

FedConnect® 3.0

Ready, Set, *Go!*

unison | FedConnect



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Want the US federal government to buy your products or services? Seeking grants or assistance funding?

FedConnect® can help! This one-stop website with opportunities for federal contracts, grants (and other assistance funding) bridges the gap between government agencies and vendors and grants applicants. It streamlines the process of doing business with government.

Through this portal you can review opportunities and receive awards all in a secure, auditable, open channel of communication with the government. And you can create teams in FedConnect to help you manage it all.

This guide is designed to help you get up and running as quickly as possible. First, we cover registration, which is **fast, easy, and *FREE!*** We also show you opportunities, making submissions, and receiving awards.

And of course, if you ever need help, the FedConnect Support Team is standing by, ready to assist you.

Email		**fcsupport@unisonglobal.com**
Phone		**1-800-899-6665**
Hours		**Monday – Friday, 8 AM to 8 PM EDT** **Closed on federal holidays.**

Are you ready? Let's GO!

www.fedconnect.net

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Before You Register

To register, you must submit the following information:

- A DUNS number
- A SAM MPIN

DUNS = Dun & Bradstreet (D&B) Data Universal Numbering System. FedConnect uses this information to authenticate your organization against the System for Award Management (SAM).

SAM MPIN = SAM Marketing Partner Identification Number (MPIN). It is required by the government for most contracts, grants, and financial assistance. It is required for FedConnect registration.

If your organization already has a SAM MPIN but you don't know what it is, use the search on the SAM website to look up SAM records. The person whose name is listed there as the electronic business POC for your organization is likely the one who knows the MPIN.

FedConnect does not store your MPIN—it uses it for SAM authentication and for security.

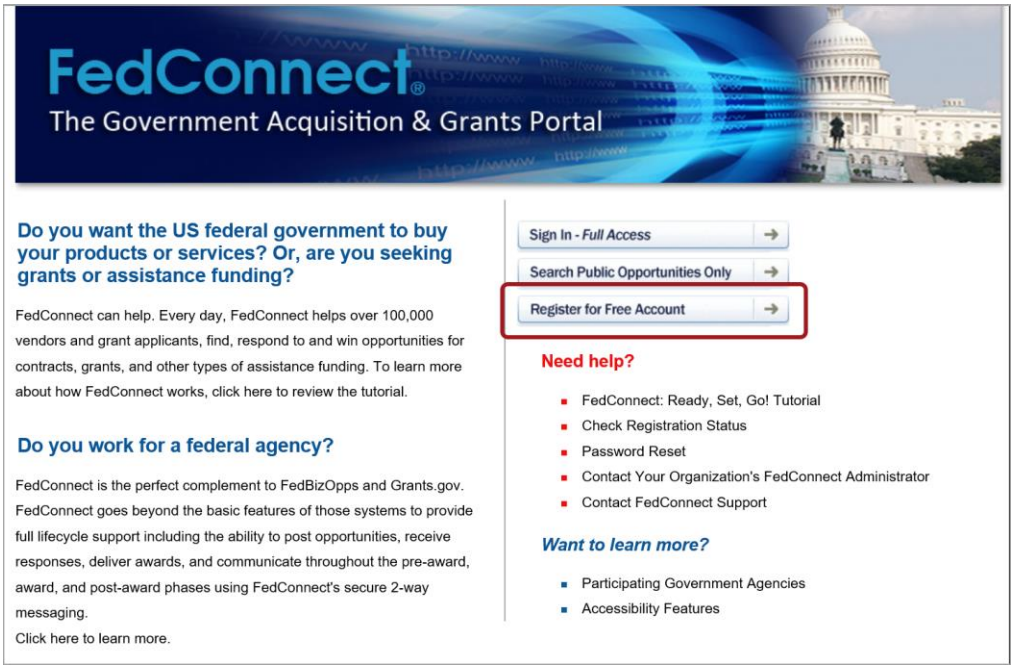
Quick Recap:

1. Get a DUNS (go to http://fedgov.dnb.com/webform).
2. Use the DUNS to get a SAM MPIN (go to www.sam.gov and register there).
3. Use the DUNS and the SAM MPIN to register with FedConnect.

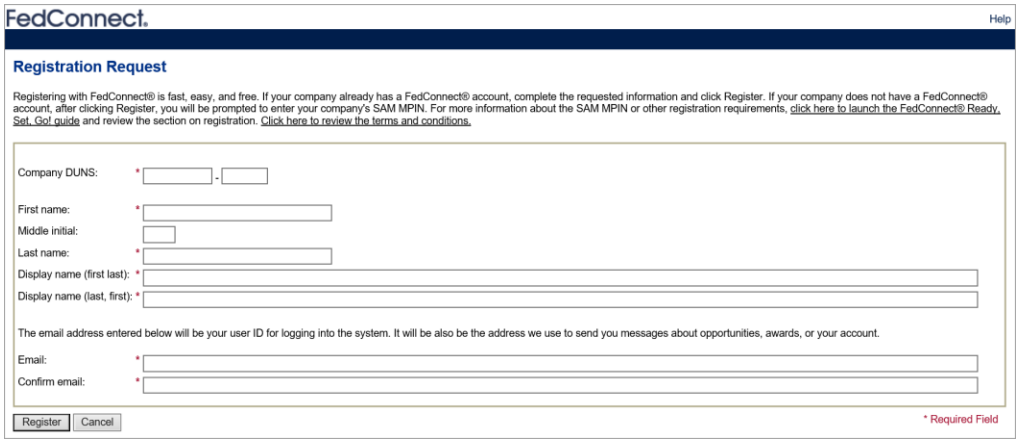
Registering in FedConnect

When you have your DUNS and your SAM MPIN, you can register in FedConnect.

To register with FedConnect, go to www.fedconnect.net. The FedConnect splash page displays, and then you can click the button labeled **Register for Free Account**.



Once you've clicked **Register for Free Account** on the FedConnect splash page, the Registration Request page displays.



Everything marked with a **red asterisk** is required. Simply complete all required fields and click **Register**. It's ***that*** easy!

About those *Name* and *Email* fields…

Name: The name you enter here is how it displays in FedConnect and how it is submitted to the government. It must be your actual name, not a "handle" or "screen name." It cannot be seen by FedConnect users outside of your organization.

Email: Used as your user ID the next time you sign in to FedConnect. This is the email address where FedConnect sends alerts.

Update your email system to accept mail from fedconnect.net so important notices won't be blocked or sent to your spam folder.

What Happens After You Click Register

As soon as you click **Register**, FedConnect checks the DUNS you used to see if someone from your organization already registered it. This can go either one of two ways:

- Somebody from your organization already registered that DUNS
- Nobody else registered that DUNS, you are the first person to use it in FedConnect

If someone already registered with the same DUNS, then FedConnect notifies your administrator so he or she knows to give you access. Your administrator must sign in to FedConnect and give you access.

If FedConnect does not find your DUNS in the SAM database, then it routes you back to the Registration Request page. But this time the *SAM MPIN* field displays so you can enter that information. This route to registration is a little more involved.

FedConnect uses the MPIN to authenticate your account against SAM. If the DUNS and MPIN you entered match your organization's record in SAM, then FedConnect creates an account for your organization, and retrieves core data from your SAM record.

You will be set up as the first administrator for your organization. As an administrator, you can set up and approve registration requests from other users in your organization who self-register using the process documented above.

Either way, you end up in the same place: FedConnect will send you an email message with a temporary password (it uses the email address you entered when you registered).

Important! The temporary password expires within 72 hours, so be sure to sign in right away.

What to Do While You Wait

Feeling restless while you wait for your FedConnect email with that temporary password? On the FedConnect splash page, in the **Need help?** section, you can:

- Click **Check Registration Status** to check your registration progress.
- Click **Contact Your Organization's FedConnect Administrator** for a list of your organization's FedConnect administrators.



In each case, you are prompted for your email address. Once you enter your email address and click **Check Status** or **Contact Administrators**, respectively, the system either sends the requested information to your email address (in the case of **Check Status**) or sends an email to your FedConnect administrator.

Registering Other Users

You can register as many people as you need. Accounts are free, and via the Company Profile, you control who has access and access levels. You can register people as:

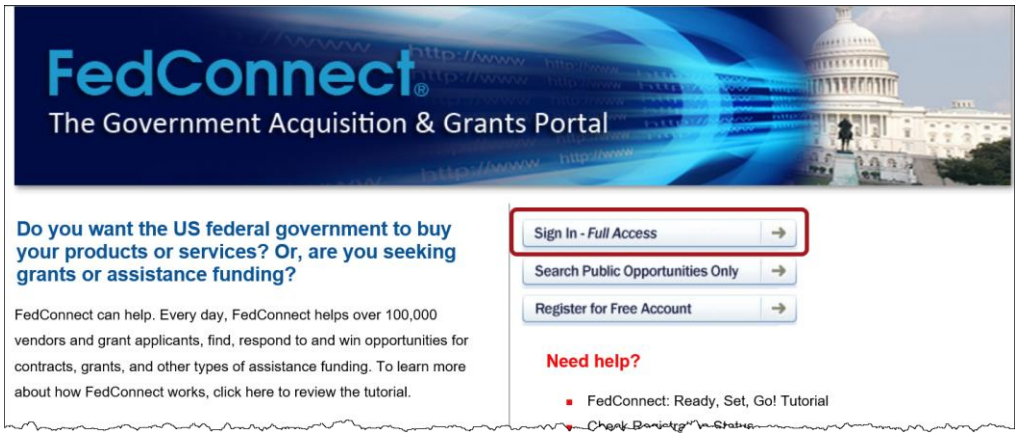
- Administrators (to manage your account and users –we recommend more than one in case one administrator accidentally locks his or her FedConnect account)
- Representatives (to review and respond to government postings)

Give everyone who needs access has his or her own account so you can monitor activity and save audit trails.

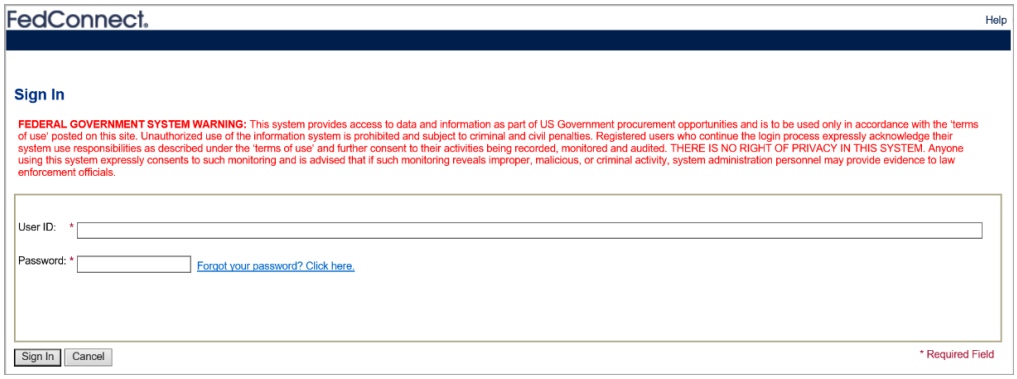
Signing In

When the registration process is done, it's time for the exciting part—signing in to FedConnect!

