<u>You do not need to read this entire document.</u> Click on any of the sections in the Table of Contents below to be taken directly to that section.

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Launch of the New Application Portal

Effective July 1, 2017, SBSD launched a new certification portal that changed the way a company applies for all certifications including SWaM, DBE, and ESO. The application process is now an electronic process that requires all supporting documents to be uploaded into the system by the applicant.

The new system will notify vendors 90 days prior to expiration that they need to seek recertification. Businesses that have difficulty with uploading documents can reach out to their assigned DSBSD outreach staff person for support. You can find the outreach staff, as well as the areas they serve, below.

Business Development and Outreach Service Business Managers:

Southwest

Kathryn Dolan: 804-786-1087 Kathryn.Dolan@sbsd.virginia.gov

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Director of Certification and Transportation

Business Development

Calvin Thweatt: 804-786-3109 calvin.thweatt@sbsd.virginia.gov

Old Application System vs. New Application Portal

If you have never accessed your application via the new Application Portal, you will need to Register.

The <u>previous application system</u> can be seen in **Figure 1** below for if you were starting a certification, recertifying, or generating a tracking number:



Figure 1

The **new Application Portal** login screen looks like this:

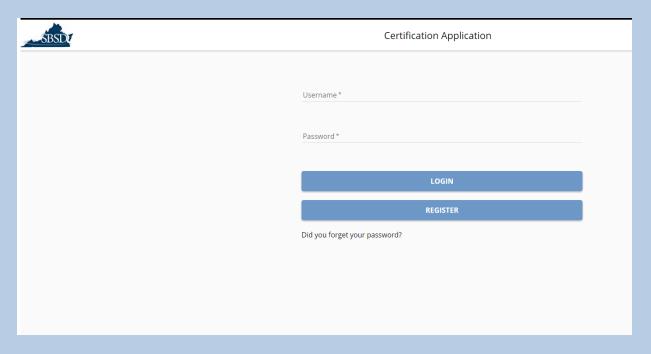


Figure 2

If you have never registered to apply for certification and seen the page from **Figure 2**, then you will need to register in the new Application Portal.

Registering and Logging into the New Application Portal

I Have Not Already Registered in the New Application Portal

- 1. Go to https://www.sbsd.virginia.gov/certification/.
- 2. Click on the link To Begin the Certification Process or the Certified image icon that appears on that page.



Figure 3

3. Click the Register button

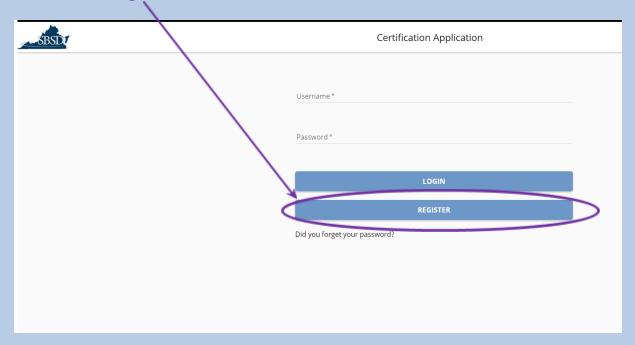


Figure 4

- 4. On the screen that follows, shown in **Figure 5** below, enter your full name, email address, choose a username (ensure you have entered the correct email and the username you wish to use, because neither of these can be edited at this time), and enter a password. Password requirements are:
 - one uppercase letter
 - one lower case
 - one number
 - minimum of six characters long

SBSDV	Certification Application
	Full name *
	Username *
	Password *
	Confirm Password *
	Email *
	REGISTER
	CANCEL

Figure 5

5. After entering the information in all of the fields and clicking the Register button, you will see the dialog box from **Figure 6** below:

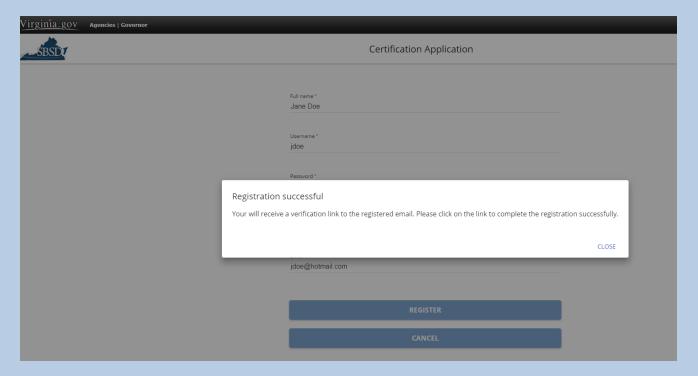


Figure 6

6. You will then be sent an email with a link to confirm your Registration, and you will not be able to login until you have clicked the link in the Registration confirmation email. The email will come from noreply@sbsd.virginia.gov, is shown in Figure 7 below, and expires in eight hours. Be sure to add noreply@sbsd.virginia.gov to your email safe list so that our emails do not go to your Spam or Junk email folder. If you do not click the link in that email within the eight hours before the link expires, you will have to start the Registration process over again, but will be able to use the same details (username, email, password) as you used before:



Figure 7

7. After clicking the link, you will see the dialog box from Figure 8 below:



Figure 8

8. When you close that dialog box, you will be taken back to the Application Portal, and you will be able to log in to the Application Portal by entering the username and password you created, and clicking the Login button:

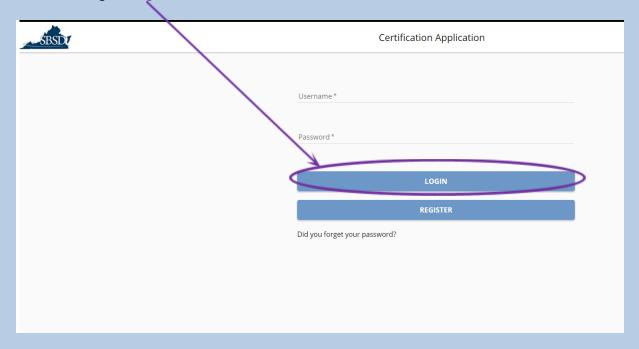


Figure 9

<u>I Did Not Click the Link from the Registration Confirmation Email to finish the Registration Process</u>

• If you do not click the link in the Registration confirmation email during the eight hours it is active and you try to log in with the username and password you created, then you will see the following dialog box on the login page, and if you no longer have that registration email, you may click the Resend button to have that email resent to you:

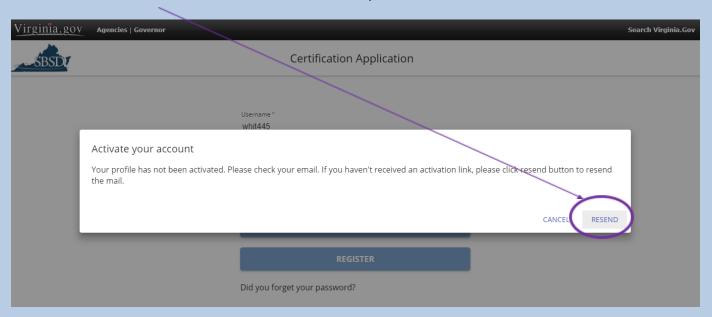


Figure 10

If you do not confirm your email address by clicking the link from the Registration Confirmation
email within eight hours, the link will expire, and you will need to register again, but you will be
able to use the same registration information (username, email password) as you did before the
registration email link expired

•

I Forgot My Username

If, at some point after you register in the New Application Portal, you forget your username for the new Application Portal:

1. Click "Did you forget your password?"

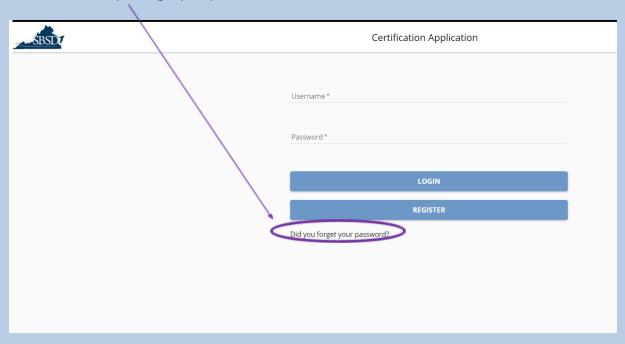


Figure 11

2. You will be taken to the following page, where you must enter the email address that you used to register in the new Application Portal and click Reset Password:



Figure 12

3. You will then see the following dialog box from **Figure 13**:

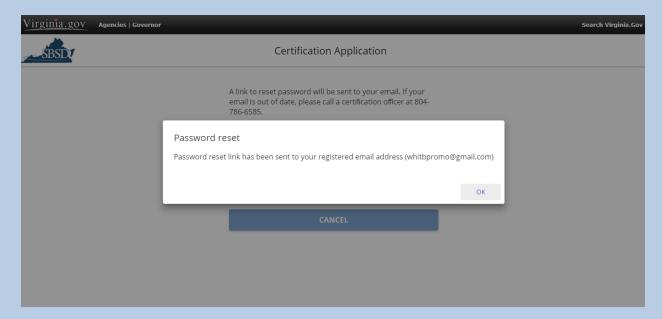


Figure 13

4. You will then be sent an email with a link to reset your password, and the name that appears after Dear ______, at the beginning of the email is your username. The email will come from noreply@sbsd.virginia.gov and is shown in **Figure 14** below:



Figure 14

I Forgot My Password

If, at some point after you register in the New Application Portal, you forget your password for the new Application Portal:

Click "Did you forget your password?"

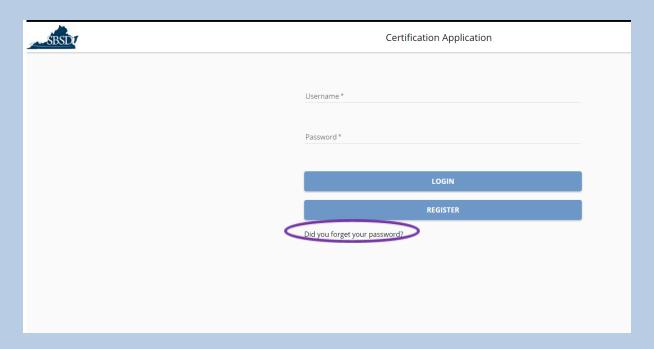


Figure 15

2. You will be taken to the following page, where you must enter the email address that you used to register in the new Application Portal and click Reset Password:

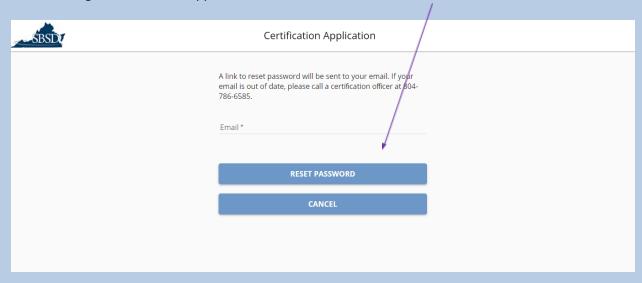


Figure 16

3. You will then see the following dialog box from **Figure 17**:

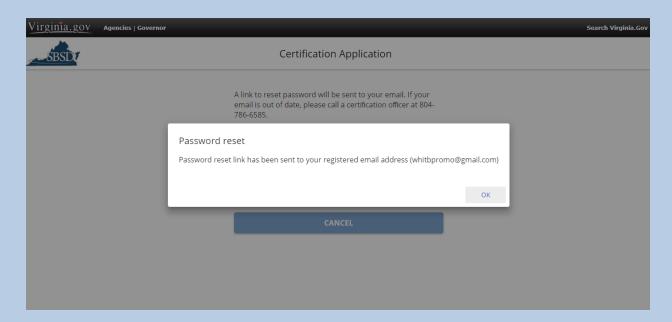


Figure 17

4. You will then be sent an email with a link to reset your password, and you must click the link that says Click to change password. The email will come from noreply@sbsd.virginia.gov and is shown in **Figure 18** below:

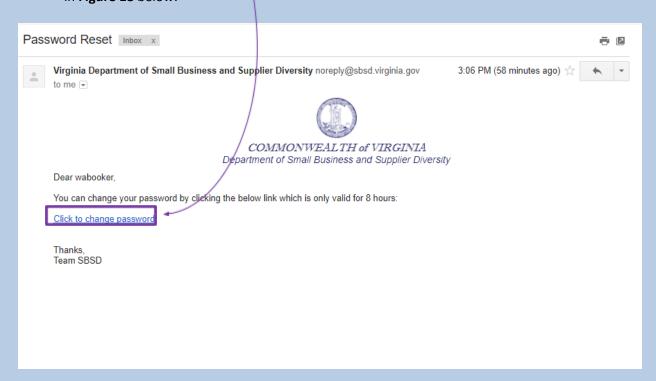


Figure 18

5. When you click that link, you will be taken to the following page from **Figure 19**. You will need to enter a new password, re-enter that password to confirm, then click the Submit button:

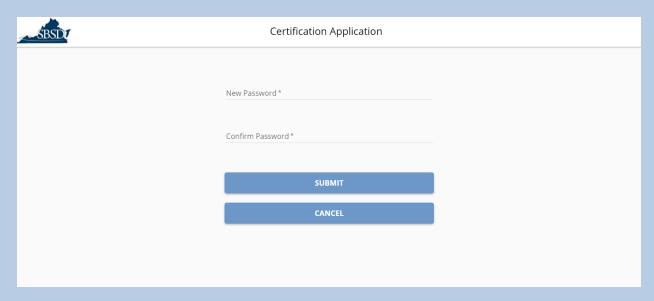


Figure 19

6. After clicking Submit, you will see the following dialog box from **Figure 20**:

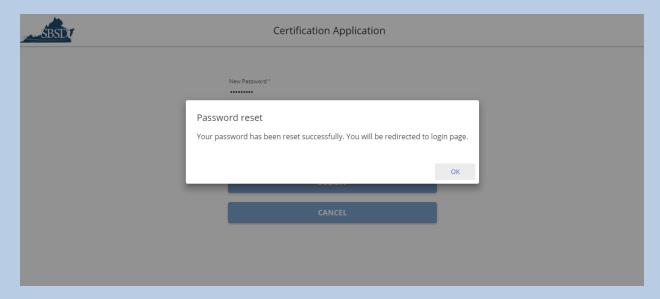


Figure 20

7. When you click OK and close that dialog box, you will be taken back to the Application Portal, and you will be able to log in to the Application Portal by entering your username and the new password you created, and clicking the Login button:

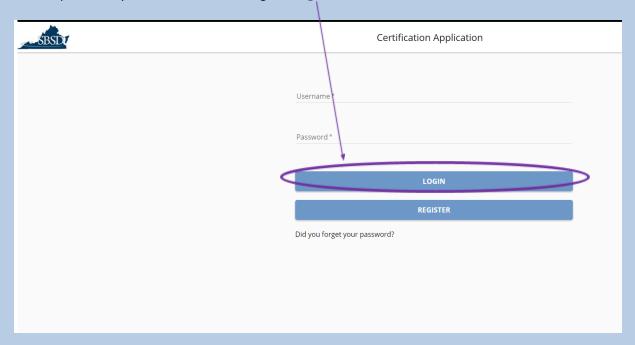


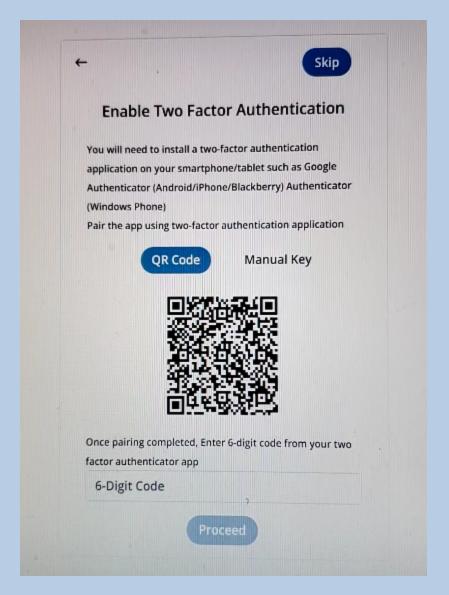
Figure 21

I No Longer Have Access to the Email Address Associated with My Profile

• Currently, the email address and username associated with a profile cannot be edited at this time. Therefore, if you no longer have access to the email address used to register, you will have to Register a new profile by following the instructions here: I Have Not Already Registered in the New Application Portal. Then, you will need to contact our office at either 804-786-6585 or sbsd@sbsd.virginia.gov for assistance with linking to any existing applications that were under your old profile, since an application can currently only be linked to one profile at a time.

A QR Code is Shown After Signing In (Multi-Factor Authentication)

• Multi-factor authentication (MFA) is optional for users who are not registered with an @sbsd.virginia.gov domain as their email address and you can click the Skip button, that is shown in the top right of the screenshot below:



- If you choose to enable the extra security of MFA, you will need to use a phone or tablet to download and use an authenticator app (your phone is probably better because you probably always have it with you and if it is time for the Portal to ask you to sign in with MFA, you won't be able to log in without your authenticator code on whatever device you have it installed on).
- If you choose to enable MFA, you should not need to use an authenticator code every time you log in. It will only require an authenticator code around every 30 days.
- The most commonly used authenticator app is probably Google Authenticator. You can find a YouTube video on setting up and using Google Authenticator here: https://youtu.be/2ZLnBx8Mm40

I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is Not Already in My Application Queue

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section.

