**ACCOUNT REGISTRATION, SETUP, & UPDATES**

1. **How do I obtain a GLS account?**
   * User Manual pages 5-6, steps 1-3.
2. **Can I have multiple users use my account?**
   * User Manual page 6, step 3 “Note.”
   * See “SubNet Registration Process” video at: <https://www.youtube.com/watch?v=XLn1koxARwE&feature=youtu.be> (@1:10 mark)
3. **Do I need a user ID and password to use SubNet?**
   * Searching for opportunities: User Manual page 4, paragraph 2.
   * Posting: User Manual pages 6-7, step 3.
4. **How does a user change the DUNS Number associated with their SubNet account?**
   * User Manual page 11, “Changes to SubNet registration data populated from SAM.”
   * User Manual page 15, “How to change SubNet registration data entered by the user.”
5. **How does a user update their business profile information in SubNet that wasn’t prepopulated by SAM?**
   * User Manual page 15, “How to change SubNet registration data entered by the user.”
6. **How does a user close their SubNet account without removing their GLS Account?**
   * Users may close their SubNet account by logging into their GLS account (<https://eweb.sba.gov/gls/dsp_sbabanner.cfm>), clicking on the “Access” button, and un-selecting the “Post Solicitations on SubNet” check box (within the Subcontracting Network, SubNet folder).
   * User Manual page 8, step 2.

**SYSTEM NAVIGATION**

1. **What information is available on the SubNet Resource page?**
   * User Manual page 17, “Resources.”
2. **What are the drop down menus on the home page for?**
   * User Manual page 44, step 2.
3. **Can I print the search results?**
   * User Manual page 39, step 1.

**POSTING**

1. **Who can post opportunities in SubNet?**
   * Users must have an active account in SBA GLS system.
   * User Manual page 5, step 1.
   * See “SubNet Registration Process” video at: https://www.youtube.com/watch?v=no6UELYQQMI&feature=youtu.be (@0:10 mark)
2. **Can a user change Sol/NSS number or Sol/NSS Identifier once it has been posted?**
   * User Manual page 37, step 2.
3. **How do I add a new Business Types to my posting?**
   * User Manual page 37.
4. **How many NAICS can I add to a posting?**
   * User Manual page 30, step 3, “Additional NAICS.”
5. **Can I cut and paste NAICS in a post?**
   * User Manual page 30, step 3, “North American Industry Classification System (NAICS) Code.”
6. **How many states can I add to a solicitation?**
   * User Manual page 31, step 3, “Place of Performance.”
7. **How many states can I search using the advanced search function?**
   * User Manual page 47, step 3, “Place of Performance.”
8. **How many NAICS can I search using advances search function?**
   * User Manual page 47, step 3, “NAICS.”
9. **How many words can you have in the solicitation/NSS description?**
   * User Manual page 30, step 3, “Brief Description.”
10. **How can I add a detailed description to a post?** 
    * User Manual page 30, step 3, “Brief Description.” You will also have the ability to add up to 4 attachments after completing the Sol/NSS form.
11. **Brief Description: not working.**
    * ???
12. **How can I add a hyperlink?**
    * User Manual page 30, step 3, “Brief Description.”
13. **Is the posting visible to the public before the attachment and review screen?**
    * User Manual page 33, step 4, “After Completing the Form.”

**SEARCHING & CONTENT (FOR POSTS & DIRECTORY OF BUSINESSES)**

1. **Who can search for opportunities in SubNet?**
   * All public users can access opportunities in SubNet. No registration is required.
   * See “Searching for Small Business Opportunities in SubNet” video at: <https://www.youtube.com/watch?v=Kk3PZnhyLUw&feature=youtu.be> (@0:25 mark)
2. **What information is in the Business Directory?**
   * User Manual page 4, paragraph 3 and User Manual page 43, “Note.”
3. **What are the differences between the map search and the advance search options?**
   * Map Search: User Manual page 43-44.
   * Advanced Search: User Manual page 45-48.
4. **How do I open a posting I see in the search results?**
   * User Manual page 53, step 3, “View All Solicitations/NSS and Events.”
5. **How do I see all the solicitations, NSS and events from an organization?**
   * User Manual page 22, “All Solicitations/NSS/Event Tabs” and User Manual page 53, Step 3 “View All Solicitations/NSS/Event Tabs.”
6. **Is there a directory of small business points of contacts?**
   * User Manual page 43, step 1 and page 44, step 2.
7. **Where does the data come from when I use the map search?**
   * The information contained in SubNet belongs to the entity that entered it.
   * SubNet “Disclaimers” Link at: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>.
   * Also, see “Searching for Small Business Opportunities in SubNet” video at: <https://www.youtube.com/watch?v=Kk3PZnhyLUw&feature=youtu.be> (@5:18 mark)
8. **What does the state represent when I use the map search?**
   * User Manual page 31, step 3 “Place of Performance.”
9. **What is an SBA Area?**
   * User Manual page 48, step 2, “SBA Area.”
10. **What’s the difference between a solicitation (SOL) and a notice if sources sought (NSS)?**
    * A solicitation (SOL) is a contract opportunity where the posting organization is accepting proposals.
    * A notice of sources sought (NSS) is not an actual bid or proposal solicitation; instead, it’s a solicitation of interest.

**RESPONSES TO SOL/NSS/EVENTS**

1. **The contractor is not responding. Can you help me?**
   * Users of SubNet should communicate directly with the business entity and SBA is not responsible for the information housed in SubNet, nor can SBA provide any information on the data.
   * SubNet “Disclaimers” Link at: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>.
   * See “Searching for Small Business Opportunities in SubNet” video at: <https://www.youtube.com/watch?v=Kk3PZnhyLUw&feature=youtu.be> (@5:20 mark).

**REMOVING/ARCHIVING POSTS**

1. **How do I remove a post from public view?**
   * User Manual page 22, “Remove a Post from Public View.”

**TECHNICAL & NON-TECHNICAL ISSUES/HELPDESK**

1. **If it is a technical problem what must they do?**
   * SubNet Resource Link: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>
   * User should send an email with a description of what the he/she is attempting to do, the unexpected result he/she received, along with a screenshot of the error to **GLS@SBA.GOV**.
2. **A customer calls and says the system isn’t working properly. What do you ask them?**
   * SubNet “Resources” Link at: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>.
   * Send an email with a description of what you were attempting to do, the unexpected result you received, along with a screenshot of the error to **GLS@SBA.GOV**.
3. **If it is a non-technical issue, what do you do?**
   * SubNet Resource Link: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>.
   * Click on “Resources” button and review “Subcontracting Assistance.”
4. **How do I get assistance with the SubNet system?**
   * SubNet Resource Link: <https://eweb1.sba.gov/subnet/client/dsp_Landing.cfm>.
   * Click on “Resources” button for technical and non-technical POCs.
   * Click on “Help” button for training materials.