



# Frequently Asked Questions – [certify.sba.gov](http://certify.sba.gov)

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## *WOSB/EDWOSB Vendor Questions:*

### **1) What does this new system do for me?**

Certify.sba.gov allows Woman Owned Small Businesses (WOSBs) and Economically Disadvantaged Woman Owned Small Businesses (EDWOSBs) to more easily manage eligibility documents for the WOSB Federal Contract Program. Additionally, you can complete SBA forms directly online, receive notifications from SBA regarding important dates, and interact with SBA representatives. More functionality will be added as other programs, such as the 8(a) Business Program and HUBZone Program, are introduced into the system.

### **2) Who should create an account in certify.sba.gov?**

All WOSBs/EDWOSBs that wish to participate or continue participating in the WOSB program should create an account at [certify.sba.gov](http://certify.sba.gov). This system is also designed to allow WOSBs or EDWOSBs who have been certified by an SBA-approved Third Party Certifier to upload proof of holding a valid Third Party Certification.

### **3) What happened to my information and documents from the old system?**

Access to the legacy WOSB document repository was disabled on March 23, 2016 at 1:00 EDT. At this time, documents that were associated with active accounts were migrated to the new system. All accounts that had been updated with at least one new document since October 1, 2014 were considered active accounts and as such, were migrated to the new system.

### **4) What steps do I need to take before creating a username and password for certify.sba.gov?**

Before you create a username and password on the new site, please ensure that all of your records on SAM.gov are up-to-date and that your account is in the “Active” status.

### **5) The system says my passphrase isn’t strong enough. What is a really strong passphrase?**

You must create a secure account by creating a strong passphrase. The passphrase meter will indicate if your passphrase is strong. You will know that your passphrase is strong enough if the words “Passphrase strength – Strong” display under the Passphrase field. You can create a strong passphrase by following these guidelines:

- Use 4 random but memorable words
- Don’t form a sentence
- Don’t use previous passwords or passphrases
- Special characters and numbers are helpful but not necessary
- Don’t use publicly available words that are personally relevant (your real name, company name, industry, email/username, etc.)

Examples of Really Strong Passphrases (do not use these):

- My dog Sp0t dig\$ holes
- space-camp-Mashed-Potatoes4!

**6) What should I do once I log into this system for the first time?**

Once you log into the system, you will be required to associate your business’s information with the UserID that you just created. In order to associate your new account with the information and documents from the old system, you will need to input the following information:

- Your primary DUNS number
- Your Marketing Partner ID Number (MPIN) number (see below for further information)
- Your Taxpayer Identification Number (TIN) number

An MPIN is a personal code that you created while registering in SAM.gov. To view your company’s MPIN:

1. Go to the SAM.gov Homepage: [www.sam.gov](http://www.sam.gov)
2. Enter your user ID and password, then click the “Log In” button
3. View the Business Information Page to locate your MPIN

Please make sure that all information appears exactly as it does in your SAM.gov profile (e.g. no dashes).

**7) Am I required to resubmit any information to the new system that I already provided through the old system? If so, what information must be resubmitted?**

Yes. Applicants will be required to update their accounts by completing and submitting the new online versions of the SBA Form 2413 (for WOSBs) or the SBA Forms 2414 and 413 (for EDWOSBs).

**8) My documents are already in the system; do I have to upload them again when answering the questions in the SBA Forms?**

No. If your documents were migrated from the old system, just click on the “upload” link next to the relevant question to associate documents. Flag the document(s) that are associated with that question and click “attach files”.

**9) What if I was certified by a Third Party Certifier?**

If you have been certified by a Third Party Certifier, you will still be required to register in the new system. However, you will not be required to complete the entire WOSB/EDWOSB certification forms, just the first 4 questions. You will also need to associate any documentation pertaining to your Third Party Certification to the certification forms.

**10) How can I get more information about the WOSB Federal Contract Program?**

For more information on the WOSB Federal Contract Program at [wosb@sba.gov](mailto:wosb@sba.gov).

**11) My question about the system isn’t answered here. What do I do?**

Please visit <https://certify.sba.gov> and click the FAQ section there.

**Federal Contracting Officer (CO) Questions:**

**12) How should I use this new website?**

The WOSB Program rules at 13 CFR 127.301 and FAR 19.1505(e) provide that when a procurement is reserved for award under the WOSB Program, a Contracting Officer (CO) must check the WOSB Repository to verify that the apparently successful offeror has filed all the required eligibility documents, or file a status protest if documents are missing. Due to this system upgrade and the transition to the new website, access to the WOSB Program Repository is currently unavailable for COs.

Therefore, in order to comply with SBA’s regulations and the FAR while the Repository is unavailable, a CO may rely on SBA’s check of the Repository by sending an email to [wosb@sba.gov](mailto:wosb@sba.gov).

Within 2 business days, SBA will perform the necessary check to determine whether the apparently successful offeror filed all the required eligibility documents and provide the CO with an email response which either:

- (a) Notifies the CO that all required documents have been provided, or
- (b) Identifies which documents are missing, in order to allow the CO to file a status protest in accordance with SBA regulations and FAR 19. 1505(e).

**13) What information do I need to provide when I contact SBA about the eligibility of an apparently successful offeror?**

In the subject line of the email include the following: "PENDING AWARD UNDER FAR 19.505(e) VERIFICATION REQUEST- SOLICITATION (insert number)."

In the body of the email provide the following:

- DUNS NUMBER FOR FIRM
- EIN FOR FIRM
- FIRM NAME
- NAME OF FIRM’S OWNER
- TYPE OF PROCUREMENT (WOSB SET-ASIDE; EDWOSB SET-ASIDE; WOSB SOLE SOURCE; OR EDWOSB SOLE SOURCE)
- NAICS CODE ASSIGNED TO THE PROCUREMENT
- STATE WHERE CO IS LOCATED

**14) Will SBA accept these emails from the firms too?**

No, SBA will only accept this from the CO as this is a CO responsibility.

**15) When will I have access to the new system?**

The new system is scheduled to be available for use by COs soon. SBA will notify all agencies as soon as the new system is available. Once the new system is available for COs, you will log into the new system using your OMB MAX credentials.