Head on back to www.fedconnect.net. Only this time, click **Sign In – Full Access**.



The next thing you will see is the Sign In page.



The email address you used when you registered is what you put in the *User ID* field.

Important! IF this is your very first sign in to FedConnect, then this is where you use that temporary password that expires 72 hours after it is emailed to you.

Once you sign in using the temporary password, FedConnect will prompt you to set the real password for your account. After you change your password, voila! You will be signed in to FedConnect.

If you attempt to sign in twice and are unsuccessful, STOP. See the guidance on the next page.

FedConnect's Strict Sign-In Rules

To say that FedConnect has a very stringent sign-in security policy is putting it lightly. We take security very seriously, so the system will inactivate your account after only three unsuccessful attempts to sign in.

Your best bet after two unsuccessful sign in attempts is to click the Forgot your password? Click here ***link.***

In this scenario, FedConnect sends a new temporary password to the email address you used when you registered.

When you try to sign in again using the temporary password, type slowly and carefully because the password is case sensitive and might contain symbols such as commas and periods.

What to Do if You Get Locked Out of FedConnect

Think you got locked out of your FedConnect account? First, perform a simple test to confirm whether it really is indeed locked: click the **Forgot your password? Click here** link.

However, if it has been inactivated, FedConnect sends you an email message that lists your organization's FedConnect administrator(s) and email address(es). Contact one of them to have your account re-activated.

After either of the two scenarios above have played out, FedConnect will send you a new temporary password.

Need Assistance?

*Our **Customer Care Team** Wants to Help!*

Available Monday – Friday, 8 a.m. to 8 p.m., EDT*

@ support@fedconnect.net
# 1-800-899-6665, Option 2

*Closed on federal holidays

Navigating the System

When you sign in to FedConnect, the first page that displays is the Message Center page. You can think of this as the "Home page" for registered users. Here, we will describe the features on the page that will help you navigate the system.

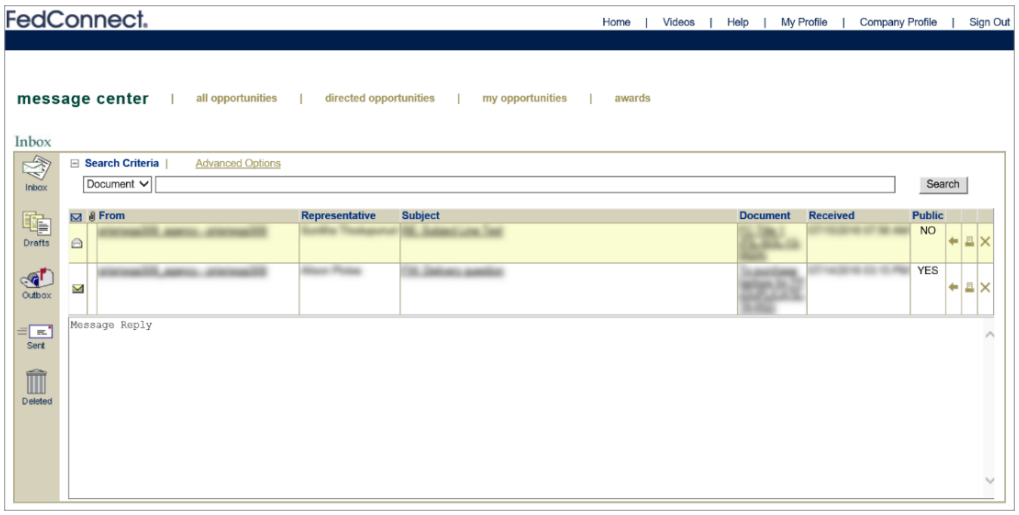
The Message Center page also goes by "the main Message Center."

The condensed version of the Message Center that displays on the opportunities pages is "the opportunities Message Center."

The descriptions of the features below apply to both the main Message Center and the opportunities Message Center.

The Message Center Page—"Home" For Registered Users

The following picture provides an example of how the Message Center page might look. Some text on the page was intentionally blurred out or removed to alleviate privacy concerns.



So, let's break it down into its navigational elements (each one will be described in detail after the list). Starting at the top of the page and working our way down, we have:

1. **The System Toolbar**: Displays in the top right corner of the page, is composed of links labeled **Home**, **Videos**, **Help**, **My Profile**, **Company Profile**, and **Sign Out**.
2. **The Menu Bar**: Displays across the top of the page just under the FedConnect logo. Each word in the list is called a tab, each tab is a link. Click the links to access the pages. The tab is bold when you are on its corresponding page. Tabs

are titled **message center**, **all opportunities**, **directed opportunities**, **my opportunities**, and **awards**.

3. **The Inbox Panel**: Displays vertically on the left side of the page and contains icons labeled **Inbox**, **Drafts**, **Outbox**, **Sent**, and **Deleted**.
4. **The Message Search Menu**: Displays above the list of messages. Includes links labeled **Search Criteria** and **Advanced Options**.
5. **The VCR Buttons**: Display in the last three unlabeled columns in the list of messages, just after the *Public* column. Includes icons with hover text labeled **Click to reply to message**, **Click to print message**, **Click to delete message**.

About the System Toolbar

The system toolbar is available on most pages within FedConnect. The following picture provides a close-up view of the system toolbar.



The system toolbar includes the following links:

- **Home**—Click to return to the main Message Center page.
- **Help**—Click to launch the FedConnect online help system.
- **My Profile**—Click to access the User Info page where you can manage your personal settings for FedConnect.
- **Company Profile**—Click to access the Company Info page where you can manage your organization's users and company information. Available only to users who are designated in FedConnect as administrators by your organization.
- **Sign Out**—Click to sign out of the current active FedConnect session.

About the Menu Bar

To move about through the heart of FedConnect, use the links on the menu bar. The following picture provides a close-up view of the menu bar.



The menu bar includes the following links:

- **Message Center**—Click to view a list of links to the messages related to all opportunities and awards where you are a team member.
- **All Opportunities**—Click to view a list of links to all procurement, grant, and other financial assistance opportunities. Includes both public and opportunities specifically directed to your organization.

- **Directed Opportunities**—Click to view a list of links to the opportunities directed to your organization (and possibly other vendors) by the agency. These are opportunities that are otherwise not available to the general public.
- **My Opportunities**—Click to view a list of links to the opportunities where you registered as a team member or simply to receive notifications. Included on this list are all non-auction type opportunities for contracts, grants, or other forms of financial assistance.
- **Awards**—Click to view a list of links to the awards sent to your organization via FedConnect.

About the Inbox Panel

The inbox panel displays icons that are probably already familiar to most users, so we will cover them only briefly here. The following list describes each button.

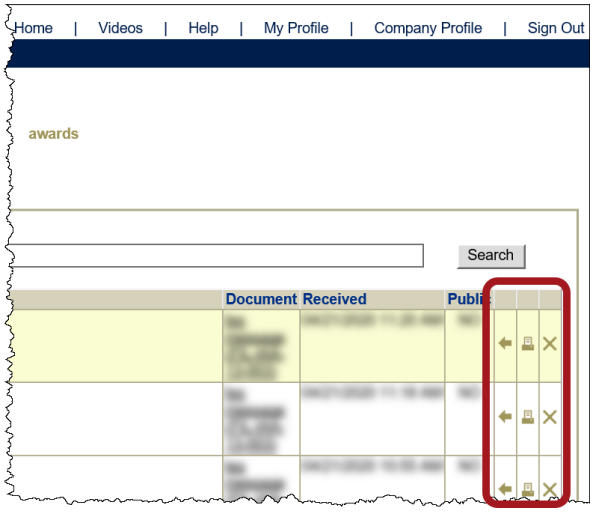
- Click **Inbox** to return to the main inbox in the Message Center. It contains public or directed messages sent to your organization.
- Click **Drafts** to see a list of the drafts of messages that were started and then saved by your organization but not yet completed and sent.
- Click **Outbox** to see a list of the messages sent via the Message Center. It contains messages your organization sent but that the agency has not yet picked up.
- Click **Sent** to see a list of messages sent by your organization and that the agency has picked up.
- Click **Deleted** to view a list of the messages that you deleted from the Message Center view.

About the Message Search Menu

The message search menu contains two [*Unlabeled*] fields you can use to search for messages in the Message Center. Searching is covered more thoroughly in Searching in FedConnect.

About the VCR Buttons

Maybe not everyone remembers VCRs or even knows what a VCR is, but in the software industry some navigational buttons are called VCR buttons. The following picture illustrates the VCR buttons.



The following is a list of the three VCR buttons and a description of each.

- To respond to a message, select it from the list and click the **Click to reply to message** button (looks like a left-pointing arrow).
- To print a message, select it from the list and click the **Click to print message** button.
- To delete a message, select it from the list and click the **Click to delete message** button.

Searching in FedConnect

The search features in FedConnect are reliably consistent, so once you read about them here, you will be able to use the search in each of the following locations:

- Messages in the message center
- Opportunities (all, direct, and "my")
- Awards

You can perform a "basic search" or an "advanced search." To refine the list of results, the basic search has one search filter and the advanced search has multiple. Either way, for basic or advanced, after you enter search criteria, click **Search** to trigger FedConnect to run the search. (Do not use the **Enter** key on your keyboard, you must click **Search**.)

Using a Basic Search

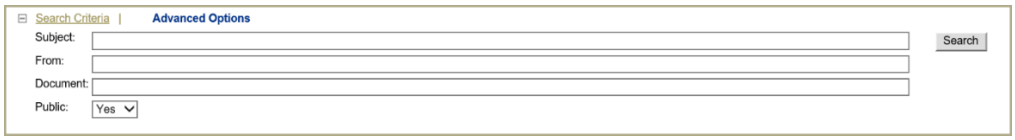
The following picture illustrates the basic search layout (it's from the messages search).



A basic search has two [*Unlabeled*] fields. The first contains a drop-down list you can use to narrow the search results based on specific criteria. Once you make a selection in that field, you can type all or part of the word that will best help you find what you're looking for in the second [*Unlabeled*] field, which is a long empty text box.

Using an Advanced Search

When you click **Advanced Options**, the search menu extends and contains more fields. The following picture illustrates the advanced search layout (from messages).



The advanced search fields match most of the selections in the drop-down list from the basic search, but the difference is that in advanced search they are text boxes.

If you need more real estate on the page but you don't want to redo your search, click the **Hide search criteria** button to the left of the **Search Criteria** link.



Opportunities—The Lay of the Land

Opportunities in FedConnect are really the heart and soul of the product. Therefore, we will devote plenty of time to discussing how to use them. The following text describes (in this order):

- The types of opportunities
- The "landscape" of opportunities pages and how to navigate them

Types of Opportunities

Federal agencies post a variety of different types of opportunities on FedConnect® including those for procurement awards, grants and other financial assistance. In FedConnect, opportunities are either public or directed.

More About Public Opportunities

You do not need to be a registered user of FedConnect® to view public opportunities. Public opportunities that government agencies post are available for anyone.

More About Opportunities for Signed In Registered Users

As a registered user who has signed in, you can see all opportunities, whether public or directed. Directed opportunities can be for a specific vendor or applicant, or a limited group of vendors or applicants.

