Rent on the Web (ROW) FAQs

Last updated September- 2023

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

A1:

- ☑ Log onto this web site: https://extportal.pbs.gsa.gov/
- ☑ Submit the "Request New User Form".
- ☑ Complete the form on-line.
- ☑ Print out the form (print button must display on printout).
- ☑ Obtain the appropriate signatures.
- ☑ Fax the form to: 202.208.7098.

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: 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.

Q8: What is the Logon Lockout policy (How many attempts, how to reset)?

A8:

> You have three attempts.

Q9: Can I transfer my account to another coworker?

A9:

> 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.

Q10: How long before my ROW account becomes inactive?

A10:

> After 90 days of not accessing ROW, your account is deactivated.

Q11: How can my ROW account be reactivated?

A11:

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

Q12: How long before my ROW account is deleted?

A12:

> After one year of inactivity, your ROW account is deleted.

Q13: Can my ROW account be restored once it is deleted?

A13:

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.

Q14: What happens if I enter my name in the wrong fields? e.g., first name in last name and vice-versa?

A14:

If you contact the ROW helpdesk for support, it might delay the ROW support person from locating your user account. Please provide the ROW helpdesk the exact names you entered (e.g., any nicknames, abbreviations, etc).

Q15: What is the format for my user id?

A15:

There are two formats for user id. For those users who registered before December 2008, the format is [Agency abbreviation].[First Initial Last Name] (e.g., dol.FLastname). For those who registered after December 2008, the user id is the user's email address.

Q16: Is my user id case sensitive?

A16:

No.

Q17: Is my user password case sensitive?

A17:

Yes, user passwords are case sensitive.

Q18: Who should I contact when my logon ID doesn't work?

A18:

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

Q19: Can I self-reset my ROW password?

A19:

No you cannot do, as the functionality has been removed after upgradation to Extranet Portal. You have to contact GSA/ROW helpdesk for password reset.

Q20: Who do I contact if I cannot access the ROW system?

A20:

If the webpage will not load, please contact the ROW helpdesk for further assistance.

If your password is invalid, please see Q19. If you are a new user, please see Q1.

Q21: I haven't received the monthly email newsletter for several months?

A21:

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

Q22: I never received my account id/password email.

A22:

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

Q23: The CBR or OA on my rent bill has expired. I do not know the new one.

A23:

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

Nicole Fazzio   617-565-5862 **nicole.fazzio@gsa.gov**

Danielle Piantedosi   617-565-8172 **danielle.piantedosi@gsa.gov**

Region 2   Northeast & Caribbean

Jason Cahill   212-264-0083 **jason.cahill@gsa.gov**

Region 3   Mid-Atlantic

Kelli Castellano 215-446-4653 **kelli.castellano@gsa.gov**

Region 4   Southeast Sunbelt

Erin Armstrong   404-562-1954 **erin.armstrong@gsa.gov**

Ellen Seiler   404-562-0789 **ellen.seiler@gsa.gov**

Region 5   Great Lakes

Sharon Olano   312-353-8496 **sharon.olano@gsa.gov**

Region 6   Heartland

Kristin Ritter   816-823-5149 **kristin.ritter@gsa.gov**

Region 7   Greater Southwest

Tammy Peyton 817-978-4452 **tammy.peyton@gsa.gov**

Region 8   Rocky Mountain

Jay Moyer   303-236-1898 **jay.moyer@gsa.gov**

Region 9   Pacific Rim

Nerisa de Jesus 415-522-3484 **nerisa.dejesus@gsa.gov**

Sylvia Fadhl   415-522-3250 **sylvia.fadhl@gsa.gov**

Region 10   Northwest/Arctic

Judy Sandoval 253-931-7244 **judy.sandoval@gsa.gov**

Region 11   National Capital

Kimya Ginyard 202-401-8102 **kimya.ginyard@gsa.gov**

Irvin Terrell   202-205-4933 **irvin.terrell@gsa.gov**

THE MAIN REVENUE CONTACT NUMBER IS 202-208-3017

Q24: Who can I contact when my bill is incorrect?

