

GSA SmartPay Online Training Help

How Do I Reset My Password?

You can reset your password by email.

This option allows you to request an email with a one-time use link to a page where you will be able to login to reset your password without your current password or security question. The link you receive in the email will expire after 24 hours.

Follow the steps below to reset your password by email.

1. Click *Login* located on the upper right side of the home page.
2. Click *Reset password by email*.
3. Enter the email associated with your GSA SmartPay Online Training account then click *Email Password Reset Link* button.
 - Please note if the email you enter does not match the email listed for your online training account in the system, you will NOT get an email. For security reasons, we cannot display an error message for wrong email addresses.



4. Check both your Inbox and Spam/Junk folders for an email from *noreply@training.smartpay.gsa.gov*.
5. When you are ready to reset your password, click or copy and paste the link into your web browser.
 - Only use the link when you are prepared to change your password as it is a one-time use link that will NOT work a second time.
 - Do not navigate away from the page before you reset your password. You will not be able to navigate back to the page or use the emailed link again.
 - Example of what you can expect to see when the link in the email is used:

This is a one-time login for xxxxxx and will expire on Tue, 02/26/2019 - 10:24.

Click on this button to log in to the site and change your password.

This login can be used only once.

Log in

6. Click the *Login* button.
7. You will be taken to the page where you can edit your Online Training account.

✔ You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

- [View](#)
- [Edit](#)
- [My Certificates](#)
- [My results](#)

Welcome to My Account! To modify or edit account information, please use the form below and click Save.

8. Scroll down to *Account Information* and enter your new password.
 - Password must contain at least one punctuation (not whitespace or an alphanumeric) character.
 - Password must contain at least one alphanumeric (letter or number) character.
 - Password must contain at least one uppercase character.
 - Password must contain at least one digit.
 - Password must contain at least one letter.
 - Password must be at least 14 characters in length.
 - Password must contain at least one lowercase character.

-Account Information-

Username/EMPLID *
xxxxxx
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

E-mail address *
email@someagency.gov
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

New Password
G8pa\$\$w0rdEx!! Password quality: _____

Confirm New Password
G8pa\$\$w0rdEx!!

To change the current user password, enter the new password in both fields.

9. Click **Save** at the bottom of the screen after you enter your new password.
10. You will see a welcome greeting and success message to let you know the password has been saved and you are logged in to the system.

Welcome back, xxxxxx!

✔ The changes have been saved.

Select Training Course

GSA SmartPay offers a variety of training courses for Account Holders and Program Coordinators based on business line. You can browse any training course content listed below. To complete the course and receive your certificate, you must login and pass your quiz.

You can reset your password by security question.

This option allows you to gain access to edit your account and update your password by answering a security question you selected at the time you setup your account.

Follow these instructions to reset your password using a security question.

1. Click *Login* located on the upper right side of the home page.
2. Click *Reset password via security question*.

[Create new account](#) [Log in](#) [Reset password by email](#) [Reset password via security question](#)

E-mail or username *

Enter the E-mail address or username that you use on this site.

[Next](#)

3. Enter your GSA SmartPay Online Training account username or the email address associated with your GSA SmartPay Online Training account.
4. You will then be prompted to answer your security question. Answer the question and click the *Submit* button.
5. Upon successfully answering the security question, you will see a message with a one-time link to reset your password. Click *Click here* to get to the screen that will allow you to login to your account and change your password.

[Create new account](#) [Log in](#) [Reset password by email](#) [Reset password via security question](#)

A one-time login link has been created [Click here](#) to reset your password.

6. A message will display with your username with a one-time login. Click the *Login* button on the next screen. Do not navigate away from the page before you reset your password. You will NOT be able to navigate back to the page again.

This is a one-time login for xxxxxx and will expire on Tue, 02/26/2019 - 10:24.

Click on this button to log in to the site and change your password.

This login can be used only once.

[Log in](#)

7. You will be taken to the page where you can edit your Online Training account.

✔ You have just used your one-time login link. It is no longer necessary to use this link to log in. Please change your password.

[View](#) [Edit](#) [My Certificates](#) [My results](#)

Welcome to My Account! To modify or edit account information, please use the form below and click Save.

8. Scroll down to *Account Information* and enter your new password.
 - Password must contain at least one punctuation (not whitespace or an alphanumeric) character.
 - Password must contain at least one alphanumeric (letter or number) character.
 - Password must contain at least one uppercase character.
 - Password must contain at least one digit.
 - Password must contain at least one letter.
 - Password must be at least 14 characters in length.
 - Password must contain at least one lowercase character.

