Small Business Administration (SBA)

Engineering and Information Technology Support Services (EITSS)

SBA Connect – User Manual

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Alpha Omega Integration LLC

Version 4.0

Revision History

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1. Introduction

This User Manual (UM) provides the information necessary for SBA Connect users and SBIC Users to effectively use the system to login and access the applications. SBA Connect provides Single Sign On capabilities and is designed for the Office of the Chief Information Officer as part of its Modernization Program.

The SBA Connect application is accessed through a web browser. Currently, the application supports Microsoft Edge, Google Chrome, and Internet Explorer 11.0 or later. The SBA Connect application is integrated with Login.gov for User Management, Authentication, and Multi-Factor Authentication.

Existing Users can log into the application with their Login.gov account. If the User does not have an existing Login.gov account, they can follow the link “Create a New Account” from the Login.gov Sign In Page and follow the steps to create a new account.

Users will benefit from the Single Sign On capabilities of SBA Connect by gaining secure access to various SBA resources through one sign in.

2. Overview

SBA Connect is a web-based application designed to provide Single Sign On capabilities for SBA users. It allows users to log in once and have access to multiple applications based on their role in the organization.

Currently, SBA Connect supports the SBIC WEB application and includes the following features:

- Integration with Login.gov
- Multi-Factor Authentication
- User Management
- Role Based Access Control
- Integration with SBIC WEB
- SBA Connect user support/helpdesk/FAQs

The SBA Connect application can be accessed using the URL https://connect.sba.gov/. Below is a list of browsers that can be used to optimally view the application:

- Microsoft Edge
- Google Chrome
- Internet Explorer 11.0 or later

2.1 Conventions

This section describes typographic conventions used in this document.

Example of Convention	Explanation
Boldface type	Boldface sentences are system responses for respective user input.
Italic type	*Accentuates words or phrases that have special meaning or are being defined.*

This document provides screen prints and corresponding narrative to describe how to use SBA Connect.

When an action is required on the part of the reader, it is indicated by a line beginning with the word "Action:" For example:

Action: Click on OK.

Fields or buttons to be acted upon are indicated in bold italics in the Action statement. Links to be acted upon are indicated as links in underlined blue text in the Action statement.

Note: The term 'User' is used throughout this document to refer to a person who requires and/or has acquired access to SBA Connect.

3. Getting Started

3.1 Using the System

This user manual details the authentication process for all User Types on SBA Connect, please skip to the section of "Getting Started" that applies to your User Type for a detailed walkthrough.

This user manual provides detailed instructions about the required authentication processes depending on if the user is an:

- External User (New User).
- External User (Existing).
- Internal SBA User.

New External User step-by-step instructions:

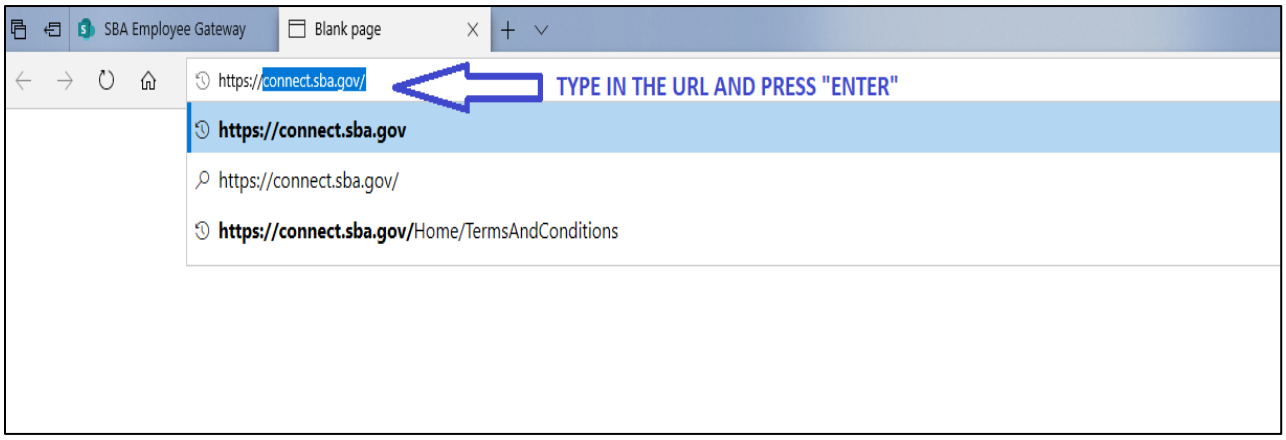

Figure 3.1.1 Accessing SBA Connect

Users can access the application by navigating to the URL https://connect.sba.gov

- Action: Type the URL in your browser address window and press Enter.

User will get redirected to the SBA Connect Login Page.

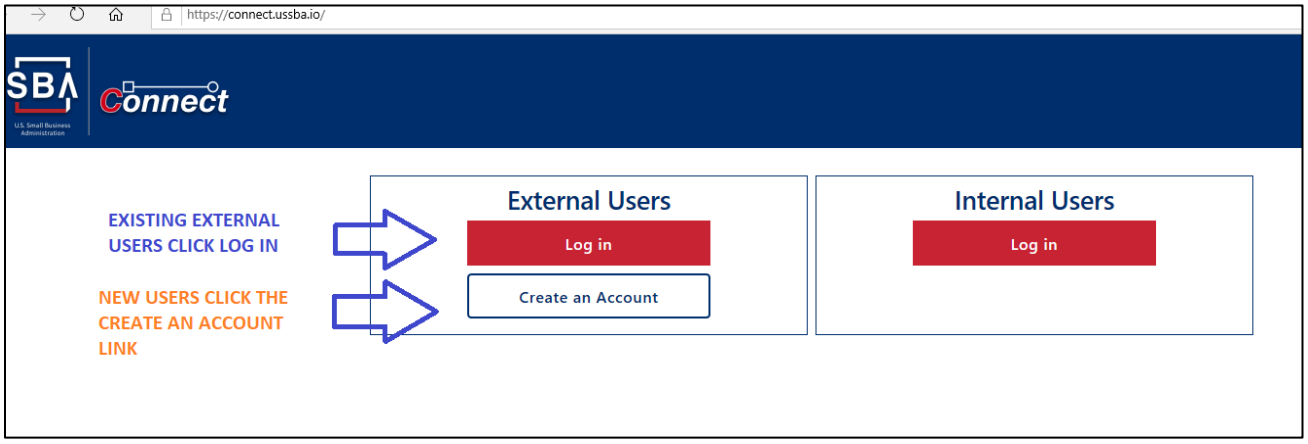

Figure 3.1.2 SBA Connect Login Page

- Action: Click "Login" for existing Login.gov accounts or "Create an Account" to create a new account.

User will be redirected to the "Terms & Conditions" Page for SBA connect application.

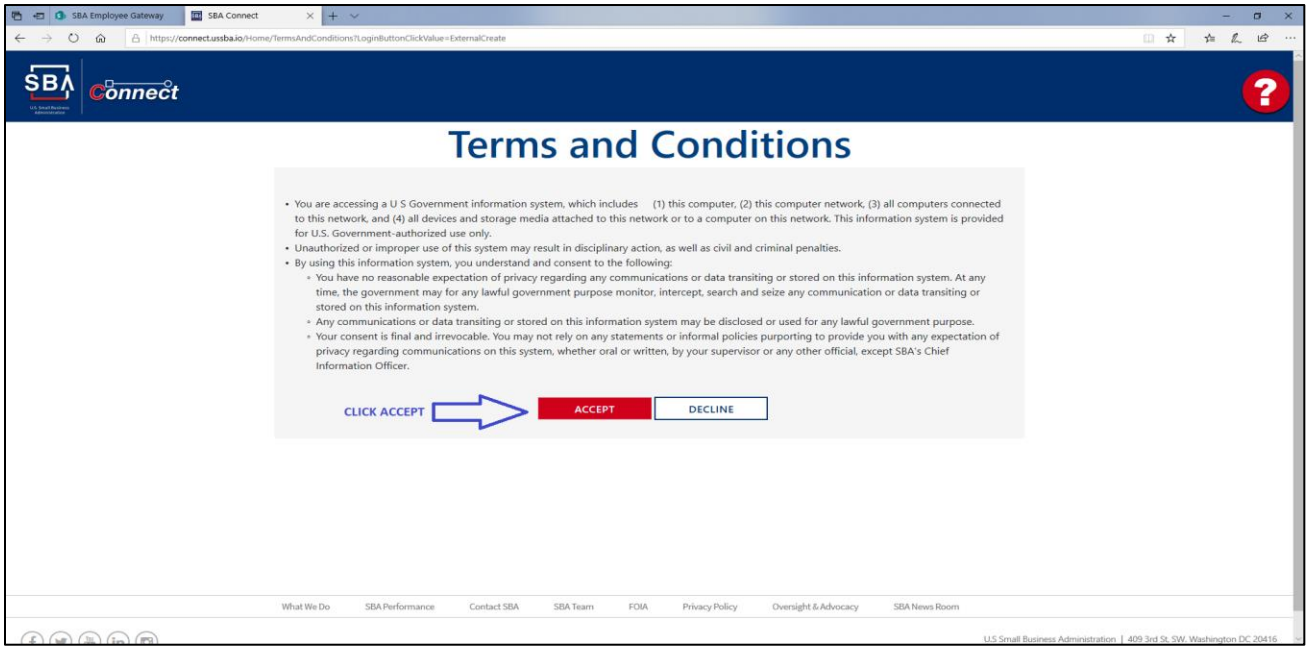

Figure 3.1.3 SBA Connect Terms and Conditions Page

- Action: Click Accept to accept the terms and conditions set forth by the U.S. Government for access/use of its information systems (Highlighted).

Users will be redirected to the Login.gov Sign In Page.

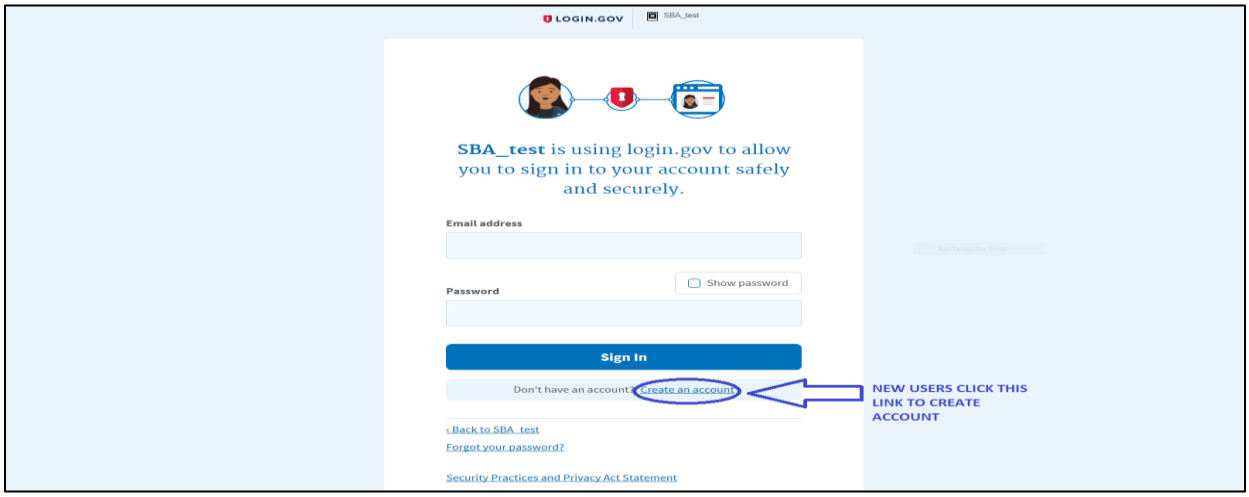

Figure 3.1.4 Login.gov Sign In Page

New External Users can create a new Login.gov account by following the step-by-step instructions provided below. Please refer to the following section.

Login.gov Account Creation Steps

New Users:

- Action: Click the link for "Create an Account" and go through the steps below to create a Login.gov account.

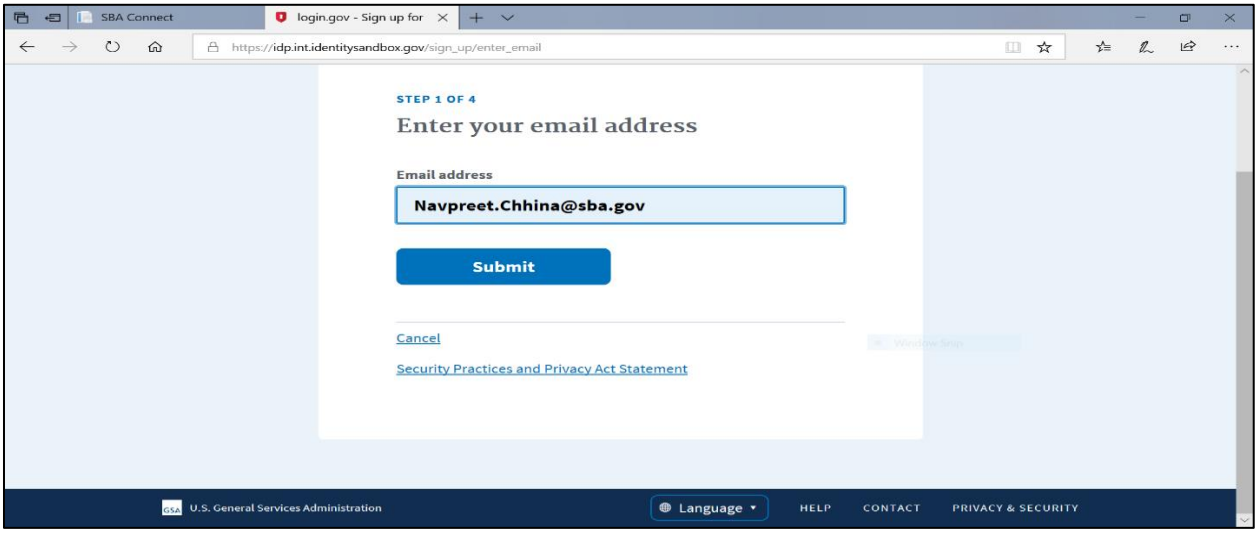

Figure 3.1.5 Login.gov Account Creation – Email Address Page

- Action: Enter the Email Address and click Submit.