When you log in to the new Application Portal for the first time, you will see a screen similar to **Figure 22** with an empty Application Queue

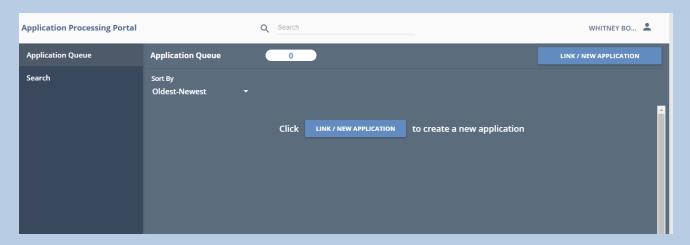


Figure 22

If this is not the first time you have logged into the Application Portal and you have already started new application(s) or linked to other applications, you will see those applications in your Application Queue, and the Link/New Application button as seen is **Figure 23** below:

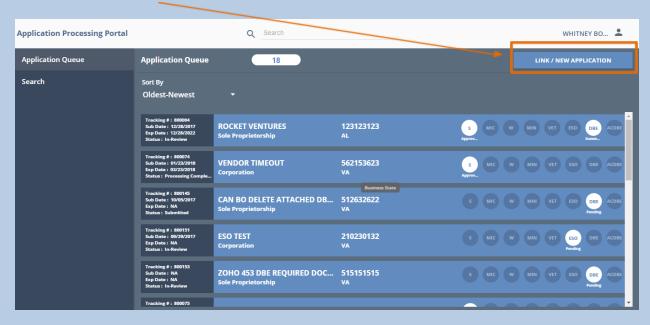


Figure 23

Clicking the Link/New Application button will proceed with either the application linking process **OR** the new application process, dependent on if your firm already exists in our system or not:

- a. Link to an Existing SWaM/DBE application
- b. <u>Create a New Application for a Firm That Has Never Previously Applied for Certification</u>

Link to an Existing SWaM/DBE application

If you already have a record tracking number/certification number because you <u>applied</u> for SWaM/DBE certification with our agency in the past (even if you did not finish the process or were not certified under that number), then clicking the Link/New Application button will proceed with the application linking process as follows:

- 1. Click "Link/New Application"
- 2. Click the radio button for either EIN or Social Security Number. Then enter either the EIN –OR-Social Security number associated with your firm and click **Next**

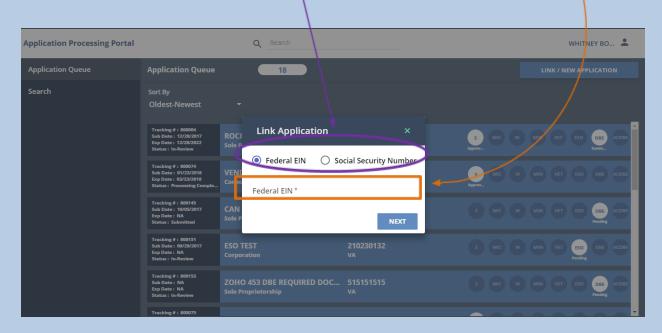


Figure 24

Please contact our office if you cannot remember your previous certification number.

You will also see the screen from **Figure 26** if your previous application went too long without any activity and was consequently purged. If that is the case, there is no application to link to, and you should create a new application by referring to the section <u>I Need to Create a New Application for a Firm That Has Never Previously Applied for Certification</u>

3. If you already have a record tracking number/certification number because you applied for SWaM/DBE certification with our agency in the past (even if you did not finish the process or were not certified under that number), then clicking the **Next** button will proceed with the application linking process and it will ask for your existing record tracking number/certification number as follows:

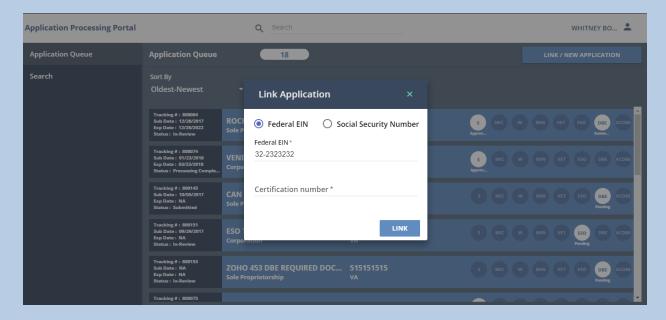


Figure 25

NOTE: Please contact our office if you cannot remember your existing certification number to enter in the above screen.

4. Enter your record tracking number/certification number and click the **Link** button, and you will see the following dialog box:

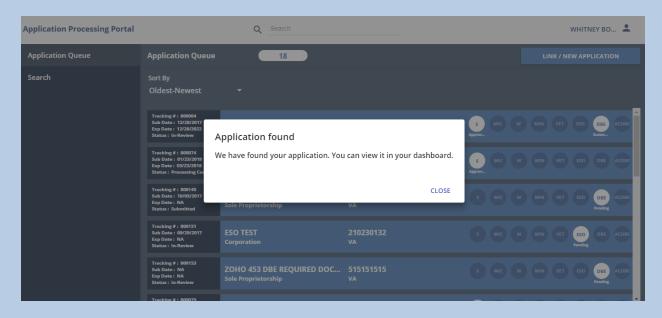


Figure 26

- If you do not see the above message, please see When Using Link/New Application, the Portal Says the Application is Already Linked with the Business Owner
- 5. Click the **Close** button and the application will now be in your Application Queue

Granting Another User Access to an Existing SWaM/DBE Application

If you tried to link to an existing SWaM/DBE application and saw the message from When Using Link/New Application, the Portal Says the Application is Already Linked with the Business Owner, and you are the administrator-level user that needs to grant access to another user, then following the below instructions:

1. After logging in, you see the following screen, and need to click the Business Owners tab on the left:

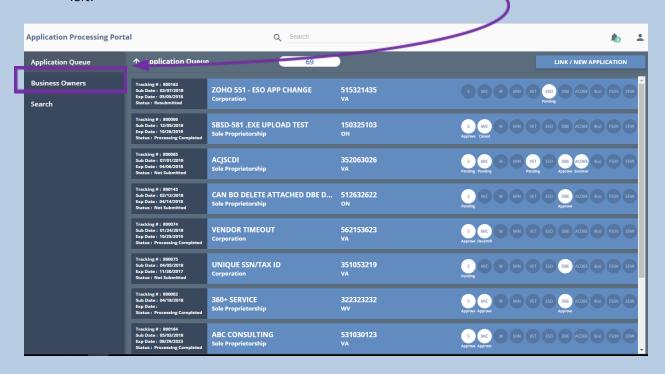


Figure 27

2. You'll see the following screen, and will need to click the button +Add Business Owner:

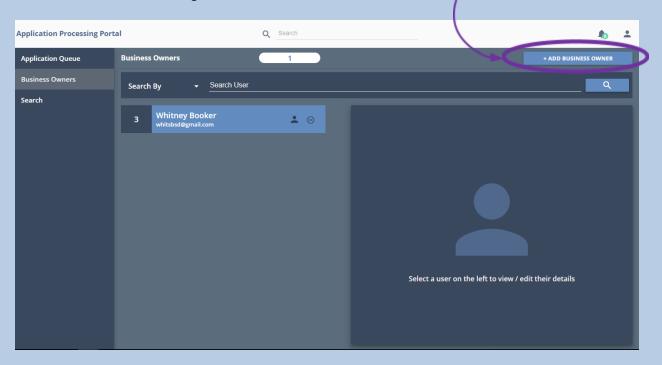


Figure 28

3. You will see the following pop-up box, into which you will need to enter the email address of the person you want to grant access and then click Send Request:

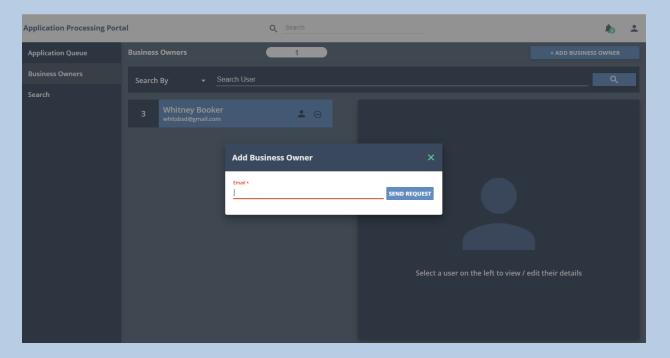


Figure 29

4. The person you are granting access to will then be sent an email with a link to accept your invitation:

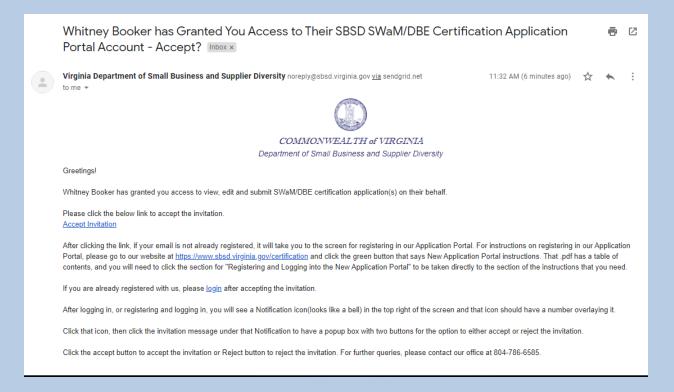


Figure 30

5. After logging in, or registering and logging in, they will see a Notification icon (looks like a bell) in the top right of the screen and that icon should have a number overlaying it. Click that icon:

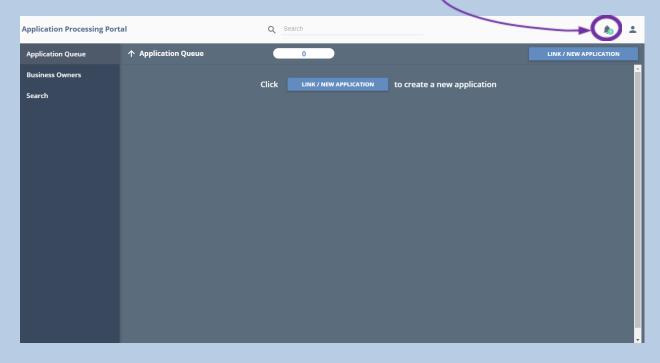


Figure 31

6. Then click the invitation message under that Notification:

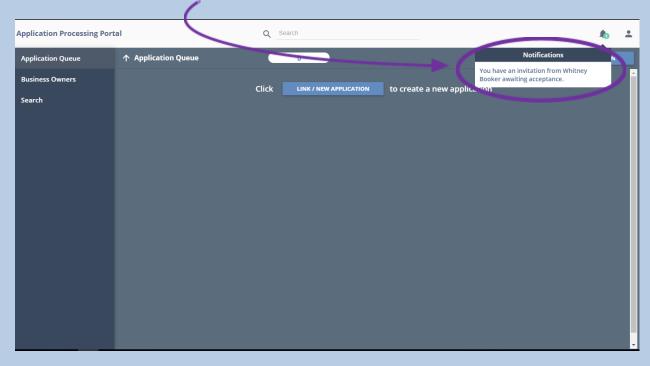


Figure 32

7. A popup box with two buttons for the option to either accept or reject the invitation will appear:

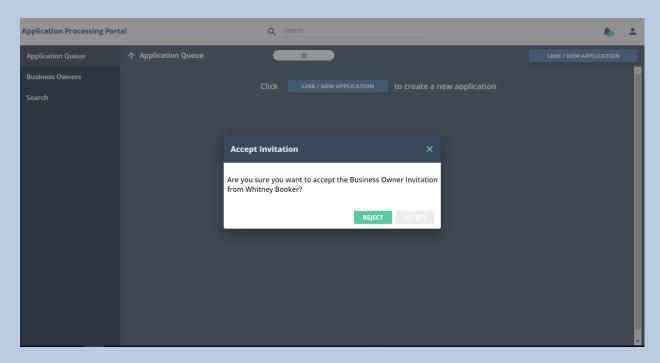


Figure 33

8. After clicking Accept, instead of their account showing just an outline on the Business Owners tab, their icon will become filled in:

Application Portal Instructions

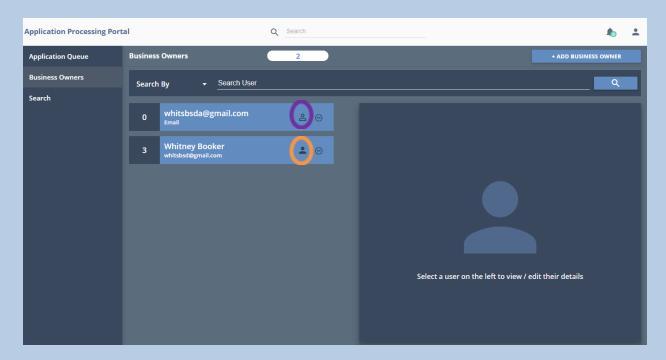


Figure 34

9. You will not be able to grant them access to application(s) for which you have administrator-level access until they accept your invitation. Once they do, click the box with their username, and click the Link button:

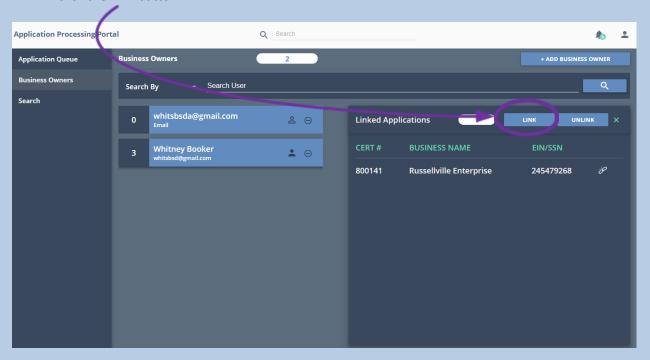


Figure 35

Application Portal Instructions

10. Enter the certification number of the application that you want to grant them access, then click the Link button, then the Yes button to confirm:

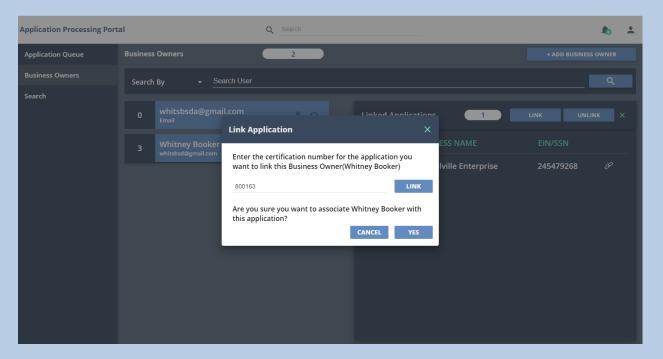


Figure 36

11. Click the OK button and the application will now be in their Application Queue.

Removing Another User's Access to an Existing SWaM/DBE Application

1. You may remove a user's access to an application for which you have administrator-level access by either clicking the icon that looks like a link and clicking the Yes I'm Sure button on the resulting pop-up box::

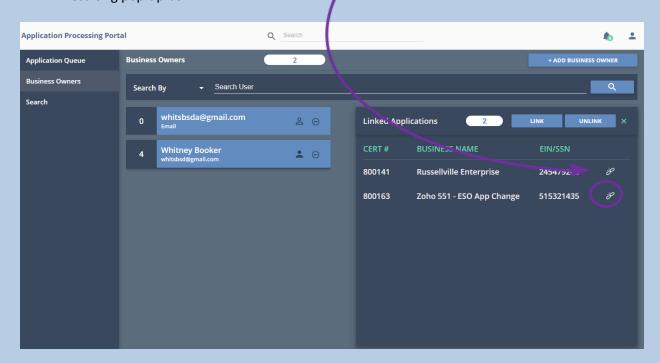


Figure 37

Application Portal Instructions

2. You may also remove a user's access to ALL application(s) for which you have administrator-level access by clicking the Unlink button and clicking the Yes I'm Sure button on the resulting pop-up box:

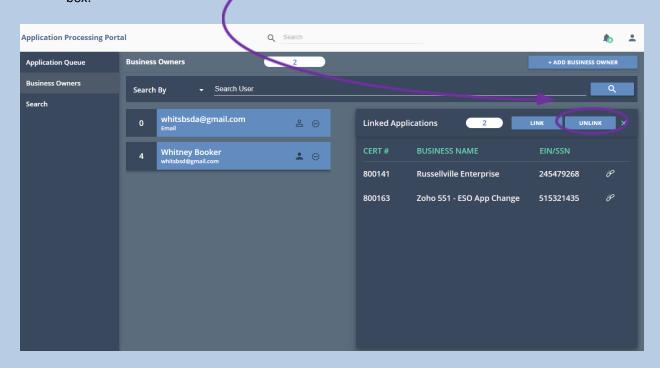


Figure 38

Application Portal Instructions

3. You may also remove a user, which will consequently remove their access to ALL application(s) for which you have administrator-level access by clicking the icon that looks like a circle with a line through it and clicking the Yes I'm Sure button on the resulting pop-up box:

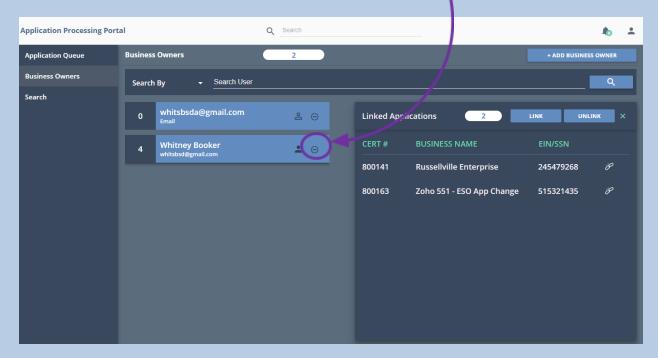


Figure 38

<u>Create a New Application for a Firm That Has Never Previously Applied for Certification</u>

If you do NOT already have a record tracking number/certification number because you have not applied for SWaM/DBE certification with our agency in the past, then clicking the Link/New Application button will proceed with the new application process as follows:

- 1. Click "Link/New Application"
- 2. Click the radio button for either EIN or Social Security Number. Then enter either the EIN –OR-Social Security number associated with your firm and click **Next**

