

Requesting New Users to be Added to the Grantee Performance Management System (GPMS)

All new users **must** be approved by the National Office (NO) **before** they are added to GPMS. This approval is necessary as a license is required for each user in the system. Once the approval is given by the NO, the SCSEP Help team in conjunction with the Grantee Administrator will continue the process of adding the user(s) to GPMS. Below are the steps for adding a new user to GPMS.

I. Initiating a Request for a New User(s)

All requests to add a new user(s) to GPMS **must** be submitted by the **Grantee Administrator** via Zendesk at: <https://scsephelp.zendesk.com>. The following information must be included in the request for each new user.

- First Name
- Last Name
- Email address **HINT:** Make all email addresses lower case.
- Grantee
- Sub-Grantee(s)
- GPMS Role
- Supervisor's name, for Case Manager roles
- Relationship to SCSEP (Employee, Participant Staff, Contractor). If the relationship is contractor, the contractor's name must be provided.

The **New User Template** with the required information can be found on the SCSEP Help Website: [GPMS Documents](#)

II. Obtaining Approval from the National Office

The SCSEP Help team will submit the request to the NO for approval.

III. Creation of Account to Access GPMS

Once the approval is received from the NO, the SCSEP Help team will inform the Grantee Administrator that the approval(s) has been granted. The Grantee Administrator will then ask the user(s) to create their login.gov account(s). This email **exactly** as created in login.gov, should be sent to the SCSEP Help team.

Refer to the **GPMS Production Access** document located at: [GPMS Documents](#)

IV. Addition of New Users to GPMS

The SCSEP Help team will have the user(s) added to GPMS. Once completed, the SCSEP Help team will inform the Grantee Administrator that the account(s) is ready.

V. Addition of Multiple Sub-Grantees to User's Account

If a user needs access to multiple Sub-Grantees, the Grantee Administrator can make these additions by following the instructions in section “3. Manage Users” in the User Guide. The User Guide can be obtained at: [User Guide](#)

VI. Log in to GPMS

The user can now log in to GPMS using : <https://cmp.dol.gov/suite?signin=login-gov>

VII. Other

If any issues are encountered after following the above, please notify the SCSEP Help team at: <https://scsephelp.zendesk.com>.