  User will be redirected to an email confirmation Page

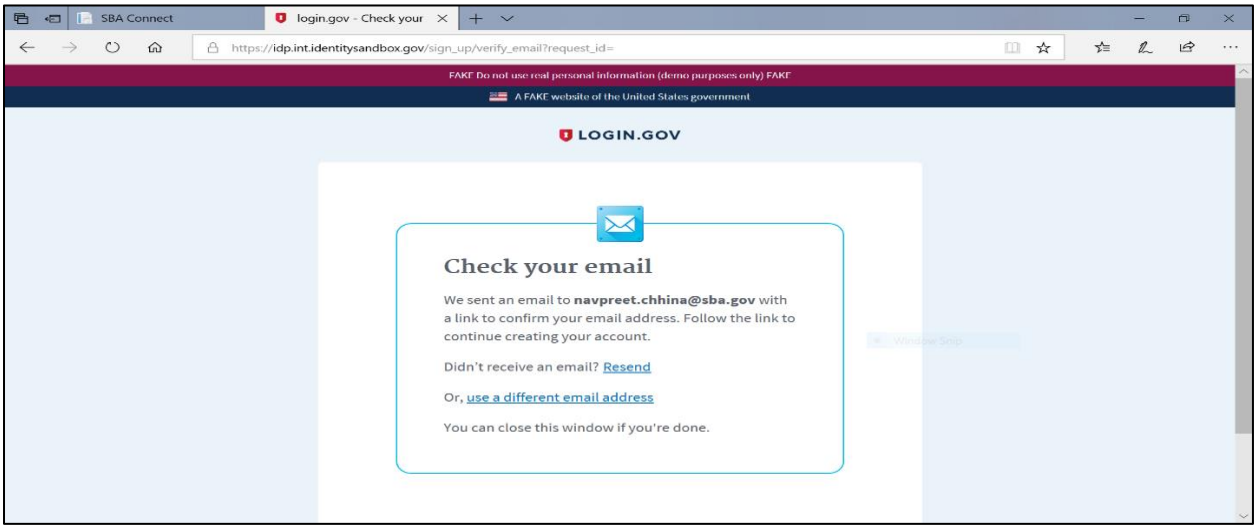

Figure 3.1.6 Login.gov Account Creation – Email confirmation Page

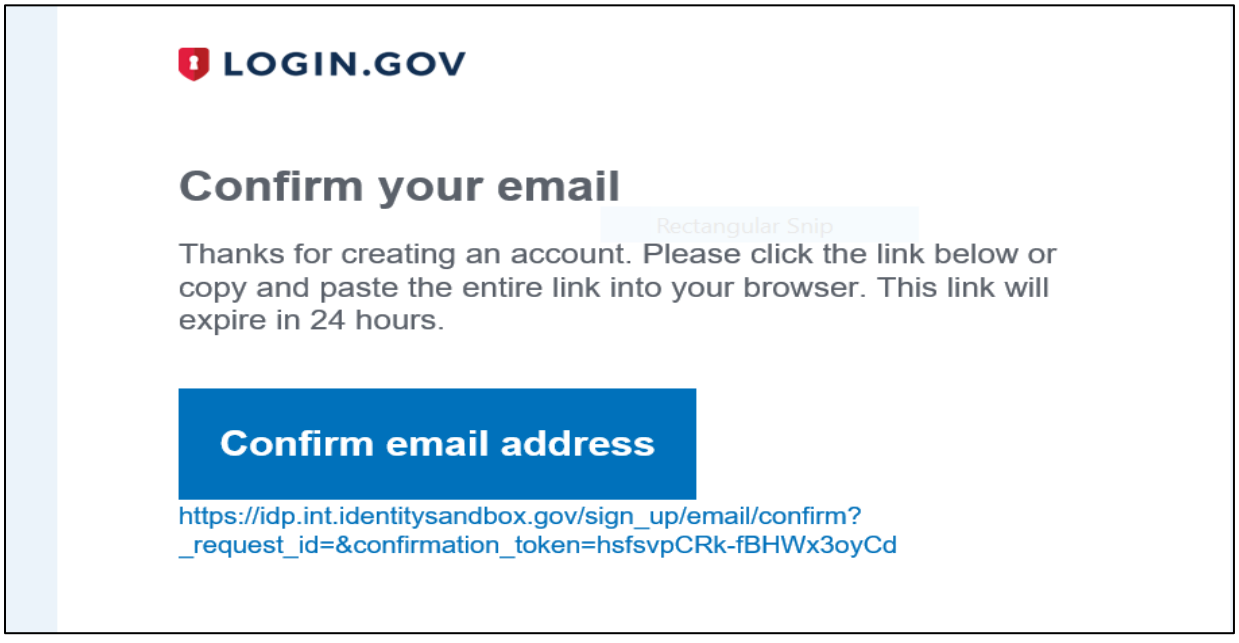

Figure 3.1.7 Login.gov Account Creation – Email Validation Screen

- Action: Check your email and click confirm email address.

User will be redirected to Create Password page

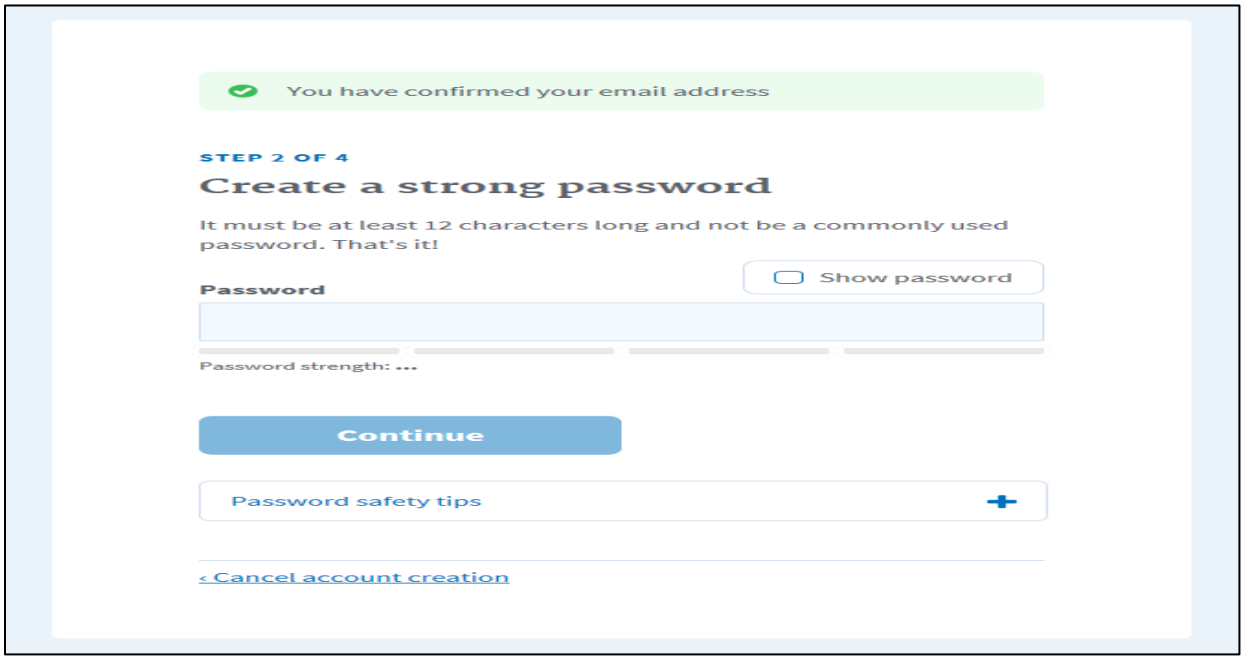

Figure 3.1.8 Login.gov Account Creation – Create Password Page

- Action: Create a Password that meets Login.gov Password rules and Click Continue.

Users will be redirected to set up a secondary method of authentication

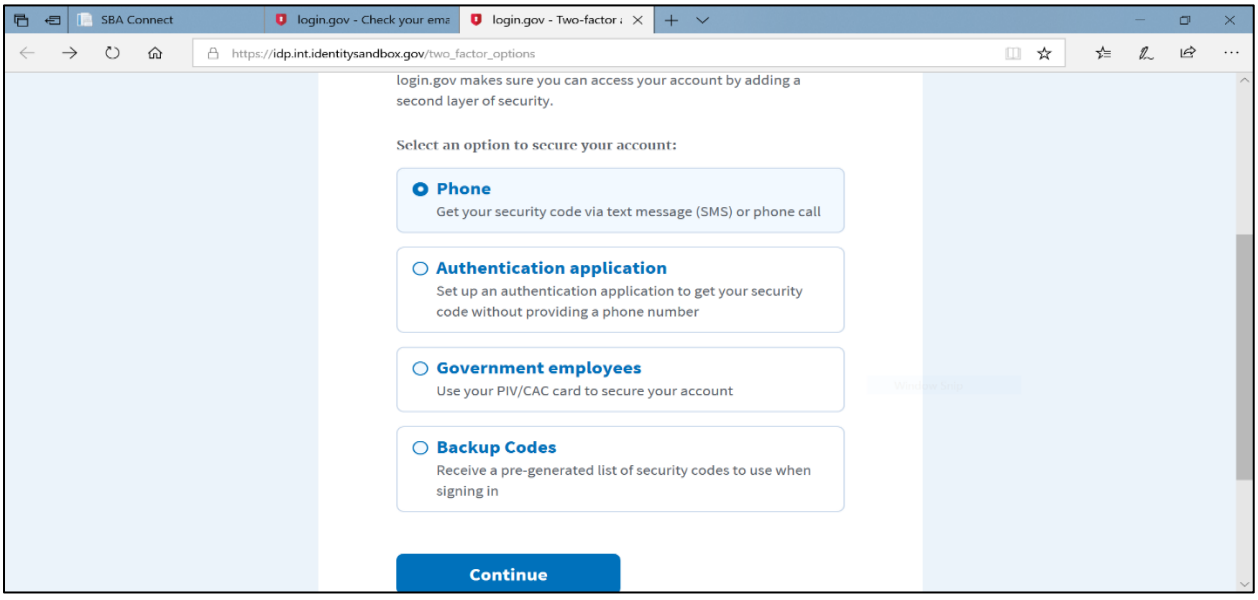

Figure 3.1.9 Login.gov Account Creation – Secondary Authentication Page

- Users can choose from SMS, Automated Phone Call, and Authentication App to receive the code for additional authentication.

- Action: As an example, for the SMS (text message) option, select phone and click continue to be directed to a Page to set up the text messages.

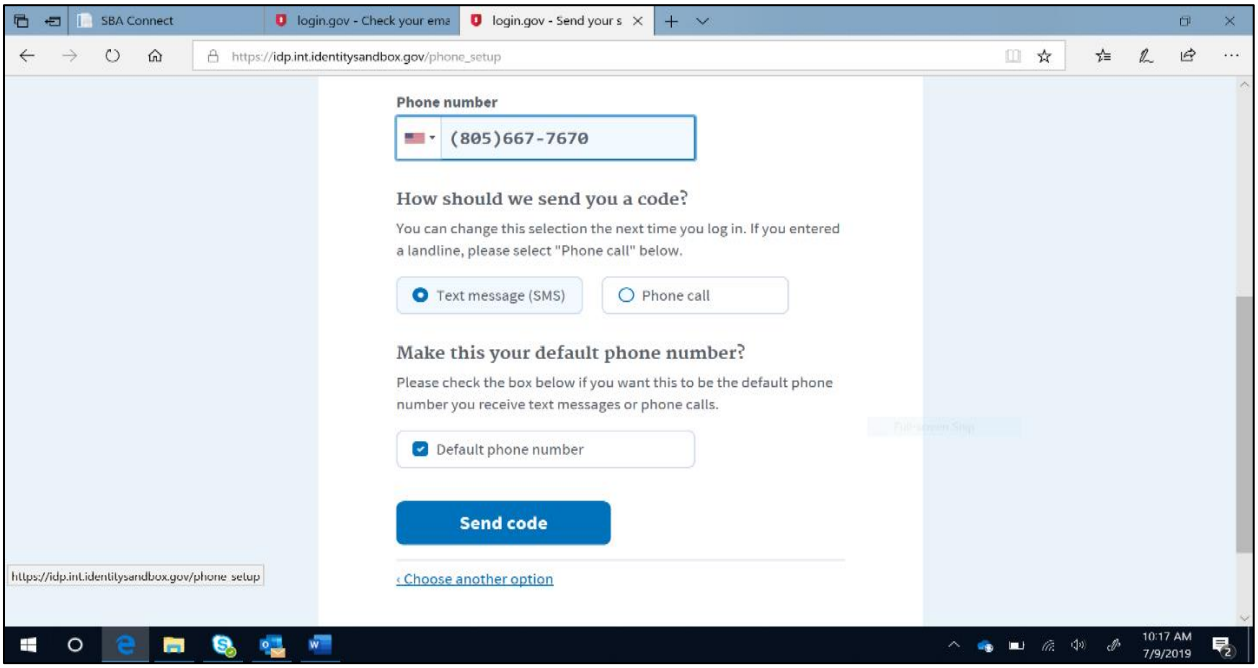

Figure 3.1.10 Login.gov Account Creation – Text Messaging Setup Page

- Action: Enter Phone number and click send code.