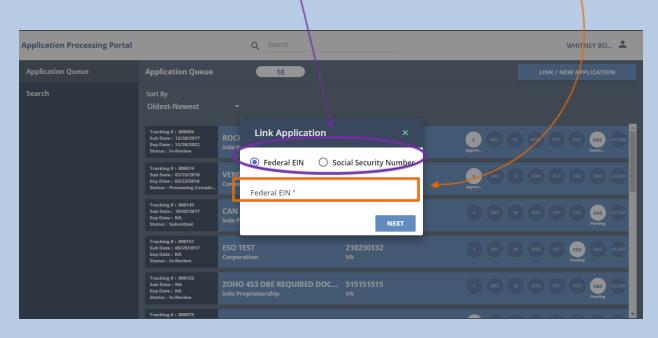


Figure 39

3. You will then see the dialog box show below, and will need to click the Yes button:

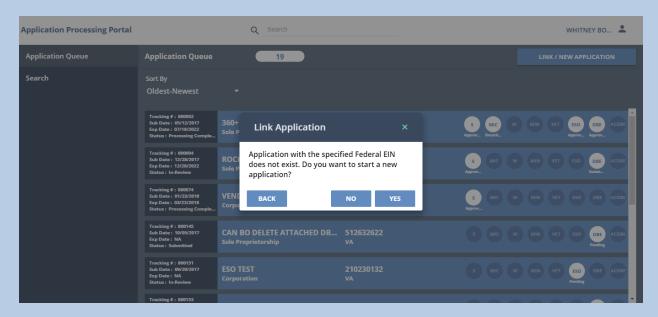


Figure 40

IMPORTANT NOTE: If you see a message similar to the above but believe that you DO already have an existing application, it may not have been found because the Federal EIN for your business changed since you last applied, or because you previously used your social security number as opposed to a Federal EIN for your business. In that case, click the **Back** button and on the previous screen that asks for your firm's EIN or Social Security Number enter your firm's previous EIN or Social Security Number that you used when you last applied and proceed. Once you link to your application, you will be able to updated your firm's EIN or Social Security Number to the current Tax ID

4. You will then be taken to the application information section to start filling out an application:

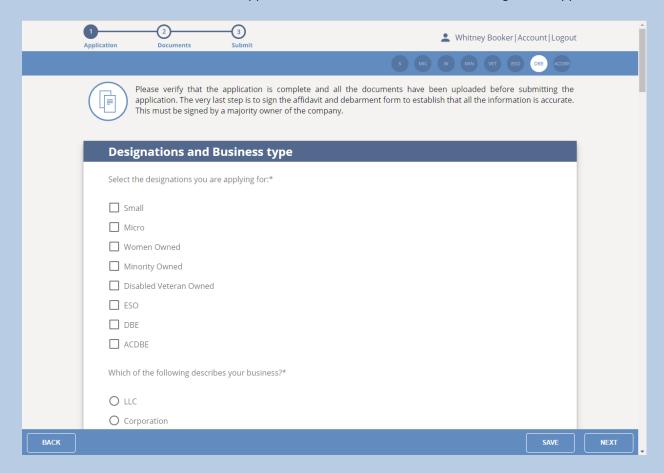


Figure 41

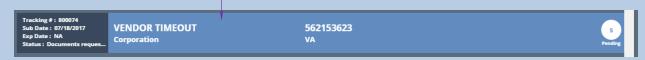
Respond to a Document Request that Asks You to Upload the Requested Documents

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section. If you do not see the application for the company that our agency is requesting documents for, then please also see <u>I Need to Start the</u>

SWaM/DBE Application or Recertification Process for an Application that is Not Already in My

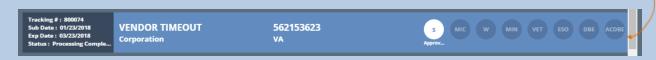
Application Queue before continuing with this section.

1. After logging in, find the application for which you received a document request. You will usually see its status as either Documents Requested in your Application Queue



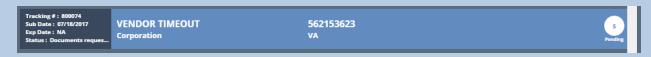
-OR-

Sometimes, the application may show with an application status of Processing Completed instead of Documents Requested, even though you received a document request via email, or followed up to find out that documents were requested



Even if the application status is Processing Completed, you will still be able to continue with this section in uploading and submitting the requested documents.

2. Click on the application in your Application Queue to be brought to the Requested Documents
Upload screen



3. You will be brought to the Requested Documents screen shown below, where you will need to upload all of the documents requested, before the Resubmit button will allow you to resubmit:

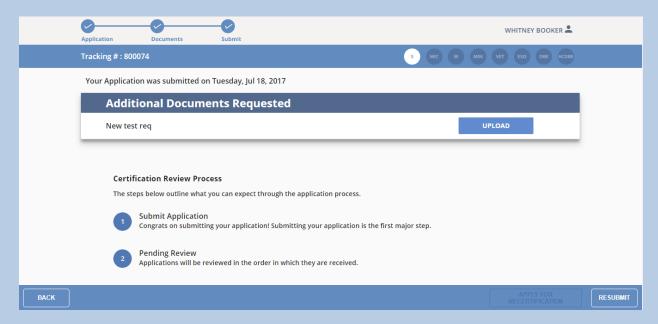


Figure 42

4. Upload the Requested Document(s), then click the **Resubmit** button, as shown below:

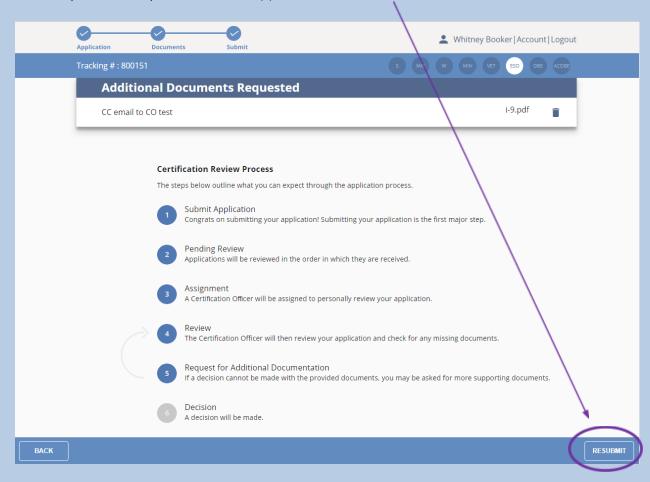


Figure 43

5. You will then see the following dialog box:

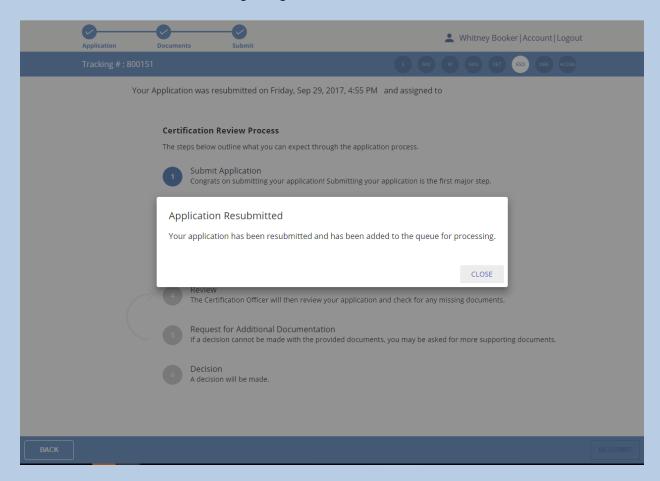
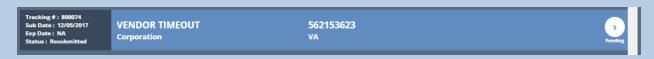


Figure 44

6. Click the Close button. You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application. When you click the Back button until you get back to your Application Queue, you will see the application status as Resubmitted:



7.

Important Notes About Attaching Documents

Any documents that you attach in the New Application Portal MUST NOT be password
protected. If they are, the Certification Officer processing your application will not be able to
view that document and will have to request a version of the document that is not password
protected, which will result in delays to the process.

SWaM Certification

Applying for SWaM Certification

NOTE: If you have not registered in the new Application Portal, please see I Have Not Already Registered in the New Application Portal before continuing with this section. Additionally, if your firm has both SWaM and DBE designations selected, please instead refer to Applying for DBE/ACDBE Certification, Submitting the Annual Submission Requirement for Currently-Approved DBEs Documents, or Submitting the Notification of Change Requirement for Currently Approved DBEs Documents

- If you do not see the application of the company for which you are applying, then please also see
 I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is
 Not Already in My Application Queue before continuing with this section.
- 1. Click on the application in your Application Queue for the firm that you wish to apply for SWaM certification

2. You will then be taken to the application information section to start filling out/editing the application:

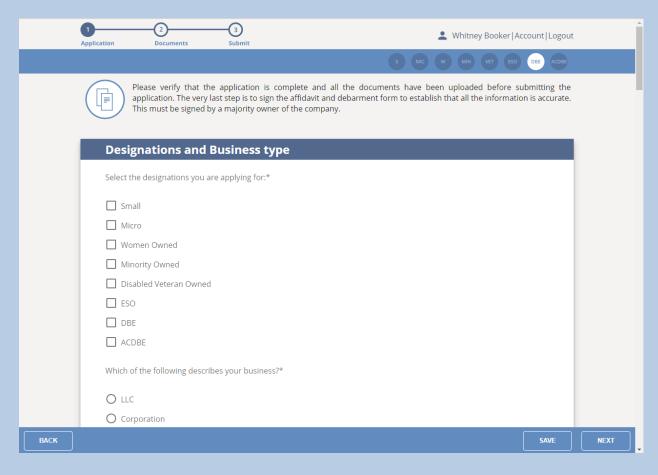


Figure 45

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

3. After filling out the application information, you will be taken to the Required Documents Upload Page:

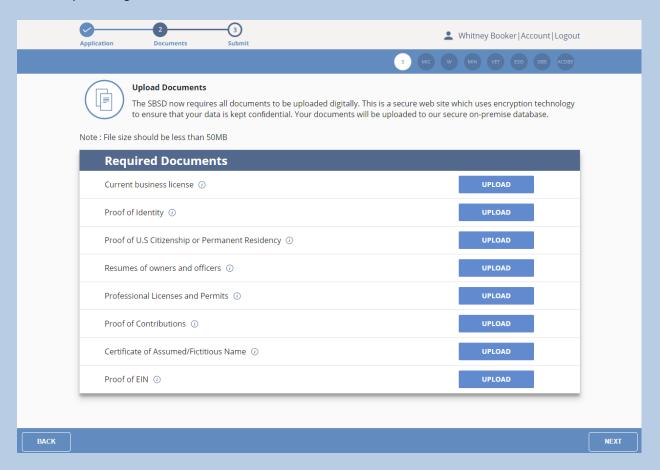


Figure 46

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

4. You will need to upload the appropriate document to **ALL** of the upload spaces that appear on that page, the documents of which will vary depending on how you filled out the application. You will not be able to move forward until you upload all of those documents, and clicking the Next button without all of those documents uploaded will result in the following dialog box:

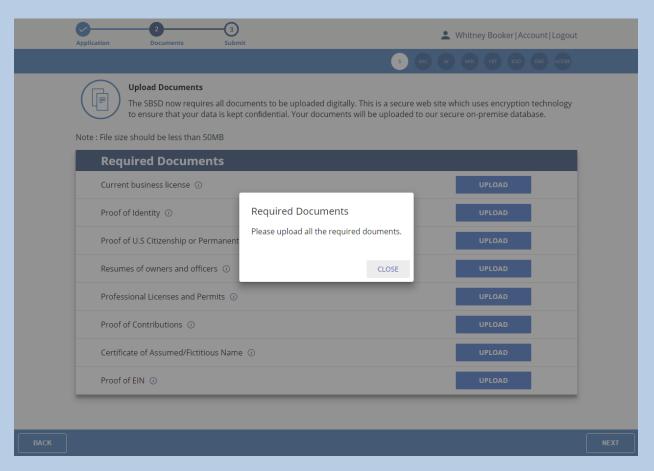


Figure 47

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

5. Upload all of the Required Documents, then click the **Next** button. You will then be taken to the Affidavit and Debarment Form, which will pre-fill the **Name of Firm** near the top:

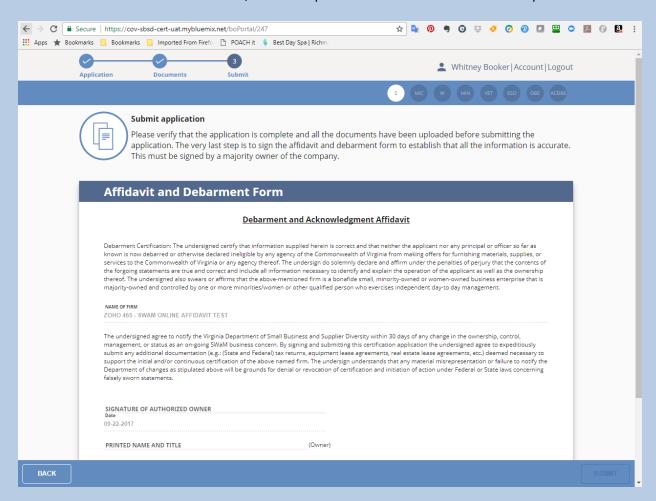


Figure 48

Figure 49

7. After completing those fields and checking the checkbox, the Save Button will be active, and you will need to click that button:

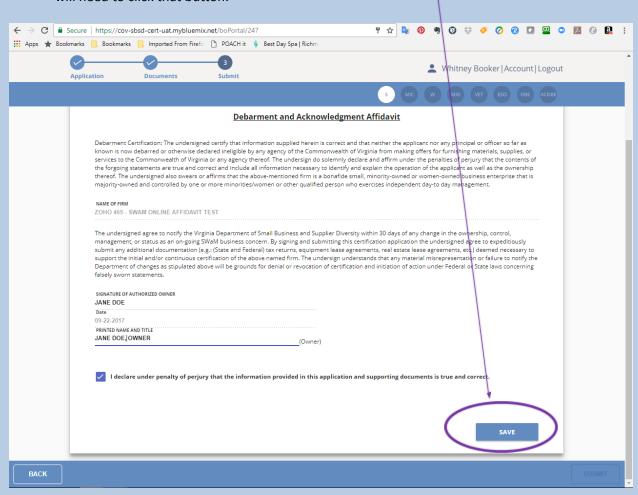


Figure 50

8. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:

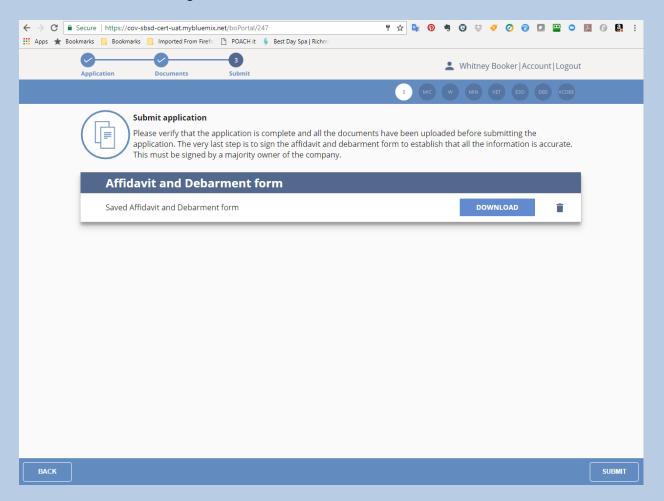


Figure 51

9. Click the **Submit** button on that screen, and your SWaM application will then be submitted, and you will see the following screen:

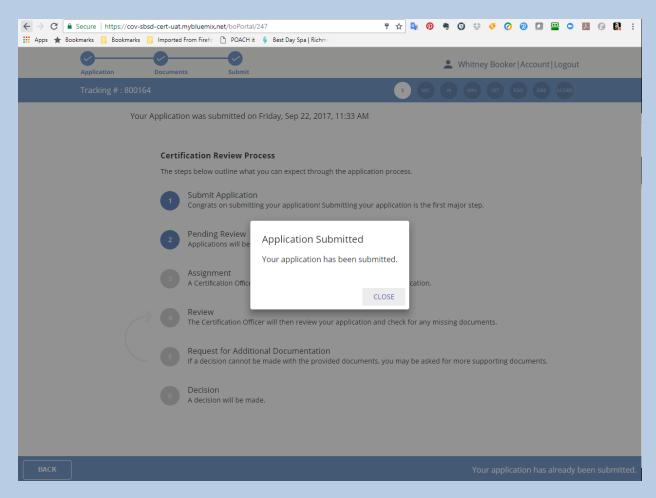


Figure 52

You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application. When you click the **Back** button until you get back to your Application Queue, you will see the application status as either Submitted or Resubmitted

Applying for SWaM Recertification

NOTE: If you have not registered in the new Application Portal, please see I Have Not Already Registered in the New Application Portal and I Need to Start the SWaM/DBE Application or Recertification

Process for an Application that is Not Already in My Application Queue before continuing with this section. Additionally, if your firm has both SWaM and DBE designations selected, please instead refer to Applying for DBE/ACDBE Certification, Submitting the Annual Submission Requirement for Currently-Approved DBEs Documents, or Submitting the Notification of Change Requirement for Currently Approved DBEs Documents

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

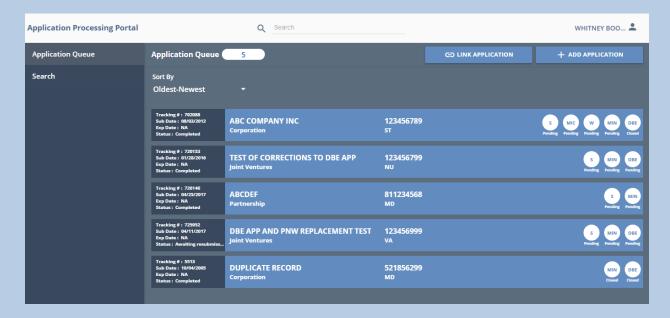


Figure 53

2. Your Application Queue shows the SWaM Expiration Date for the applications that are/were approved for one or more SWaM designations, as shown below:

