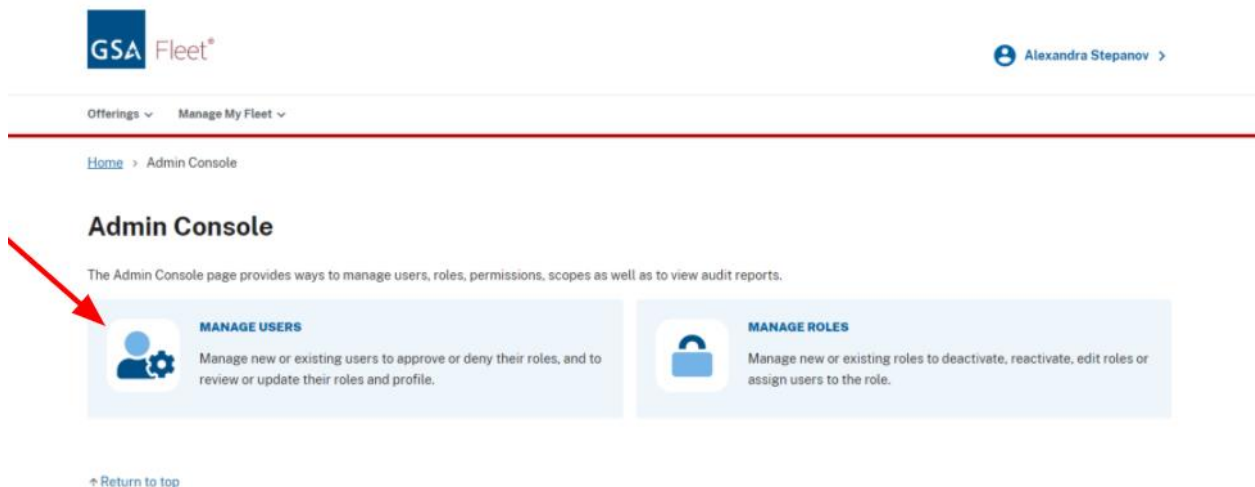
Step 1: Log in to your account.

Step 2: Select your name at the top right corner and select Admin Console from the drop down menu.



Granting User Access

Step 1: Select "Manage Users" from the Admin Console page.



User Management

Step 2: You will then land on the Users page, which lists all of the users under your agency or bureau. In order to see the users that need approval and/or role assignment, you will need to select “Pending Approval” under the User status filter located on the left side of the page.

User status definitions can be found in [Appendix A](#).

FILTERS × [Reset All](#)

1 filter applied +

Email —

Role name —

User status —

- ☐ Active
- ☐ Deactivated
- ☐ Deleted
- ☐ Denied
- ☐ Inactive
- ☒ Pending Approval
- ☐ Pending Profile
- ☐ Pending Reactivation

User type —

GSA Fleet® Alexandra Stepanov >

Offerings ▾ Manage My Fleet ▾

[Home](#) > [Admin Console](#) > [Users](#)

Users

The Users page stores a list of GSAFleet.gov user profile information including their name, user status, user types, roles, registration date and last logged in date.

Current selection: 0 Recertify user(s)

FILTERS

0 filters applied +

Email —

Role name —

<input type="checkbox"/>	First name	Last name	User status	User type	Recertification status	Actions
<input type="checkbox"/>			Pending Profile	GSA Employee	-	...
<input type="checkbox"/>			Pending	GSA	-	...

User Management

Step 3: Select the three dots under the Actions column for the individual profile you would like to approve or deny. Then select “View profile”.

The screenshot shows the 'User Management' interface. On the left, there are filters: 'Email' (with a search box), 'Role name' (with a dropdown), and 'User status' (with a list of checkboxes: Active, Deactivated, Deleted, Denied, Inactive, Pending Approval (checked), Pending Profile, and Pending Reactivation). The main table has columns: First name, Last name, User status, User type, Recertification status, and Actions. A red arrow points to the 'View profile' button in the Actions column for a user with status 'Pending Approval'.

First name	Last name	User status	User type	Recertification status	Actions
User	Name	Pending Approval	Customer	-	View profile, Recertify
User	Name	Pending Approval	Customer	-	
User	Name	Pending Approval	Customer	-	
User	Name	Pending Approval	Customer	-	

Step 4: Review the user’s profile and verify need for access.

Step 5: Select either the “Approve access” or “Deny access” buttons.