User will receive a text message containing a 6-digit code

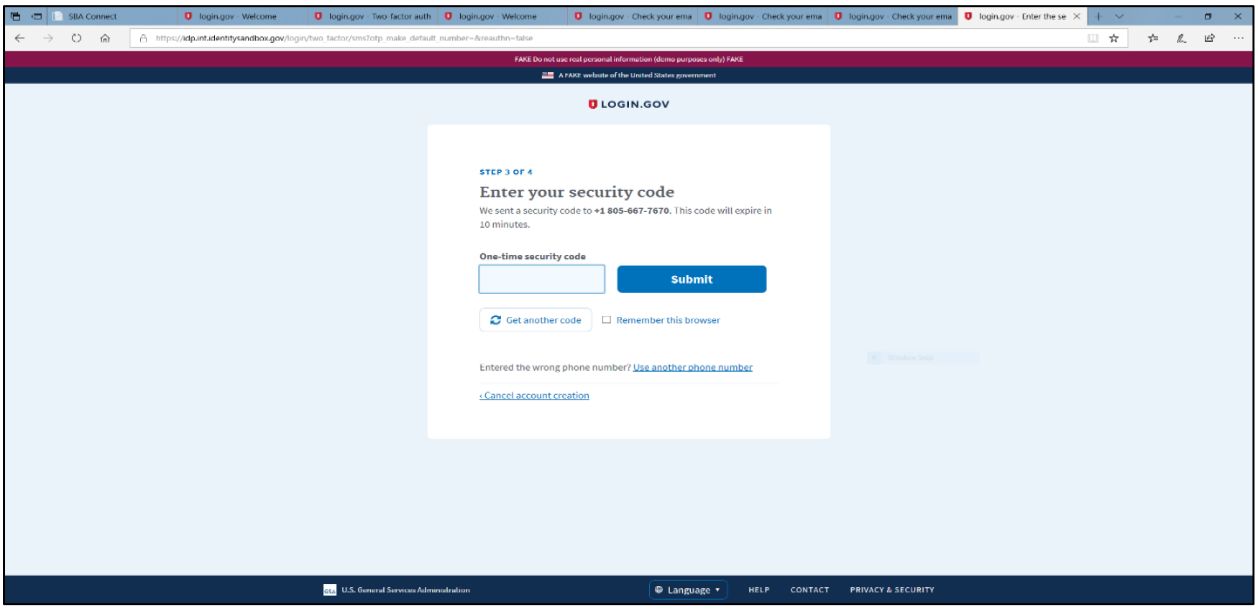

Figure 3.1.11 Login.gov Account Creation – Security Code Confirmation Page

- Action: Enter the code received on the phone and click Submit to be directed to select an additional secondary authentication method.

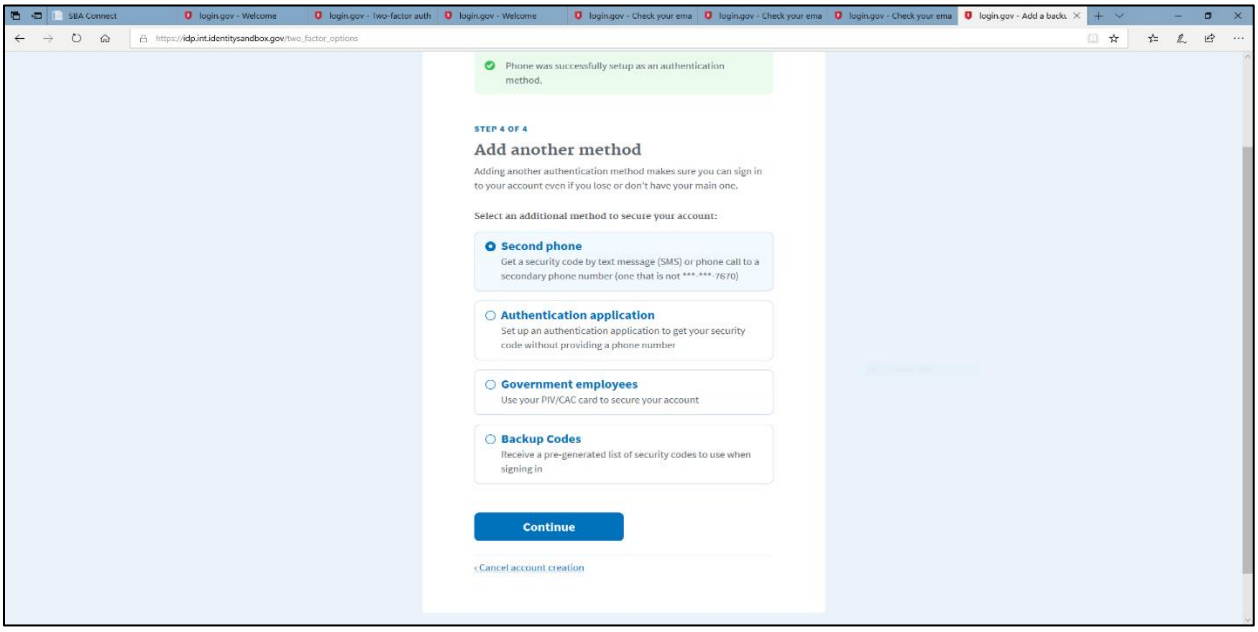

Figure 3.1.12 Login.gov Account Creation – Secondary Authentication Page

- Action: Select Secondary method of authentication. Here Authentication application is shown as an example.

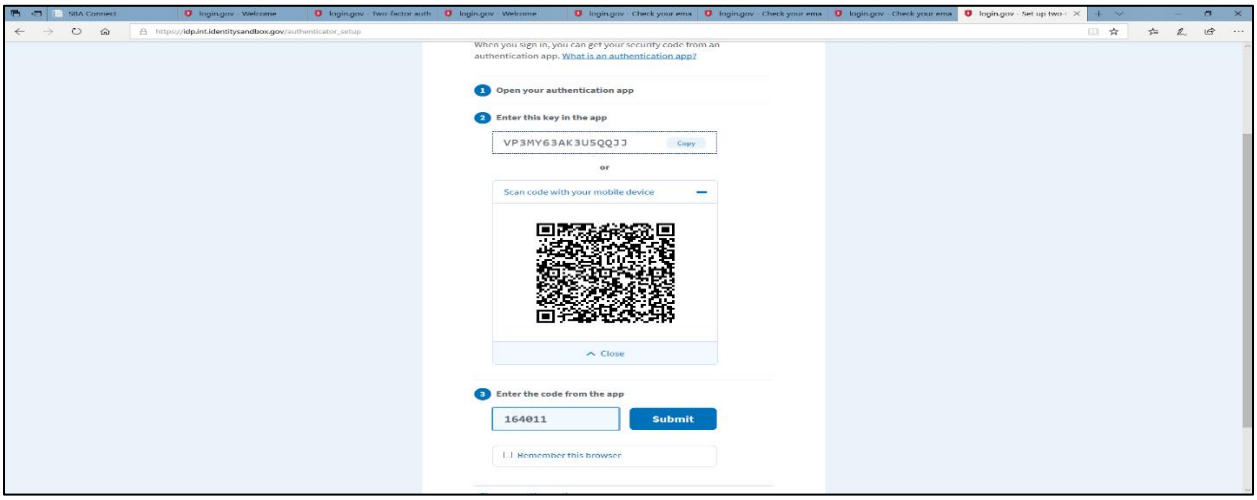

Figure 3.1.13 Login.gov Account Creation – Authentication Application Page

- Action: Enter Authentication app code, click Submit.
- User will be redirected to a confirmation screen and an email of successful Login.gov account creation will be sent.

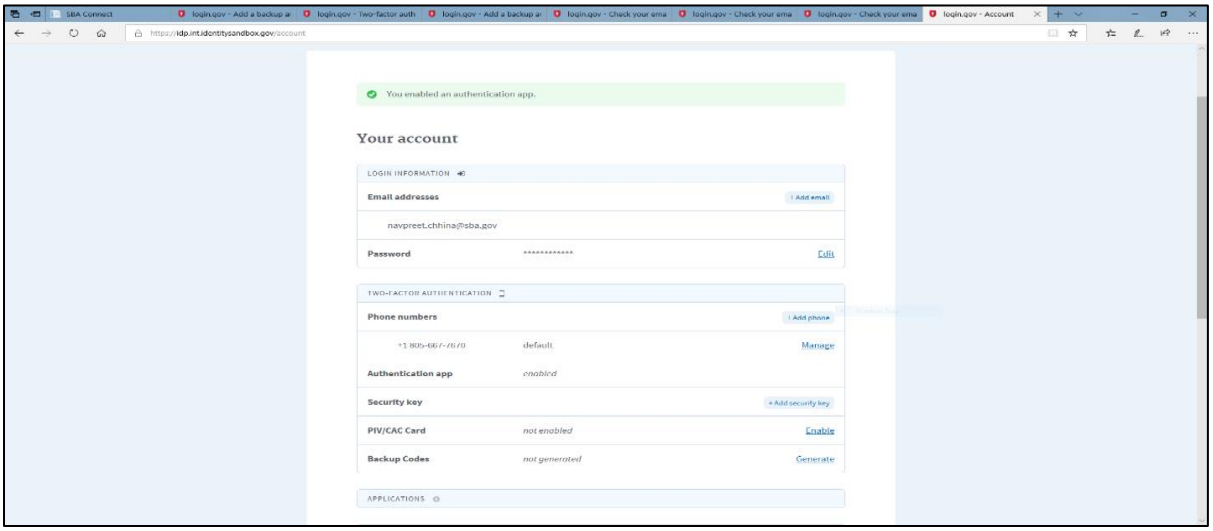

Figure 3.1.14 Login.gov Account Creation – New Account Confirmation Page

Existing External User step-by-step instructions:

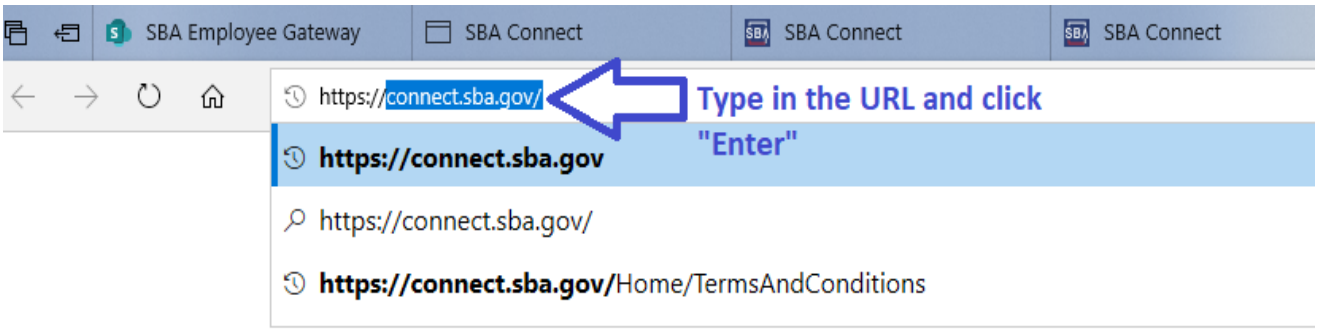

Figure 3.1.15 Accessing SBA Connect

Users can access the application by navigating to the URL https://connect.sba.gov

- Action: Type the URL in your browser address window and press Enter.

User will get redirected to the SBA Connect Login Page.

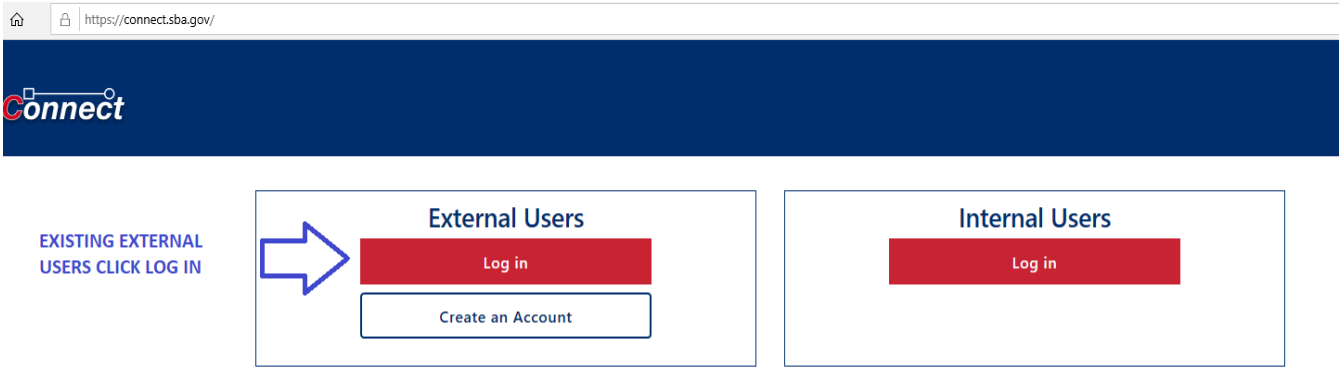

Figure 3.1.16 SBA Connect Login Page

- Action: Click the "Log In" button.