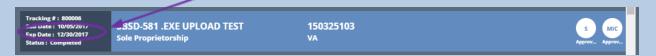


Figure 54

- 3. Click on the application that you will begin the SWaM recertification process for
- 4. You will see the screen, as shown below, and you will not be able to edit the application information until you click the Recertify SWaM button in the bottom right of the footer of the page:

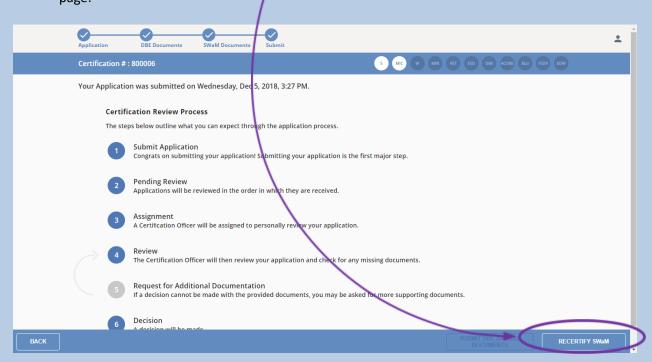
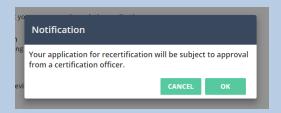


Figure 55

5. After clicking that button, you will see the following dialog box:



IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

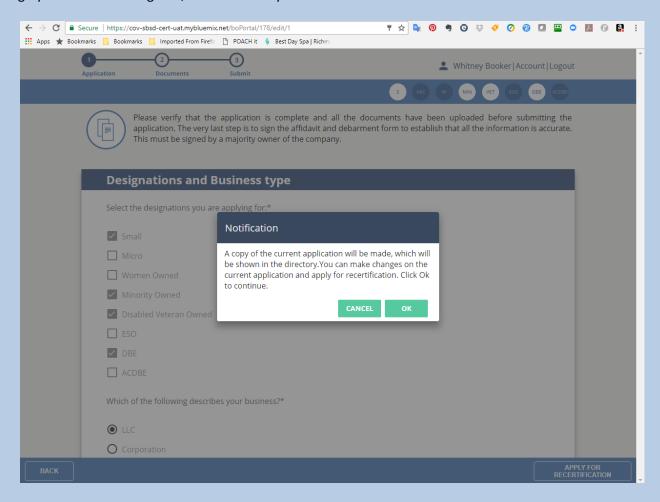


Figure 56

6. Click the **OK** button, then the screen will show as follows and you will be able to edit/update the application information:

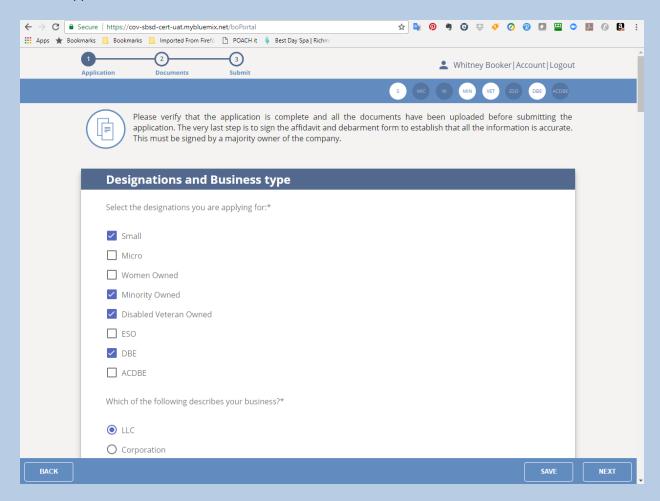


Figure 57

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

7. Once you finish updating and/or editing the application information, click the Next button in the bottom right of the footer of the page:

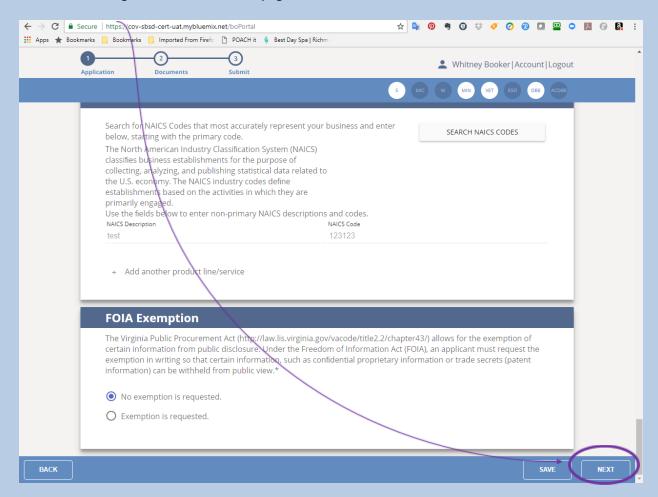


Figure 58

8. You will then see the Required Documents upload page, shown below, which will show all of the documents you are required to upload to the Application Portal, based on how you filled in the application information:

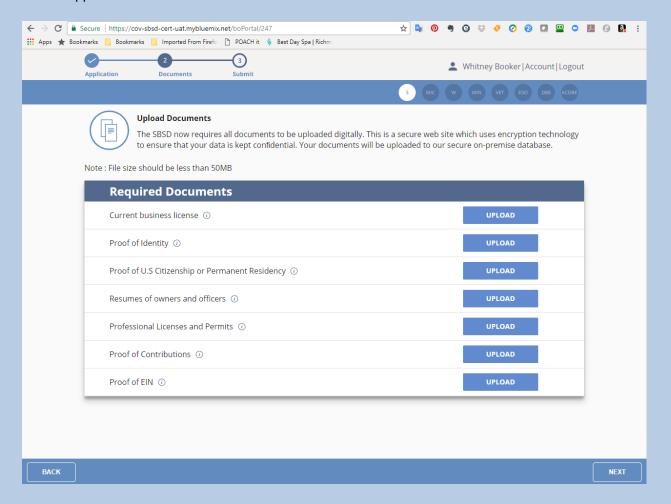


Figure 59

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

9. You will need to upload the appropriate document to **ALL** of the upload spaces that appear on that page, the documents of which will vary depending on how you filled out the application. You will not be able to move forward until you upload all of those documents, and clicking the Next button without all of those documents uploaded will result in the following dialog box:

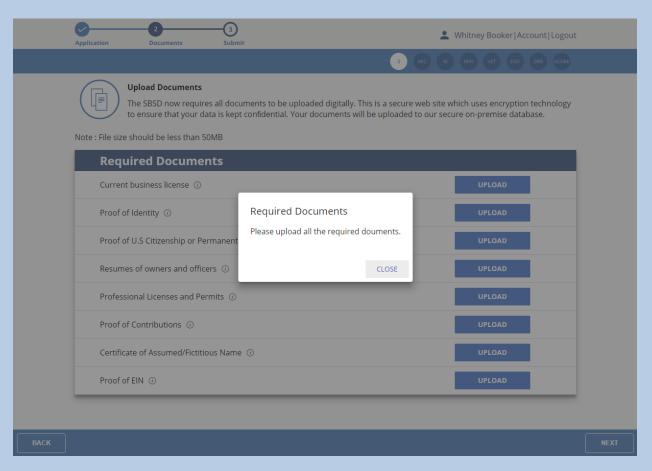


Figure 60

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

10. Upload all of the Required Documents to the appropriate space, using the **Upload** buttons beside each required document. The application auto-saves after each document you upload, but when you have uploaded all of the required documents, click the **Next** button in the bottom right of the footer of the page

11. You will then be taken to the Affidavit and Debarment Form, which will pre-fill the **Name of Firm** near the top:

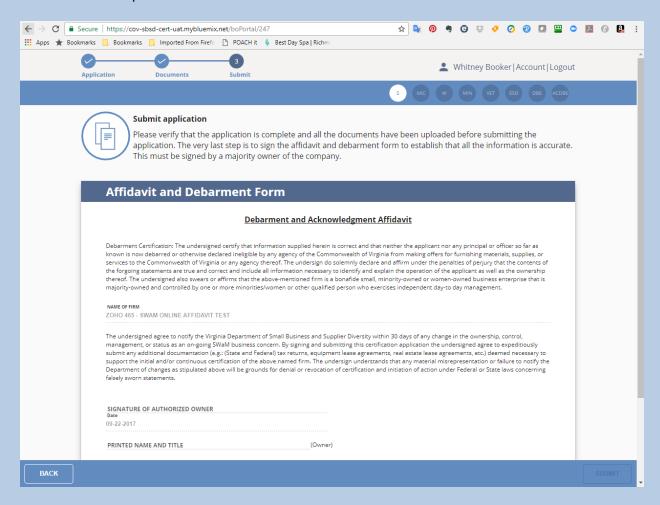


Figure 61

12. One of the owners of the applicant firm will need to type their name into the SIGNATURE OF AUTHORIZED OWNER field, to also type their name and title into the PRINTED NAME AND TITLE field, and click the checkbox affirming that all of the information in the application is true and correct: 7 ☆ 💁 🗿 🤏 🤢 😌 🍼 🔗 🔞 🔲 😐 😊 💹 🚱 🚨 : ← → C Secure | https://cov-sbsd-cert-uat.mybluemix.net/boPortal/247 🔛 Apps 🖈 Bookmarks 📙 Bookmarks 📙 Imported From Firefo 📋 POACH it 👂 Best Day Spa | Richm Whitney Booker | Account | Logout **Debarment and Acknowledgment Affidavit** Debarment Certification: The undersigned certify that information supplied herein is correct and that neither the applicant nor any principal or officer so far as known is now debarred or otherwise declared ineligible by any agency of the Commonwealth of Virginia from making offers for furnishing materials, supplies, or services to the Commonwealth of Virginia or any agency thereof. The undersign do solemnly declare and affirm under the penalties of perjury that the contents of the forgoing statements are true and correct and include all information necessary to identify and explain the operation of the applicant as well as the ownership thereof. The undersigned also swears or affirms that the above-mentioned firm is a bonafide small, minority-owned or women-owned business enterprise that is majority-owned and controlled by one or more minorities/women or other qualified person who exercises independent day-to day management. ZOHO 465 - SWAM ONLINE AFFIDAVIT TES The undersigned agree to notify the Virginia Department of Small Business and Supplier Diversity within 30 days of any change in the ownership, control, management, or status as an on-going SVBM business concern. By signing and submitting this certification application the undersigned agree to expeditiously submit any additional documentation (e.g.: (State and Federal) tax returns, equipment lease agreements, real estate lease agreements, etc.) deemed necessary to support the initial and/or continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation or failure to notify the continuous ceptification of the above named firm. The undersign understands that any material misrepresentation of the above named firm. The undersign understands that any material misrepresentation of the above named firm. Department of changes as stipulated above will be grounds for denial or revocation of certification and initiation of action under Federal or State laws concerning falsely sworn statements. declare under penalty of perjury that the information provided in this application and supporting documents is true and correct.

Figure 62

13. After completing those fields and checking the checkbox, the Save Button will be active, and you will need to click that button:

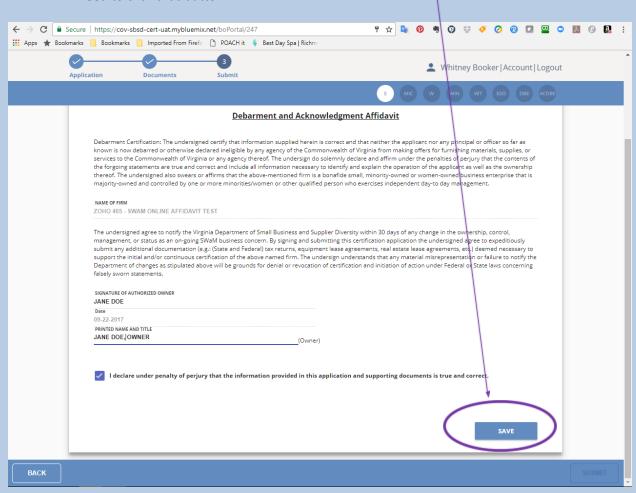


Figure 63

14. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:

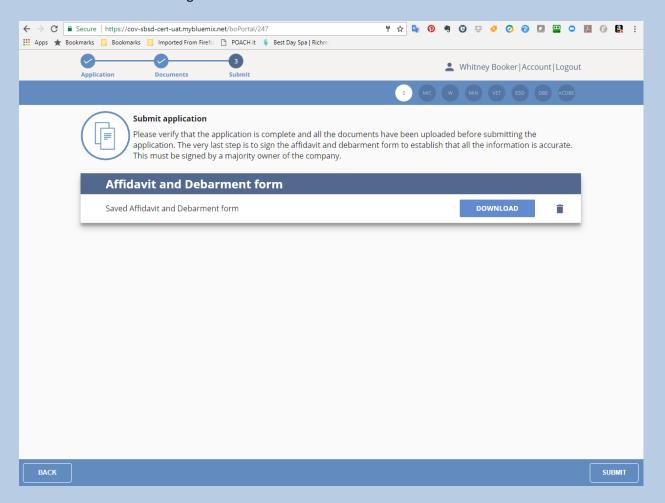


Figure 64

15. Click the **Submit** button on that screen, and your SWaM recertification application will then be submitted, and you will see the following screen:

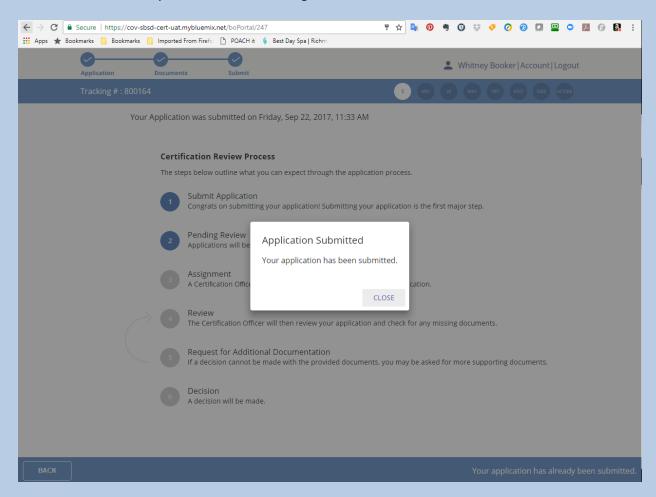


Figure 65

16. You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application. When you click the **Back** button until you get back to your Application Queue, you will see the application status as Resubmitted

Making Changes to the Application Information of an Approved SWaM Not Yet Due for Recertification

NOTE: If you have not registered in the new Application Portal, please see I Have Not Already Registered in the New Application Portal and I Need to Start the SWaM/DBE Application or Recertification

Process for an Application that is Not Already in My Application Queue before continuing with this section. Additionally, if your firm has both SWaM and DBE designations selected, please instead refer to Applying for DBE/ACDBE Certification, Submitting the Annual Submission Requirement for Currently-Approved DBEs Documents, or Submitting the Notification of Change Requirement for Currently Approved DBEs Documents

If you applied for certification or recertification prior to July 1, 2017, please complete the SWaM Notice of Change Form found at https://www.sbsd.virginia.gov/wp-content/uploads/2017/03/1SWaM_Notice-of-Change.pdf. Email the completed form to sbsd@sbsd.virginia.gov.

If you applied for SWaM certification or recertification using our new electronic portal that launched on July 1, 2017, please log into your account and continue with the directions below:

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

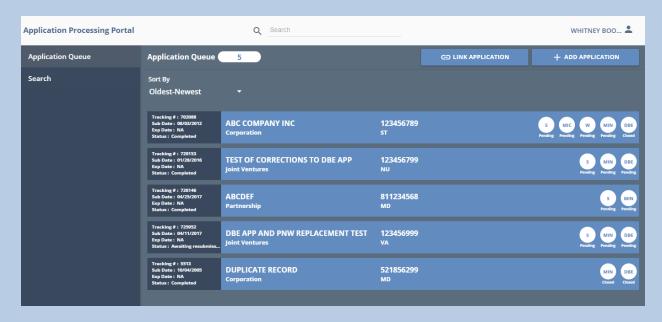


Figure 66

- 2. Click on the application for which you need to update the information
- 3. You will see the screen, as shown below, and you will not be able to edit the application information until you click the Edit button in the bottom right of the footer of the page:

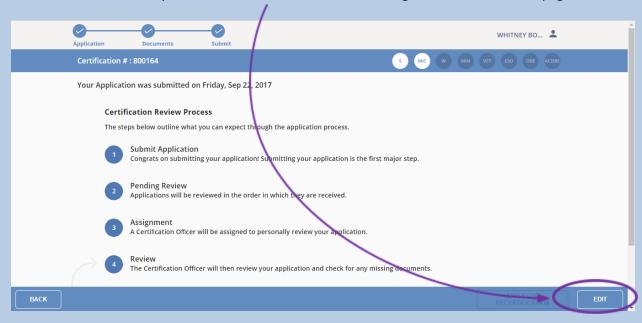
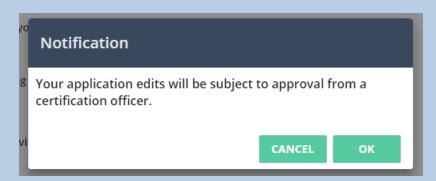


Figure 67

4. After clicking that button, you will see the following dialog box and you will need to click the **OK** button:



IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

5. After clicking the **OK** button, the screen will show as follows and you will be able to edit/update the application information:

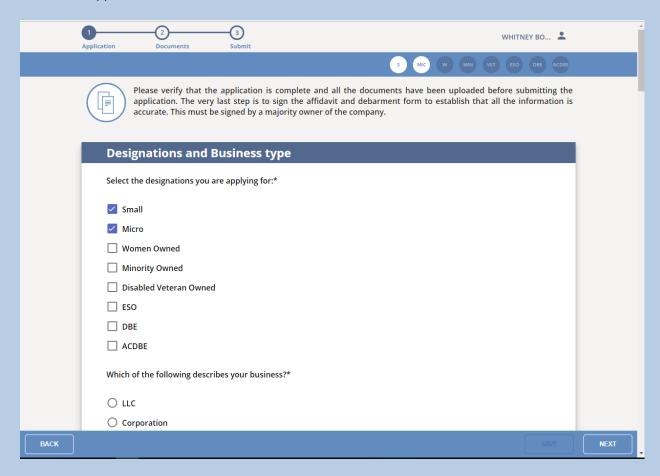


Figure 68

If you start making edits, but will not finish filling out the application updates in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