If you are looking for opportunities for a procurement award (for example, a contract) look for these opportunity posts:

- Solicitation
- Notices (pre-solicitation notices, sources sought, and special notices)

If you are looking for assistance awards (for example, a grant), look for these opportunity posts:

- Funding opportunities

The Opportunities Pages

The FedConnect pages you will use to see the lists of opportunities are named as follows:

- The All Opportunities page
- The Directed Opportunities page
- The My Opportunities page

Each of the pages in the above list might contain any combination of opportunities for procurement awards, grants, and other financial assistance.

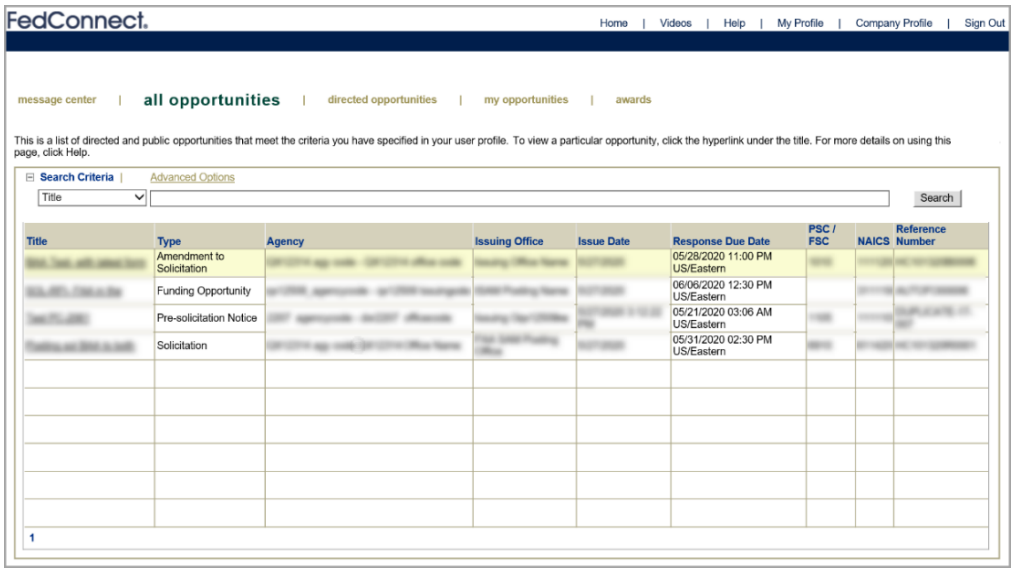
The All Opportunities Page

The All Opportunities page lists everything available in FedConnect—both public opportunities and opportunities available to registered FedConnect users.

Navigation

Sign in to FedConnect | click **all opportunities** on the menu bar

The following picture illustrates the All Opportunities page. Some details are blurred out for privacy.



The columns that display might vary depending upon search criteria. Our picture illustrates results for a basic search.

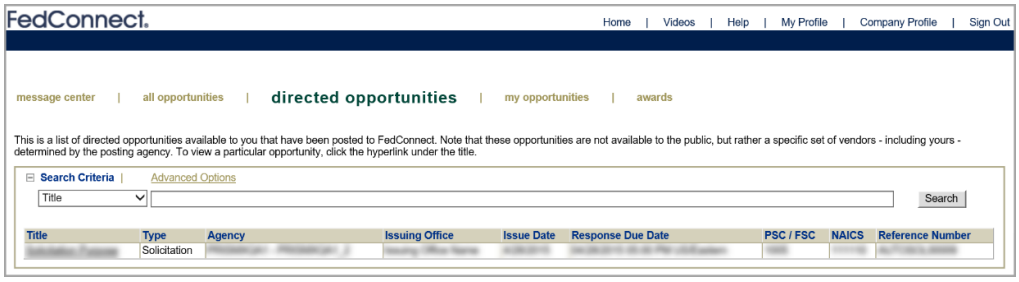
The Directed Opportunities Page

The Directed Opportunities page displays the opportunities that are specifically for your organization, or for a group of companies selected by the agency that posted the opportunity.

Navigation

Sign in to FedConnect | click **directed opportunities** on the menu bar

The following picture illustrates how the Directed Opportunities page might look. Some details are blurred out for privacy.



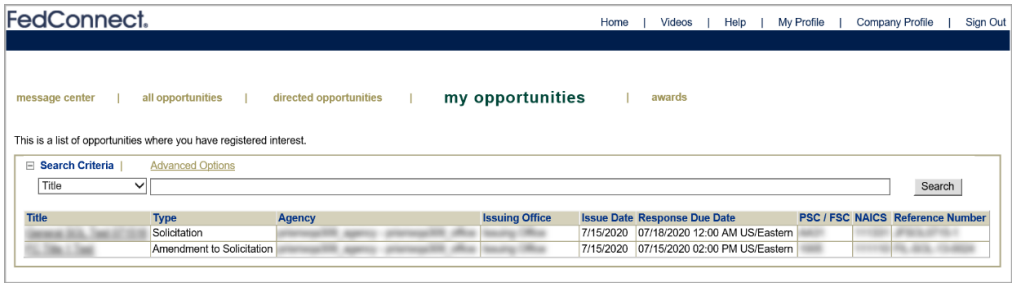
The My Opportunities Page

The My Opportunities page is just like it sounds—all about the opportunities you are personally involved with. It displays the opportunities you have registered to receive notifications for, or the opportunities where you are a member of the opportunity team.

Navigation

Sign in to FedConnect | click **my opportunities** on the menu bar

The following picture illustrates how the My Opportunities page might look. Some details are blurred out for privacy.



The Opportunity Page

The Opportunity page comprises three panels. Reading from left to right, they are as follows:

- The left-side panel is pretty static and tells the story about the agency and overview information about the opportunity.
- The center panel is flexible and its story changes according to the status of the opportunity

- The right-side panel somewhat flexible and has some status changes. It adds more detail to the opportunity's story by way of documentation and vendor or applicant information such as response team members and responses.

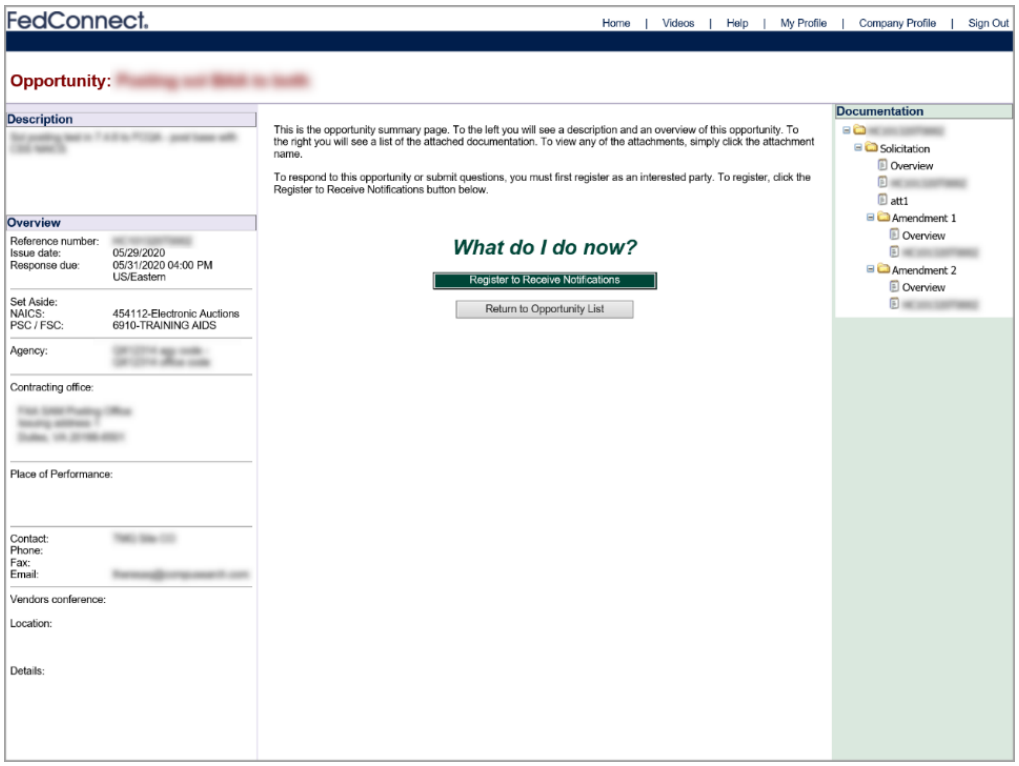
Illustrations of the Opportunity Page During Different Opportunity Scenarios

In this section, we will cover how the Opportunity page might look in three different scenarios:

1. When you have not yet registered for the opportunity
2. When you access the opportunity and your company has already registered for it
3. When you join the response team for an opportunity

THE OPPORTUNITY PAGE WHEN NOBODY HAS REGISTERED

If you are the first person to review the opportunity for your organization, or no one from your organization has registered yet, the Opportunity page will look similar to the following picture. Descriptions of the elements on the page and information about how it looks in various scenarios are described in more detail following this picture.



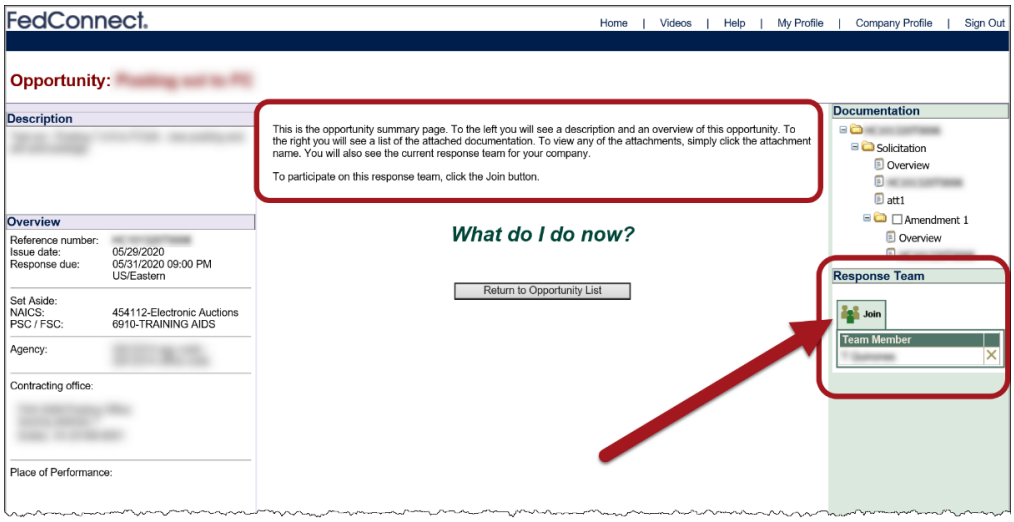
The following table lists what happens in the left, center, and right panels when you open an opportunity that your company has not registered for.