-Account Information-

Username/EMPLID *
xxxxxx
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

E-mail address *
email@someagency.gov
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.


New Password
G8pa\$\$w0rdEx!! Password quality: _____

Confirm New Password
G8pa\$\$w0rdEx!!

To change the current user password, enter the new password in both fields.

9. Click **Save** at the bottom of the screen after you enter your new password.
10. You will see a welcome greeting and success message to let you know the password has been saved and you are logged in to the system

Welcome back, xxxxxxx!

 The changes have been saved.

Select Training Course

GSA SmartPay offers a variety of training courses for Account Holders and Program Coordinators based on business line. You can browse any training course content listed below. To complete the course and receive your certificate, you must login and pass your quiz.

Can I Update My User Account Email Address?

Yes, you can! Follow the directions below to update the email address for the GSA SmartPay Online Training account.

1. Login to your account using your username or old email address
2. Once logged in click *My Account* in the upper right side of the screen.
3. Click *Edit*.
4. Scroll down to the *Account Information* section and enter your new email address.

Account Information

Username/EMPLID *
XXXXXX
Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.


E-mail address *
email@someagency.gov
A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will only be used if you wish to receive a new password or wish to receive certain news or notifications by e-mail.

New Password
 Password quality: _____

Confirm New Password

To change the current user password, enter the new password in both fields.

5. Click **Save** at the bottom of the screen.
6. You will see a success message to let you know the changes have been saved.

 The changes have been saved.

7. Next time you login, you will be able to use either your username or the new email you just entered.

Which Training Do I Need to Take?

In order to determine which training you need to take, you need to know what role you will be fulfilling (card/account holder, approving official, or agency/program coordinator) and for which program (purchase, travel, fleet). Once you have this information, follow the directions below to find the course that's right for you and begin the training.

1. In the middle of the homepage are headings for each of the card programs. The courses offered for that program are listed directly below each heading. You may need to scroll down to see this section.

Select Training Course

GSA SmartPay offers a variety of training courses for Account Holders and Program Coordinators based on business line. You can browse any training course content listed below. To complete the course and receive your certificate, you must login and pass your quiz.

TRAVEL TRAINING For Account Holders/AOs For Program Coordinators	PURCHASE TRAINING For Account Holders/AOs For Program Coordinators	FLEET TRAINING For Program Coordinators	ADDITIONAL TRAINING All Purchase Card Videos
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2. Click the course that is right for you to be taken to the first lesson in the course.
 - Card/account holders click *For Account Holders/AOs* to learn the basics about your roles and responsibilities as an card/account Holder.
 - Approving Officials (AOs) click *For Account Holders/AOs* to learn the basics about your roles and responsibilities as an card/account Holder.
 - Agency/Organization Program Coordinators (A/OPCs) click *For Program Coordinators* to learn the basics about your roles and responsibilities as an A/OPC.
 - NOTE: Fleet only offers *For Program Coordinators* at this time.

How Do I Take the Training?

You can choose to take training online or offline. Either way, you will need to login to the GSA SmartPay Training site to complete the quiz at the end of the course and receive your certificate of completion. Follow the directions below to complete.

1. In the middle of the screen you will see training headings for each of the card programs. The courses offered for that program are listed directly below each heading. You may need to scroll down to see this section. Click the course that is right for you to begin the course. (If you are uncertain which course, see *Which Training Do I Need to Take?*).

Select Training Course

GSA SmartPay offers a variety of training courses for Account Holders and Program Coordinators based on business line. You can browse any training course content listed below. To complete the course and receive your certificate, you must login and pass your quiz.



2. You will be taken to the first lesson in the course.

To complete the course by viewing the training online:

- Read all the lesson information on the current screen. Then click the *Lesson* button at the lower right side of each screen to proceed to the next lesson.

[LESSON 1: GSA SmartPay Travel Training \(Account Holders/ AUs\)](#) ⚙

Lesson 1 of 12



GSA SmartPay Travel Training (Account Holders/ AOs)

[Printer-friendly version](#)

Welcome to the GSA SmartPay Travel Training for Account Holders and Approving Officials. As a federal government employee going on official government travel, you are expected to be familiar with the [Federal Travel Regulations \(FTR\)](#) and other government travel policies.

This training course is intended to teach you the basics about your roles and responsibilities as an Account Holder/ AO and can be used as refresher training as required by your agency. We encourage you to also learn about your agency's specific travel program requirements and policies.

To print or save the training, please follow the following steps:

1. Click below on the "Download Travel Training for Account Holders/ AOs PDF" link.
2. Select "Ctrl P" or Print from the menu on your web browser.
3. Select a printer name to print OR select "Adobe PDF" from the dropdown menu to save a copy to your computer.