User will be redirected to the Login.gov Sign in Page.

Figure 3.1.17 Login.gov Sign In Page

- Action: Enter the Email and Password associated with your Login.gov account and click Sign In.

User will get redirected to the Multi-Factor Authentication Page

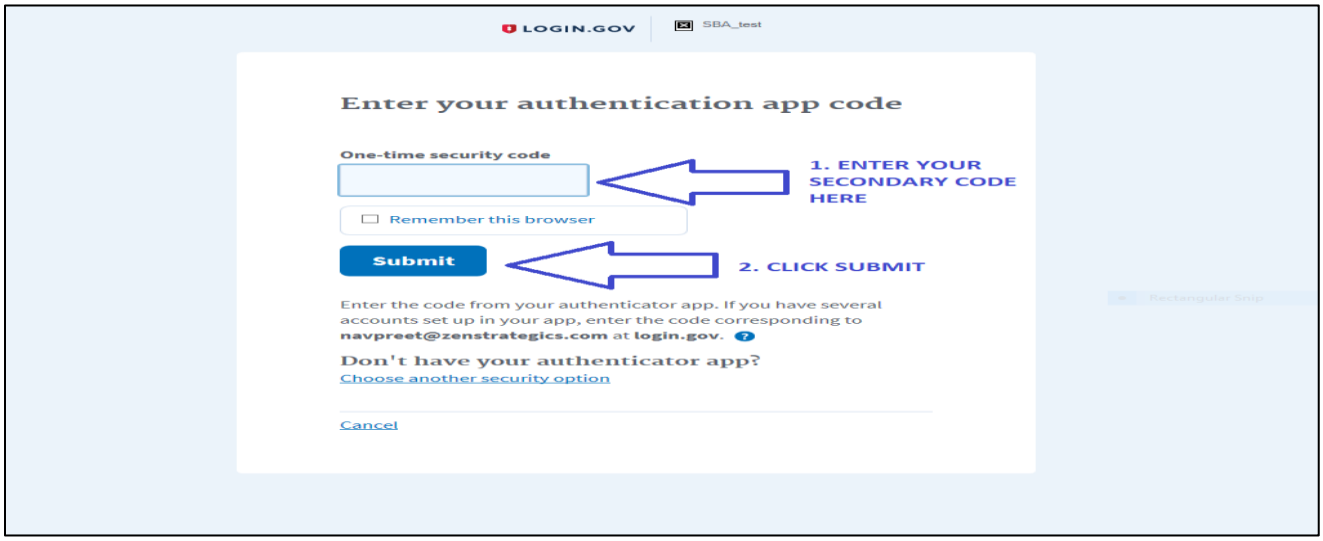

Figure 3.1.18 Multi-Factor Authentication Page

This is the Multi-Factor Authentication Page for SBA Connect. On this screen, the User will enter the secondary authentication code that they receive via SMS, Automated Phone Call, or Authentication App as shown in the screenshot above.

- Action: Enter the code that you receive in the one-time security code field and click Submit.

User will be redirected to the Sign-Up Completed Confirmation Page

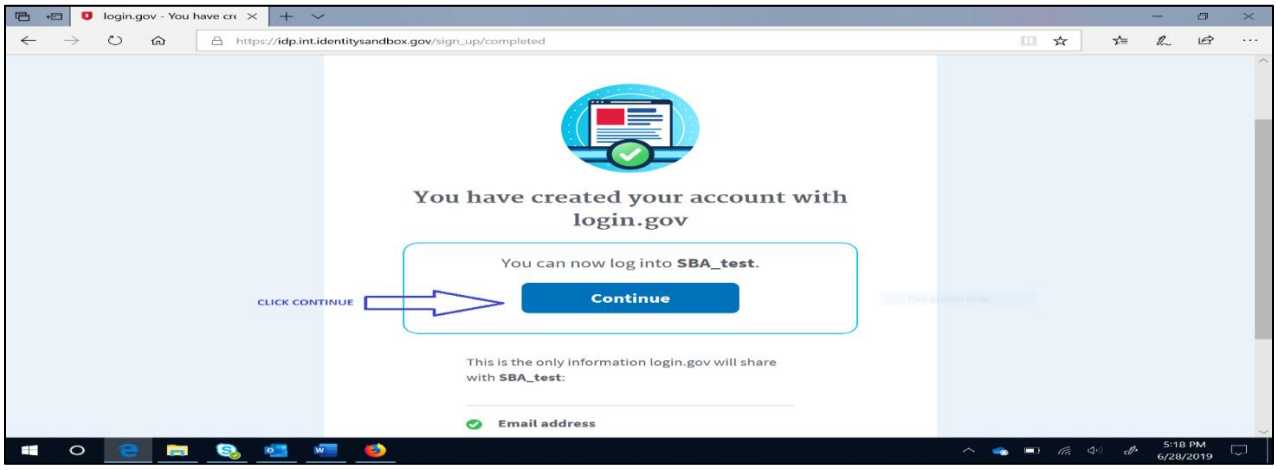

Figure 3.1.19 Sign-Up Completed Confirmation Page

- Action: Click Continue.

User will get redirected to the SBA Connect Landing Page

Internal User Authentication Process step-by-step instructions

Internal User Authentication can be sub-divided into two Scenarios:

- **Scenario 1:** Internal Users who are not logged into the organizational Active Directory.
- **Scenario 2:** Internal Users who are logged in via the organizational Active Directory.

Scenario 1: Login Process for Internal Users not logged into Microsoft AD

SBA Connect requires Active Directory Authentication for all Internal Users.

Internal Users that are not logged into Active Directory can utilize the following steps to log into SBA Connect:

Users can access the application by navigating to the URL https://connect.sba.gov

- Action: Type the URL in your browser address window and press Enter.

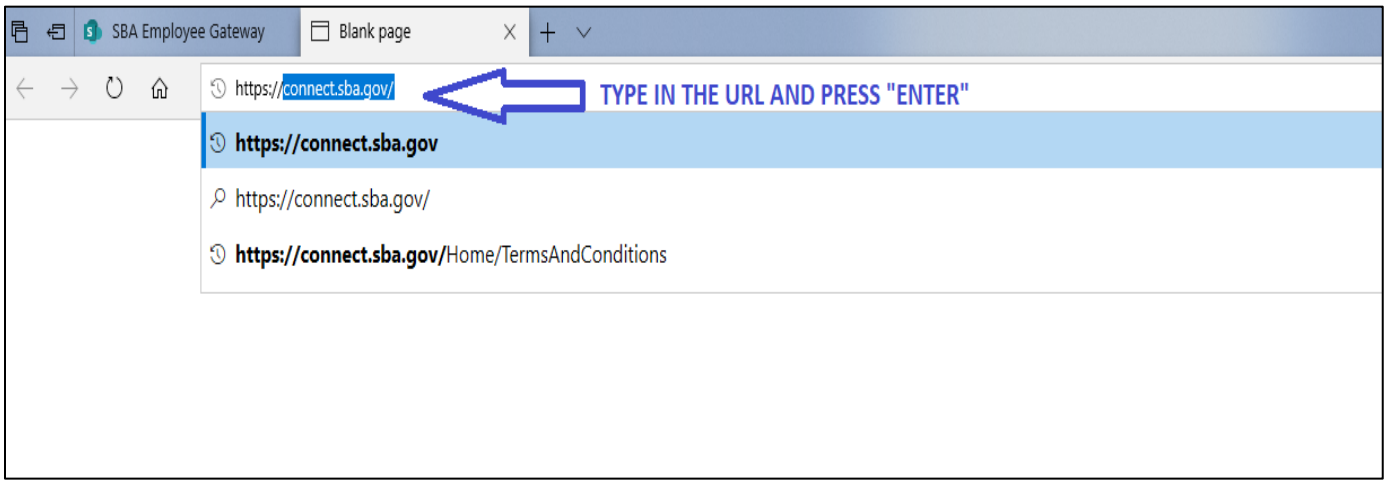

Figure 3.1.20 Accessing SBA Connect Application

Users will be redirected to the SBA Connect Login Page.

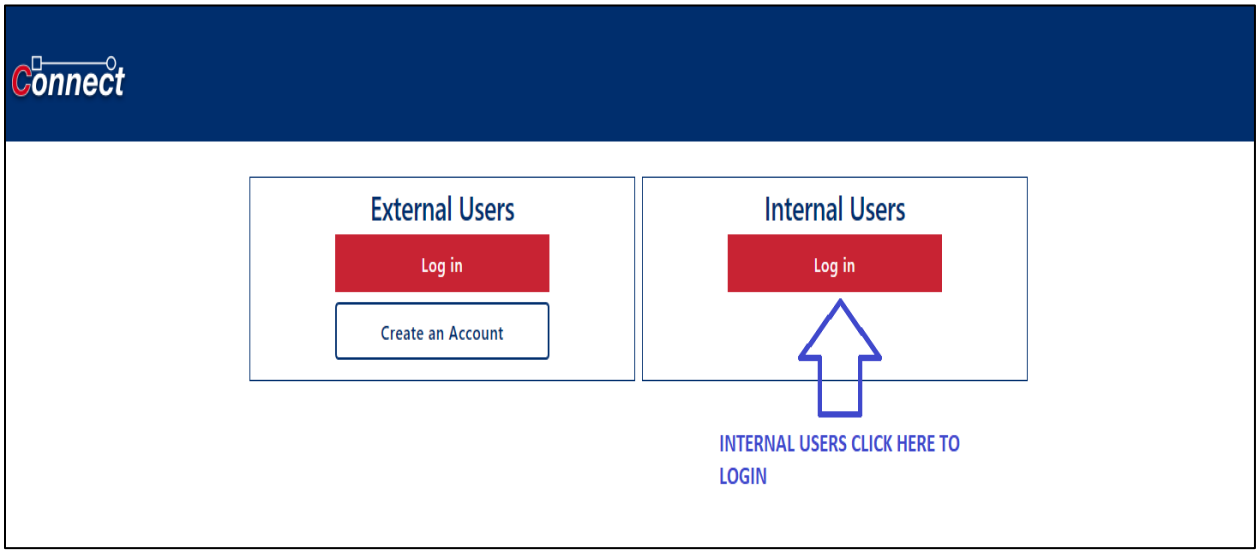

Figure 3.1.21 SBA Connect Login Page

- Action: Click the "Log In" button to continue.

Users will be redirected to the Terms and Conditions Page.

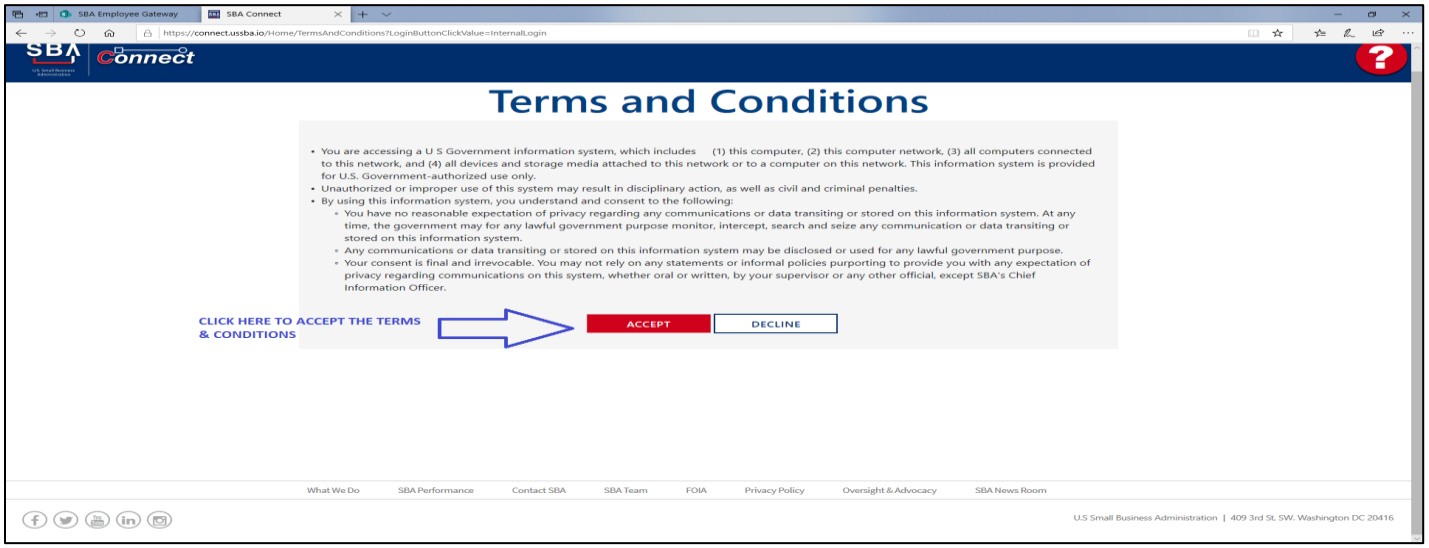

Figure 3.1.22 SBA Connect Terms and Conditions Page

- Action: Click Accept to accept the terms and conditions set forth by the U.S. government for the access/use of its information systems (Highlighted).

