

Rent On the Web (ROW) FAQs

Last updated March - 2007

Q1: How do I request access to ROW (for me/my employees) to review our rent bills?

A1:

- Log onto this web site: <https://www.pbs-billing.gsa.gov/row/login.asp>
- Click on "Register an Account" button
- Complete the form on-line
- Print out the form (print button must display on printout)
- Obtain the appropriate signatures
- Fax the form to: 202.606.3128

Q2: How long does it take to create my ROW user account?

A2:

Once your faxed form is received and processed it may take 12 to 36 business work hours until you receive an email with your New ROW user information

Q3: Can my form be processed if I cannot get my supervisor's approval or I have no supervisor?

A3:

Your supervisor must sign your form before access will be granted. If you have no supervisor please give us a call to discuss further procedures.

Q4: How can I get access to ROW for my contractor?

A4:

Assuming your contractor has been authorized to work in your environment they can follow the same process that you or your employee would go through to request a ROW user account. See Q1 & Q5 for further details

Q5: Do I need a government email account to access ROW?

A5:

Yes ROW adheres to the GSA and Federal guidelines for user secured and authorized best practices. In order to review and recertify ROW users on periodic basis we require our users to have a government email address. See Q6 for further detail.

Q6: If I don't have a government email account can I still get a ROW user account?

A6:

Yes on a case by case basis accounts with non government email addresses will be considered after the creation and signing of a liability waiver form. Please contact us via email at Rent.On.Web@gsa.gov to file your request.

Q7: What is the fax phone number? Is there a backup fax number if the primary isn't working or is unavailable?

A7:

The fax number is 202.606.3128, if for some reason that is not working or unavailable the backup fax number is 202.501.1863

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Q8: My account does not have access to the proper bills – How can I request my account to be updated?

A8:

Please email Rent.On.Web@gsa.gov

Q9: Logon Lockout policy (How many attempts, how to reset)

A9:

Three

Q10: Can I transfer my account to another co-worker?

A10:

No however you can have them follow Q1 to have their own account and request the same type of access by writing a note on the form when you print and fax.

Q11: How long before my ROW account becomes inactive?

A11:

After 90 days of not accessing ROW your account is inactivated

Q12: How can my ROW account be reactivated?

A12:

Contact the ROW helpdesk via email or phone call, once notified the ROW system administrator can reactivate your ROW account.

Q13: How long before my ROW account is deleted?

A13:

After one year of inactivity your ROW account is deleted

Q14: Can my ROW account be restored once it is deleted?

A14:

Unfortunately, once your account is deleted we cannot restore it for security purposes. You would need to submit a new user request form to recertify your access to ROW. Please see Q1.

Q15: What happens if I enter my name in the wrong fields? e.g., first name in last name and vice-versa?

A15:

If you contact the ROW helpdesk for support, it might delay the ROW support person from locating your user account.

Q16: What is the format for my user id?

A16:

Agency abbreviation, period, First Initial (Caps) Last name (Capitalized)
Example dhs.GBush

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Q17: Is my user id case sensitive?

A17:

No.

Q18: Is my user password case sensitive?

A18:

Yes user passwords are case sensitive.

Q19: Who should I contact when my logon ID doesn't work?

A19:

Contact the ROW helpdesk either by phone or email so that a ROW system administrator can contact you.

Q20: Every time I reset my password the next time I try it doesn't work.

A20:

If you use the auto-fill feature on your web-browser to enter user passwords you may not have the current ROW password saved. Also, make sure you do not have the caps lock enabled on your keyboard. Please contact the ROW helpdesk for further assistance.

Q21: Can I self-reset my ROW password?

A21:

Yes you can self-reset your ROW password. On the main web page for the ROW system there is a button (Forgot Password) that allows you to reset your ROW password if you have a ROW account. Note your email address on file with the system must match that in which you enter.

Q22: Who do I contact if I cannot access the ROW system?

A22:

If the webpage will not load please contact PBS Revenue Division 202-208-3017.
If your password is invalid please see Q21.
If you are a new user please see Q1.

Q23: I haven't received the monthly email newsletter for several months?

A23:

Please verify your account email address is up to date by clicking the "Change User Info" button on the main toolbar.

Q24: I never received my account id/password email

A24:

We apologize - Please see Q1 to create a new account.

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Q25: The CBR or OA on my rent bill has expired; do not know the new one
A25:

The primary point of contact for questions about your rent bill is the individual whose name and telephone number is listed on the bill. You may also contact your regional POC if the name on your bill is unavailable.

| | |
|----------------------------------|---------------------|
| Region 1 – New England | |
| Paula Santangelo | 617-565-5777 |
| Region 2 – Northeast & Caribbean | |
| Daren Marshall | 212-264-4578 |
| Region 3 – Mid-Atlantic | |
| Kelli Castellano | 215-446-4653 |
| Nancy England | 215-446-4662 |
| Jacky Jordan | 215-446-4663 |
| Region 4 – Southeast Sunbelt | |
| Dawn Norman | 404-562-0718 |
| Region 5 – Great Lakes | |
| Sharon Moore | 312-353-2567 |
| Region 6 – Heartland | |
| Kevin Rothmier | 816-926-1100 |
| Region 7 – Greater Southwest | |
| Patrick S. Fuller | 817-649-6279 |
| Eugene Vu | 817-649-6252 |
| Region 8 – Rocky Mountain | |
| Laura Rife | 303-236-8000 x 2531 |
| Debbie Underwood | 303-236-8000 x 5225 |
| Region 9 – Pacific Rim | |
| Nerisa de Jesus | 415-522-3484 |
| Charles Smith | 415-522-3202 |
| Region 10 – Northwest/Arctic | |
| Mike Wochna | 253-931-7420 |
| Region 11 – National Capital | |
| Anthony D. Surbeck | 202-732-8020 |

THE MAIN REVENUE CONTACT NUMBER IS 202-208-3017

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Q26: Who can I contact when my bill is incorrect?

A26:

The GSA point of contract listed on the top of your rent bill.

Q27: I've contacted the name on my bill, and that person is no longer at GSA, now who should I contact?

A27:

Please contact the PBS Revenue division at 202.208.3017.

Q28: When new rent bill data is loaded how long is the ROW system unavailable?

A28:

4-6 Hours for the posting of the bills.

Q29: Who is an alternate POC for DHS bills if the printed POC is wrong?

A29:

Please contact – Paula Stone at 202.732.0244 or Paula.Stone@dhs.gov

Q30: Can I get access to rent bills from other agencies?

A30:

Contact the PBS Revenue Division for further assistance.

Q31: I no longer work in that position or for that agency how do I deactivate my account?

A31:

Please send an email to Rent.On.Web@gsa.gov requesting your account be deactivated.