



Office of Telecommunications Services

Conexus Today

Conexus Helpdesk Support



HELPDESK

Conexus helpdesk functions are now located under the main GSA IT Helpdesk.

Users with Conexus-related questions can contact the same group that handles EIS-related questions.

Typical types of questions users might have are:

- How do I register for a Conexus account?
- How do I log into Conexus?
- Where can I take Conexus training?

The GSA ITCSC Helpdesk can answer these types of questions and more!

Conexus users can contact the ITCSC Helpdesk at

855-482-4348

The Helpdesk is open from 8pm Sunday through 8:30pm Friday ET

or email them at ITCSC@gsa.gov.

> Access GSA Conexus at
<https://conexus.gsa.gov>

> For Conexus help, call
855-ITaid4U (482-4348)

Sun 8:00 pm - Fri 8:30 pm
Email: ITCSC@gsa.gov

> Contact the Conexus Management Team at
conexus@gsa.gov

> Click [here](#) to register for Conexus Training.

Alternate Conexus Login Method

Agency users are encouraged to continue using their agency provided PIV or CAC smart cards for Conexus registration and login. However, for those users who experience difficulty using their smart cards, there is a new alternative method for obtaining a user ID and password.

By going to <https://conexus.gsa.gov>, accepting the Conexus Rules of Behavior, and clicking on Log In, users can create their own User IDs and passwords (step-by-step instructions can be downloaded from the main Conexus landing page by clicking on the link "Conexus Login with User ID").

Conexus users can then use their newly created User IDs and passwords for subsequent logins into the system. As an additional security measure, once logged in, the Conexus system will automatically send emails to users with key codes that must be entered at the start of each Conexus session.

EIS Service Ordering

In preparation for Agency EIS Task Order (TO) awards, the Conexus Team has been meeting with EIS vendors to discuss Service Order (SO) requirements. The Conexus Team has provided each EIS vendor awardee with the Conexus SO schema and data elements.

Working hand-in-hand with each of the EIS vendors ensures that the Conexus system as well as the vendor systems

will be ready when the first EIS SOs are placed.

Agencies that plan to use Conexus for service ordering should be sure to include this statement in their TOs:

"The contractor shall accept service orders from the GSA Conexus application by web service using the format and specifications provided by GSA Conexus."

By using Conexus to place EIS SOs, Agencies can be assured of secure and real-time transmissions to vendors, as well as timely order status updates. Tracking SOs in Conexus will prove to be simple and efficient. Completed orders move seamlessly into the Conexus Inventory module.

Ordering, Inventory and Billing all in one place—this is Conexus!

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Recent Conexus Enhancements and Future Development

Were you an early user of Conexus, either through User Acceptance Testing (UAT) or through Conexus training? Do you notice how it looks and feels a bit different? Screens are now consistent and more polished throughout the system, and all Conexus modules have been enhanced for ease of use.

Another big push for 4Q18 that is continuing into FY19 is the Conexus Billing module.

In Conexus, billing doesn't just

start with receipt of a vendor invoice. It starts with receipt of awarded Task Order (TO) details from vendors, and the establishment of Agency Lines of Accounting (LOAs) and associated Agency Hierarchy Codes (AHCs) within Conexus. Once vendor invoices are received, Agency funding information as well as completed Service Order (SO) details will be used to validate vendor invoices.

Conexus will be able to make

dispute recommendations, track dispute resolutions, account for monthly accruals, and display total TO spend for each month. Users will be able to view billing at both a high level summary or drill down to a specific invoice line item, with download and dynamic reporting capabilities also being developed over time.



Invoice Processing Platform (IPP) & Conexus

The Department of Treasury's Invoice Processing Platform or IPP is a secure, web-based service that efficiently manages government invoicing from purchase order (PO) through payment notification, at no charge to federal agencies and their vendors.

While the Conexus system will

receive EIS vendor invoice data, display it in an easy to read and logical manner, and perform systematic analytics on the data received, the actual payment of invoices is each individual agency's responsibility. IPP can help agencies make those vendor payments in a timely and efficient manner. To learn more

about IPP, go to <https://www.ipp.gov/>. Be sure to also check out their FAQs at <https://www.ipp.gov/agencies/faq-agencies>!

Conexus Training

Be sure to take advantage of Conexus training by clicking [here](#) and registering for each of the available courses.

The registration and approval process is needed for every course, including the on-demand classes. However, once approval has been granted, Agency users are free to take the on-demand courses at any time. All Conexus courses are also eligible for Continuous Learning Point (CLP)

credits, which are issued once a month.

Currently available courses are:

CON-101 Getting Started

AGC-102 Intro to Agencies & Contracts

ADM-201 User Admin

ORD-103 Ordering Overview

ORD-203 Create Install Order

ORD-302 Update Submitted Orders and Services

INV-104 Inventory

BIL-202 View Billing

New courses will be offered soon, so check the Conexus training site often or look for emailed training announcements to come from Conexus@gsa.gov!