Users will get redirected to the Organizational Active Directory Authentication Page.

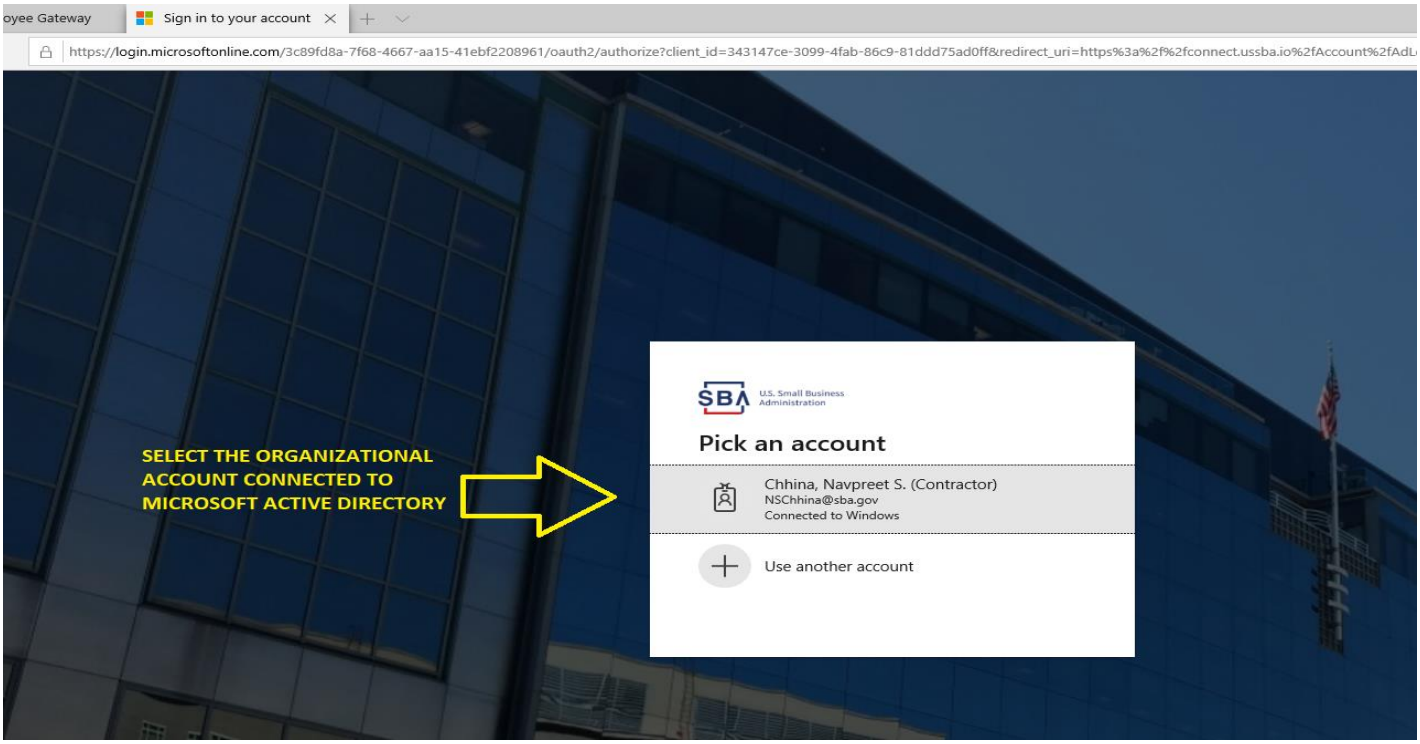

Figure 3.1.23 SBA Organizational Active Directory Authentication Page

- Action: Click your organizational account linked to Microsoft Active Directory.

Internal Users will get redirected to the SBA Connect Landing Page.

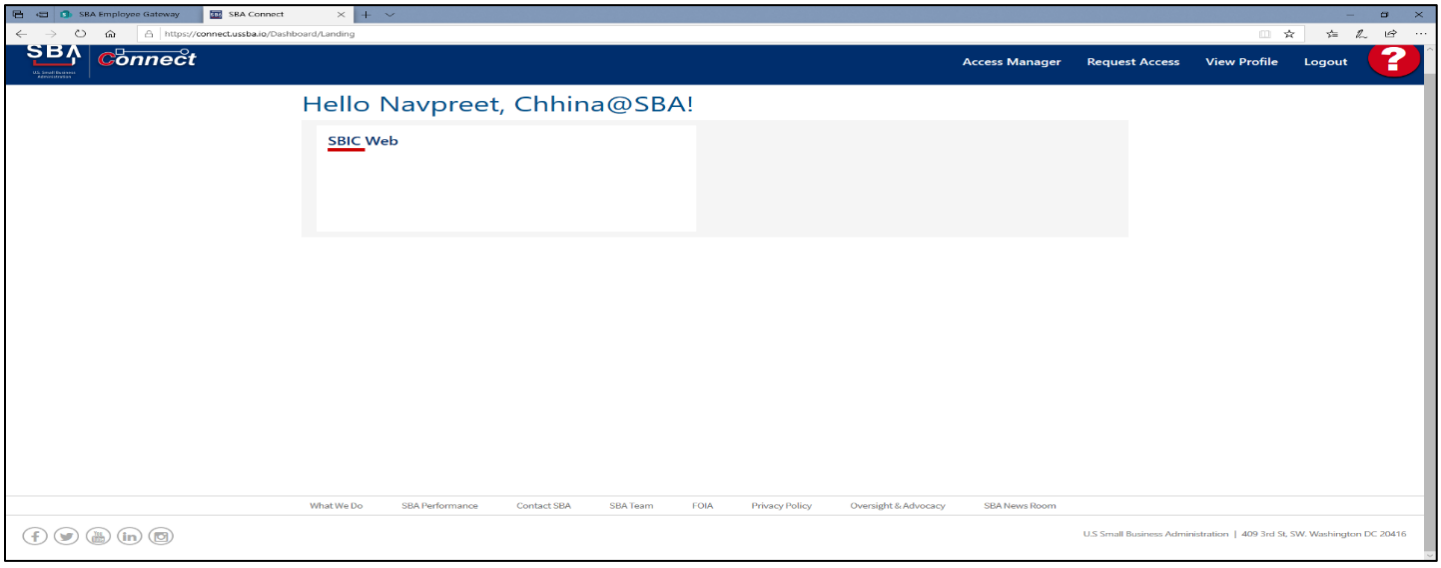

Figure 3.1.24 SBA Connect Internal User Landing Page.

Scenario 2: Login Process for Internal Users already logged into Microsoft AD

Internal Users must use Azure Active Directory authentication services to log into SBA Connect. The detailed process for Internal user login is as follows:

Users can access the application by navigating to the URL https://connect.sba.gov

- Action: Type the URL in your browser address window and press Enter.

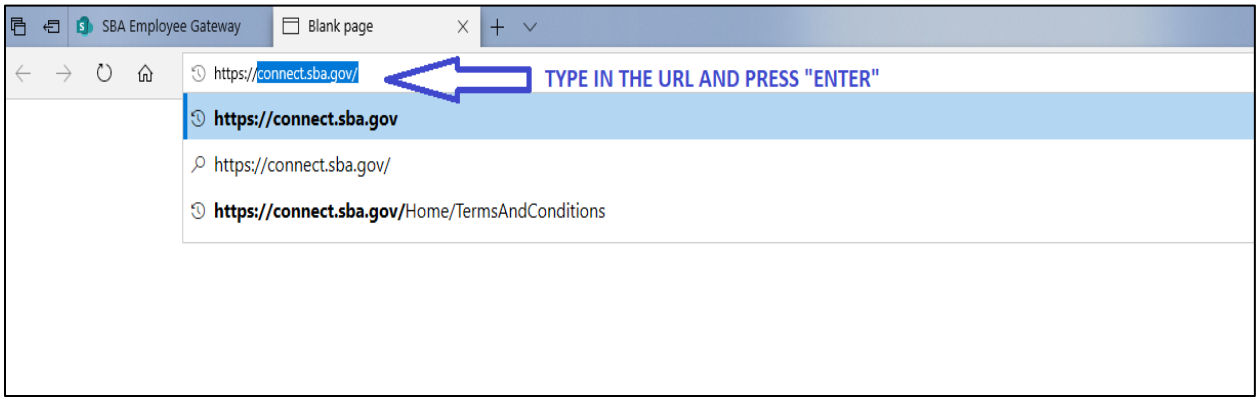

Figure 3.1.25 Accessing SBA Connect Application

Users will be redirected to the SBA Connect Login Page.

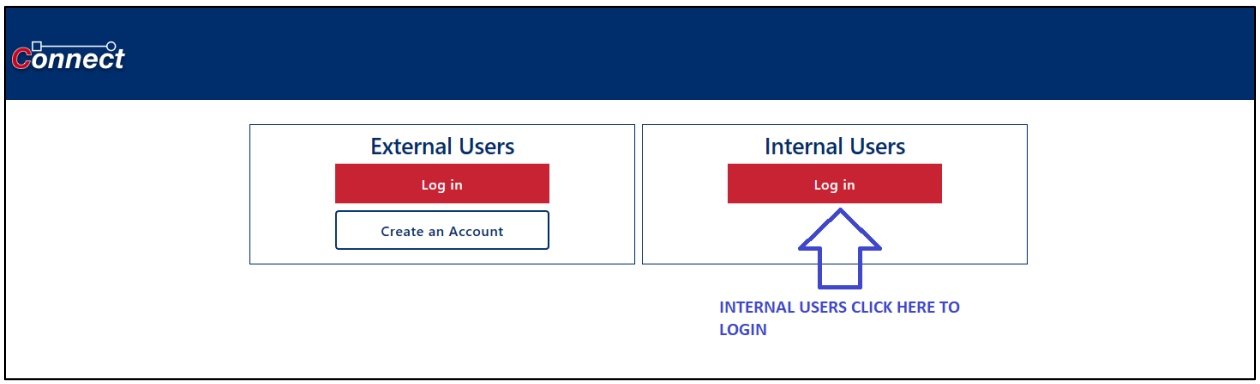

Figure 3.1.26 SBA Connect Login Page

Internal Users Azure Active Directory Authentication

- Action: Click “Login” to log into SBA Connect via the Azure Active Directory authentication process.

Users will be redirected to the “Terms & Conditions” page for SBA Connect.

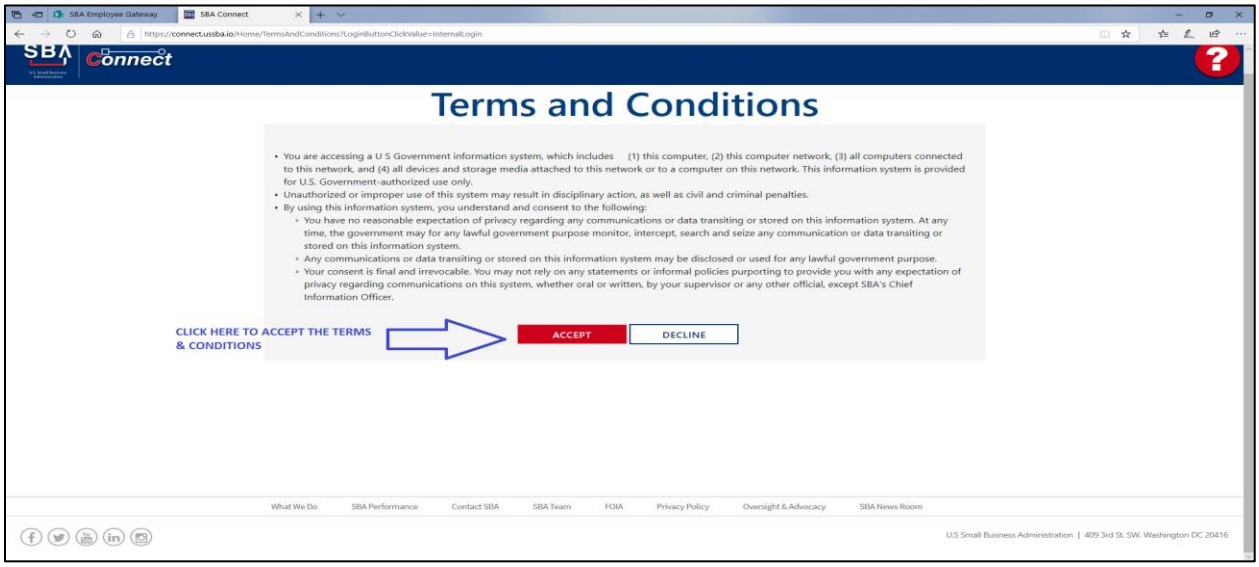

Figure 3.1.27 SBA Connect Terms and Conditions Page

- Action: Click Accept to accept the terms and conditions set forth by the U.S. government for the access/use of its information systems (Highlighted).

Internal Users will now be redirected to the SBA Connect Landing Page.