Table 1. Opportunity Page Panels: New Opportunity

Left Panel	Center Panel	Right Panel
In this initial scenario, the left panel contains: • The Description block, with high-level information about the opportunity • The Overview block, with basic agency contact information	In this first scenario, the center panel contains two buttons: • Register to Receive Notifications • Return to Opportunity List	In scenario one, the right panel contains • The Documents block • The documents that the agency posted with the opportunity

THE OPPORTUNITY PAGE IN A REGISTERED OPPORTUNITY, YOU HAVE NOT JOINED THE TEAM

This second scenario illustrates how it might look if someone from your organization has already registered for an opportunity. In this case, the Opportunity page will look similar to the next picture, with new wording, and an addition to the right panel.



The following table lists what happens in the left, center, and right panels when you open an opportunity that your organization has already registered for, but you have not yet joined the response team.

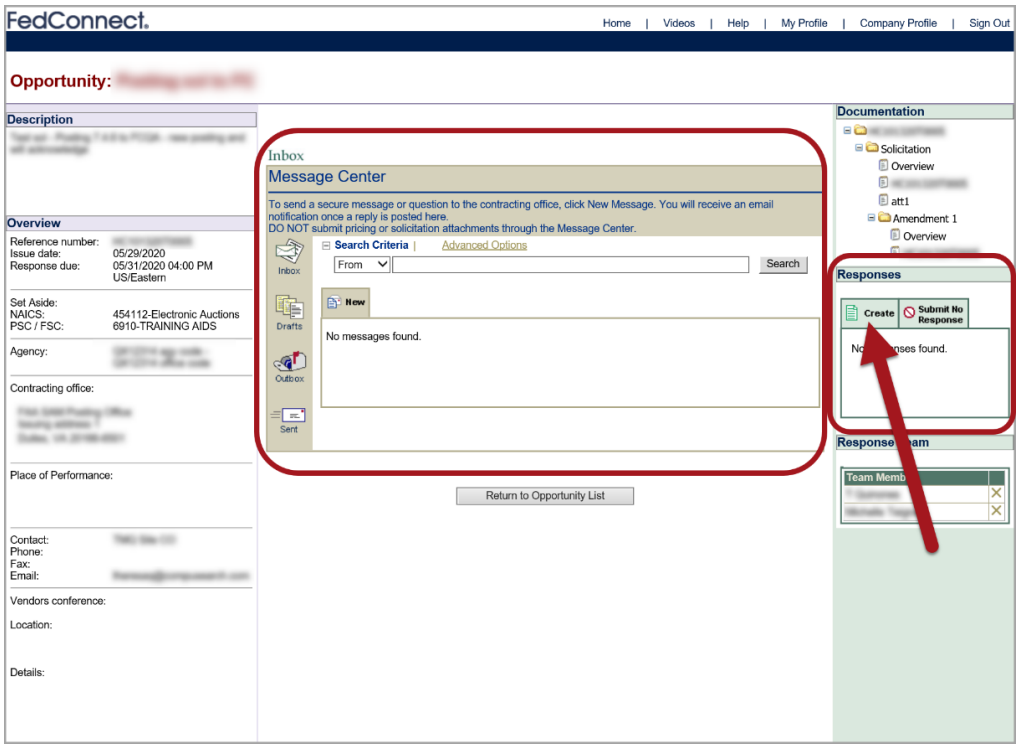
Table 2. Opportunity Page Panels: Registered Opportunity

Left Panel	Center Panel	Right Panel
Even in this second scenario, the left panel still contains: • The Description block • The Overview block	In this second scenario, the center panel contains: • A different message	In scenario two, the right panel contains everything from the first time, but also: • The Response Team block • The **Join** button

THE OPPORTUNITY PAGE IN A REGISTERED OPPORTUNITY WHEN YOU ARE A TEAM MEMBER

In this third scenario, your organization has registered for the opportunity, and you have become a member of the response team. The most obvious addition to the center panel is an abbreviated version of the Message Center. And what's great about it is that the center panel really becomes a little online business communication hub for you, your organization, and the agency that posted the opportunity.

The following picture illustrates how the Opportunity page might look in this third scenario.



The following table lists what happens in the left, center, and right panels when you open a registered opportunity, and you are a member of the response team.

Table 3. Opportunity Page Panels: Response Team Member

Left Panel	Center Panel	Right Panel
Still no change in the third scenario, the left panel still contains: • The Description block • The Overview block	In this third scenario, the center panel contains: • A mini version of the Message Center	In scenario three, the right panel contains everything from the first two, but also: • The Responses block • The **Create** button

Opportunities in Action

There are several actions you can take on opportunities. In brief, these actions include such things as:

- Reviewing and registering interest in an opportunity (this differs from registering as a user)
- Joining or removing yourself from a response team
- Creating and submitting a response
- Creating a "no bid" response

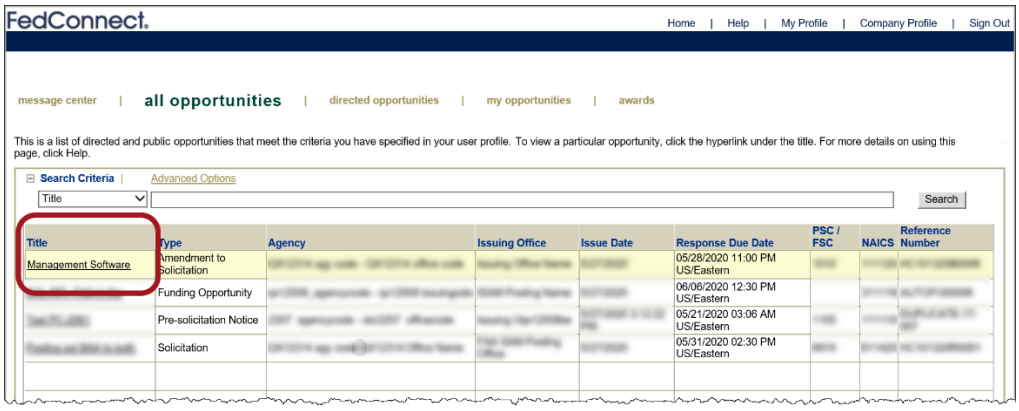
Reviewing and Registering for an Opportunity

When you find an opportunity in the list that you want to review, click its link in the *Title* column.

Navigation

Sign in to FedConnect | click **all opportunities** -OR- **directed opportunities** on the menu bar | click an opportunity title in the *Title* column

The following picture illustrates a Software Management solicitation amendment link in the *Title* column.

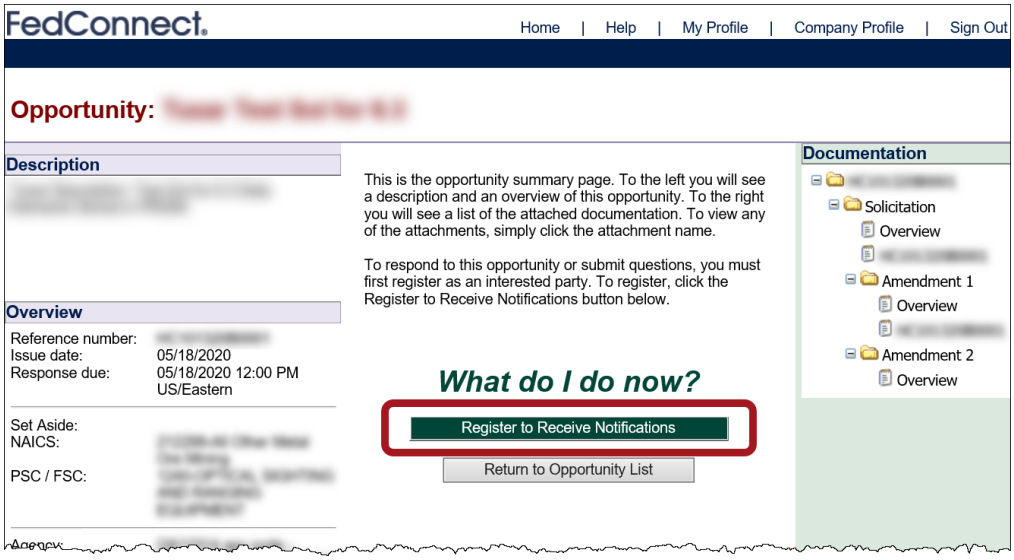


After you click an opportunity title link in the *Title* column, the Opportunity page displays. This is where you can register interest in opportunities. If you register interest in an opportunity that means you will be kept up to date on it and can respond to it.

Any user who registers interest or who joins a response team receives updates on opportunities and can respond to them. The difference is that when you register, you are doing so on behalf of your organization. This happens only once. When you join a response team, you do so in your own interest.

Navigation

Sign in to FedConnect | click **all opportunities** -OR- **directed opportunities** on the menu bar | click an opportunity title in the *Title* column | click **Register to Receive Notifications**



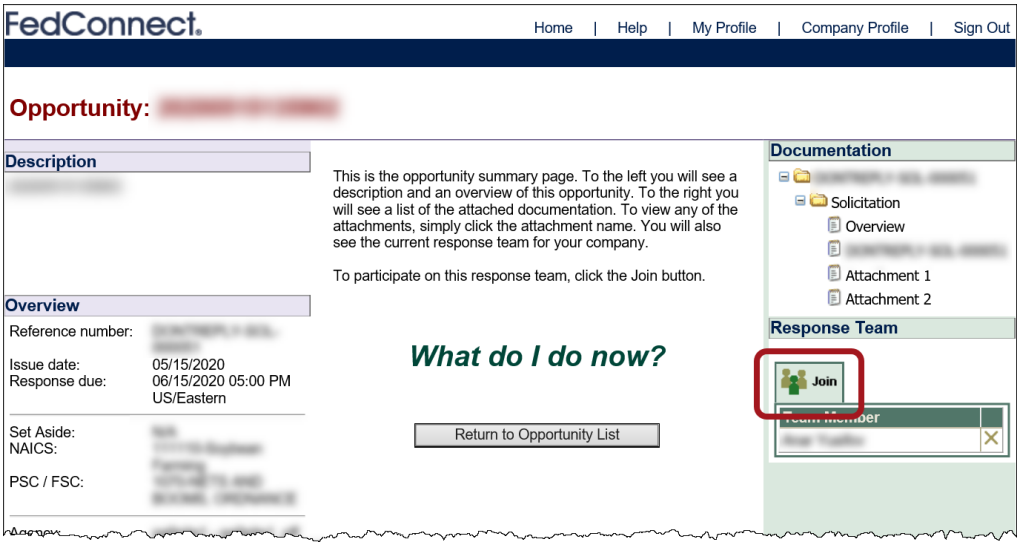
After you click **Register to Receive Notifications**, the Message Center, the Responses block, and the Response Team block all display on the Opportunity page.

Joining or Removing Yourself from a Response Team

If someone from your organization has already registered, and if you want to receive updates or to respond too, then all you need to do is join the response team. And joining a response team is really simple! Once you're on the Opportunity page, all you have to do is click **Join** in the Response Team block.

