User Management

GSAFleet.gov User Guide

Updated November 2023

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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.
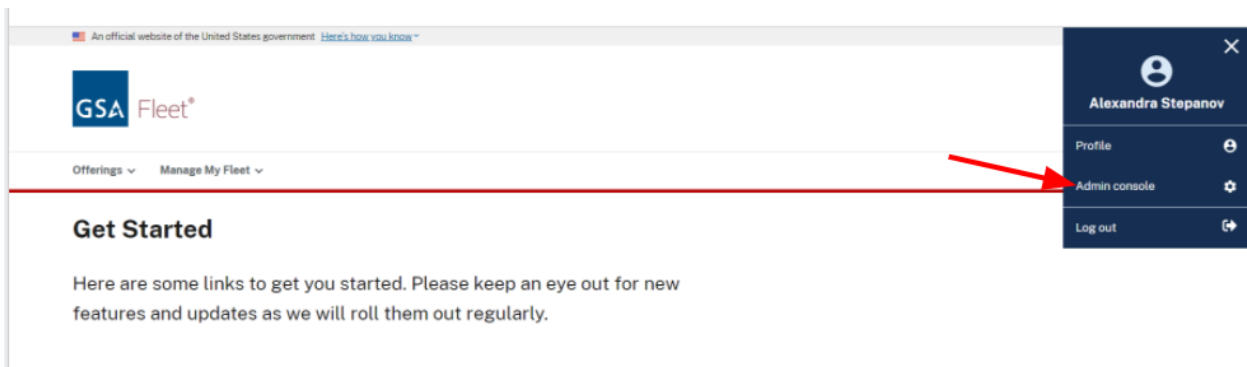
User Management

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.
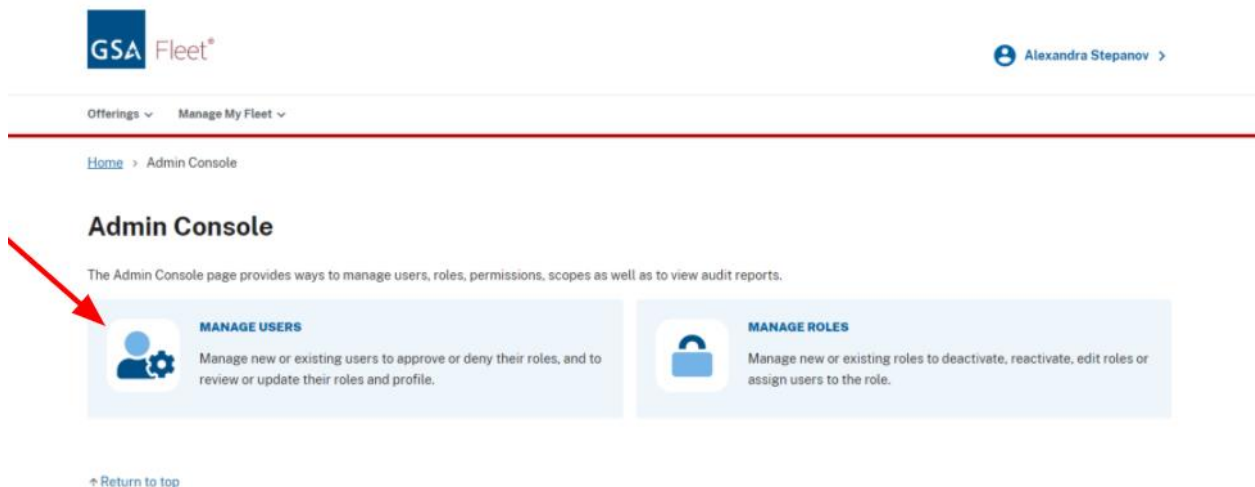
Locating the Admin Console

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.

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.

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".

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

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

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

| | | **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

No roles assigned yet

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

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.