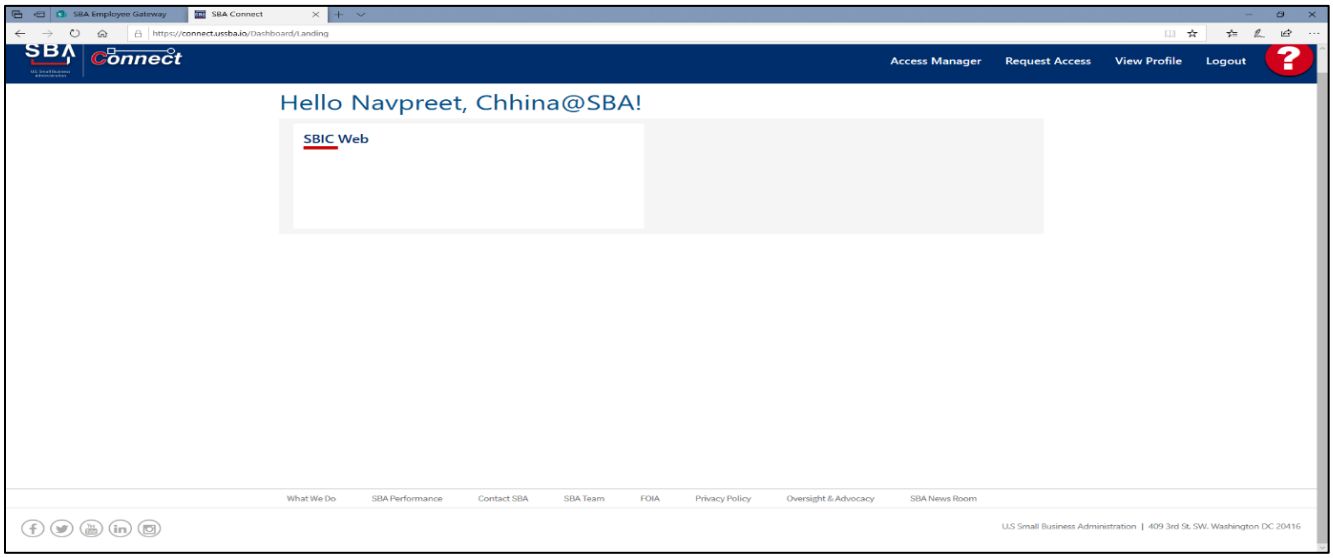

Figure 3.1.28 SBA Connect Landing Page for Internal Users

SBA Connect allows additional functionality based whether the user is an

- Internal SBA User.
- Internal SBA User who is also an Approver.
- External User.
- External User who is also the Primary fund contact.

Please skip to the section that applies to your user type for more details.

Internal Users:

- Log into SBA Connect via the Azure AD authentication process.
- Can view link to approved applications on the landing page.
- Can use approved application link(s) to access appropriate application.
- Can request access to additional roles via "Request Access" functionality.
- Cannot update their profile information, as it is presented in read-only format.

Internal Users (Approvers only):

- Log into SBA Connect via the Azure AD authentication process.
- Can view and use the "Access Manager" link in SBA Connect.
- Can view/approve/deny access requests within the "Access Manager".
- Can assign requestor to be Approver or Primary Fund Contact, as appropriate.
- Cannot update their profile information, as it is presented in read-only format.

External Users:

- Log into SBA Connect via Login.gov authentication process.
- Request access to appropriate roles via the Request Access functionality.
- Can view/edit/update their profile information as needed.
- Can view approved fund links on the landing page once their access request has been approved.
- Can use approved fund links to access appropriate corresponding SBIC on SBIC Web.

External Users (Primary Fund Contact Only):

The Primary Fund Contact for each SBIC fund will be the main contact that SBA currently has in its records. These users:

- Log into SBA Connect via Login.gov authentication process.
- Can view and use the "Access Manager" link in SBA Connect.
- Can view/approve/deny access requests within the "Access Manager".
- **Are responsible for approving all other account users for a given SBIC.**
- Can view/edit/update their profile information as needed.
- Can use approved fund links to access appropriate corresponding SBIC on SBIC Web.

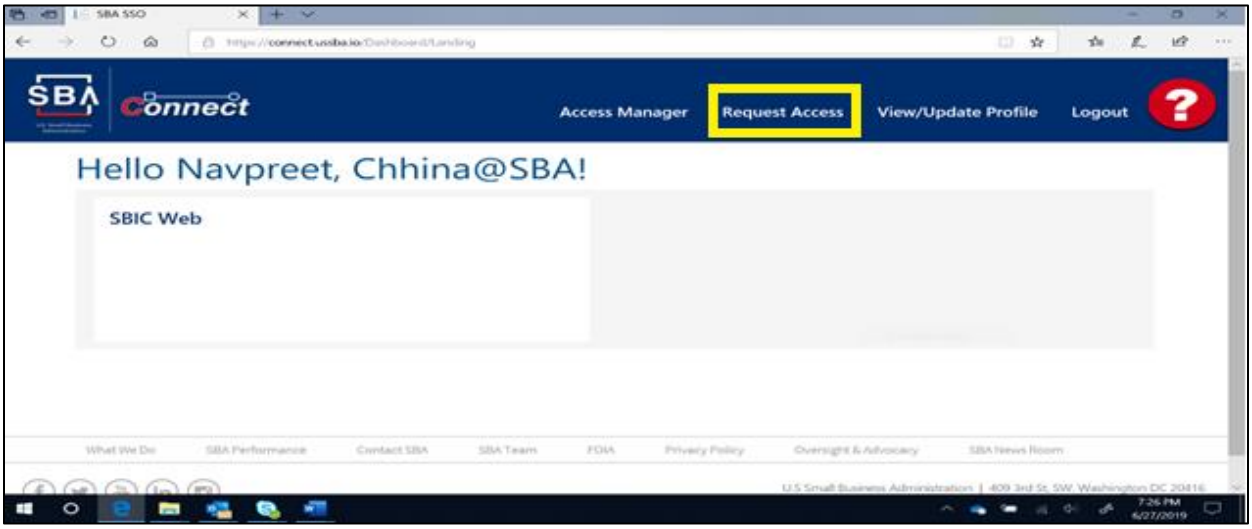

Figure 3.1.29 SBA Connect Landing Page Request Access Link

- Action: Click the "Request Access" link.

User will be redirected to the "Your Access" Page

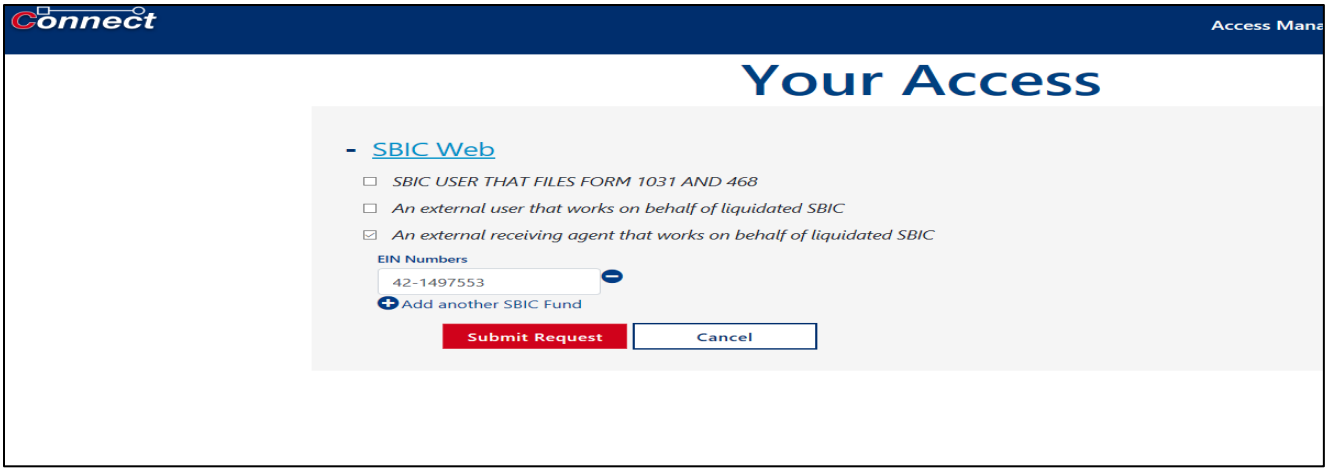

Figure 3.1.30 SBA Connect Request Access Page

Before submitting an access request for specific roles, please ensure that your organization has appropriate roles for each SBIC and has correctly associated EINs with these roles.

On this Page, a User can perform the following actions to request access:

- Click the checkbox next to the role description.
- Enter the valid Employer Identification Number (EIN) corresponding to the requested role.
- Click Add another SBIC Fund icon to add additional EINs to your role request (EINs must correspond to appropriate role and be valid and unique)
- Click Submit to submit the access request

- Upon approval, the requested funds will show up on the User's Landing Page application card as hyperlinks

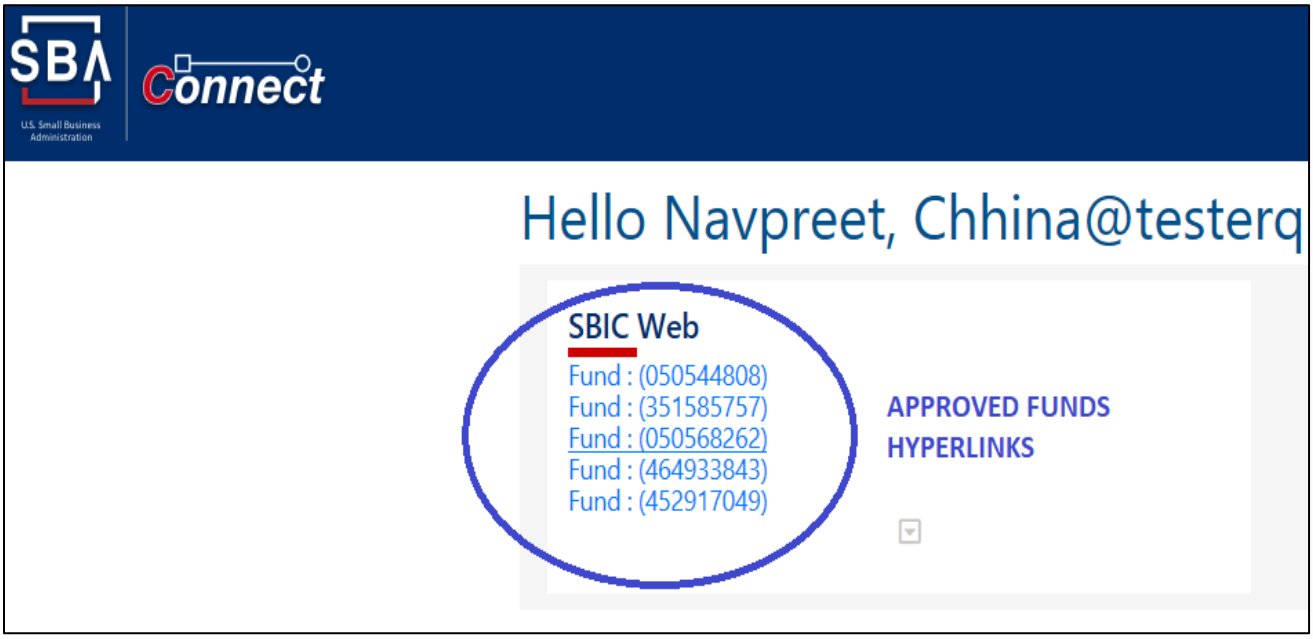

Figure 3.1.31 SBA Connect Approved Fund Hyperlinks

Missing required information on SBA Connect screens will result in validation errors which will prompt the users to correct the missing or incorrect information as shown in the below screen.