6. Once you finish updating and/or editing the application information, click the Next button in the bottom right of the footer of the page:

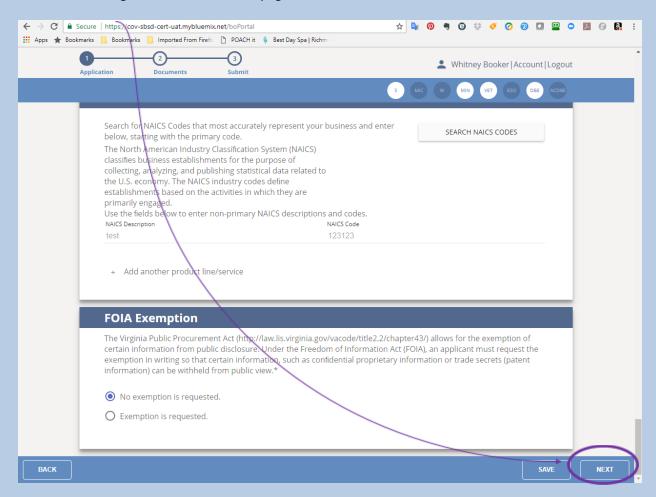
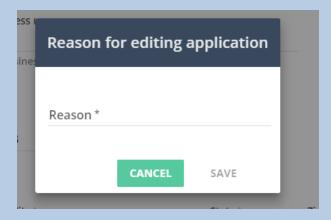


Figure 69

7. You will then see the following dialog box, for which you will need to enter an update reason (i.e., Updating address, Updating owners, Adding affiliates, etc.):



8. After entering an update reason and clicking the **Save** button, you will then see the Required Documents upload page shown below, which, since you already certified/recertified via the new Application Portal, will show all of the required documents filled in, unless you made a change that generates new upload spaces. If your change involves changes to documents which were previously submitted, a certification officer will request any relevant updated documents as soon as they review your change:

Note: File size should be less than 50MB Required Documents Current business license ①	
Current business license ①	
	i-9-paper-version.pdf
Proof of Identity ①	i-9.pdf
Proof of U.S Citizenship or Permanent Residency ①	i-9-paper-version.pdf
Resumes of owners and officers ①	i-9.pdf
Professional Licenses and Permits ①	i-9-paper-version.pdf
Proof of Contributions ①	i-9.pdf
Proof of EIN ①	i-9-paper-version.pdf

Figure 70

Application Portal Instructions

NOTE: If there are open upload spaces generated based on your change, be aware that there is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

- 9. If there were open upload spaces generated based on your change, upload all of the Required Documents to the appropriate space, using the **Upload** buttons beside each required document. The application auto-saves after each document you upload, but when you have uploaded all of the required documents, click the **Next** button in the bottom right of the footer of the page
- 10. Click the **Resubmit** button on the screen shown below:

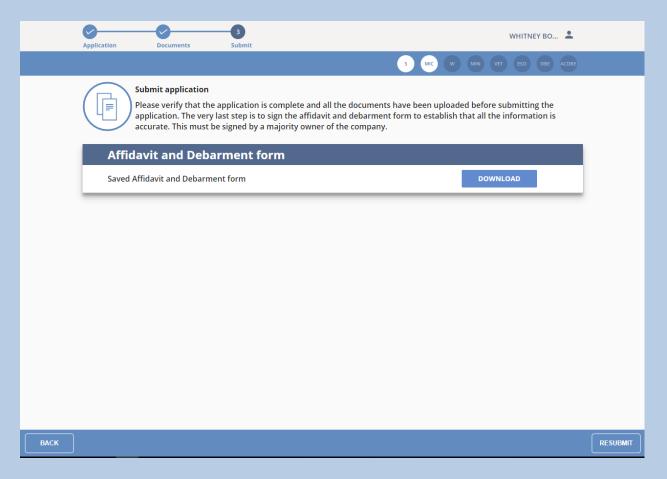


Figure 71

11. After clicking the **Resubmit** button on that screen, your SWaM application with its changes/updates to information will then be submitted, and you will see the following screen:

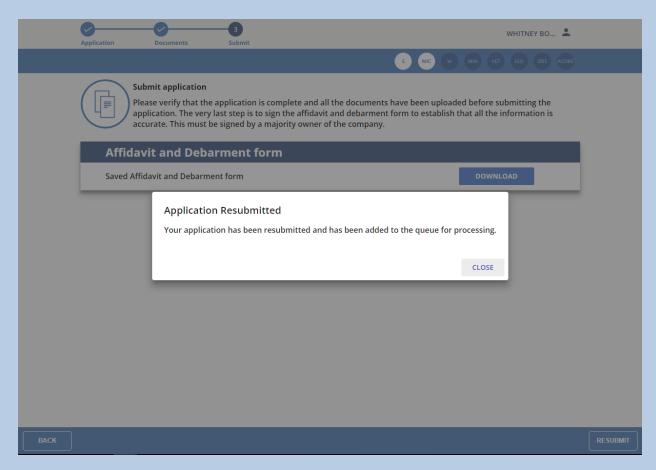


Figure 72

12. You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application changes. When you click the **Back** button until you get back to your Application Queue, you will see the application status as Resubmitted

Request an Additional SWaM Designation/Type for an Approved SWaM Not Yet Due for Recertification

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal and <u>I Need to Start the SWaM/DBE Application or Recertification</u>

<u>Process for an Application that is Not Already in My Application Queue</u> before continuing with this section.

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

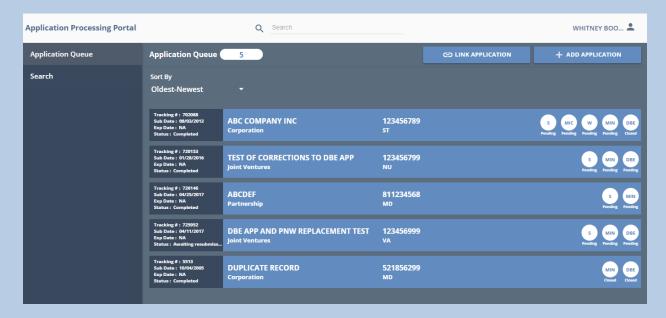


Figure 73

- 2. Click on the application for which you want to request an additional SWaM designation
- 3. You will see the screen, as shown below, and you will not be able to edit the application information until you click the Recertify SWaM button or Edit button in the bottom right of the footer of the page:

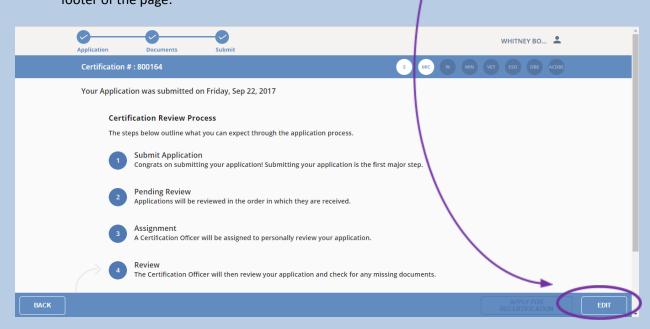
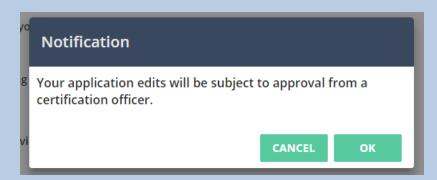


Figure 74

4. After clicking that button, you will see the following dialog box and you will need to click the **OK** button:



IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

5. After clicking the **OK** button, the screen will show as follows and you will be able to edit/update the application information:

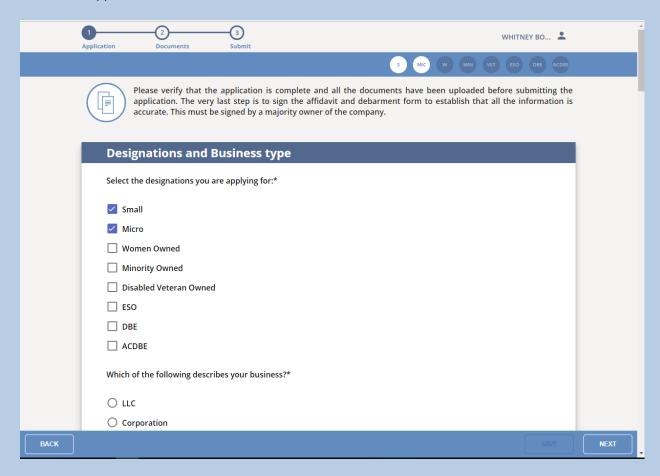


Figure 75

If you start making edits, but will not finish filling out the application updates in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

6. In the first part of the application information, select all of the new SWaM certification designations/types that you are applying for:

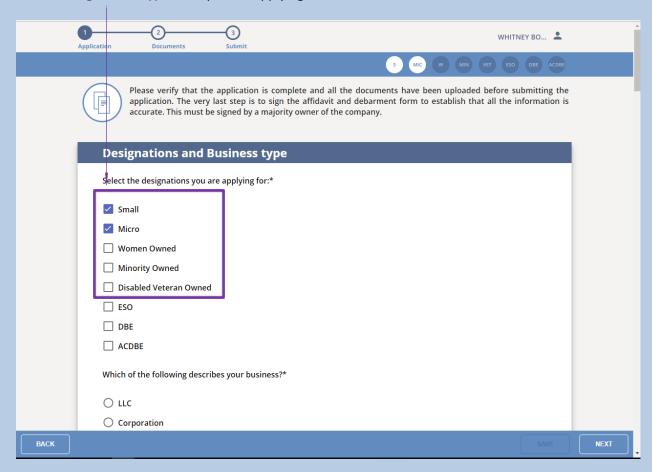


Figure 76

7. Once you finish adding new SWaM designations in the application information, click the Next button in the bottom right of the footer of the page:

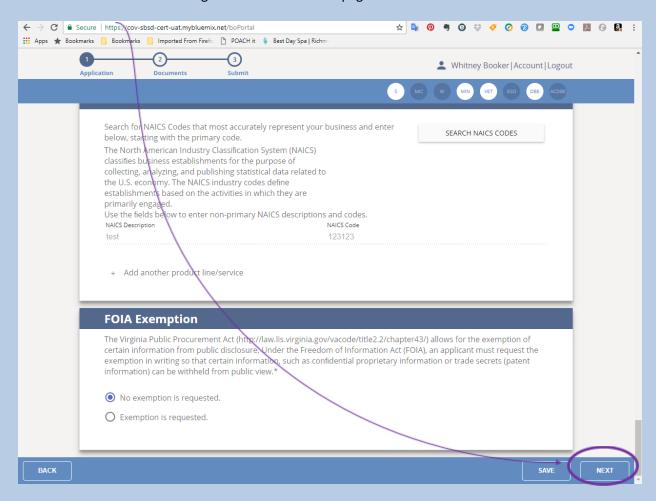
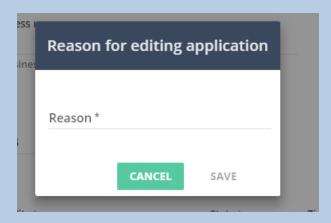


Figure 77

8. You will then see the following dialog box, for which you will need to enter an update reason (i.e., Request Micro, Request Veteran, Request new SWaM type, etc.):



9. After entering an update reason and clicking the **Save** button, you will then see the Required Documents upload page shown below, which, since you already certified/recertified via the new Application Portal, will show all of the required documents filled in, unless you made a change that generates new upload spaces. If you additionally make a change that involves changes to documents which were previously submitted, a certification officer will request any relevant updated documents as soon as they review your Additional SWaM Type Request:

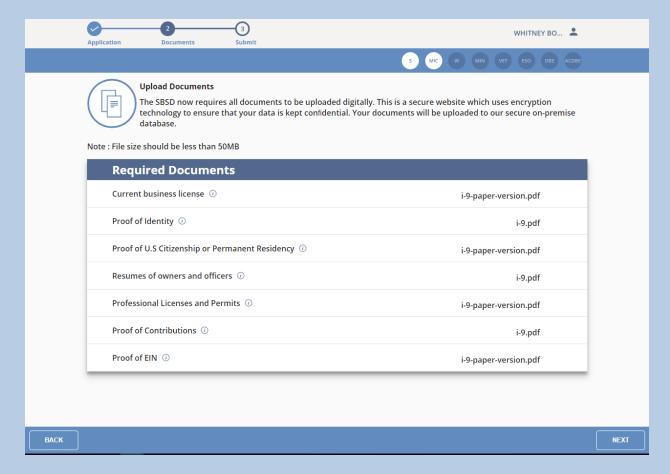


Figure 78

NOTE: If there are open upload spaces generated based on your change, be aware that there is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

- 10. If there were open upload spaces generated based on your change, upload all of the Required Documents to the appropriate space, using the **Upload** buttons beside each required document. The application auto-saves after each document you upload, but when you have uploaded all of the required documents, click the **Next** button in the bottom right of the footer of the page
- 11. Click the **Resubmit** button on the screen shown below:

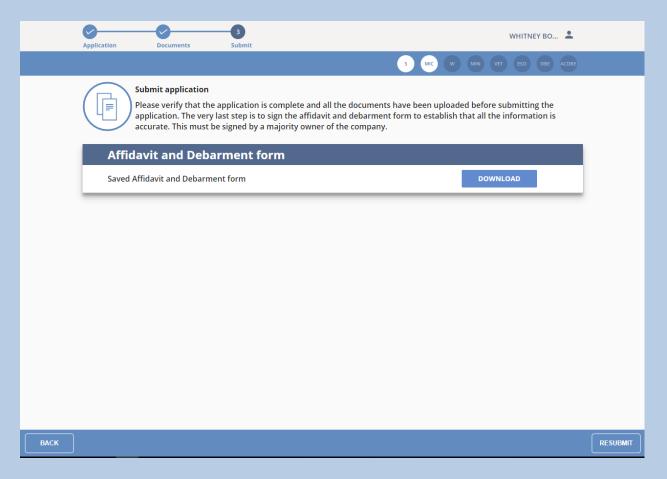


Figure 79

12. After clicking the **Resubmit** button on that screen, your SWaM application with its request for new SWaM designations/types will then be submitted, and you will see the following screen:

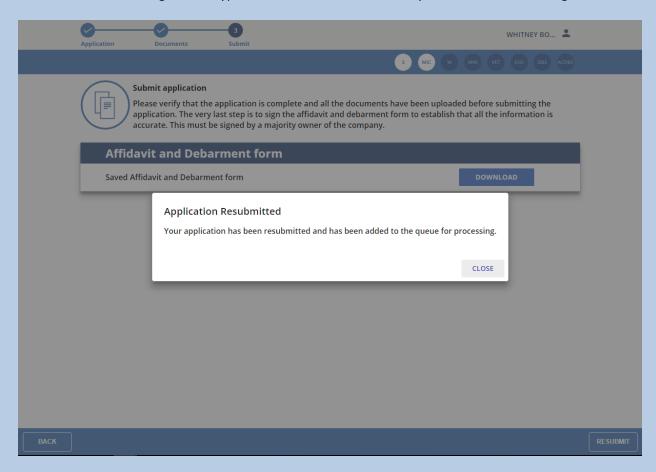


Figure 80

13. You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your request for additional SWaM types. When you click the **Back** button until you get back to your Application Queue, you will see the application status as Resubmitted

ESO Certification

Applying for ESO Certification

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section.

If you do not see the application of the company for which you are applying, then please also see
 I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is
 Not Already in My Application Queue before continuing with this section.

IMPORTANT NOTE: If you are/were an ESO now or in the past, but have not registered your ESO company in our new Application Portal, then you have/had a former certification number that was formatted like this: ESO-000. In that case, you must see I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is Not Already in My Application Queue before continuing with this section because you do not have a certification number, but an ESO number. Certification numbers are comprised of only numbers, and are six digits or less. If you were certified as an ESO before the launch of our new Application Portal on July 1, 2017, then you will no longer use that ESO-000 number, but will be issued a new certification/record tracking number upon creating an application in the new Application Portal.