Navigation

Sign in to FedConnect | click **all opportunities** -OR- **directed opportunities** on the menu bar | click an opportunity title in the *Title* column | click **Join**



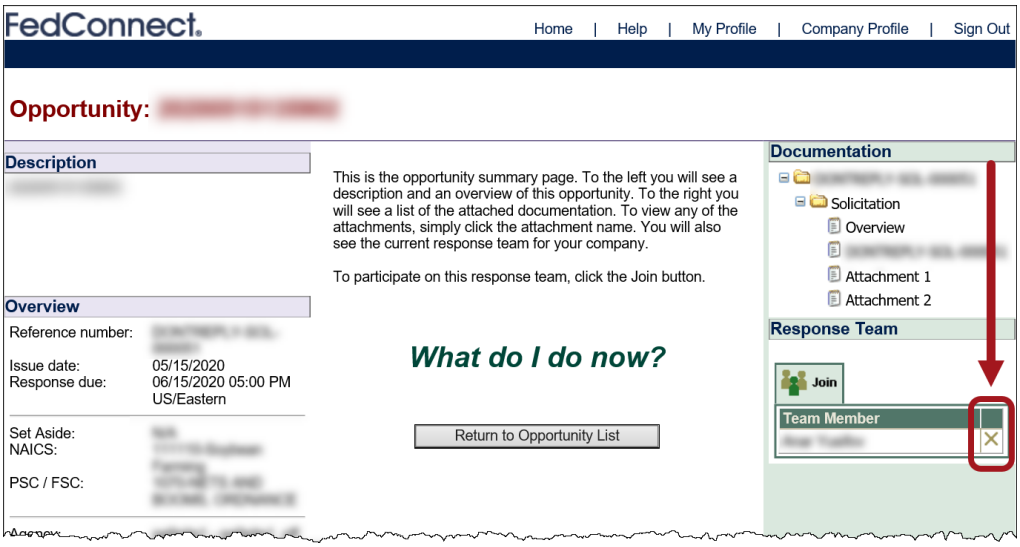
Once you click **Join**, your name displays in the Team Member list in the Response Team block.

WANT TO REMOVE YOURSELF FROM THE RESPONSE TEAM?

To remove yourself (or anyone else, for that matter) from a response team, just look for the little capital letter **X** that displays in the far-right column of the Team Member table in the Response Team block on the Opportunity page. At the prompt, click **OK** to continue.

Navigation

Sign in to FedConnect | click **my opportunities** -OR- **directed opportunities** on the menu bar | click an opportunity title in the *Title* column | click **X**



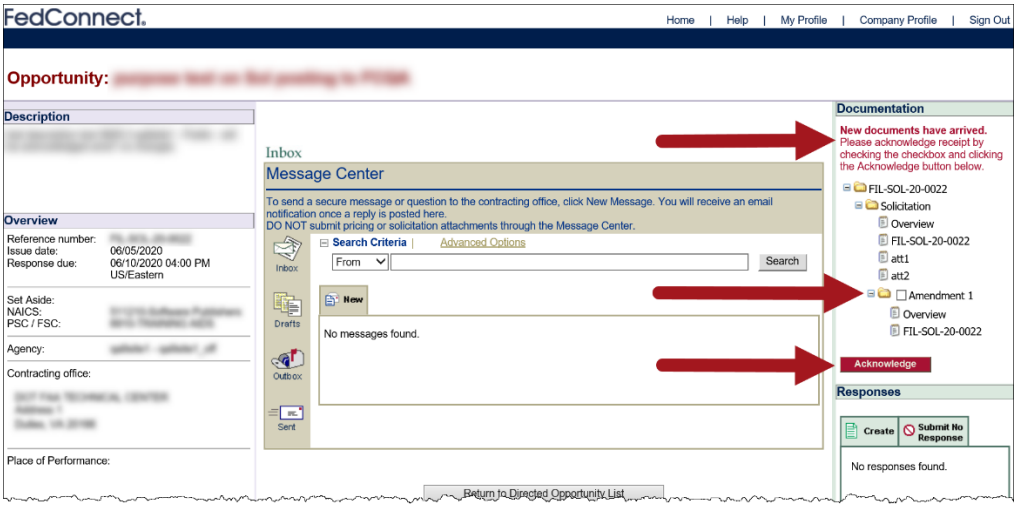
At the prompt, click **OK** to continue.

Don't panic if you accidentally delete the wrong user. (Hey. It can happen!) Nothing prevents the user from going back into the opportunity and clicking Join to rejoin the response team.

Acknowledging Amendments (Or Modifications)

If the agency issues an amendment to an opportunity, it displays in the Documentation block on the Opportunity page (this also applies to modifications that might display in the Documentation block on the Award page). To acknowledge that you received the amendment, select the checkbox next to it and click **Acknowledge**.

The following picture illustrates how to acknowledge updated documentation from the agency.



Creating and Submitting a Response

Whether you submit a proposal for financial assistance or a grant, or you submit a quote or proposal, FedConnect provides a way to prepare and securely transmit that information directly to the government. FedConnect includes six pages that you can use to create and submit a response for an opportunity. These are the page titles:

- Cover Page
- Pricing
- Attachments
- Cost Sensitive Attachments
- Summary
- Complete

Important! The recommended file size limit of files you can send in FedConnect is 25 MB per individual file, or 100 MB per response or message.



Example

For example, a user cannot submit a response that contains an attachment 40 MB in size, however they can submit a response that contains two attachments each at 20 MB in size. In addition, the user would not be able to submit a response that contains 6 attachments each at 20MB in size, as that would exceed the 100 MB submission limit.

Recording Cover Page Information

Use the Cover Page page to enter your organization's key contact information. To speed the process along, FedConnect prefills these fields with data from your company profile.



Navigation

Sign in to FedConnect | click an opportunities tab | click an opportunity title | click **Create** or click a response link in the *Description* column in the Responses block to open an existing response

The following picture illustrates the **Create** button and a response link in the *Description* column in the Responses block on the right panel on the Opportunity page.



A Note About Previously Submitted Responses

Responses already submitted and responses that you exited before submitting display in the Responses block.

Depending upon the type of opportunity, you might be able to submit more than one response. For example, an opportunity might allow for a primary and an alternate response. All of those responses are created and managed in the Responses block on the Opportunity page.

The following list explains the features in the table in the Responses block:

- **Description**—FedConnect automatically defaults the description to "As Solicited." Can be edited on the Cover Page when you create or edit a response.
- **Status**—The response's current status (Submitted, Received, etc.)
- **Date**—The status date. For instance, if the status is Received, the date column displays the date the government agency received the response.
- **History**—Click to see the response's audit history (who accessed it, edited it, submitted it, etc.)
- **Copy**—To make a copy of the response and use it to create a new response for this opportunity, click **Copy**.
- **Withdraw**—Click to tell the agency that you want to withdraw the response. Depending upon the rules of the competition, the agency will let you know whether your withdrawal request is granted.

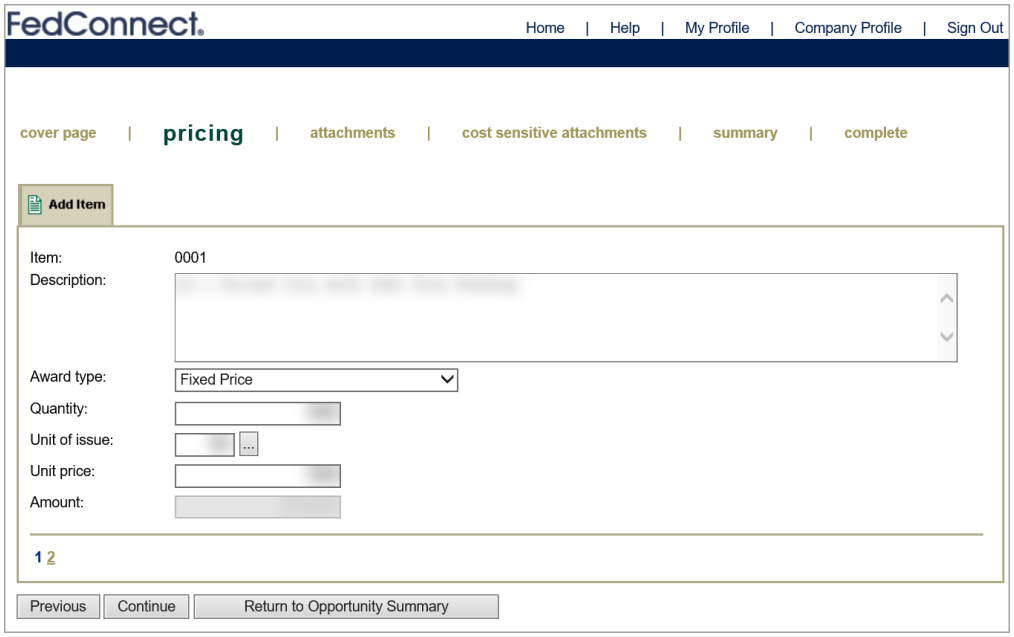
Adding Pricing Information

Use the Pricing page to enter pricing for line items. This is most frequently used for simple requests for quotes. The Pricing page does not always display as it is dependent upon the agency posting of the opportunity.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Pricing**

The following picture illustrates the Pricing page.



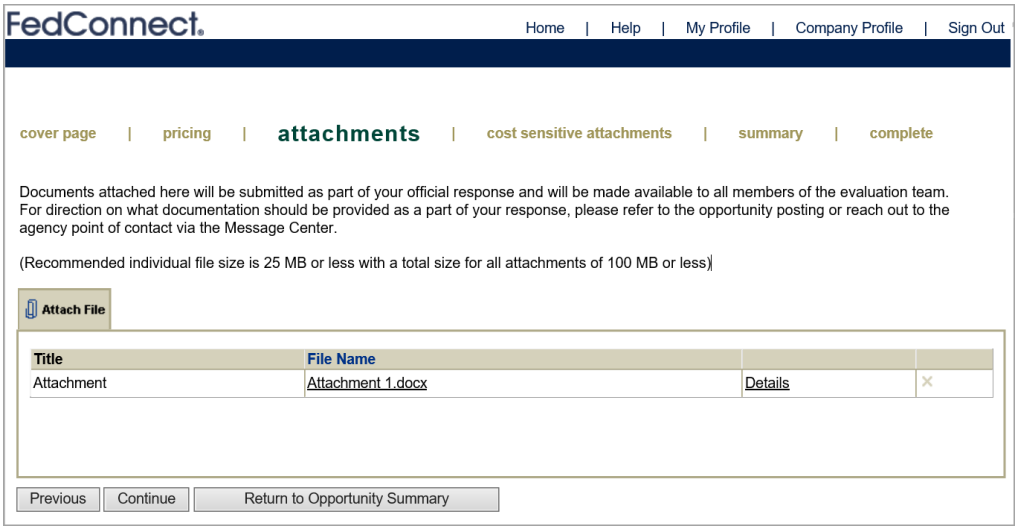
Adding Attachments

If you want to include any attachments *other than cost-sensitive attachments* with the response, add them on the Attachments page.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Attachments**

The following picture illustrates the Attachments page.



Adding Cost Sensitive Attachments

Use the Cost Sensitive Attachments page to fulfill government agency requests for pricing or other cost-type data when they want you to include it separately from your primary proposal.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Cost Sensitive Attachments**

The following picture illustrates the Cost Sensitive Attachments page.