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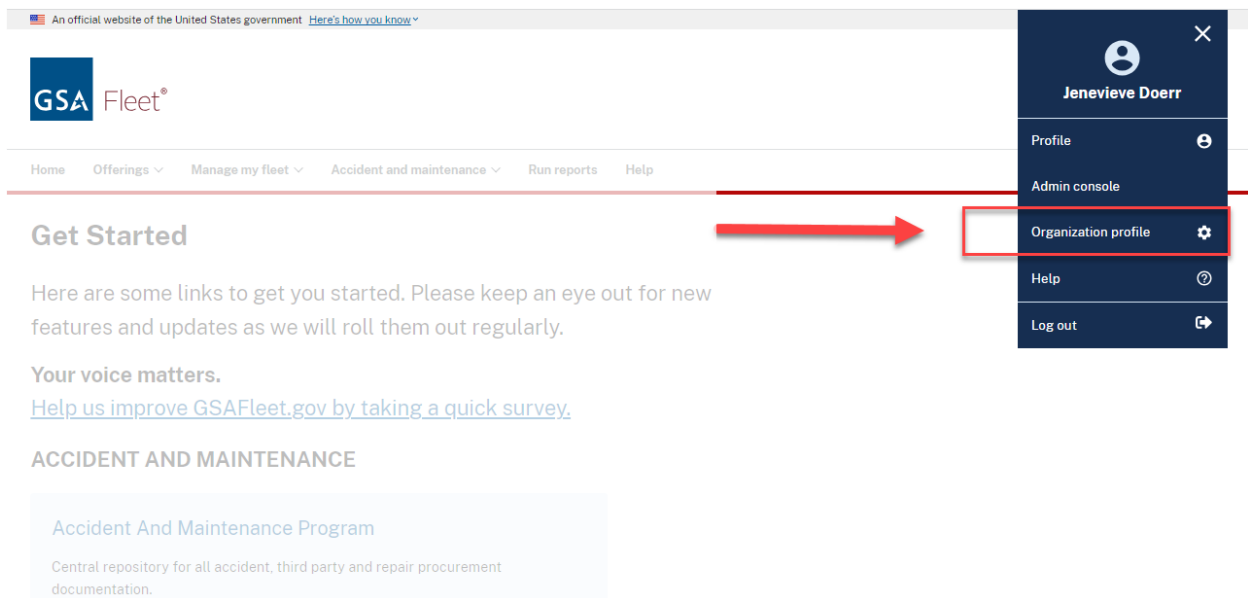
Organization Profile

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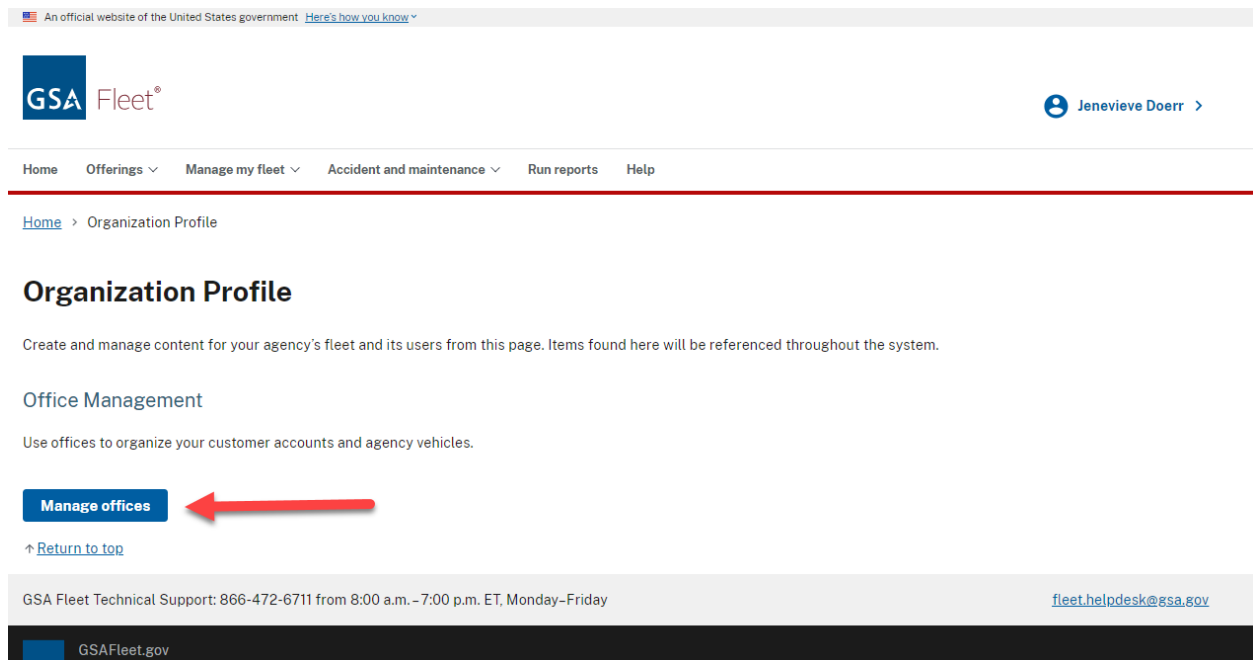
Specifically:
- User Management (within Role scoping)
- Inventory Management
- License Plate Management
- New Vehicle Registration (for Agency Owned vehicles)
- Reporting filters
- Among others…

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.

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 OVSGHT BOARD. As a result, the only bureau this Customer Admin can access or create offices for is Bureau 01 - TDP OVSGHT BOARD. If the user was scoped to the Agency level, they would be able to manage offices in any bureau within their agency.

Creating a New Office

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

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 OVSGHT 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   + **Create Office**

	↕ Bureau	↕ Office code	↕ Office name	Actions
FILTERS × Reset All				
2 filters applied —	> TDP OVSGHT BOARD	001	Office of Testing and Compliance	•••
				✎ Edit
Organization				
022-Agency ⊗ 22	> TDP OVSGHT BOARD	002	Quality Control	•••
01-TDP OVSGHT ⊗ BOARD	> TDP OVSGHT BOARD	ATL	Criminal Investigations-Atlanta	•••

Associating Leasing Customer Accounts to an Office

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

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

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.

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.

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

You have successfully added **1 customer account(s)** to this office

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.