1. Click on the application in your Application Queue for the firm that you wish to apply for ESO certification

2. You will then be taken to the application information section to start filling out an application:

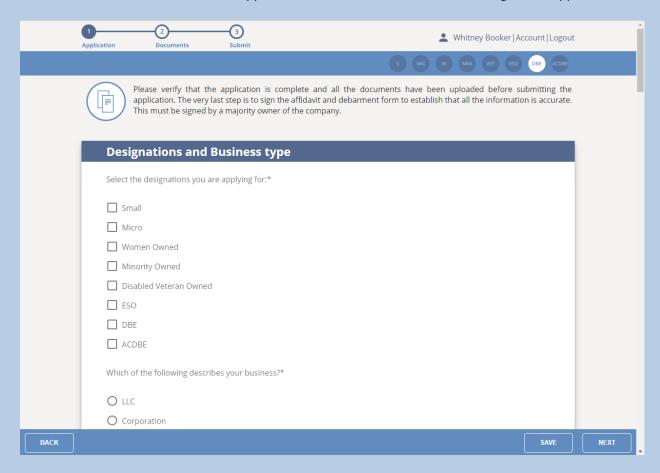


Figure 81

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

3. After filling out the application information, you will be taken to the Required Documents Upload Page:

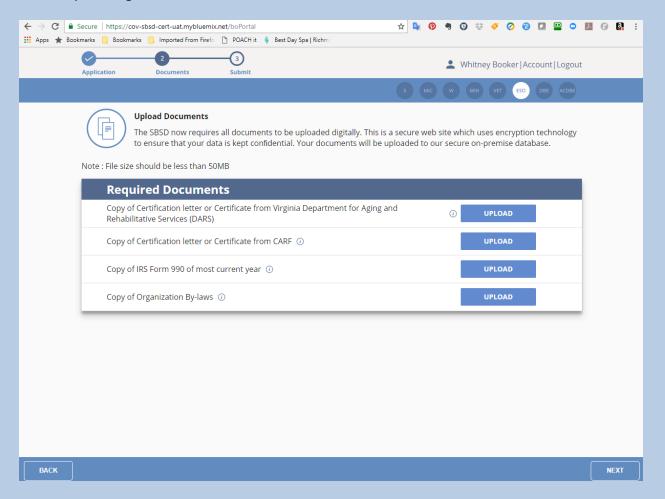


Figure 82

4. You will need to upload the appropriate document to **ALL** of the upload spaces that appear on that page, the documents of which will vary depending on how you filled out the application. You will not be able to move forward until you upload all of those documents, and clicking the Next button without all of those documents uploaded will result in the following dialog box:

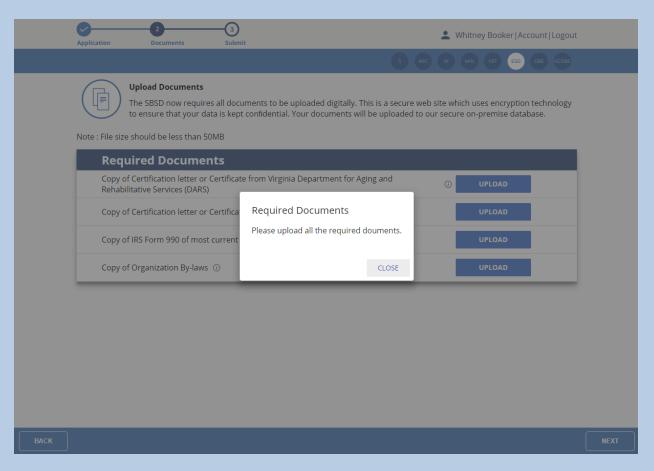


Figure 83

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

5. Upload all of the Required Documents, then click the **Next** button. You will then be taken to the Affidavit and Debarment Form, which will pre-fill the **full name printed**, **(title) of applicant**, and **organization name** near the top:

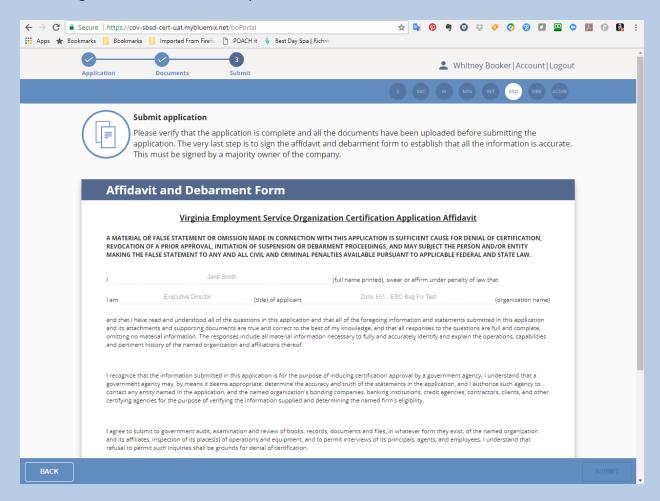


Figure 84

6. The of the **Executive Director** of the applicant ESO firm will need to type their name into the SIGNATURE field and click the checkbox affirming that all of the information in the application is

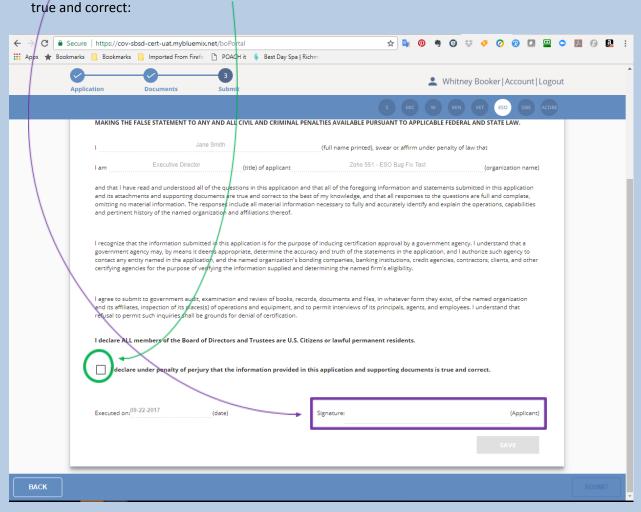


Figure 85

7. After completing those fields and checking the checkbox, the Save Button will be active, and you will need to click that button:

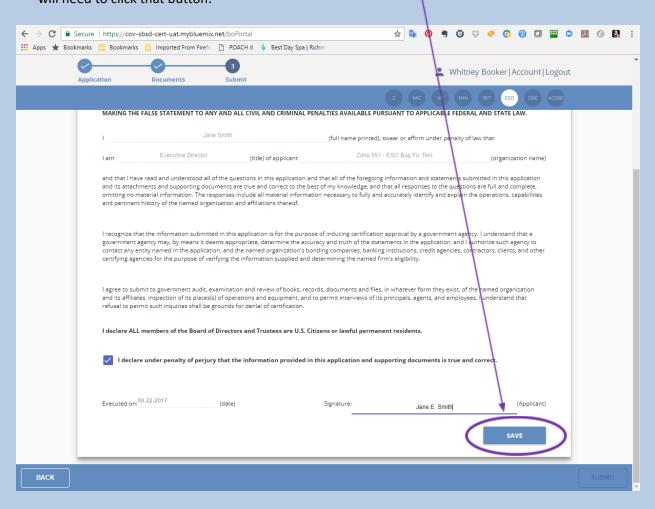


Figure 86

8. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:

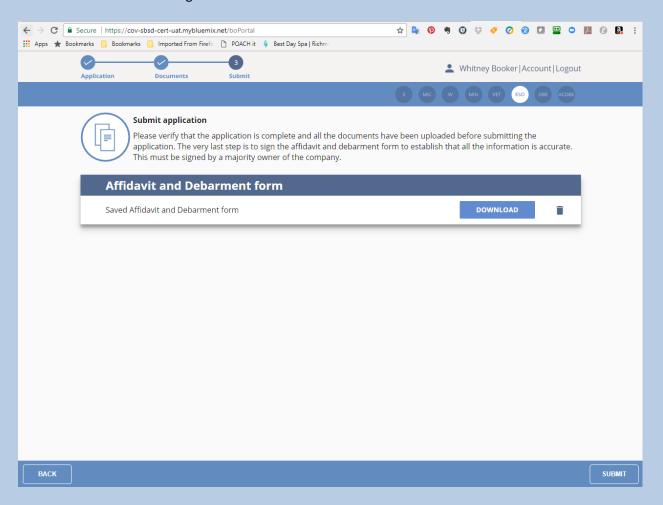


Figure 87

9. Click the **Submit** button on that screen, and your SWaM application will then be submitted, and you will see the following screen:

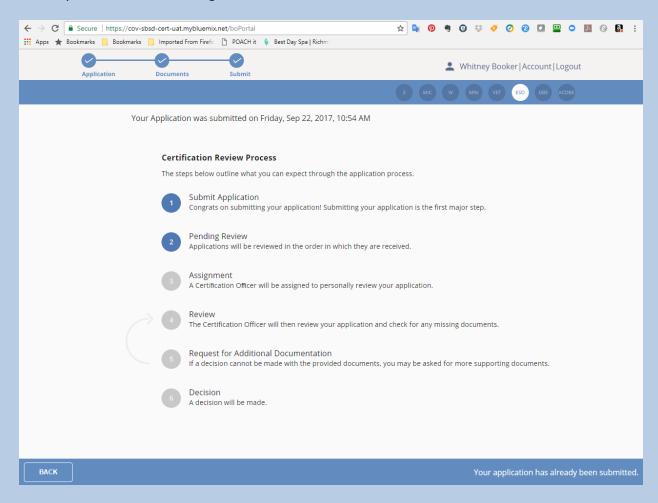


Figure 88

You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application. When you click the **Back** button until you get back to your Application Queue, you will see the application status as either Submitted

DBE/ACDBE Certification

Applying for DBE/ACDBE Certification

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section.

- If you do not see the application of the company for which you are applying, then please also see
 I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is
 Not Already in My Application Queue before continuing with this section.
- 1. Click on the application in your Application Queue for the firm that you wish to apply for DBE/ACDBE certification

2. You will then be taken to the application information section to start filling out/editing the application:

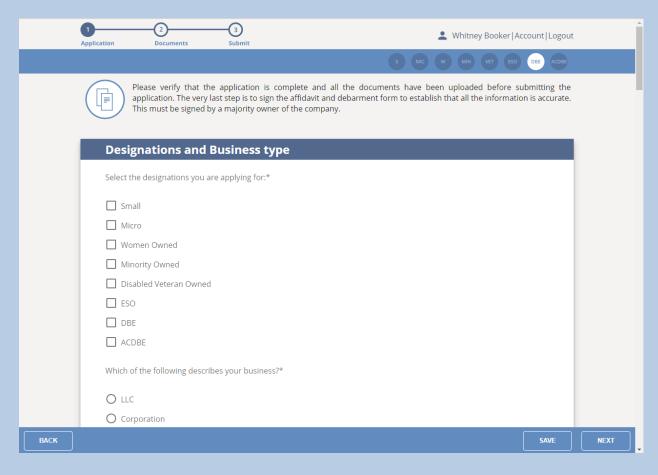


Figure 89

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

3. After filling out the application information, you will be taken to the Required Documents Upload Page:

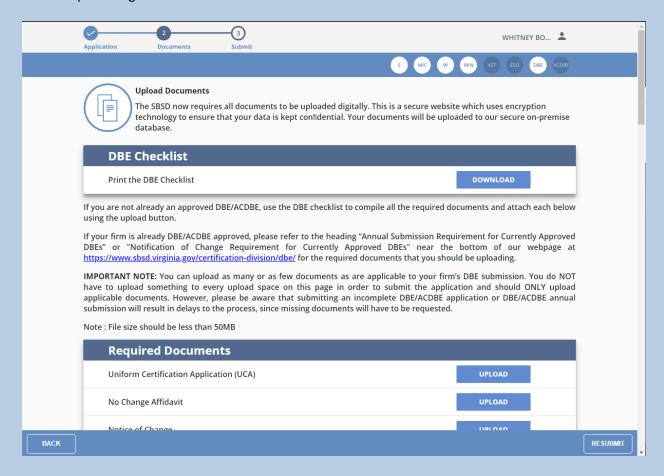


Figure 90

IMPORTANT NOTE: You can upload as many or as few documents as are applicable to your firm's DBE application. You **DO NOT** have to upload something to every upload space on the Required Documents page in order to submit the application. However, please be aware that submitting an incomplete DBE/ACDBE application submittal will result in delays to the process, since the missing documents would have to be requested.

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

4. Click the **Submit** button on that screen, and your DBE/ACDBE application will then be submitted, and you will see the following screen:

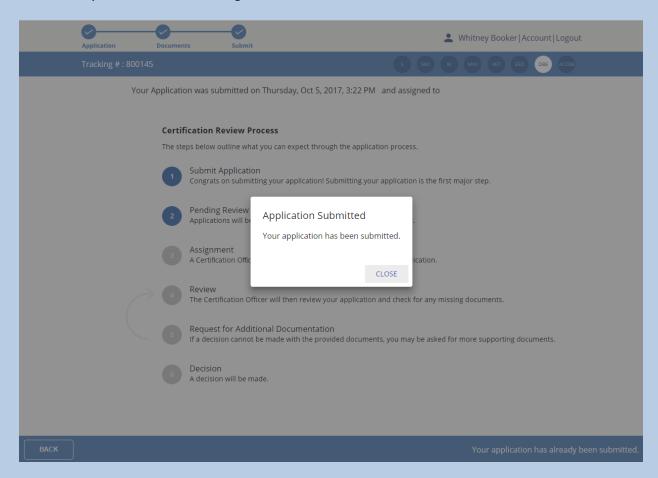


Figure 91

You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application. When you click the **Back** button until you get back to your Application Queue, you will see the application status as either Submitted or Resubmitted

<u>Submitting the Annual Submission Requirement for Currently-Approved DBEs</u>
<u>Documents</u>

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal and <u>I Need to Start the SWaM/DBE Application or Recertification</u>

<u>Process for an Application that is Not Already in My Application Queue</u> before continuing with this section.

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

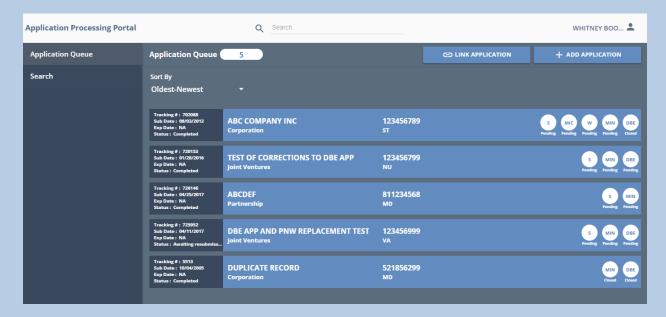


Figure 92

2. Click on the application in your Application Queue of the application that you wish to submit your DBE annual submission documents:



3. You will see the screen, as shown below, and you will not be able to properly upload your DBE ANnual Submission documents until you click the Submit DBE Annual Documents OR the Submit DBE Annual Documents/Recertify SWaM button in the bottom right of the footer of the page:

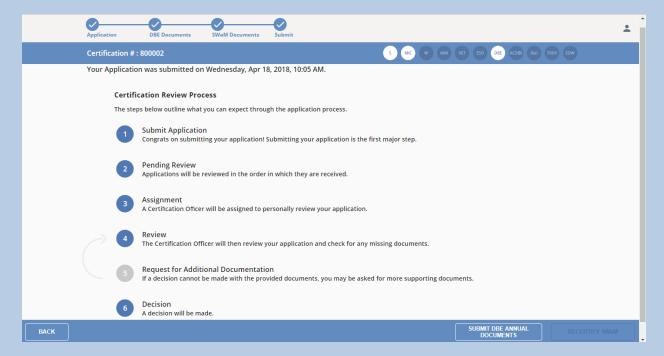


Figure 93

IMPORTANT NOTE:

If your firm has an open DBE annual submission from a past year that we have not closed out due to you making edits that you did not finish and not clicking the Resubmit button, or due to you not having responded to a previous document request then you may not see the Submit DBE Annual Documents or the Submit DBE Annual Documents/Recertify SWaM button on the initial screen. See below for the resolution to either scenario:

1. If you made edits without clicking the Resubmit button since your firm's last submission, instead you will likely see the Application Information screen (Figure 95 from step 5 below) after clicking on your firm's application in your Application Queue. Update any information that needs updating, click the Save button, and then click the Next button. Do not upload your DBE annual documents on the upload screens that follow. Instead, keep clicking the Next button until you reach the screen with the Resubmit button and click Resubmit. You will then see the Submit DBE Annual Documents or the Submit DBE

Application Portal Instructions

- Annual Documents/Recertify SWaM button. Once you click that button, proceed through the rest of these steps as normal.
- 2. If you have an outstanding document request that you have not responded to, then you will need to first upload the requested documents that you see on your screen and then click the Resubmit button. You will then see the Submit DBE Annual Documents or the Submit DBE Annual Documents/Recertify SWaM button. Once you click that button, proceed through the rest of these steps as normal.