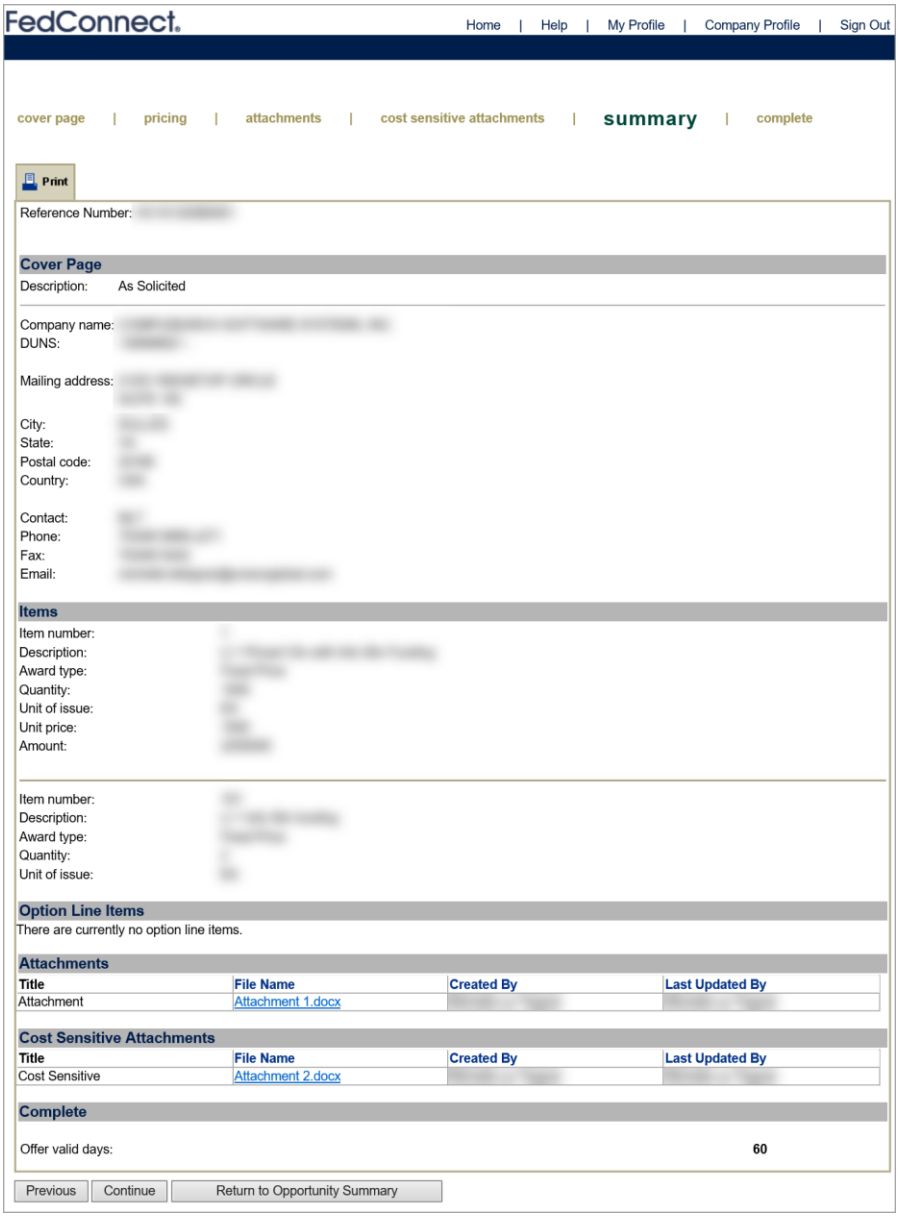
Reviewing the Summary

Use the Summary page to get an overall look at what you are about to transmit to the government. You can quickly review or print the summary from this page.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Summary**

The following picture illustrates the Summary page.



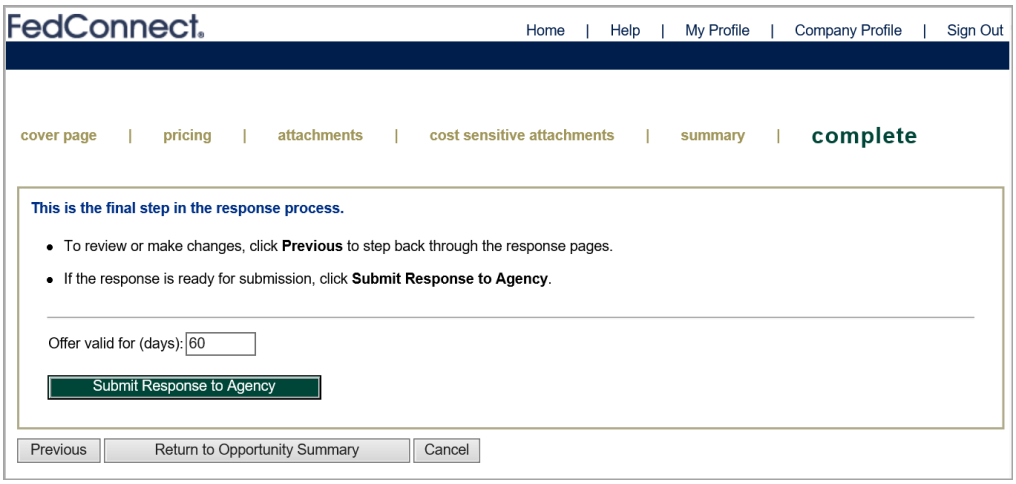
Completing and Submitting the Response

The Complete page is where you actually submit the response to the government agency. This sends the response along with any attachments you added.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Complete**

The following picture illustrates the Complete page.



Before you submit the response, be sure to make an entry in the *Offer valid for (days)* field. By default, **60** automatically displays in this field, but you can edit it.

You must also make sure you've included an attachment that contains the signature of someone who can contractually bind your organization.

When you are sure everything is ready, click **Submit Response to Agency**.

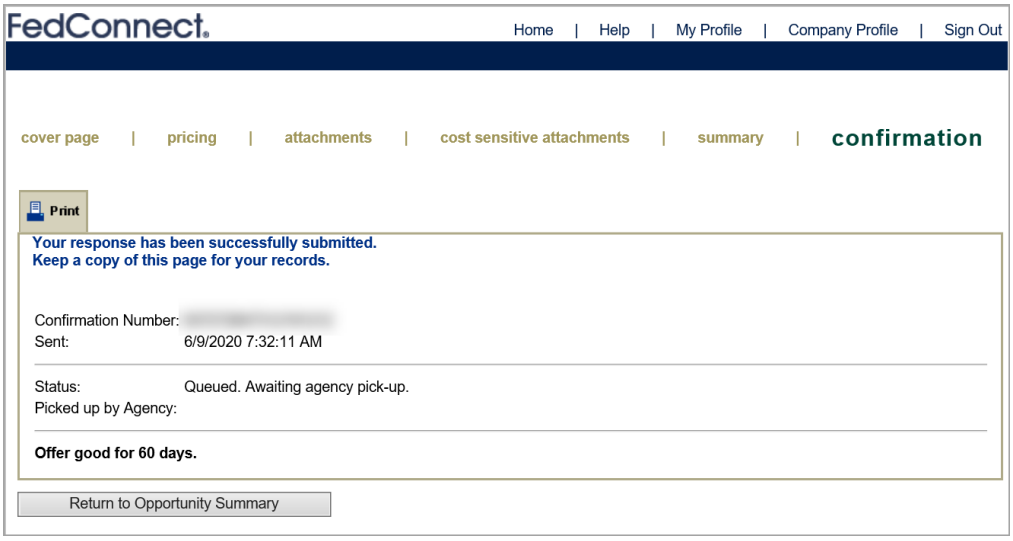
Response Confirmation

When you click **Submit Response to Agency**, FedConnect records the date and time of the submission and displays the Confirmation page with the date and timestamp.

Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **Complete** | click **Submit Response to Agency**

The following picture illustrates the Confirmation page.



In the previous picture, the submission's status is "Queued. Awaiting agency pick-up." This status means that FedConnect is waiting for the government agency's system to pick it up. This can be minutes or hours—it depends on the agency's system configuration.

Regardless of when the agency picks up your response, the date and timestamp that they see as the submitted date and time is the actual date and time when you clicked **Submit Response to Agency**. It displays on the Confirmation page in the *Sent* field.

Click the **Print** icon if you want to print a copy of the confirmation for your records.

Submitting "No Bid" Responses

In the event that you should want to submit a "no response," like a "no bid" type of response, FedConnect has you covered for that scenario, too.

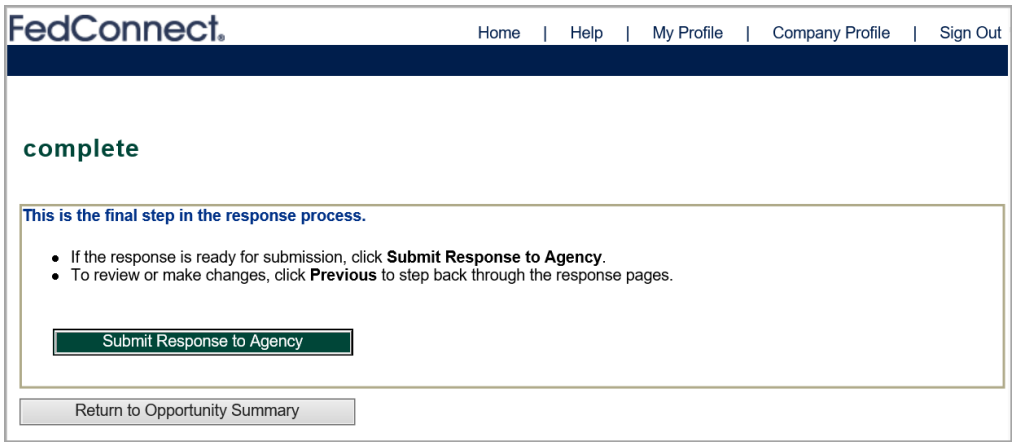
Navigation

Sign in to FedConnect | click an **opportunities** tab | click an opportunity title | create or open a response | click **No Bid Response**

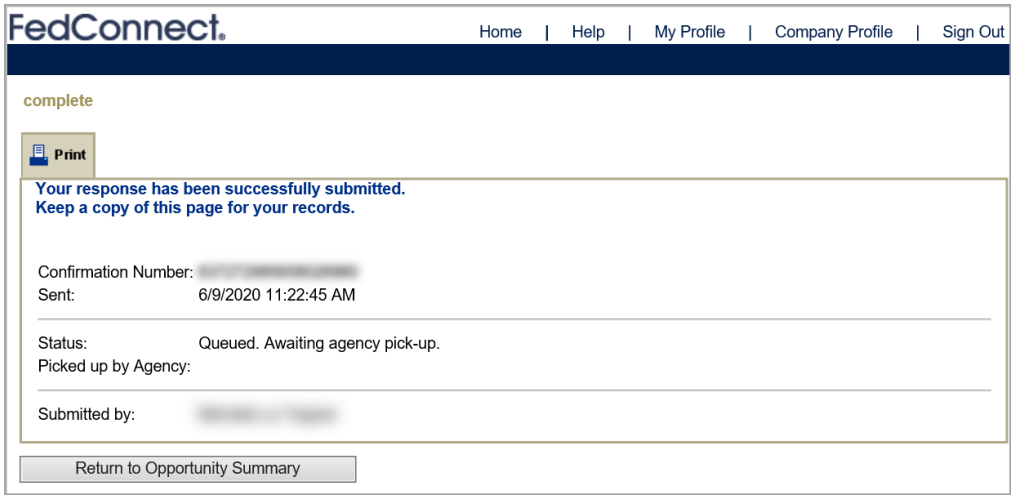
The following picture illustrates the location of the **Submit No Response** button on the Opportunity page.



