

## How to Access the Federal Service Desk Help Features

### Accessing the Federal Service Desk Homepage:

#### Option 1: Use a link and access the site directly.

1. Navigate to [https://www.fsd.gov/gsafsd\\_sp](https://www.fsd.gov/gsafsd_sp).
2. Sign in to SAM.gov in another tab to have requested information available.

#### Option 2: Navigating from SAM.gov

1. Navigate to <https://sam.gov/content/home> and sign into your account.
2. On the main dashboard, select the 'Help' option in the banner to the top left of your screen.

The screenshot shows the SAM.gov homepage. At the top, there is a navigation bar with links for Home, Search, Data Bank, Data Services, and Help. The Help link is highlighted with a yellow box. Below the navigation bar is the SAM.gov logo featuring a stylized American flag. To the right of the logo is a red oval containing the text "Official U.S. Government Website" and "100% Free". A large banner titled "Help" is displayed. The banner is divided into two sections: "Use SAM.gov self help options" (with "Search" and "Explore" buttons) and "Ask the federal service desk" (with a "Go to FSD" button). A note at the bottom of the banner states: "Please do not contact FSD.gov about specific contracts, opportunities, or agency processes."

### Navigating to the FSD Help Features

1. Either of the above options should have guided you to the Federal Service Desk homepage.

The screenshot shows the FSD.gov homepage. At the top, there is a navigation bar with links for Home and Knowledge Base. The Knowledge Base link is highlighted with a yellow box. Below the navigation bar is the FSD.gov logo. To the right is a red oval containing the text "Official U.S. Government Website" and "100% Free". A large banner titled "Federal Service Desk" is displayed. The banner includes a subtext: "This site is for people who make, receive, and manage federal awards. It provides support for government-wide systems required by federal policy." A green button on the right says "HELP ON UEI TRANSITION". A note at the bottom of the banner states: "Need help? Get an answer fast!"

2. Once on the main page, scroll down to the 'Still have a question?' bubble. You should see the 'Create an Incident' and 'Live Chat' features.

The screenshot shows the FSD.gov homepage with a large, semi-transparent callout bubble at the bottom. The bubble contains the text "Still have a question?". Below this, it says: "If you are unable to find an answer to your question using search knowledge base or help topics, you can select Create an Incident to login and submit a ticket or you can select Live Chat to login and chat with the FSD Service Desk." To the right of the bubble are two buttons: "Create an Incident" and "Live Chat".

3. Select the help option that you prefer to use. A step-by-step guide to both options is detailed in the SAM.gov article below.

## How do I contact the Federal Service Desk (FSD)?

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When contacting the Federal Service Desk, you have three different options:

### Contact by Phone:

- U.S. Calls: 866-606-8220
- International Calls: +1 334-206-7828
- DSN: 94-866-606-8220

### Create an Incident in the FSD.gov portal:

1. Access the FSD portal.
2. Locate the **Create an Incident** tab. There are **two** locations on the FSD portal where you can access the form:
  - In the upper right hand corner of the FSD portal home page
  - Towards the center of the screen, you will see a box with **Create an Incident or Live Chat**
3. Click **Create an Incident** tab.
4. Once on the **Create an Incident** page, you will be prompted to complete an incident form.
5. To begin, select a **System Name** and **Issue type**.
6. Once you have determined the system and issue, enter a brief description in the **Subject** field, and then a detailed description in the **Describe Issue** field.
7. If you need to attach a document to your incident form, click **Add Attachments** next to the **paperclip icon** at the bottom righthand corner of the incident form.
8. The **Open File** screen will appear on your screen.
9. Locate and select the document you would like to upload.  
**Note:** Once you select the document, it will populate in the **File Name** field and the **Open** button will be outlined in blue.
10. Click **Open**. The document will appear in the bottom left-hand corner of the incident form.
11. Once you have completed all the necessary fields, click **Submit** on the righthand side of the screen.  
**Note:** If you press **Submit** without entering **all** necessary fields, the page will

display the message: "Some fields are incomplete: [missing fields will populate here.].

**NOTE:** For more in depth information on **Create an Incident**, see: "*How do I submit an Incident in the FSD portal?*"

**NOTE:** The Issue Type **SAM: Notarized Letter** is ONLY for Notarized letter submissions. To learn more about notarized letters, please review the "*How can I become the new administrator for our entity registration?*" located on fsd.gov.

### **Live Chat with an Agent:**

1. Access the FSD.gov portal.
2. Towards the center of the screen, you will see a box with **Create an Incident or Live Chat**.
3. Click **Live Chat**.
4. The **Welcome to Federal Service Desk Chat** screen should display.
5. In the **Type your question and hit enter... field**, enter your question.
6. Hit **Enter** or press the **Send** button.
7. An FSD agent will respond shortly to your question.