4. After clicking the Submit DBE Annual Documents or the Submit DBE Annual Documents/Recertify SWaM button, you will see the following dialog box:

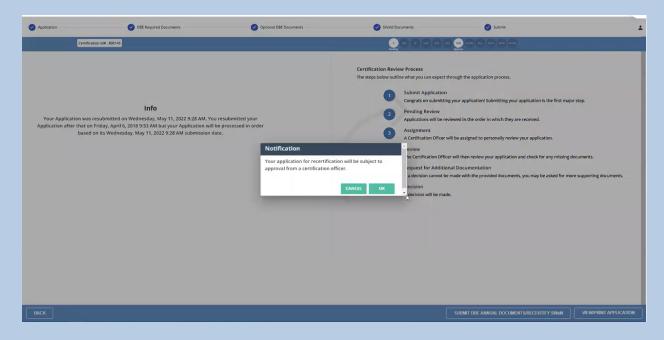


Figure 94

IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

5. Click the **OK** button, then the screen will show as follows and you will be able to edit/update the application information:

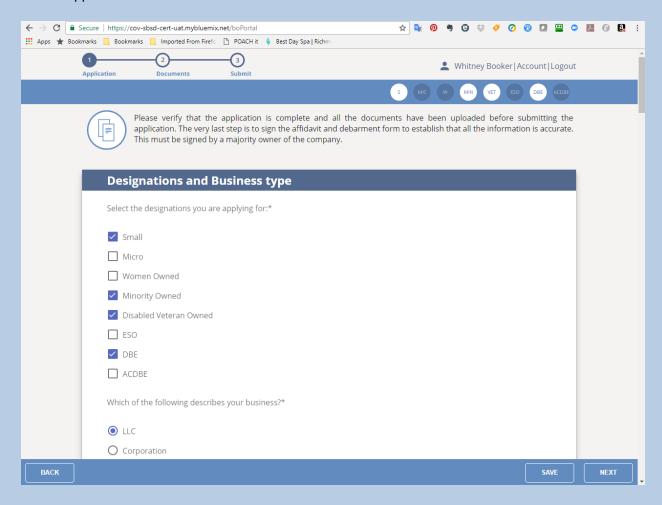


Figure 95

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

6. Once you finish updating and/or editing the application information, click the **Save** button and then click the Next button in the bottom right of the footer of the page:

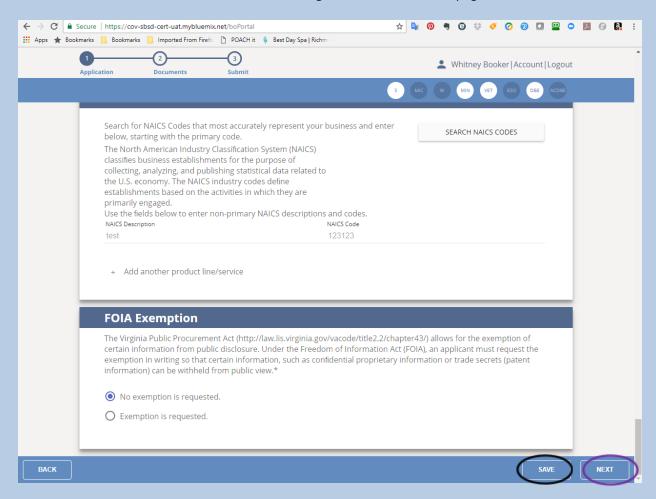


Figure 96

7. You will then see the DBE Required Documents upload page:

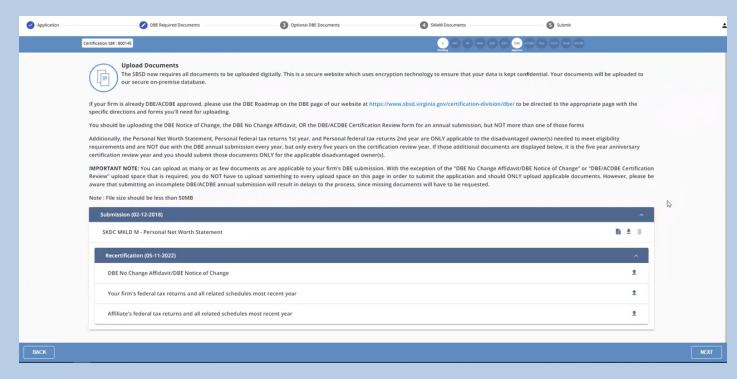
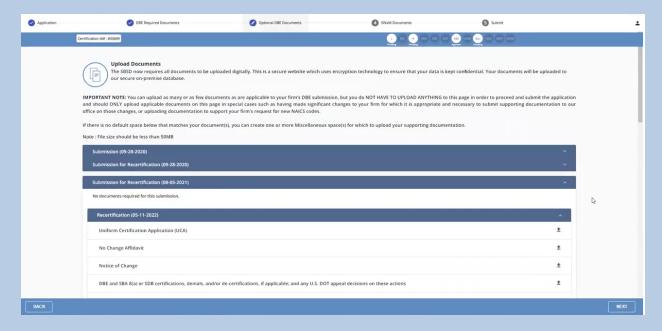


Figure 97

IMPORTANT NOTE: Please refer to the heading "Annual Submission Requirement for Currently Approved DBEs" on our webpage at https://www.sbsd.virginia.gov/certification-division/dbe/, for the documents that you should be uploading. You **DO NOT** have to upload something to every upload space on the Required Documents page in order to submit the application. However, please be aware that submitting an incomplete DBE/ACDBE annual submission will result in delays to the process, since the missing documents would have to be requested.

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

8. You must upload the required documents from the DBE Required Documents page in order to click the Next button. After clicking the Next button, you will be on the Optional DBE Documents screen. Generally you **should NOT** be uploading anything to this screen UNLESS you have had a material change such as a change in ownership, control, or are requesting new NAICS codes. In that case, upload ONLY supporting documents of that/those changes on the Optional DBE Documents page:



IMPORTANT NOTE: <u>You **SHOULD NOT** upload something to every upload space on the Optional DBE Documents screen and should ONLY upload documents to support a material change, IF there is a material change (ownership, control, NAICS code(s)).</u>

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

9. Click the **Resubmit** button on that screen, and your DBE/ACDBE annual submission will then be submitted, and you will see the following screen:

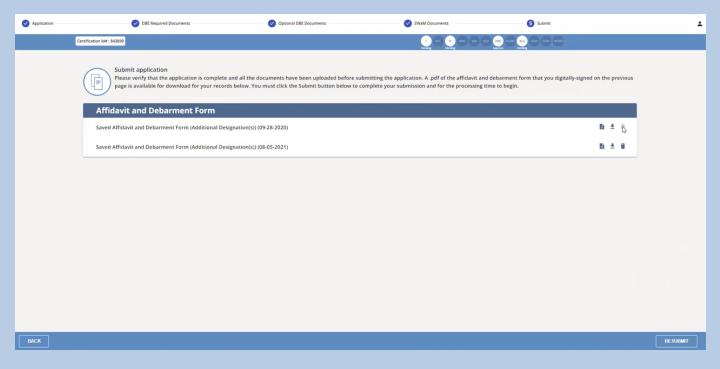


Figure 98

10. You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your annual submission. When you click the Back button until you get back to your Application Queue, you will see the application status as Resubmitted

<u>Submitting the Notification of Change Requirement for Currently Approved DBEs</u>
<u>Documents</u>

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal and <u>I Need to Start the SWaM/DBE Application or Recertification</u>

<u>Process for an Application that is Not Already in My Application Queue</u> before continuing with this section.

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

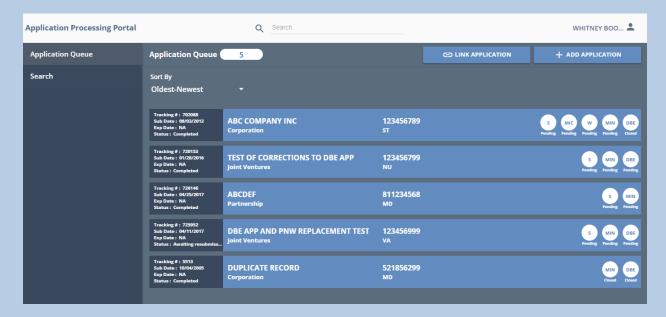
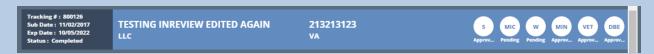


Figure 99

2. Click on the application in your Application Queue of the application that you wish to submit your DBE Notice of Change documents:



3. You will see the screen, as shown below (the button you see in the bottom right may be the Submit DBE Annual Documents button, or the Submit DBE Annual Documents/Recertify SWaM button, or the Edit button), and you will not be able to edit the application information and/or upload documents until you click the Submit DBE Annual Documents button, Submit DBE Annual Documents/Recertify SWaM button or EDIT button in the bottom right of the footer of the page:

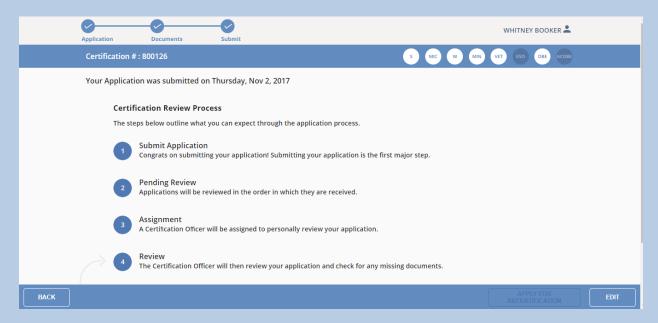


Figure 100

4. After clicking that button, you will see the following dialog box:

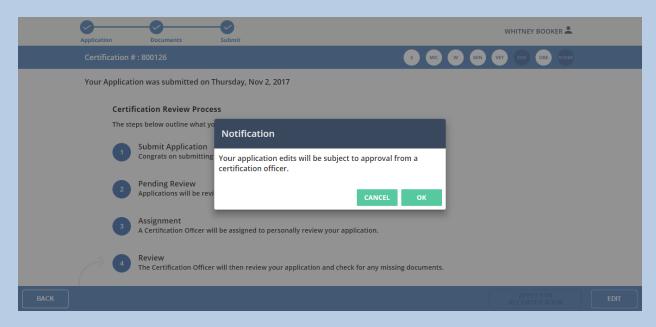


Figure 101

IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

5. Click the **OK** button, then the screen will show as follows and you will be able to edit/update the application information:

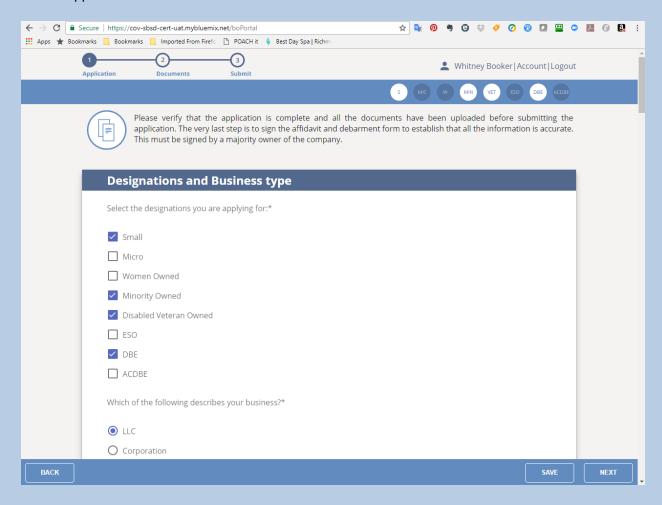


Figure 102

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

6. Once you finish updating and/or editing the application information, click the Next button in the bottom right of the footer of the page:

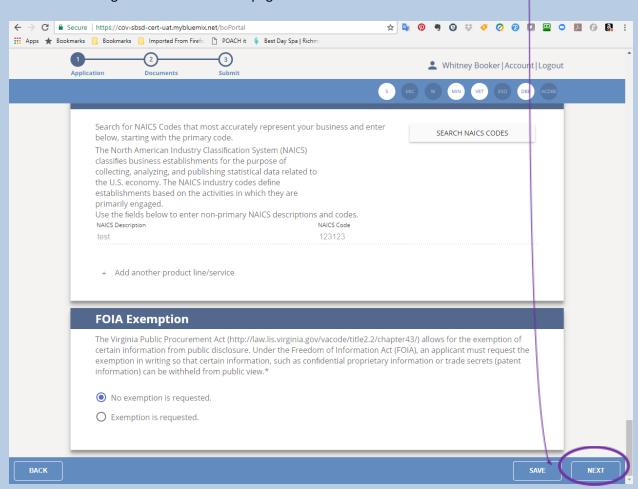


Figure 103

7. You will then see the Required Documents upload page:

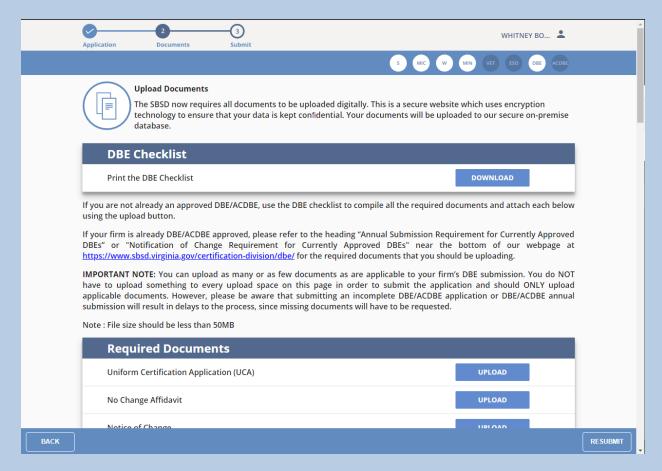


Figure 104

IMPORTANT NOTE: You can upload as many or as few documents as are applicable to your firm's DBE Notice of Change submission. Please refer to the heading "Notification of Change Requirement for Currently Approved DBEs" near the bottom of our webpage at https://www.sbsd.virginia.gov/certification-division/dbe/, for the documents that you should be uploading. You DO NOT have to upload something to every upload space on the Required Documents page in order to submit the application. However, please be aware that submitting an incomplete DBE/ACDBE Notice of Change submission will result in delays to the process, since the missing documents would have to be requested.

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

8. Click the **Resubmit** button on that screen, and your DBE/ACDBE Notice of Change submission will then be submitted, and you will see the following screen:

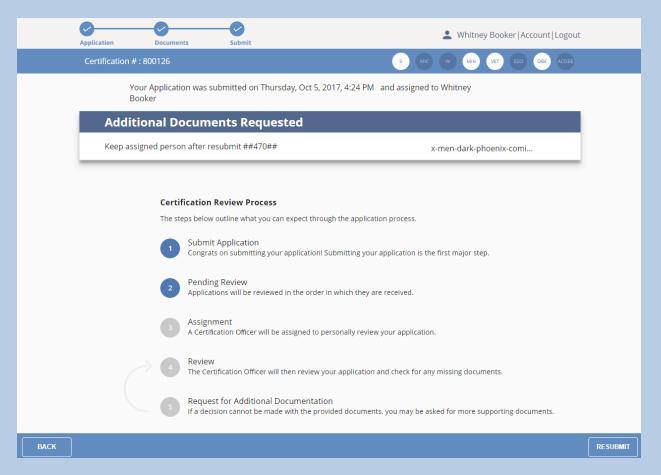


Figure 105

You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your annual submission. When you click the **Back** button until you get back to your Application Queue, you will see the application status as Resubmitted

Making Changes to the Application Information of an Approved DBE Not Yet Due for the Annual Submission Requirement

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already</u>
Registered in the New Application Portal and <u>I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is Not Already in My Application Queue</u> before continuing with this section.

1. After logging into your profile, you will see the page with your Application Queue, which contains all of the applications you have created or linked to, as shown below:

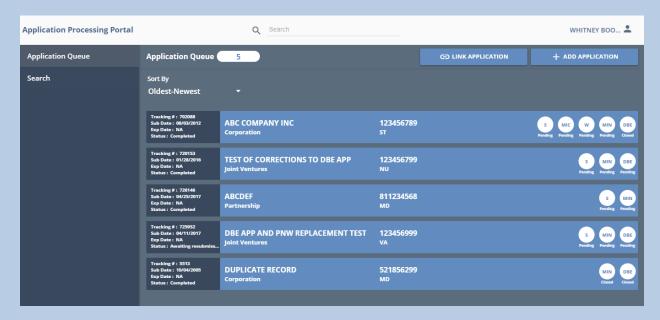


Figure 66

- 2. Click on the application for which you need to update the information
- 3. You will see the screen, as shown below (the button you see in the bottom right may be the Recertify SWaM button, or the Edit button), and you will not be able to edit the application information and/or upload documents until you click the Recertify SWaM button or EDIT button in the bottom right of the footer of the page:

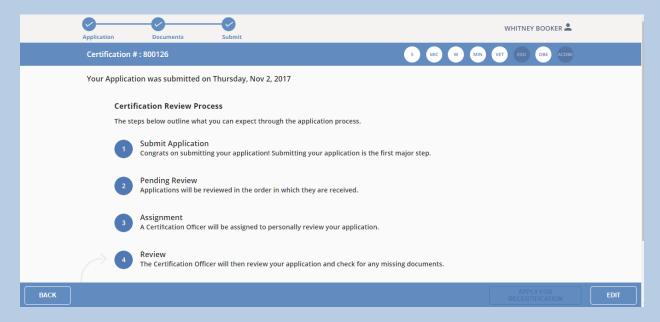
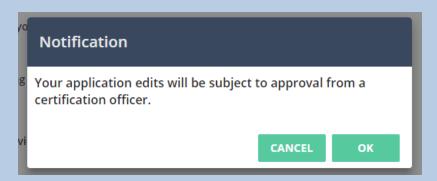


Figure 100

4. After clicking that button, you will see the following dialog box and you will need to click the **OK** button:



IMPORTANT NOTE: The **OK** button that appears in green next to the CANCEL button below may appear grayed out instead of green, but it is actually still clickable

5. Click the **OK** button, then the screen will show as follows and you will be able to edit/update the application information:

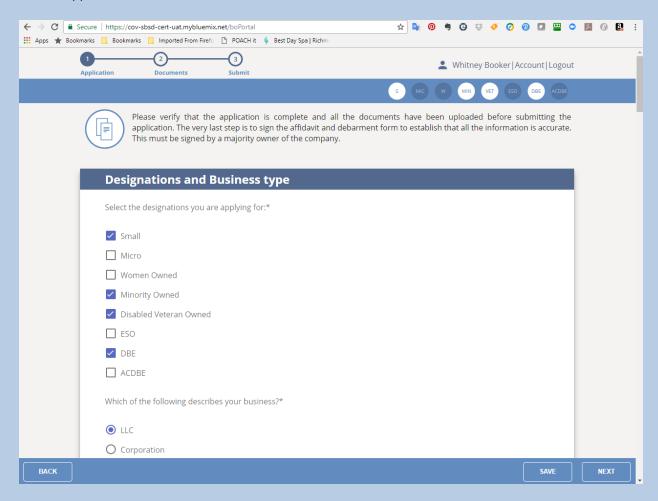


Figure 102

If you will not finish filling out the application in one sitting, click the **Save** button in the bottom footer of the page to save what you have entered thus far.

