

Your UEI is Pending...Now What?

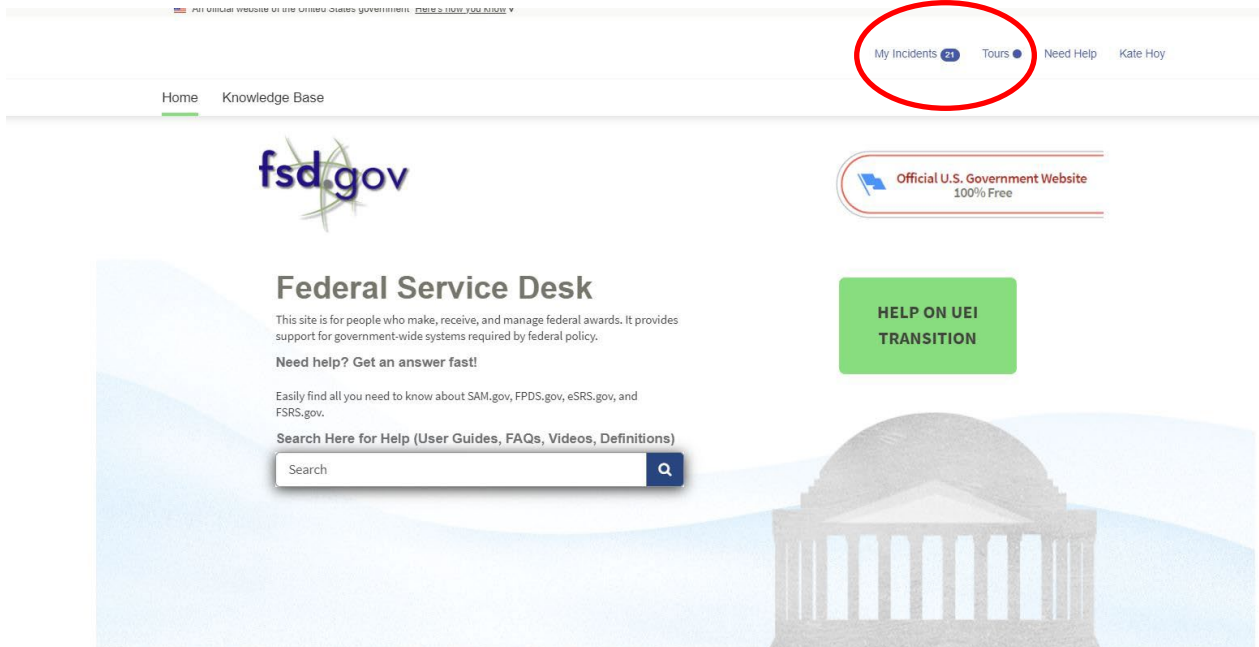
In order to escalate an incident, you need an active incident ticket that action can be taken against. You also need to have had AT LEAST 10 days since the last communication. Here are some steps to check to see if you can escalate:

Step 1: Double check that SAM has not fixed the issue. Do this by logging into SAM.gov, going to your Workspace, going to the green Get Started button. Exactly like you did originally. Choose the **Get a Unique Entity ID Only** option as before. Follow the prompts.

a. If your entity name or address is **now available corrected**, continue on and follow the prompts. You are done!

b. If your entity information is **still not correct** do not create another incident ticket! Exit out and go to Step 2.

Step 2: Log into FSD.gov to check the status of your previous help ticket (or Incident). Use the same log in information you use for SAM.gov. Go to the My Incidents tab (next to the Tours tab). Hit the View Incidents option:



The screenshot shows the FSD.gov website interface. At the top right, there is a navigation bar with the following items: "My Incidents 21" (highlighted with a red circle), "Tours", "Need Help", and "Kate Hoy". Below this, there is a "Home Knowledge Base" section. The main content area features the "Federal Service Desk" logo and a description: "This site is for people who make, receive, and manage federal awards. It provides support for government-wide systems required by federal policy." Below this, there is a search bar with the text "Search Here for Help (User Guides, FAQs, Videos, Definitions)" and a search input field with a magnifying glass icon. To the right of the search bar, there is a green button that says "HELP ON UEI TRANSITION".

This should give you a table of your incidents. There you will see if the incident has been Closed.

NOTE: If you have more than one active incident ticket, you will want to choose ONE to escalate, and close the others!

a. If your ticket/incident is **Closed**, you will need to create a new incident. Go back to [SAM.gov](https://sam.gov), log in again and do the validation process all over again:

- Hit the green Get Started button twice. You will choose the **Get a Unique Entity ID Only** option. Enter your information like you did before.
- Upload as few documents as possible to satisfy the validation (DOR record for sole props, SOS record for corporations). Label the documents clearly as to what they are
- Enter specific information into the Dialogue box of what you are correcting
- Create a new incident ticket and look for the auto reply email

Give the system 10 days before escalating!! Make sure you read any further emails!!

Step 3: If 10 days has passed **and** you have received no communication from EVS/GSA (*repeat Step 1 to make sure*) **AND** your ticket is still active (New or In Progress or Open, for instance -*Step 2 above*) then PTAC **may** be able to assist.

Please make sure the following has been addressed:

- Your ticket is not Closed
- Your name and address are still not correct on the entity list
- You uploaded the correct documents into the incident
- You did not get any further instructions from EVS

For further assistance

If you are seeking assistance for UEI Only Application: [Ask PTAC](#)

If you are doing a complete registration in SAM or have other issues outside of a Pending ID Assignment: Register as a PTAC Client [here](#).

WashingtonPTAC.org