When you click **Submit No Response**, the Complete page displays, just like it does when you submit a full response, but this time the message differs slightly, as illustrated in the following picture.



To finalize the process, click **Submit Response to Agency**. A final version of the Complete page displays with date and timestamp, and you can print a copy of the page for your records—all of this is illustrated in the following picture.



Important! The only time you can submit a "no bid" response is when your company or organization has not yet submitted a response.

In fact, the **Submit No Response** button does not even display on the Opportunity page if someone has already responded to an opportunity. Furthermore, even if someone submitted a response and then it was withdrawn, you still cannot then go back in and submit a no bid response.

On the flip side of that, however, you can submit a no bid response, and then withdraw it. In this case, FedConnect sends a withdraw requested email to the agency. Once you have withdrawn the no bid response, you can then submit a regular response. Keep in mind that all of these transactions are recorded in FedConnect and that all parties involved will have a full audit trail.

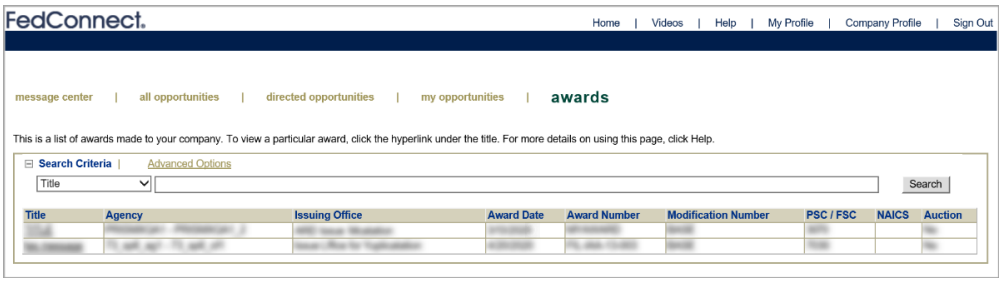
Receiving an Award

Government agencies can deliver awards to your organization via FedConnect®. Awards can include government contracts, grants, or other forms of financial assistance. The Awards page displays a list of all of the awards to your organization that were delivered by an agency via FedConnect. Even though an award displays in the list, that doesn't necessarily mean you are on the award team. Awards in FedConnect have a team concept similar to response teams; you must intentionally join the team.

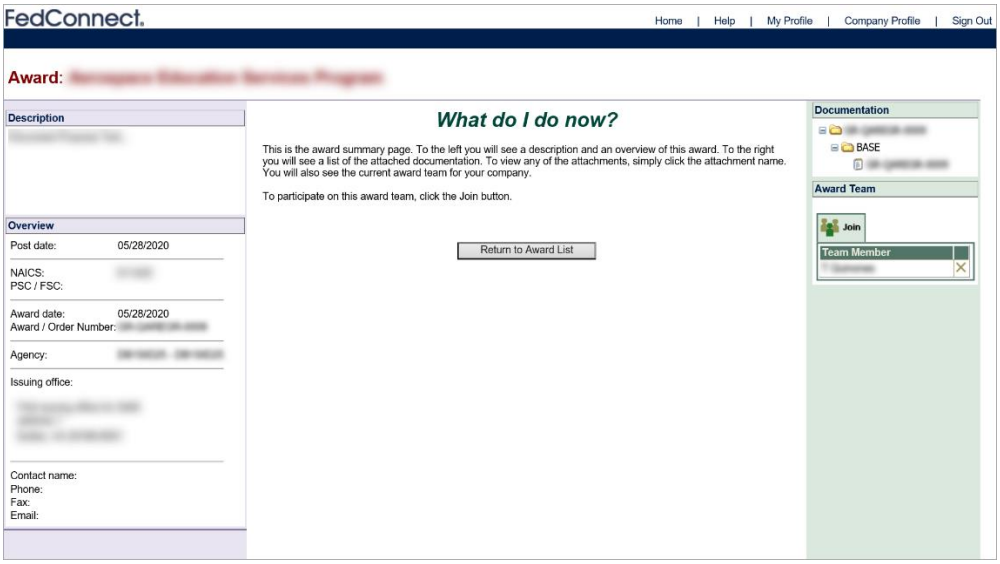
Navigation

Sign in to FedConnect | click **awards** on the menu bar

The following picture illustrates how the Awards page might look. Some details are blurred out for privacy.



From the Awards page, click a link in the *Title* column and the Award page displays with all the specific details of the award.



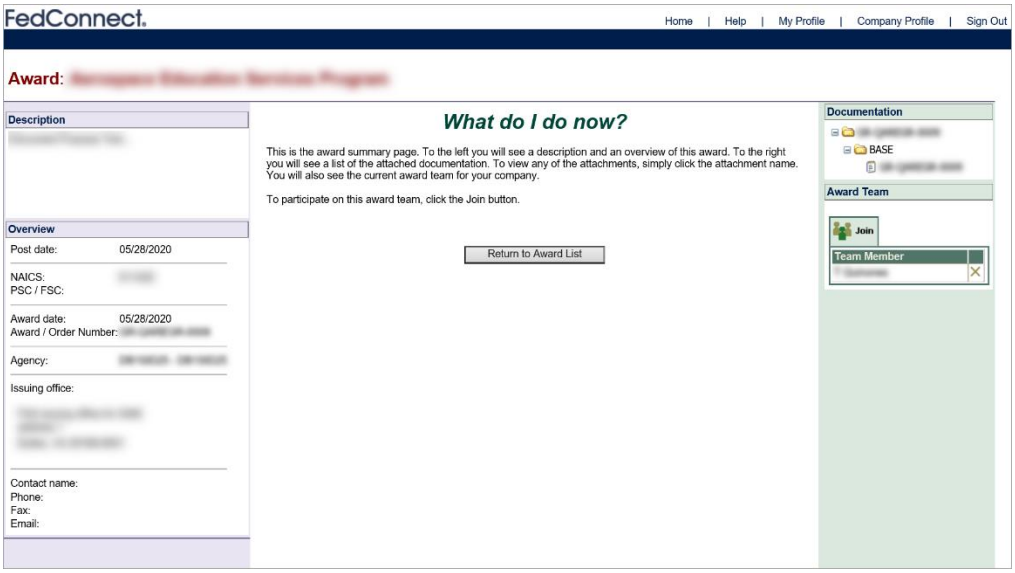
Illustrations of the Award Page in Different Scenarios

In this section, we will cover how the Award page might look in two different scenarios:

1. When you have not yet joined the award team
2. When you are a member of the award team

THE AWARD PAGE WHEN YOU HAVE NOT JOINED THE TEAM

This first scenario illustrates how it might look when you open an award, but you have not yet joined the team. In this case, the Award page will look similar to the next picture, with new wording, and an addition to the right panel.



The following table lists what happens in the left, center, and right panels when you open an award, but you have not yet joined the award team.

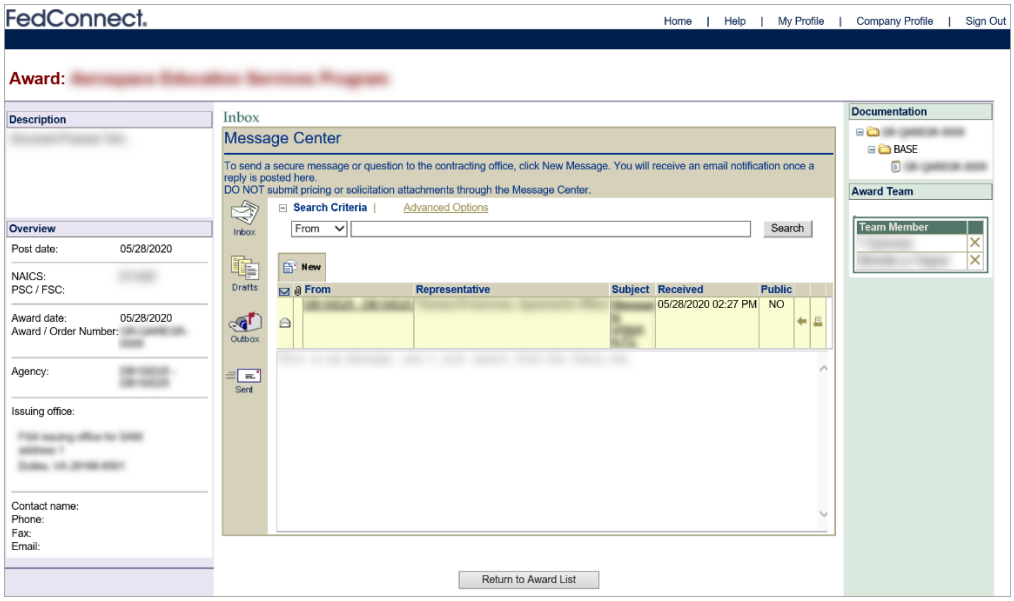
Table 4. Award Page Panels: Not An Award Team Member

Left Panel	Center Panel	Right Panel
In this first scenario, the left panel contains: • The Description block • The Overview block	In this first scenario, the center panel contains: • A "What Do I Do Now?" message	In scenario one, the right panel contains: • The Documentation block • The Award Team block • The **Join** button

THE AWARD PAGE WHEN YOU ARE A TEAM MEMBER

In this second scenario you have become a member of the award team. Like the Opportunity page, the condensed Message Center displays in the center panel so that you, your organization, and the agency can communicate about the award.

The following picture illustrates how the Award page might look in this second scenario.



The following table lists what happens in the left, center, and right panels when you open an award, and you are a member of the award team.

Table 5. Award Page Panels: Award Team Member

Left Panel	Center Panel	Right Panel
No change—the left panel still contains: • The Description block • The Overview block	In this second scenario, the center panel contains: • A mini version of the Message Center	In scenario two, the right panel contains: • The Documentation block • The Award Team block Because you are already a member, it does NOT display: • The **Join** button

Sending/Receiving Messages

When you review an opportunity, work on a response, or manage an award, you might have questions or need to discuss something with the agency. In the FedConnect Message Center, you can do just that! We've mentioned in a couple of places in this document that there are two versions of the Message Center: the full version you see when you sign in to FedConnect, and the condensed or abbreviated version you see on the Opportunity page and the Award page (it offers a more focused view of the Message Center). Either way, most of the concepts for using the Message Center are the same, and in the following text any substantial differences will be called out.

The FedConnect Message Center works much like a standard email program where you can create a new message, reply to messages, add attachments, etc.

