



Frequently Asked Questions

eOffer Recertification Request (June 1 - July 15, 2024)

1. Is this a legitimate email from GSA? Is action required?

Yes - The recertification email is legitimate. As per Multi-factor Authentication (MFA) security policy, eOffer users must log into eOffer at least once a year. Once the user logs into the eOffer application, the login parameter is captured and recertification is completed. eOffer will not send another recertification email request.

2. Why did I receive a GSA eOffer Online Account Recertification email?

The email address to which you received this notification either doesn't have an active FAS ID or never logged in during 7/15/23 and 7/15/24 timeline. As part of the annual user recertification process, you would need to login to the eOffer/eMod application to keep your account active.

3. How will I know if I successfully recertified? Is there a way to confirm recertification?

No email confirmation will be sent that you have been recertified. You can call eTools Help desk to confirm if your email has been recertified. Also, if you received the email on June 1 and took action of logging in, you will not receive follow on email requests to recertify and therefore indirectly confirm your recertification.

4. I've never held a MAS contract or submitted an offer, why am I getting these emails?

You received the email because you've, at some point, perhaps a very long time ago, accessed or attempted to access eOffer/eMod. If you were confused as to why you received this email and do not need access to eOffer/eMod, please disregard.

Note - Users who want to reactivate their account can do so by registering for FAS ID using the eOffer application.

5. I no longer use the email address the recertification email was sent to. What should I do?

The email address is registered with a FAS ID but never logged into the system:

- If you are not using the email address to log into the eOffer/eMod application or using another email address to log in, please disregard the recertification email sent; the system will send you two more notifications and then the account associated with that email address will be deactivated.
- If you would like to use the email address, you need to register your email by going to <https://eoffer.gsa.gov/>, clicking on Register Account and filling in the online registration form.