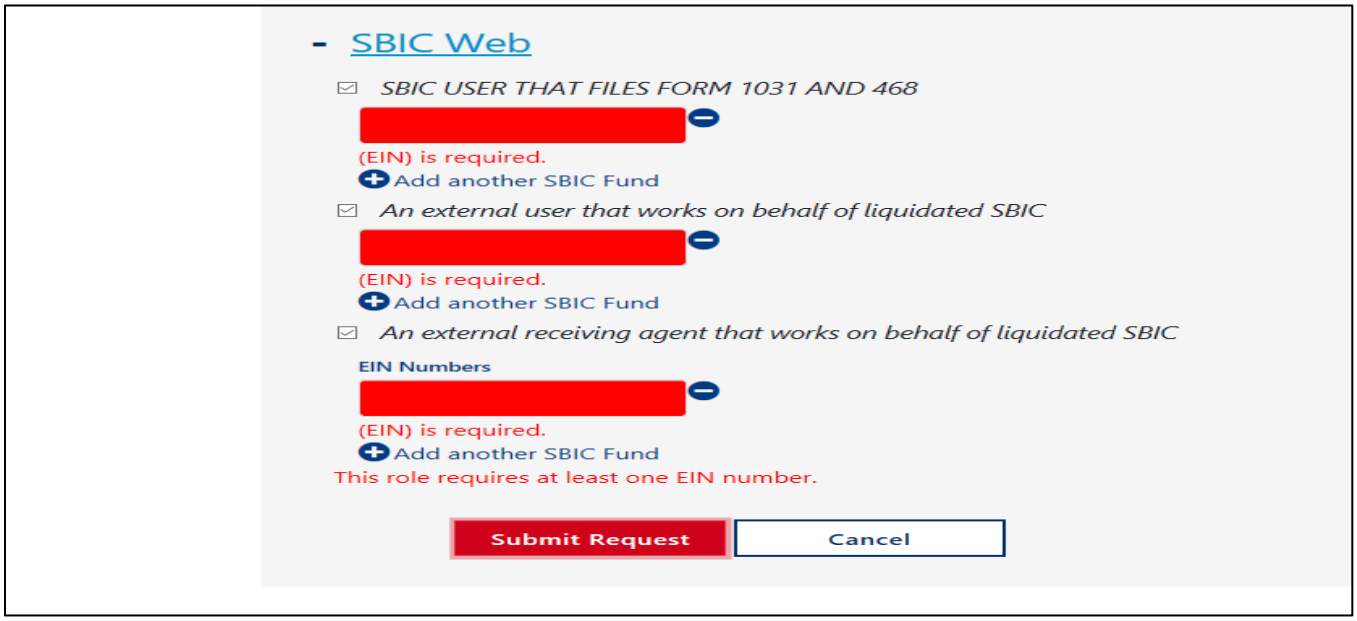

Figure 3.1.32 Your Access Page Mandatory EINs

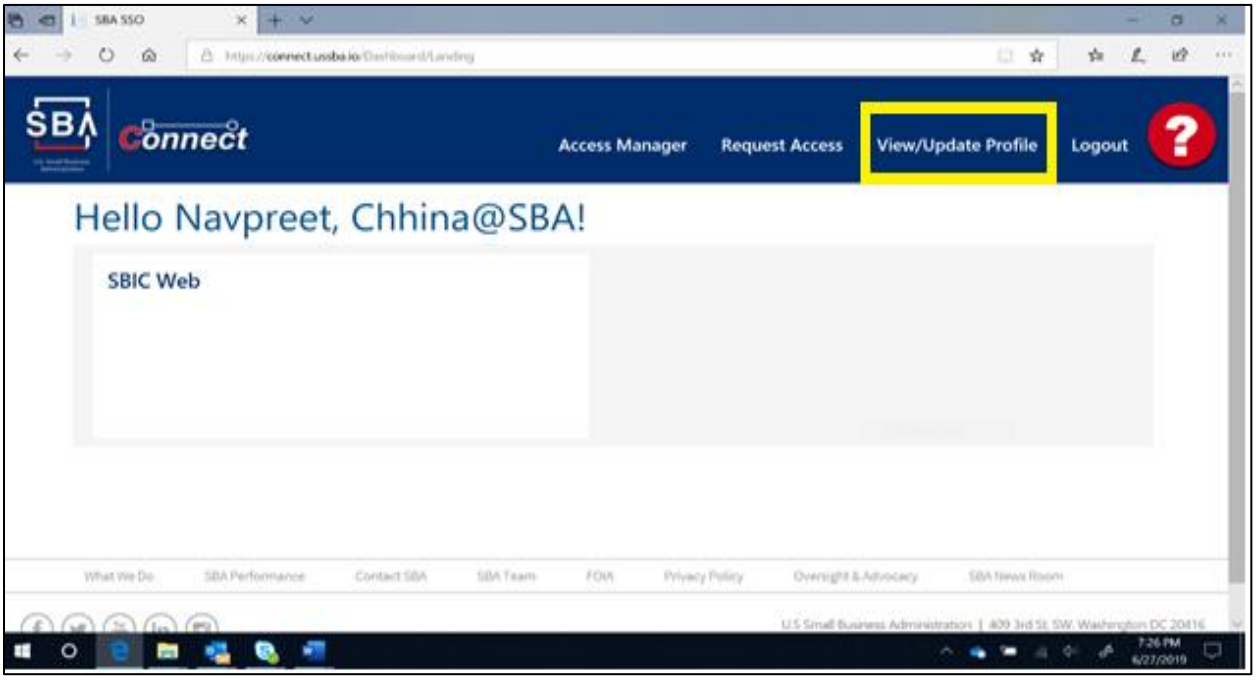

Figure 3.1.33 View/Update Profile Link

- Action: Click the View/Update Profile link.

User will be redirected to the Profile Information Page

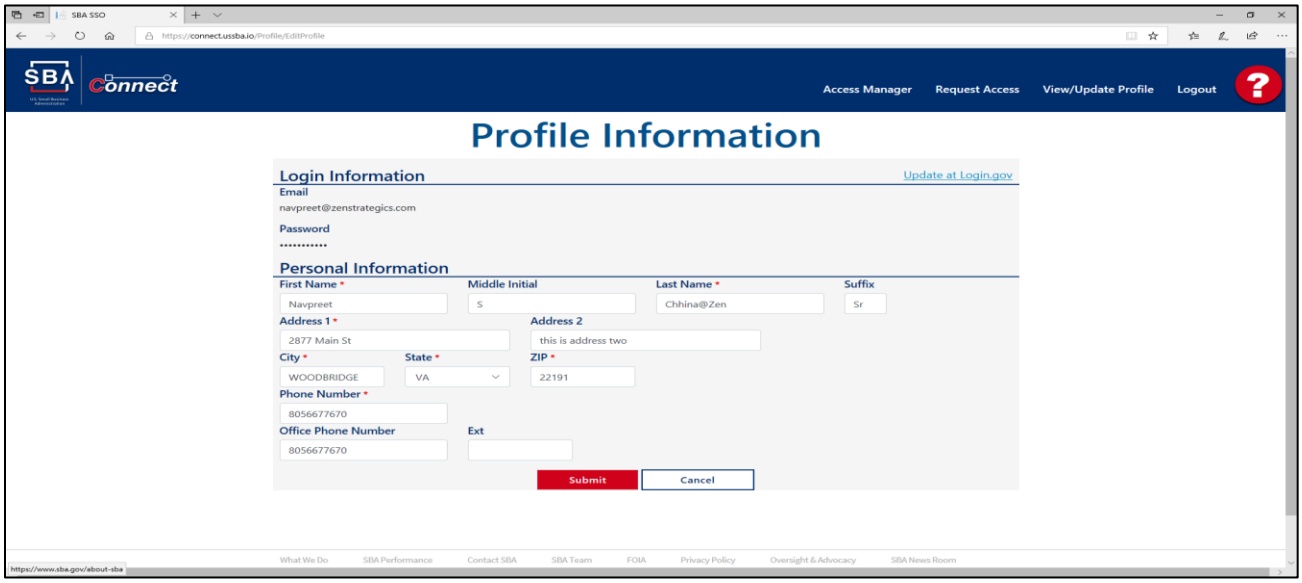

Figure 3.1.34 Profile Information Page

Users can perform the following actions on the Profile Information Page:

- Edit the Personal Information fields
- Click Submit to save the edited fields
- Upon successfully submitting any profile update, the User will see the confirmation message as shown in the screenshot below

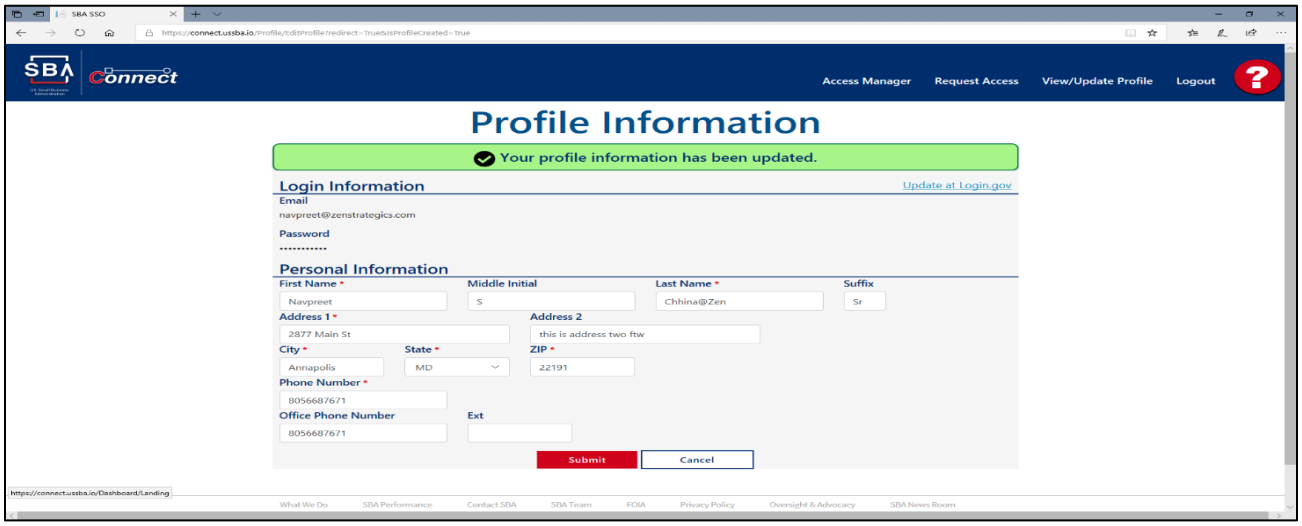

Figure 3.1.35 Updated Profile Information Confirmation Message

Clicking the Question Mark Icon, in the upper left corner, will redirect user to the “Contact Us” Page

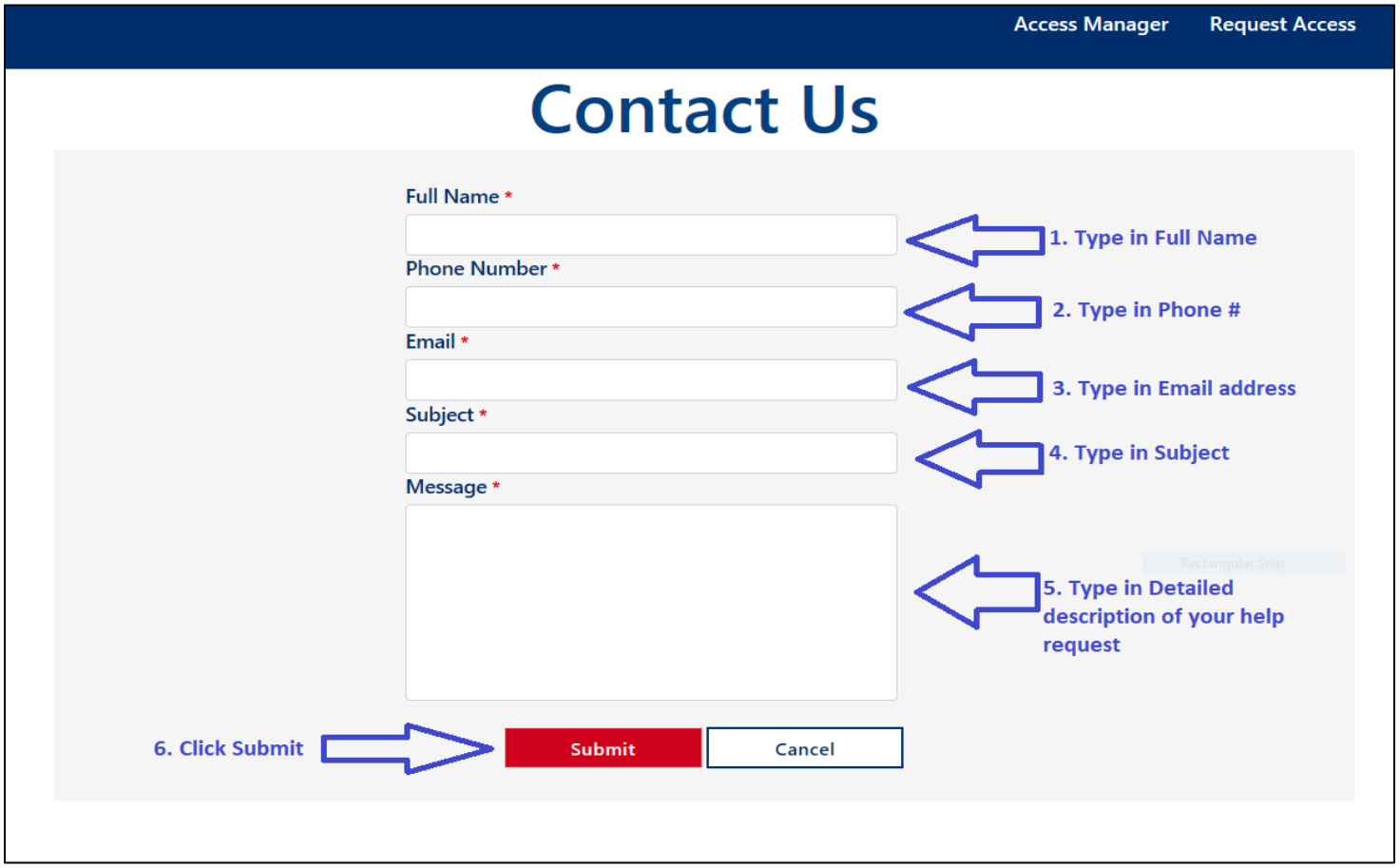

Figure 3.1.36 Support/Contact Us Page

Users can request help with any issues related to SBA Connect on this page. Please perform the following steps:

All Fields are Mandatory

- Enter your Full Name
- Enter your Phone Number
- Enter your Email address
- Enter the Subject of your help request
- Enter a detailed message describing the nature of your help request
- Click Submit to submit your help request

SBA Connect helpdesk/support functionality will be added soon.