[Download Travel Training for Account Holders/ AOs PDF](#)

[Bookmark my place and return later](#)

[Lesson 2: Travel Program Overview >](#)

- Once you have completed the final lesson, you will need to take the quiz.

Additional Resources

Additional resources including tools, logs, and templates for the AO can be found on the GSA SmartPay website at: <https://smartpay.gsa.gov/content/resources#sa864>

🔖 Bookmark my place and return later

< Lesson 11: Contractor Bank Customer Service

Quiz >

- If you are already logged into your account you will see a *Start Quiz* button on the lower left side of the screen. Click this to take the quiz.
QUIZ: GSA SmartPay Travel Account (Account Holders/AOs) Ⓢ

GSA SmartPay Travel Account (Account Holders/AOs)

Now that you have completed the training portion of the GSA SmartPay Travel Account Online Training (Account Holders/AOs), you are ready to take your quiz. Once you have completed and successfully passed your quiz, you will receive your completion certificate. The certificate can be saved or printed from the training website.

Start Quiz >

- If you are not logged into your account you will see message asking if you are ready to take the quiz with a button *Login and take it now* button.
QUIZ: GSA SmartPay Travel Account (Account Holders/AOs) Ⓢ

GSA SmartPay Travel Account (Account Holders/AOs)

Now that you have completed the training portion of the GSA SmartPay Travel Account Online Training (Account Holders/AOs), you are ready to take your quiz. Once you have completed and successfully passed your quiz, you will receive your completion certificate. The certificate can be saved or printed from the training website.

Ready for the Account Holders Travel Card Quiz? Log in and take it now

- Login in and you will be taken to the *Start Quiz* screen.
- After you have completed the course and successfully passed the quiz (80% score of higher), you will receive your certificate of completion. The certificate can be saved or printed from the training website. You may take the quiz as many times as need to obtain the 80% passing score.

To complete the course by viewing the training offline:

- Click the *Download* training button at the lower left side of the screen.

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs) 

Lesson 1 of 12



GSA SmartPay Travel Training (Account Holders/ AOs)

 [Printer-friendly version](#)

Welcome to the GSA SmartPay Travel Training for Account Holders and Approving Officials. As a federal government employee going on official government travel, you are expected to be familiar with the **Federal Travel Regulations (FTR)** and other government travel policies.

This training course is intended to teach you the basics about your roles and responsibilities as an Account Holder/ AO and can be used as refresher training as required by your agency. We encourage you to also learn about your agency's specific travel program requirements and policies.

To print or save the training, please follow the following steps:

1. Click below on the "Download Travel Training for Account Holders/ AOs PDF" link.
2. Select "Ctrl P" or Print from the menu on your web browser.
3. Select a printer name to print OR select "Adobe PDF" from the dropdown menu to save a copy to your computer.

[Download Travel Training for Account Holders/ AOs PDF](#)

 [Bookmark my place and return later](#)

[Lesson 2: Travel Program Overview](#) >

1. After you have completed reading each lesson offline, you will need to come back to the training site to complete the quiz and finish the course.
 - a. Login to your account
 - b. Select your course.
 - c. On the *Lesson* page, click on the white plus sign in a gray circle to the right of the lesson title.

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs) 

Lesson 1 of 12



GSA SmartPay Travel Training (Account Holders/ AOs)

- d. A drop down menu will appear. Click *Quiz* at the bottom of the list to get to the quiz page.

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs)

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs)

LESSON 2: Travel Program Overview

LESSON 3: Key Program Participants

LESSON 4: Signing up for a Travel Account

LESSON 5: Planning for the Trip

LESSON 6: Making Reservations Training (Account Holders/ AOs)

LESSON 7: The Week Before the Trip

LESSON 8: During Your Trip

LESSON 9: Returning from your Trip Training for Account Holders and Approving Officials. A

LESSON 10: Questionable Charges employee going on official government travel, you are expected to be familiar with the Federa

LESSON 11: Contractor Bank Customer Service This training course is intended to teach you the basics about your roles and responsibilities ;

LESSON 12: Approving Officials as required by your agency. We encourage you to also learn

QUIZ: GSA SmartPay Travel Account (Account Holders/AOs)

- e. Click *Start Quiz* to begin the quiz.

QUIZ: GSA SmartPay Travel Account (Account Holders/AOs) 

GSA SmartPay Travel Account (Account Holders/AOs)

Now that you have completed the training portion of the GSA SmartPay Travel Account Online Training (Account Holders/AOs), you are ready to take your quiz. Once you have completed and successfully passed your quiz, you will receive your completion certificate. The certificate can be saved or printed from the training website.