The screenshot shows the 'User's Name' profile page. At the top, there's a header with 'GSA Fleet' and a user profile 'Alexandra Stepanov'. Below the header, there's a navigation bar with 'Offerings' and 'Manage My Fleet'. The main content area shows the user's name 'User's Name' with a 'Pending Approval' status. There are two buttons: 'Deny access' (red) and 'Approve access' (blue). A red arrow points to the 'Approve access' button. Below the buttons, there's a section for 'PERSONAL INFORMATION' and 'ASSIGNED ROLES'. The 'PERSONAL INFORMATION' section includes fields for Name, Email address, User type, and Non-federal employee working under contract. The 'ASSIGNED ROLES' section shows a message: 'User must be active in order to assign roles'.

User's Name Pending Approval

[Deny access](#) [Approve access](#)

Registration date: 2/25/2021 | Last logged in date: | Last status updated date: 3/22/2022 | Last status updated by: User's Name

PERSONAL INFORMATION

Name: User's Name

Email address: User's Email Address

User type: Customer

Non-federal employee working under contract: No

ASSIGNED ROLES

User must be active in order to assign roles

User Management

Step 5: You will see a banner message after approving that will confirm successful user access approval. Proceed to assign the appropriate user roles.

[Home](#) > [Admin Console](#) > [Users](#) > User's Name

User access has been successfully **approved**. Please assign the user appropriate roles.

User's Name

● Active

Edit user status

Edit user profile

Registration date: 2/25/2021

Last logged in date:

Last status updated date: 4/4/2022

Last status updated by: Alexandra Stepanov

Assigning User Roles

Note: Your next step will be to assign a role to the newly approved user. Without selecting a role, a user will not have access to any data in the system.

Step 1: Select the “+Assign role” button. This button only appears after a user is in active status.

[Home](#) > [Admin Console](#) > [Users](#) > User's Name

User access has been successfully **approved**. Please assign the user appropriate roles.

User's Name

● Active

Edit user status

Edit user profile

Registration date: 2/25/2021

Last logged in date:

Last status updated date: 4/4/2022

Last status updated by: Alexandra Stepanov

PERSONAL INFORMATION

Name	User's Name
Email address	User's Email Address
User type	Customer
Non-federal employee working under contract	No

ASSIGNED ROLES

Role name	Scope	Actions
No roles assigned yet		

+ Assign role

User Management

Step 2: Once you select “+Assign Role”, a pop-up window will open and prompt you to select a role for the user. Current user roles can be found in the table below.

Role Definitions

User Role	Description	Scoping Required
Customer Administrator	Allows users to view and manage other users within their agency, bureau, and office.	Can be assigned at any level
Customer Fleet Manager	Allows users to view and edit vehicle data, print vehicle ID cards, update LP orders, and submit LP records for destruction on behalf of the Agency, Bureau, and Office to which they are assigned.	Can be assigned at any level
Leased Fleet Card Replacement	Allows users to manage the ordering of replacement GSA leased fleet cards.	Only assign to Agency and/or Bureau
Motor Pool Dispatcher	Allows users to create and manage motor pools within their agency as well as create and manage reservations within those motor pools.	Only assign at the Agency level
Motor Pool Driver	Allows users to create and manage their own reservations within their agency's motor pools	Only assign at the Agency level
Finance Officer	Allows users to view, edit, and manage information related to lines of accounting, including inputting a Treasury Account Symbol (TAS) and Intragovernmental Payment and Collection (IPAC) information.	Only assign to Agency and/or Bureau

User Management

Step 3: Once a role has been selected, choose the appropriate agency, bureau, and/or office for that specific user role. Then select the Save Change button.

✕

Assign new role for User's Name

Required fields are marked with an asterisk (*).

Role *

Customer Fleet Manager

Agency *

Insert Agency

Bureau

Insert Bureau

Office

Insert Office

[Cancel](#) [Save change](#)

Step 4: Success! A green banner will appear to confirm that you have approved and assigned a user.

GSA Fleet®

Alexandra Stepanov >

Offerings ▾ Manage My Fleet ▾

Home > Admin Console > Users > User's Name

✓ User Name is successfully assigned as a **Customer Fleet Manager** at Assigned agency/bureau/office

✕

User's Name

Active

Edit user status Edit user profile

Registration date: 2/25/2021

Last logged in date:

Last status updated date: 4/4/2022

Last status updated by: Alexandra Stepanov

PERSONAL INFORMATION

ASSIGNED ROLES [+ Assign role](#)

Name

User's Name

Email address

User's Email Address

User type

Customer

Non-federal employee working under contract

No

	Role name	Scope	Actions
>	Customer Fleet Manager	Assigned agency/bureau/office	...