Important: ***The following steps on page 23 apply to Internal users designated as Approvers only!***

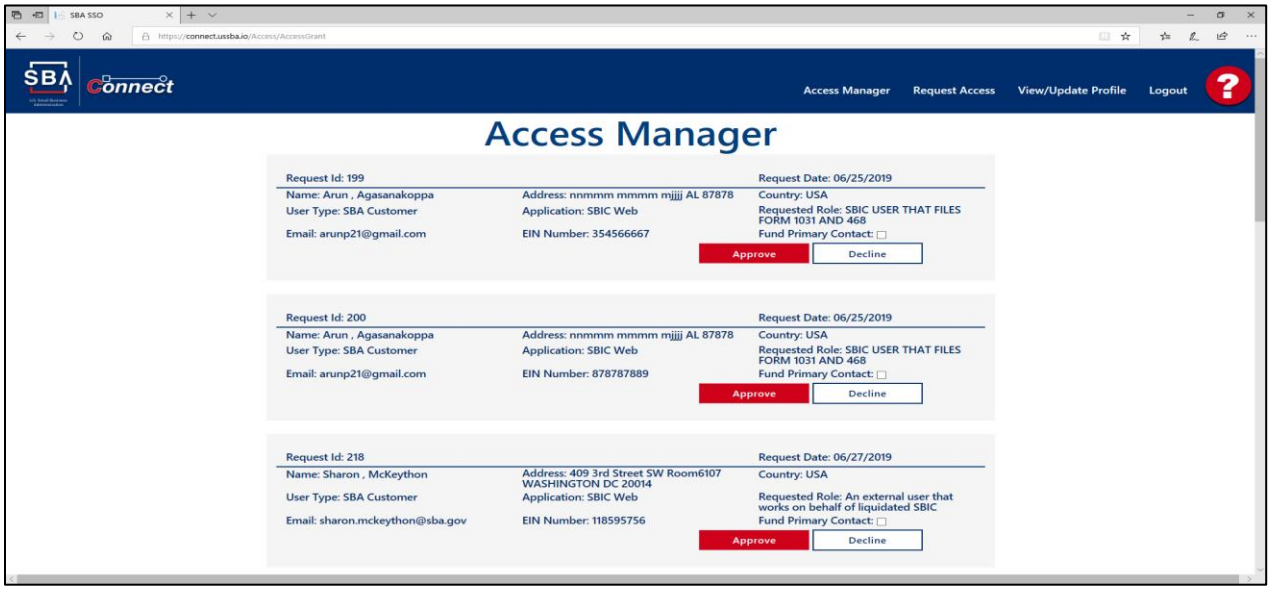

Figure 3.1.37 Access Manager Page (Internal Approvers Only)

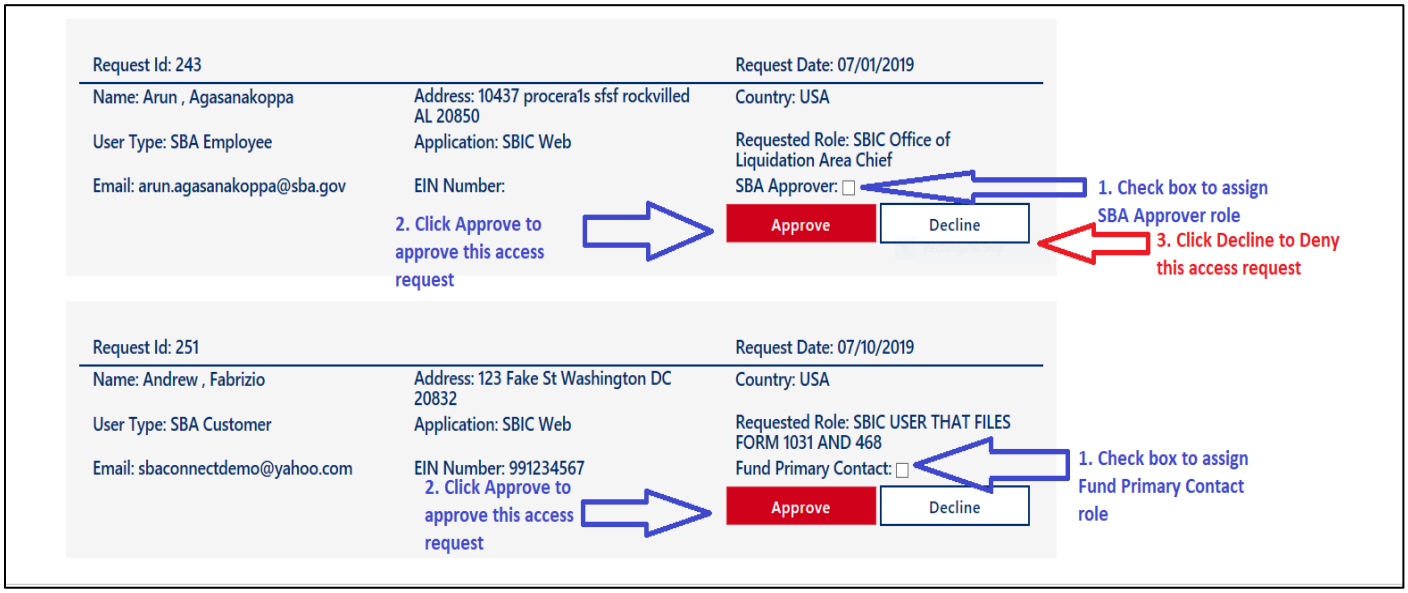

Figure 3.1.38 Access Manager Page (Internal Approvers Only)

Internal SBA Approver Access Manager steps:

- Click the checkbox marked as “Fund Primary Contact” to make this user the primary contact for this SBIC fund
- Click the checkbox next to “SBA Approver” to make this user an SBA approver that can approve access requests and SBIC funds
- Click Approve to approve this User’s access request
- Click Decline to deny this User’s access request

Figure 3.1.39 Links to SBA Resources

The SBA Connect application has links to SBA Resources in the bottom Navigation section of the application (highlighted in the screenshot above).

These Links are designed to guide the User to various parts of the SBA.gov website.

The Links provided on SBA Connect are:

- 1. "What We Do" – Redirects to https://www.sba..gov/about-sba
- 2. "SBA Performance" - Redirects to https://www.sba.gov/about-sba/organization/performance
- 3. "Contact SBA" – Redirects to https://www.sba.gov/about-sba/organization/contact-sba
- 4. "SBA Team" – Redirects to https://www.sba.gov/about-sba/organization/sba-leadership
- 5. "FOIA" – Redirects to https://www.sba.gov/about-sba/open-government/foia
- 6. "Privacy Policy" – Redirects to https://www.sba.gov/about-sba/open-government/about-sbagov-website/privacy-policy
- 7(a). "Oversight & Advocacy" – Redirects to https://www.sba.gov/office-of-inspector-general

  7(b). "Advocacy" – Redirects to https://www.sba.gov/advocacy
- 8. "SBA News Room" – Redirects to https://www.sba.gov/about-sba/sba-newsroom

Figure 3.1.40 SBA Social Media Links

Small Business Administration social media links are located on the bottom-left side of the SBA Connect application.

Users can utilize these links to access SBA-related resources on social media. These links redirect to Small Business Administration Pages on Facebook, Twitter, YouTube, LinkedIn, and Instagram.

3.2 Exiting the System

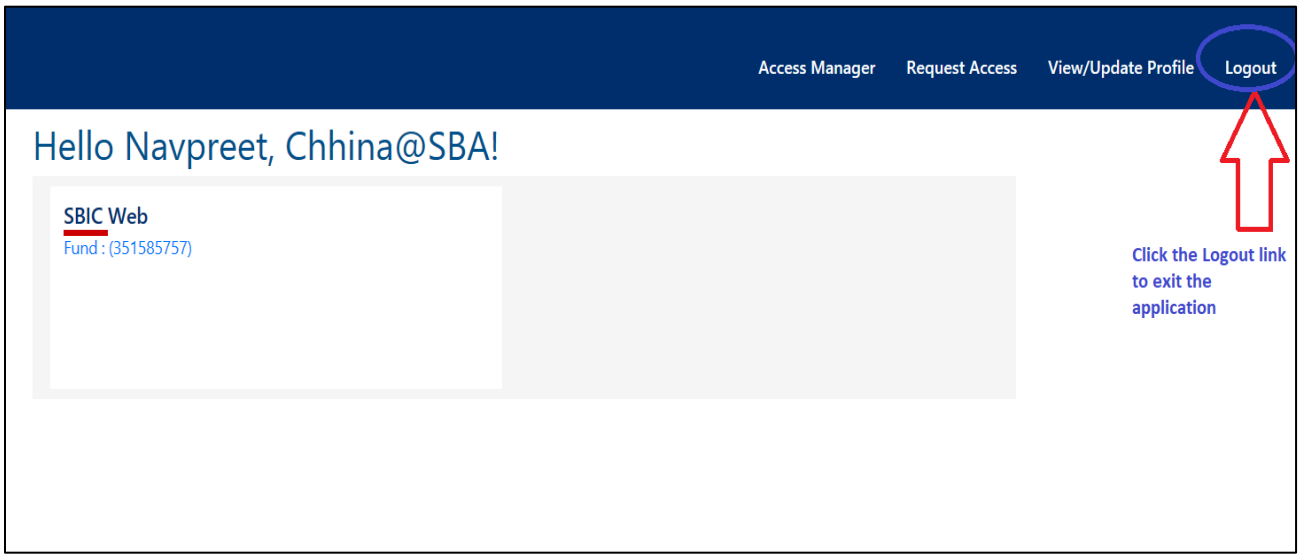

Figure 3.1.41 SBA Connect – Logging Out (Exiting the System)

To Log Out of SBA Connect, do the following:

- Click the Logout Link on the top right section
- User will be redirected to the Log Out Page

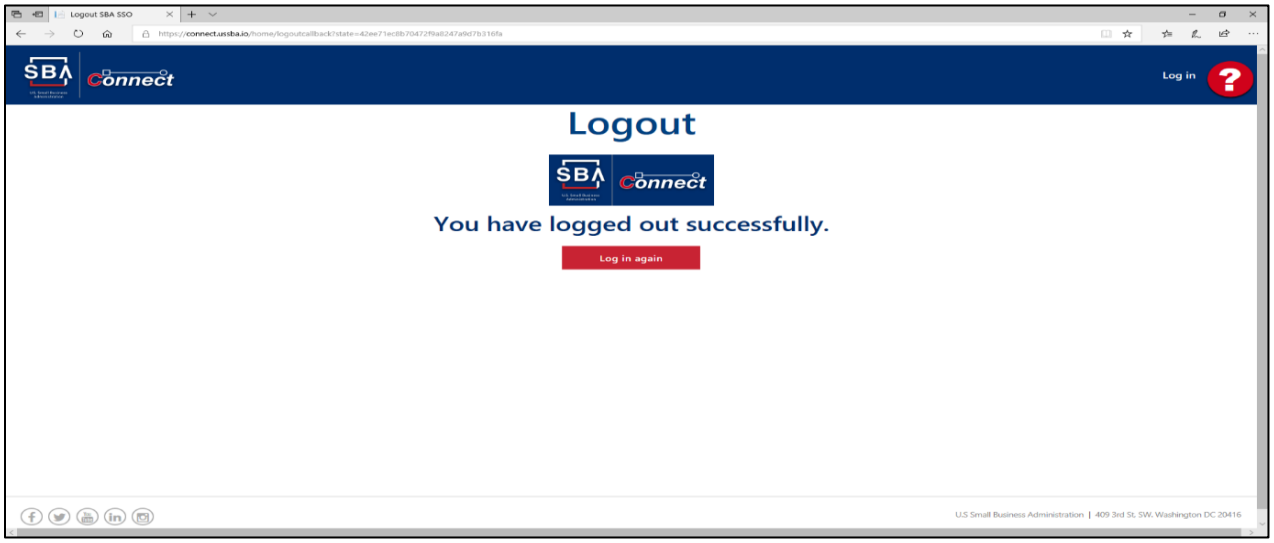

Figure 3.1.42 SBA Connect Log Out Screen

- This screen verifies that the User has Logged out of SBA Connect
- User can proceed with their online activities as usual

If User wants to Log back In, they can click the “Log in Again” button and follow the steps described above to Login to SBA Connect.

4. Troubleshooting & Support

Detailed reports about Issues and Bugs related to SBA Connect are available in the SBA Connect Bug report available @ URL – SharePoint URL here.

Enter corresponding URL here.

Describe in detail typical errors and possible corrective actions.

Authentication for SBA Connect uses Login.gov Authentication services. Users will need to:

- Existing Users will use the Login.gov account sign in feature to successfully log into SBA Connect
- New Users will use Login.gov “Create a New Account” feature and follow the appropriate steps required to set up their Login.gov account
- Users requiring help with Lost/Forgotten Passwords will have to utilize the Login.gov “Forgot your Password” link and follow the steps to reset their password
- Users will use the Contact Us/Support feature built into SBA Connect to contact Support about any issues, bugs, or other problems related to the application

4.1 Error Messages

Possible Error message types:

- Authentication error (handled through Login.gov)
- Two-factor authentication error (Login.gov)
- Authentication errors usually result from mistyped letters, numbers, etc. Please check your credentials for accuracy to avoid this type of error

Access Request Errors:

- Attempting to submit a role without providing the Employer Identification Number will produce an error message, “This role requires at least one EIN number”
- Ensure that you are checking the appropriate role and providing a valid, unique EIN corresponding to that role

Contact Us Errors:

- Attempting to submit a help request on the “Contact Us” Page without filling out all the fields will produce an error, “Field is Required”
- All fields are mandatory on this form so please ensure they are filled out before attempting to submit the form

Session Timeout Error:

- The SBA Connect application will automatically time out the user’s session after being inactive for 15 minutes
- Attempting to use the application when it is timed out will produce an error, “You are unauthorized to view this content, your session was logged out. Please log back in.”
- Click the Login link and repeat the authentication process to solve this error