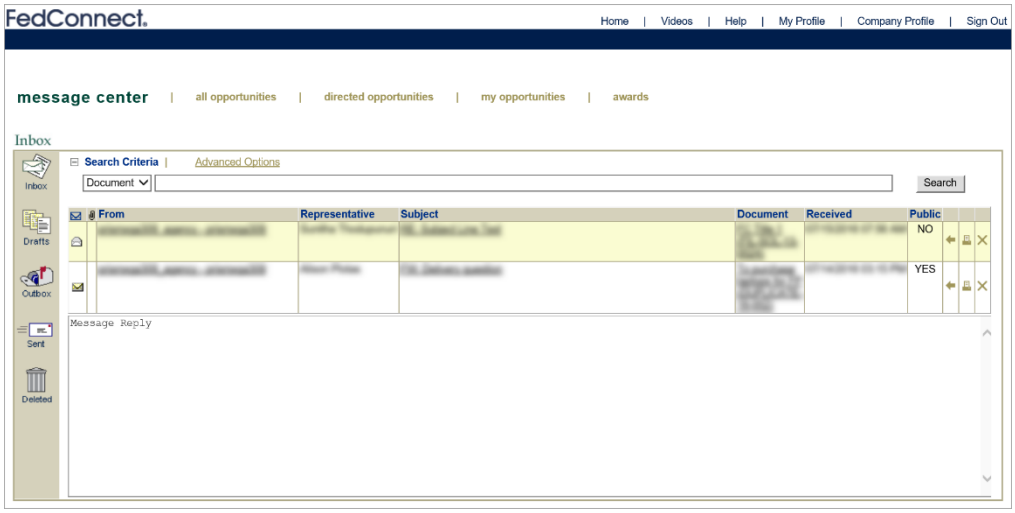
FedConnect's Message Center has three benefits over a traditional email system: all transactions are secure, recorded in the system, and automatically associated with their related opportunity or award. Those are benefits that all parties involved can count on!

The main Message Center displays a compilation of all messages, both those directed to your company or organization and those sent publicly. When you open an opportunity or award to view the details, the condensed version of the Message Center displays only the communication sent or received for that specific document.

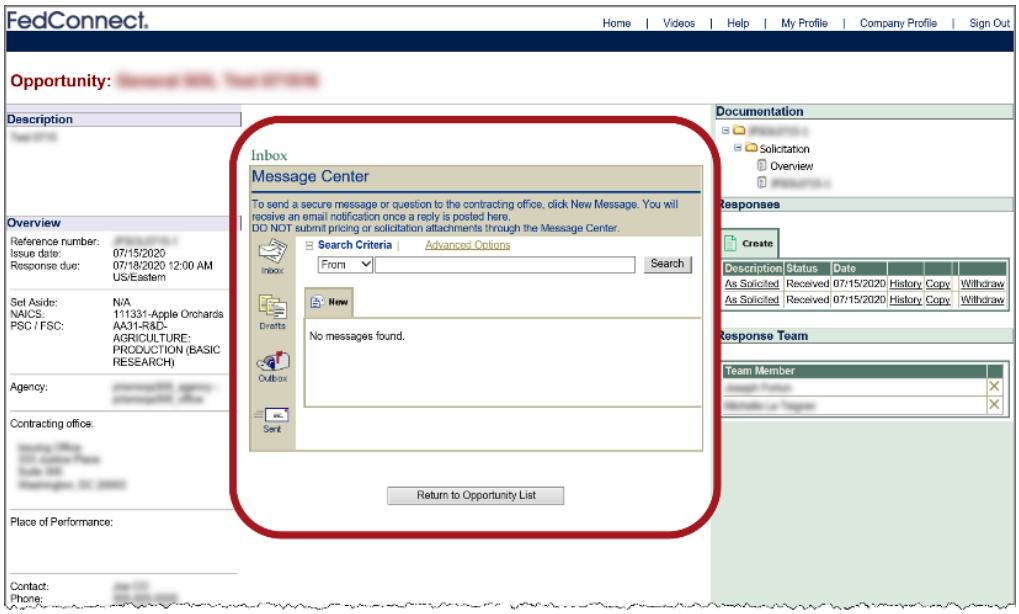
Another standout feature in the main Message Center is that you have delete option (the X on the far-right side of the list of messages—there is one for each message), which makes the list more manageable and makes it easier to find things. Messages you delete from the main Message Center are not actually deleted from the document record—they just don't display in the main Message Center anymore. You can still see them when you view the summary of their related opportunity or award.

To restore a deleted message, go to the Deleted folder, select the message and click the button that looks a little bit like a recycling symbol (two arrows turning as if in a continuous circle). When you hover your mouse over it, the label is "**Click to undelete message**." When you click that button, the message is returned to the folder you originally deleted it from. The only exceptions are draft messages that have not yet been sent—they are permanently removed from FedConnect.

The full Message Center looks something like this:



The focused version of the Message Center looks something like this:



Managing Your Account

Managing your FedConnect account comprises managing:

- Your company profile (limited to your organization's FedConnect administrator)
- Your user profile (all FedConnect users)

Each one is described in more detail in the following pages.

Company Profile

If you are the FedConnect administrator for your organization, you have access to each of the following parts of the company profile:

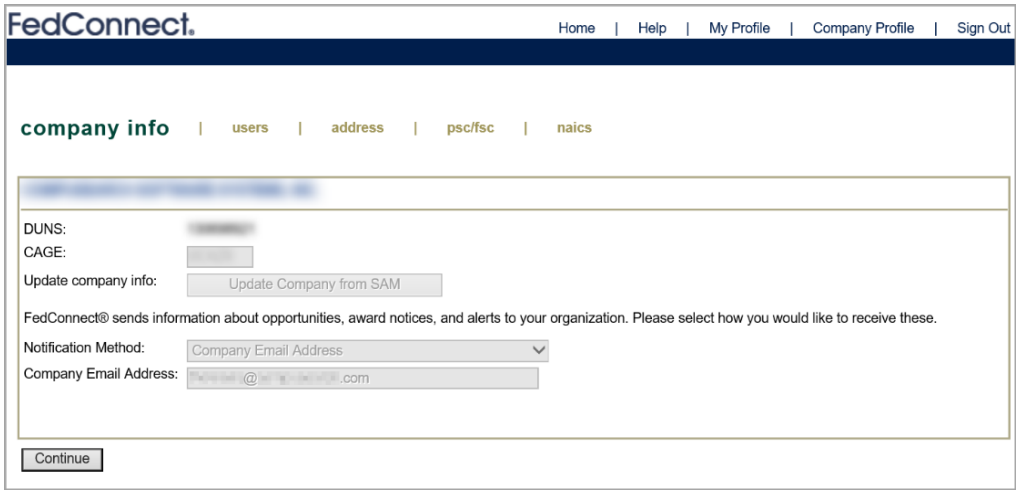
- Read-only key **company information** (DUNS, CAGE, notification method, etc.)
- Searchable list of **users**, both active and inactive
- Read-only company **address** and key contact information
- Read-only list of **PSC/FSC codes** that interest your company
- Read-only list of **NAICS codes** that interest your company

The address and codes are automatically downloaded from SAM when your company account is created in FedConnect—once created, all of that information must be edited via the SAM website. Changes in SAM can be updated in FedConnect if your FedConnect administrator clicks the **Update Company from SAM** button on the Company Info page.

Navigation

Sign in to FedConnect | click **Company Profile** on the system toolbar

The following picture illustrates the Company Info page.



To navigate to the other areas of the company profile, click the tabs on the menu bar, or click **Continue** at the bottom of the page.

My Profile

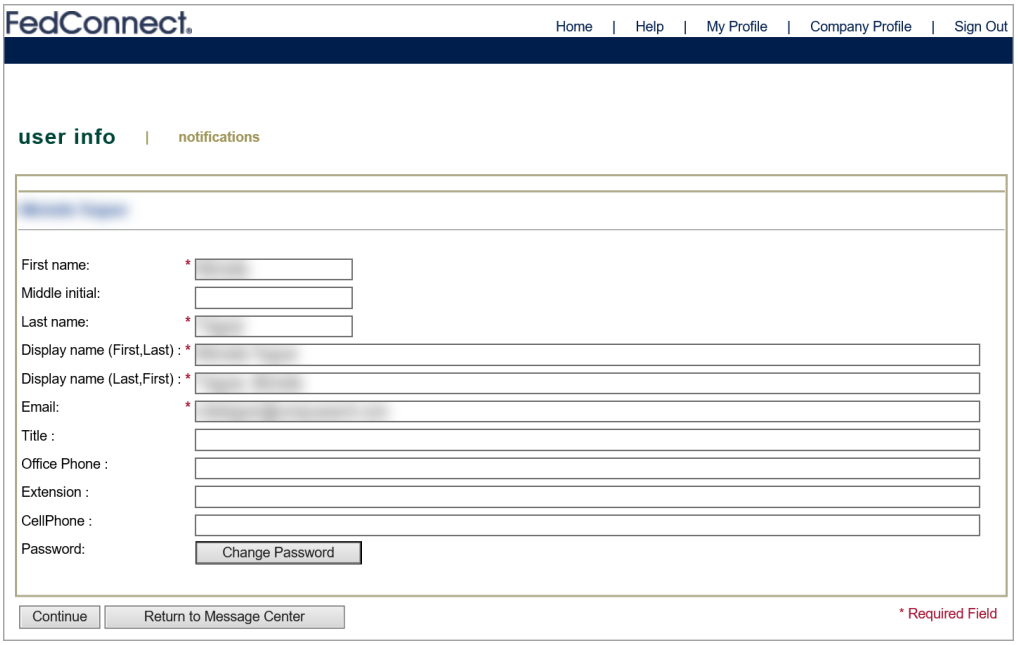
In FedConnect®, My Profile is your personal profile. It is where you maintain information such as your name, how it displays or prints, and the types of notifications you would like to receive from FedConnect. It is also where you go to change your password.

The email address listed in your personal profile is your FedConnect user ID, and its where FedConnect sends send email alerts for opportunities, awards, etc.

Navigation

Sign in to FedConnect | click **My Profile** on the system toolbar

The following picture illustrates the User Info page.



Click the **Notifications** tab to configure the types of notifications you want FedConnect to send to you via email. You can control this by filtering to only the NAICS and agencies where you have interest. This is a personal setting and does not affect others in your organization.

In Closing

We at Unison sincerely hope that by using FedConnect, your organization is met with success, and that by bridging the gap between you and the federal opportunities that exist, we have somehow helped your organization flourish.

Unison's FedConnect application is a web portal that bridges the gap between government agencies and their vendor and grants applicant communities to streamline the process of doing business with government. Through this portal you can review opportunities and receive awards. You and your team will also have an open channel of communication with the government that is both secure and auditable.

However, this differs from Unison Marketplace, which is an all-encompassing online acquisition platform that assists in the purchasing the goods and services needed to fulfill procurement requirements for the Federal government. Unison Marketplace enables small and large companies to easily bid, win, and manage contracts.

If you are looking for assistance with Unison Marketplace or your Unison Marketplace account, please navigate to the following URL and our Marketplace Support team can help with your request:

https://marketplace.unisonglobal.com/