A24:

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

Q25: I've contacted the name on my bill, and that person is no longer at GSA. Who should I contact?

A25:

Please contact the PBS Revenue division at 202.208.3017.

Q26: When new rent bill data is loaded, how long is the ROW system unavailable?

A26:

4-6 hours for the posting of the bills.

Q27: Who is an alternate POC for DHS bills if the printed POC is wrong?

A27:

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

Q28: Can I get access to rent bills from other agencies?

A28:

Contact the PBS Revenue Division for further assistance.

Q29: I no longer work in that position or for that agency how do I deactivate my account?

A29:

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

Some users have recently reported problems when selecting "Expiring Leases/OAs" from the ROW menu. Specifically, when clicking on the "Start Search" button, the system does not return any results.

This is caused by security settings and/or popup blockers in some web browsers.

There are two ways to fix this issue. We recommend the second option; however, if your agency does not allow you to modify your security settings in **Microsoft Edge Web Browser**, please use the first option.

1) Hold down the CTRL key when clicking the Start Search button on the screen, this will allow the next screen to "pop-up".

2) Add the ROW URL to the "Trusted Sites" section of your internet browser:

- For **Non-PBS** users the url that should be added is:
https://extportal.pbs.gsa.gov/

- For **PBS** users the url that should be added is:

http://portal.pbs.gsa.gov/

- Directions for adding a trusted site, along with a link to more detailed instructions are included below.

For assistance or more information on adding trusted sites, please contact your local helpdesk.

Link to detailed instructions:
http://www.microsoft.com/protect/computer/advanced/browsing.mspx

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Add safe Web sites to trusted sites

Designating a Web site as trusted allows the site to work correctly under the High security setting.

To add a Web site to your list of trusted sites:

1) On the Microsoft Edge Tools menu, click Internet Options.
2) In the Internet Options dialog box, click the Security tab.
3) Click the Trusted sites icon, and then click the Sites button.
4) In the Trusted sites dialog box, enter the Web site URL in the Add this Web site to the zone box, and then click Add.
5) The URL that should be added for **Non-PBS** users is: https://extportal.pbs.gsa.gov/
6) Click OK.
7) The URL that should be added for **PBS** Users is: http://portal.pbs.gsa.gov
8) Click OK.

Note: Below is an example screen shot for Non-PBS users

| Rent Bills | FIT Bills | DHS Security Charges | Exemptions | Expiring ▼ Leases/OAs | Management One | Management One FIT | Merge Agency CSV Files | Preview Bills | Rent ▼ Estimates | Text Search | Newsletter ▼ | Help ▼ | Main Menu | Exit |

Navigation: >> Main Menu

Main Menu

Internet Properties   ?   ✕

General | Security | Privacy | Content | Connections | Programs | Advanced

Select a zone to view or change security settings.

🌐   📁   ✔️   🚫
Internet   Local intranet   Trusted sites   Restricted sites

Trusted sites

✔️ This zone contains websites that you
trust not to damage your computer or
your files.
You have websites in this zone.

Sites

Security level for this zone

Custom
Custom settings.
- To change the settings, click Custom level.
- To use the recommended settings, click Default level.

☐ Enable Protected Mode (requires restarting Internet Explorer)

Custom level... | Default level

Reset all zones to default level

Warning!
This is a U...
including ...

...ings
...Email
...Files
...ge
...on

L USE ONLY". This system is su...

...d performing unauthorized activities are subject to d...

Trusted sites   ✕

✔️ You can add and remove websites from this zone. All websites in
this zone will use the zone's security settings.

Add this website to the zone:

[   ]   Add

Websites:

| http://*.benham.com |
| http://*.saic.com |
| http://techpubs.saic-abingdon.com |
| http://www.saic-abingdon.com |
| https://*.amazoncognito.com |

Remove

☑ Require server verification (https:) for all sites in this zone

Close