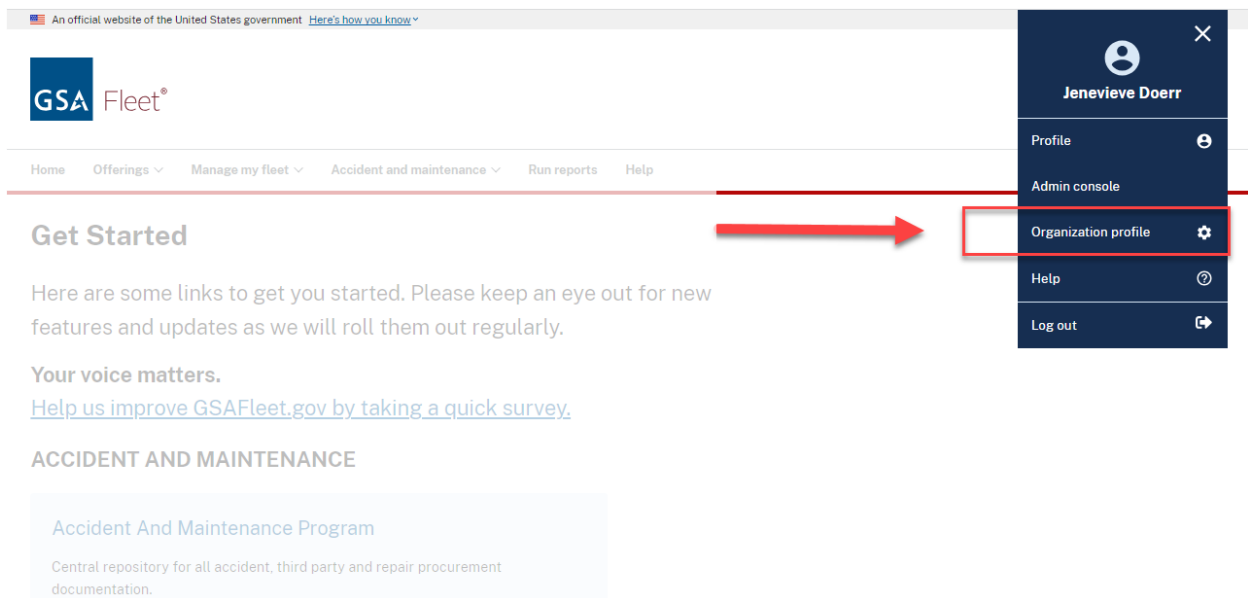
Organization Profile

The Organization Profile is a space where Customer Administrators can create and manage content for an agency's fleet and its users. Items found and created here can directly affect the structure of users, vehicles, and data within GSAFleet.gov and will be referenced throughout the site.

Locating the Organization Profile

Step 1: Log in to your account.

Step 2: Select your name at the top right corner and select "Organization Profile" from the drop down menu.



Office Management

Create and modify offices to organize your customer accounts, agency owned vehicles, license plates, and users. Offices created in the Organization Profile's Office Management component will be available in drop down filters throughout the system.

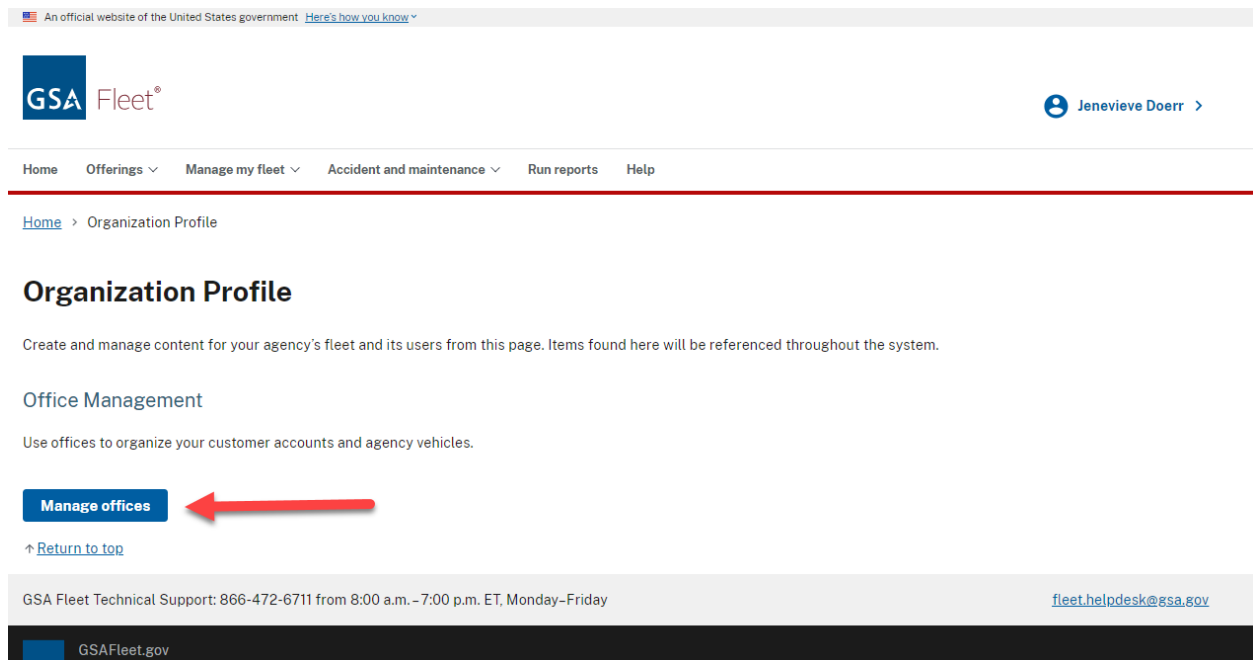
Specifically:

- User Management (within Role scoping)
- Inventory Management
- License Plate Management
- New Vehicle Registration (for Agency Owned vehicles)
- Reporting filters
- Among others...

Note: As a feature specifically designed for customer admins to organize both agency owned fleets and leasing accounts, the office management functionality is limited to users with the Customer Administrator role. FSRs are unable to assist as they do not have edit rights to the Organization Profile.


Navigating to Office Management

Step 1: Select "Manage offices" from the Organization Profile landing page.



User Management

Step 2: Each Customer Admin will have access into the Agency and Bureau(s) that correspond with their scoping in their respective user profile. In the example below, this user's profile is scoped to Agency 22, Bureau 01 - TDP OVSIGHT BOARD. As a result, the only bureau this Customer Admin can access or create offices for is Bureau 01 - TDP OVSIGHT BOARD. If the user was scoped to the Agency level, they would be able to manage offices in any bureau within their agency.



Agencyfleetmanager Manual >

HomeManage my fleetRun reportsHelp

Home > Organization Profile > Office Management

Office Management

Hide filtersCreate Office

FILTERS

2 filters applied

Organization

022-Agency 22

01-TDP OVSIGHT BOARD

Organization

022-Agency 22

01-TDP OVSIGHT BOARD

Reset All

Bureau	Office code	Office name	Actions
TDP OVSIGHT BOARD	001	Office of Testing and Compliance	
TDP OVSIGHT BOARD	002	Quality Control	
TDP OVSIGHT BOARD	ATL	Criminal Investigations - Atlanta	

10 items per page

Displaying 1-3 of 3 items

User Management

Creating a New Office

Step 1: Select the blue button at the top right of the page that says “+ Create Office”

Agencyfleetmanager Manual >

[Home](#)
[Manage my fleet](#)
[Run reports](#)
[Help](#)

[Home](#) > [Organization Profile](#) > Office Management

Office Management

▼ Hide filters

+ Create Office

FILTERS	↕ Bureau	↕ Office code	↕ Office name	Actions
<div>2 filters applied</div> <div>Organization</div> <div> <div>022-Agency 22</div> <div>01-TDP OVSGHT BOARD</div> </div>	<div>></div> <div>TDP OVSGHT BOARD</div>	<div>001</div> <div>002</div> <div>ATL</div>	<div>Office of Testing and Compliance</div> <div>Quality Control</div> <div>Criminal Investigations - Atlanta</div>	<div>...</div> <div>...</div> <div>...</div>

Organization

022-Agency 22

01-TDP OVSGHT BOARD

10 items per page

Displaying 1-3 of 3 items

User Management

Step 2: Follow the prompts within the modal to create the new office.

Note: Each office must be given an office code that is unique within a given bureau.

Create Office

Use this tool to create and name offices within your agency/bureau to be displayed throughout GSAFleet.gov's Organization filters.

Agency *

022-Agency 22

Bureau *

01-TDP OVSIGHT BOARD

Office code *

3 characters required

Office name *

100 characters allowed

[Cancel](#)

Create Office

Step 3: Once the new office has been created, a green success banner will appear at the top of the page. The office will be immediately available for use throughout the system.



You have successfully created NYC-Criminal Investigations - New York City.

Step 4: Need to change the office name? Simply locate the record in the office management table, select the action ellipsis, and then select "Edit" to edit the office name.

Office Management

Hide filters

FILTERS

2 filters applied

Organization

022-Agency 22

01-TDP OVSIGHT BOARD

	Bureau	Office code	Office name	Actions
>	TDP OVSIGHT BOARD	001	Office of Testing and Compliance	...
>	TDP OVSIGHT BOARD	002	Quality Control	...
>	TDP OVSIGHT BOARD	ATL	Criminal Investigations - Atlanta	...

