

Communication to Existing Customer Base

This is a proposal for additional communication to all of our **existing** non-GSA customers to prevent or reduce unnecessary OASIS access errors via Login.gov prior to them becoming incident tickets. This communication may be repeated as necessary.

At this time, the most common errors are:

- Referencing the old OASIS URL oasis.gsa.gov instead of oasiscustomers.gsa.gov.
- Login.gov email address not identical to that of OASIS.
- Not explicitly providing email address/password during Login.gov authentication when the Login.gov account is configured with multiple email addresses.

Proposed Message to the Non-GSA Customers:

If you are being redirected to GSA Auth instead of Login.gov:

You are still using the old URL oasis.gsa.gov. We would like to remind you that the new OASIS URL is oasiscustomers.gsa.gov. When you access this new URL, you would be redirected to Login.gov for authentication.

If you are not enrolled in Login.gov:

Please [follow these steps](#) and use a PIV card or Mobile Authentication Application as the method of authentication. There is also additional information on Login.gov on the [GSA PBS OASIS](#) page.

If you are already enrolled in Login.gov:

Prior to attempting logging into [oasis customers.gsa.gov](https://oasiscustomers.gsa.gov), please sign in directly to Login.gov by accessing <https://secure.login.gov>. You will be directed to your Login.gov account profile (**see attached image**). Under “**Email preferences**”, identify the email address(es) that have been associated with your account. Please ensure that your email address associated with your Login.gov account is **identical to** the email address in OASIS.

Note 1: If you are not sure what your email address is in OASIS, please send an email to pbsoasisaccounts@gsa.gov to obtain your OASIS email address.

Note 2: If your OASIS email address does not match with that of Login.gov and you intend to keep the email address in Login.gov, please send an email to pbsoasisaccounts@gsa.gov to change the email address in OASIS to match it to that of Login.gov.

If you have multiple email addresses in Login.gov:

The preferred option is to have a separate Login.gov account dedicated to your government issued email address matching that of OASIS.

However, if you intend to keep one Login.gov account with multiple email addresses, during the sign-in with Login.gov, you must **explicitly** enter your email address (identical to that of OASIS account) as well as password on the Login.gov credential page and then click on the “**Sign in**” button and then choose PIV / CAC card or other method of authentication.

Still require additional assistance:

Please contact the GSA PBS National Application Help Desk at 866-367-7878 or email at COPBSApp@gsa.gov.

Attached Image:

The image is a screenshot of the Login.gov account management interface. On the left is a sidebar menu with options: 'Add email address', 'Edit password', 'Delete account', 'Your authentication methods' (with sub-options: 'Add phone number', 'Add authentication apps', 'Add face or touch unlock', 'Add security key', 'Add your government employee ID', 'Get backup codes'), 'Your connected accounts', 'History' (with 'Forget all browsers'), and 'Customer support'. The main content area is divided into four sections: 1. 'Email preferences' containing 'Email addresses' (with a red-bordered input field and a '+ Add new email' button) and 'Language' (set to 'English' with an 'Edit' link). 2. 'Password' (with a masked input field and an 'Edit' link). 3. 'Authentication apps' (with a masked input field, a 'Manage' link, and a '+ Add app' button). 4. 'Federal employee ID' (with a masked input field, a 'Manage' link, and a '+ Add ID' button).