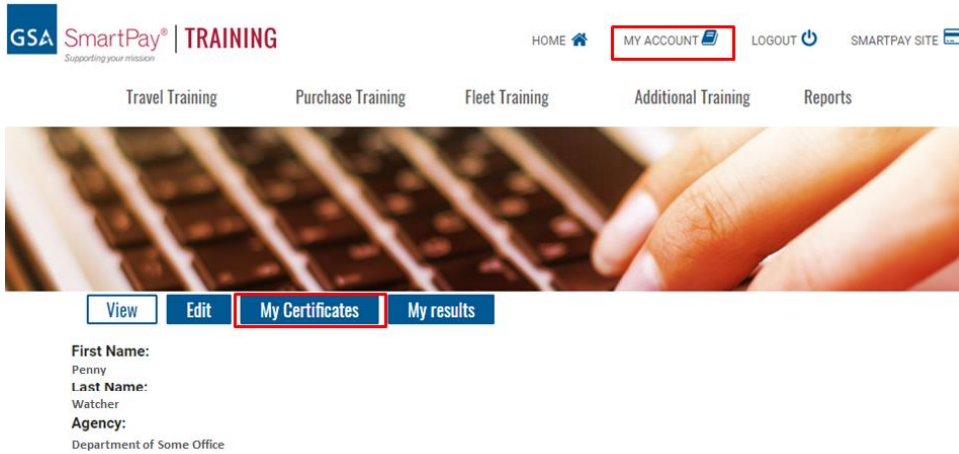
[Start Quiz >](#)

2. Once you have completed and successfully passed the quiz (80% score of higher), you will receive your certificate of completion. The certificate can be saved or printed from the training website. You may take the quiz as many times as needed to obtain the 80% passing score.

How Do I View and Print My Certificates?

You can view and print your certificates anytime by logging into your GSA SmartPay Online Training account.

1. Login to your GSA SmartPay Online Training account.
2. Click *My Account* at the top of the screen.
3. Click *My Certificates*



4. Click *View Certificate* for the desired course.

The screenshot shows a table with columns: 'Title', 'Quiz Started', 'Quiz Completed', 'Score', and 'View Certificate'. The 'View Certificate' column has a 'View Certificate' link highlighted with a red box. The table contains one row of data.

Title	Quiz Started	Quiz Completed	Score	View Certificate
GSA SmartPay Travel Account (Account Holders/AOs)	04/23/2014 - 13:25	04/23/2014 - 13:35	84	View Certificate

5. Certificate will display on the screen.
 - To save and print, press *Ctrl p*.
 - A window will open which will allow you to choose a printer to print-to or save-as pdf. Steps for this will vary for individual machine set-up and browser. Contact your IT department for further printing and saving questions.

Where can I find the Quiz?

The quiz can be accessed directly from the course lesson menu.

1. Login to your account
2. Select your course.
3. On the *Lesson* page, expand the Lesson menu (the white plus sign in a gray circle) to the right of the lesson title.

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs) 

Lesson 1 of 12



GSA SmartPay Travel Training (Account Holders/ AOs)

4. A dropdown menu will appear. Click *Quiz* at the bottom of the list to get to the quiz page.

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs) 

LESSON 1: GSA SmartPay Travel Training (Account Holders/ AOs)

Lesson 1 of 12

LESSON 2: Travel Program Overview

LESSON 3: Key Program Participants

LESSON 4: Signing up for a Travel Account

LESSON 5: Planning for the Trip

LESSON 6: Making Reservations Training (Account Holders/ AOs)

LESSON 7: The Week Before the Trip

LESSON 8: During Your Trip

LESSON 9: Returning from your Trip Training for Account Holders and Approving Officials. A

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LESSON 10: Questionable Charges

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QUIZ: GSA SmartPay Travel Account (Account Holders/AOs)

5. Click *Start Quiz* to begin the quiz.

QUIZ: GSA SmartPay Travel Account (Account Holders/AOs) 

GSA SmartPay Travel Account (Account Holders/AOs)

Now that you have completed the training portion of the GSA SmartPay Travel Account Online Training (Account Holders/AOs), you are ready to take your quiz. Once you have completed and successfully passed your quiz, you will receive your completion certificate. The certificate can be saved or printed from the training website.

Start Quiz 

6. Once you have completed and successfully passed the quiz (80% score of higher), you will receive your certificate of completion. The certificate can be saved or printed from the training website. You may take the quiz as many times as needed to obtain the 80% passing score.