User Management

Associating Leasing Customer Accounts to an Office

Step 1: Select the Office Code hyperlink to access the Office detail page.

Office Management

Hide filters

Create Office

FILTERS	Reset All	Bureau	Office code	Office name	Actions
2 filters applied					
Organization					
022-Agency 22					
01-TDP OVSIGHT BOARD					
>	TDP OVSIGHT BOARD	001	Office of Testing and Compliance	...	
>	TDP OVSIGHT BOARD	002	Quality Control	Edit	
>	TDP OVSIGHT BOARD	ATL	Criminal Investigations - Atlanta	...	

Step 2: Within the bottom details page, locate the customer account table near the bottom of the page and select “+ Add Accounts” to begin associating leasing customer accounts with this office.

002 - Quality Control

OFFICE DETAILS

Office actions

Agency	022 - Agency 22	Office code	002
Bureau	01 - Tdp Ovsight Board	Office name	Quality Control

Customer accounts

Associate GSA leasing customer accounts to this office in the table below. You can add multiple accounts to this office, but cannot split an account between offices, or add an account to more than one office. To add agency owned vehicles to an office, use the [vehicle registration tool](#). To make changes to an account, contact your Fleet Service Representative.

Hide filters

Add accounts

FILTERS	Account name	Agency POC	FSR	No. of vehicles	Actions
0 filters applied					
No filters applied					
Point of contact	+				
Legacy customer number	+				
State	+				

No Customer Accounts available

User Management

Step 3: A window will appear that will allow you to search for leasing accounts within your assigned Agency or Bureau. More than one filter criteria can be used to refine the number of records returned.

Add customer accounts

1. Find and select accounts to add

Use the filters below to find your customer accounts. Add or remove filters as needed to update the table results and find what you need.

-Select- View accounts

Cancel

Step 4: Using the checkboxes on the bottom left side of the modal, customer accounts can be selected to associate to the office.

Note: A leasing customer account (legacy customer number) can only be associated with one office at a time, and vehicles within a customer account cannot be split between offices.

Add customer accounts

1. Find and select accounts to add

Use the filters below to find your customer accounts. Add or remove filters as needed to update the table results and find what you need.

Add customer accounts

1. Find and select accounts to add

Use the filters below to find your customer accounts. Add or remove filters as needed to update the table results and find what you need.

-Select- View accounts

State:Alabama

Results 1 account(s) selected

	Account	POC	FSR
<input checked="" type="checkbox"/>	Testing	Barney Rubble	Fred.Flinstone@gsa.gov

10 items per page Displaying 1 - 1 of 1 items

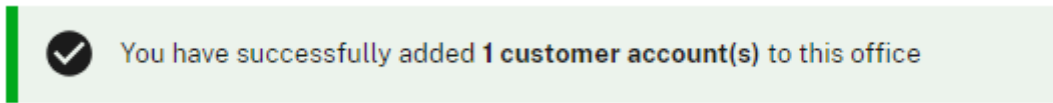
2. Review and add selected accounts

1 account(s) selected +

Add selected accounts

User Management

Step 5: Once the account has been added to the Office, a green confirmation banner will appear on the Office Details page.



To remove an account from an office, simply select the remove button from the account list. If an office is no longer needed, it can be removed or deleted from GSAFleet.gov, however in order to do so, one must ensure there are no customer accounts, agency owned vehicles or license plates, or users associated with that office record. If there are, these items must be addressed before the office can be deleted.

Appendix A: User Status Definitions

Current employee user statuses include:

- **Active:** This is a user who has been approved access to GSAFleet.gov by their customer administrator or a site administrator, and may or may not have an assigned role.
- **Pending Approval:** This is a user who has completed their user profile and requires approval from a customer administrator or a site administrator in order to gain full access to GSAFleet.gov
- **Pending Profile:** This is a user who had a previous account in a GSA Fleet system but has not filled out their updated profile information in GSAFleet.gov. These users will not have to create a new OKTA account for multi factor authentication
- **Deactivated:** This is a user who has not logged into GSAFleet.gov for the last 18 months and requires a reactivation of their profile by a customer administrator or a site administrator.
- **Deleted:** This is a user who has been deleted from the system.
- **Denied:** This is a user account who was denied access to the system due to not meeting the requirements.
- **Pending Reactivation:** This is a user whose account will need to be recertified for security purposes. This process happens annually.
- **Inactive:** This user previously held an active status in the system.