6. Once you finish updating and/or editing the application information, click the Next button in the bottom right of the footer of the page:

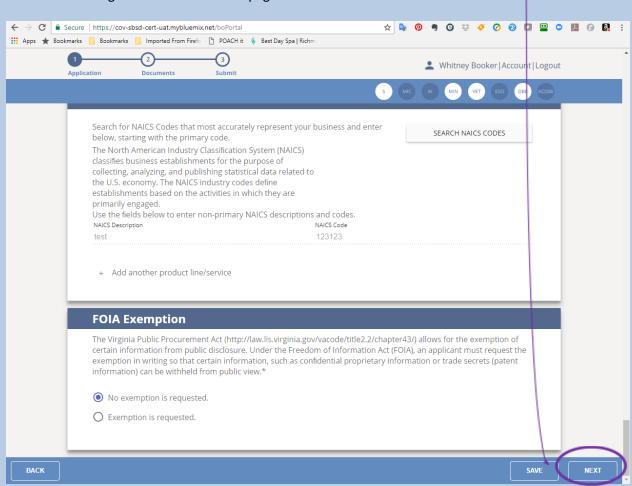


Figure 103

7. You will then see the Required Documents upload page:

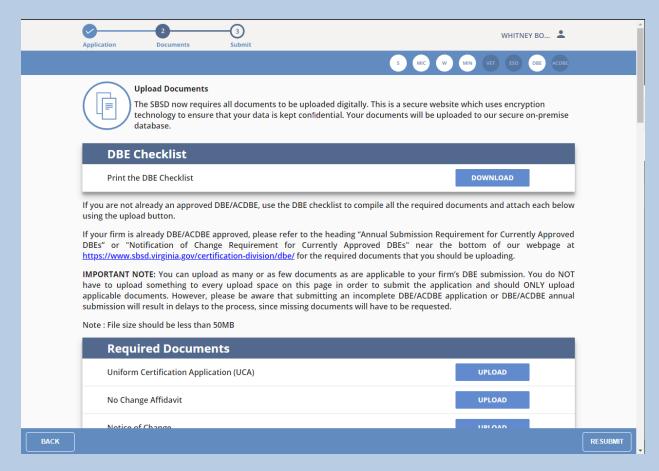


Figure 104

IMPORTANT NOTE: You can upload as many or as few documents as are applicable to your firm's Changes submission. You **DO NOT** have to upload something to every upload space on the Required **Documents page in order to submit the application.** In fact, if there are no documents applicable to your change, then you do not need to upload anything.

NOTE: There is no Save button on the Upload screen, since the application auto-saves after each document you upload.

If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, please see <u>I Need to Upload Documents and There is No Available Upload Space</u>.

8. Click the **Resubmit** button on that screen, and your DBE/ACDBE submission will then be submitted, and you will see the following screen:

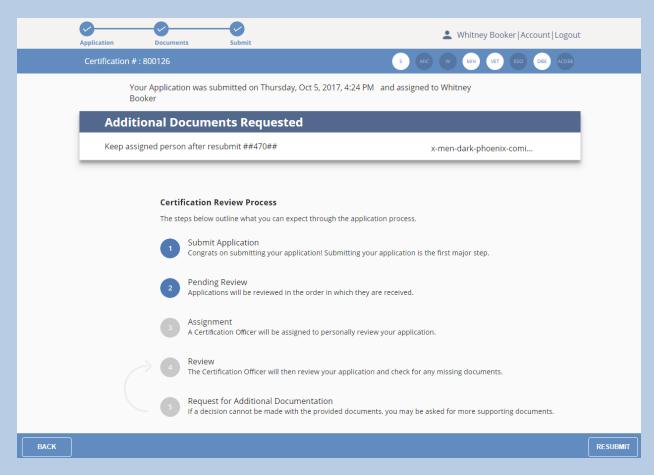


Figure 105

You are done with the process for now, and will just need to wait for communication from our office regarding updates to the status of your application changes. When you click the **Back** button until you get back to your Application Queue, you will see the application status as Resubmitted

I Need a SWaM/ESO Certificate

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section. If you do not see the application for the company that you are requesting the SWaM certificate for, then please also see <u>I Need to Link to My Existing SWaM/DBE application</u> before continuing with this section.

Method 1

1. After logging in, click the icon that is to the left of the bell icon on the screen that has the Application Queue:



2. If your firm is SWaM Approved, then you will be able to download the SWaM logo by clicking the download icon next to SWaM Logo:



NOTE: If the only SWaM designation(s) you are approved for are 8(a), FSDV, EDW, or WOSB, then the SWaM logo is not available to you. This is because SBSD shows the aforementioned federal designations on your firm's Certification Directory profile, but SBSD does not certify for those federal designations, and only shows them as federal designations your firm holds that were approved by other entities.

3. The SWaM Logo will download to your computer

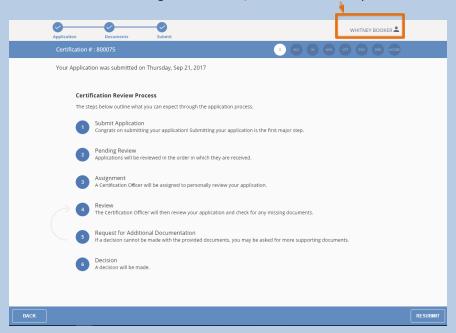
Method 2

1. After logging in, find an application that is SWaM or ESO approved and that has an application status of Completed in your Application Queue



2. Click on the application in your Application Queue to be brought to the Certification Review Process Screen.

3. From the resulting screen, click your name at the top of the screen:



4. On the dropdown that appears, select Account:

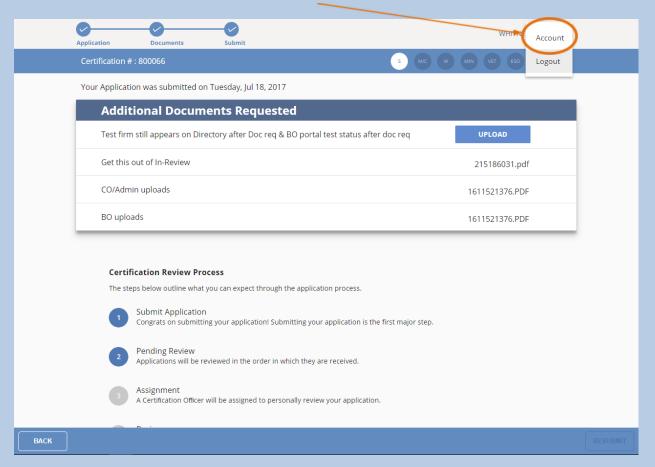


Figure 106

5. You will see the popup window below:

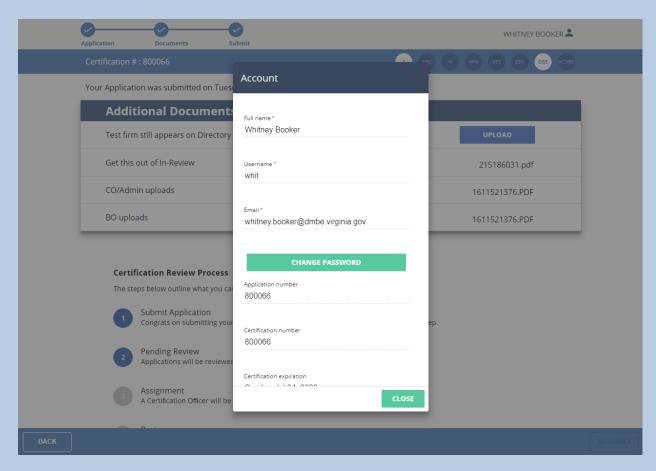
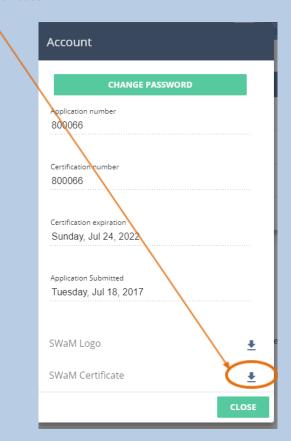


Figure 107

6. On that popup window, scroll down until you see SWaM Certificate and click the download icon next to SWaM Certificate:



7. The SWaM certificate for that application will download to your computer

I Want to Use the SWaM-Certified Logo

NOTE: If you have not registered in the new Application Portal, please see <u>I Have Not Already Registered</u> in the New Application Portal before continuing with this section. If you do not see the application for the company that you are requesting the SWaM logo in connection with, then please also see <u>I Need to Link to My Existing SWaM/DBE application</u> before continuing with this section.

Method 1

1. After logging in, click the icon that is to the left of the bell icon on the screen that has the Application Queue:



2. If your firm is SWaM Approved (or Pending Recertification with a SWaM Expiration Date that has not yet passed), then you will be able to download the SWaM certificate by clicking the download icon next to any eligible applications:

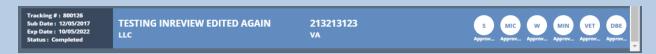


NOTE: If the only SWaM designation(s) you are approved for are 8(a), FSDV, EDW, or WOSB, then the SWaM certificate is not available to you. Additionally, if you have other approved SWaM designations, then the SWaM certificate will be available but the 8(a), FSDV, EDW, and WOSB designations will not appear on the SWaM Certificate. This is because SBSD shows the aforementioned federal designations on your firm's Certification Directory profile, but SBSD does not certify for those federal designations, and only shows them as federal designations your firm holds that were approved by other entities.

3. The SWaM Certificate will download to your computer

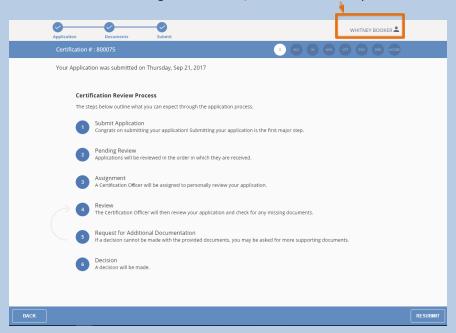
Method 2

1. After logging in, find an application that is SWaM approved and that has an application status of either Completed in your Application Queue



2. Click on the application in your Application Queue to be brought to the Certification Review Process Screen

3. From the resulting screen, click your name at the top of the screen:



4. On the dropdown that appears, select Account:

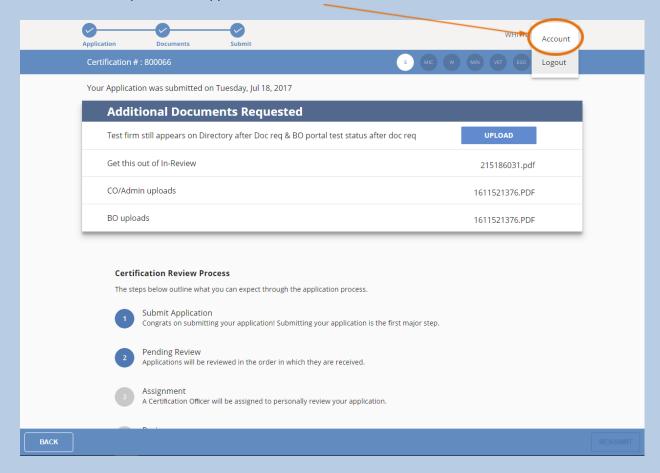


Figure 108

5. You will see the popup window below:

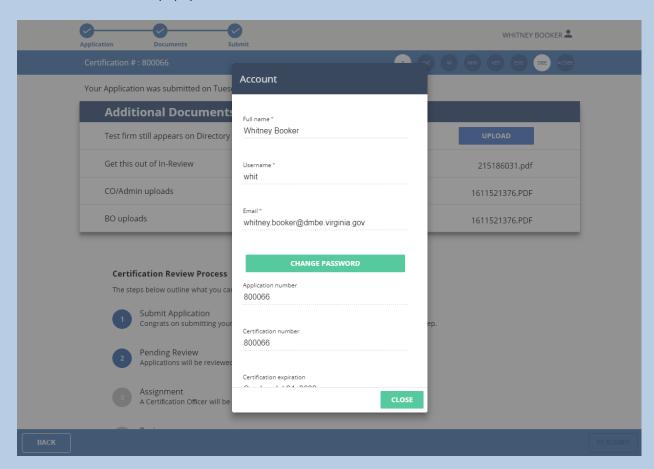
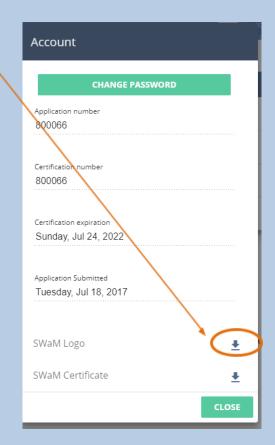


Figure 109

6. On that popup window, scroll down until you see SWaM Logo and click the download icon next to SWaM Logo:



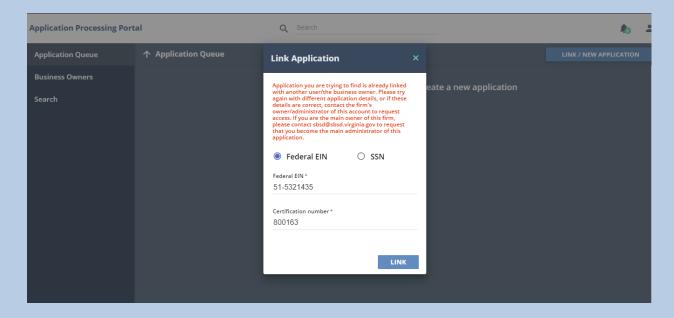
7. The SWaM Logo will download to your computer

Frequent Issues People Have in the Application Portal

The Portal Won't Allow Me to Move Forward on My Application

You are attempting to create a duplicate application. You already have an existing application in the system and need to use your Tax ID and record tracking number/certification number to link to your application. Use the Instructions for <u>I Need to Link to My Existing SWaM/DBE application</u>. If you cannot remember your previous certification/record tracking number, please contact our office at 804-786-6585 or sbsd@sbsd.virginia.gov to find out that number.

When Using Link/New Application, the Portal Says the Application is Already Linked with the Business Owner



When using the **Link/New Application** button, you may see a message where the Portal says "Application you are trying to find is already linked with another user/the business owner. Please try again with different application details, or if these details are correct, contact the firm's owner/administrator of this account to request access. If you are the main owner of this firm, please contact sbsd.virginia.gov to request that you become the main administrator of this application."

In this case, someone from the firm has already linked to the firm's application, likely another owner or another employee of the company. The user with administrator-level access will have to grant you access to the application. Please have the user with Administrator-level access see <u>Granting Another User Access to an Existing SWaM/DBE Application</u> for how to grant permission to access the application to another user.

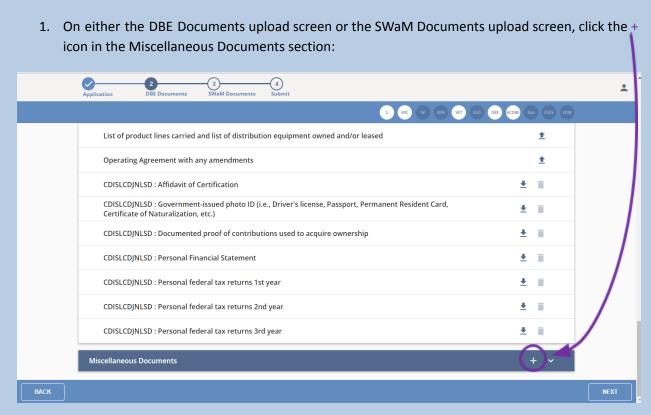
If the incorrect user has administrator-level access to an application, and since an application can only one administrator-level user at a time, please contact our office at sbsd@sbsd.virginia.gov to have the administrator-level user an application is associated with changed.

Be aware that in order to have an application that is already linked to an administrator-level user changed to a different user, the change must be authorized by an owner of the firm whose contact email is on file. (Please also note that it is best if the administrator-level user is the/an owner of the firm. Even if the owner will not actually be the one updating the application now and in future, they can always grant and remove access to other users by referring to the instructions for <u>Granting Another User Access</u> to an Existing SWaM/DBE Application. If the owner's email address is not already on file due to

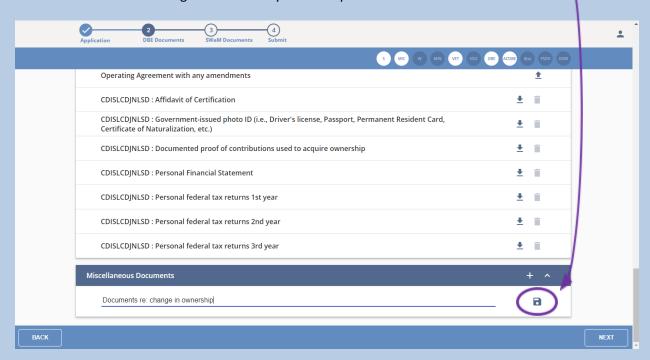
certification having been handled by other employees in the past, the owner will likely be requested to attach proof of their identity in order for their request to be processed.

I Need to Upload Documents and There is No Available Upload Space

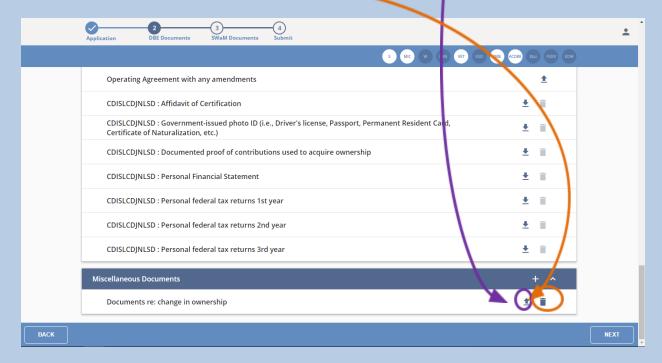
If there are relevant documents you need to upload that either do not appear on the upload screen, or for which the upload space has already been used, you can create one or more upload spaces for those document(s):



2. Enter a concise, descriptive name for the document you are uploading, then click the Save button icon to the right of that newly-created space:



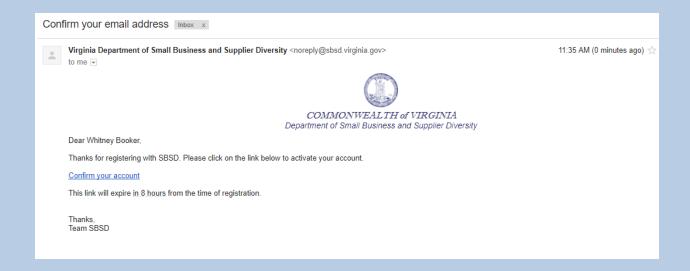
3. You may now upload a document to that space using the upload icon, or you can delete that upload space by clicking the trash can icon to the right of the space if you did not name it correctly or do not need to use that space:



4.	You may create another Miscellaneous upload space, if appropriate, by repeating these steps

Example Email Exhibits

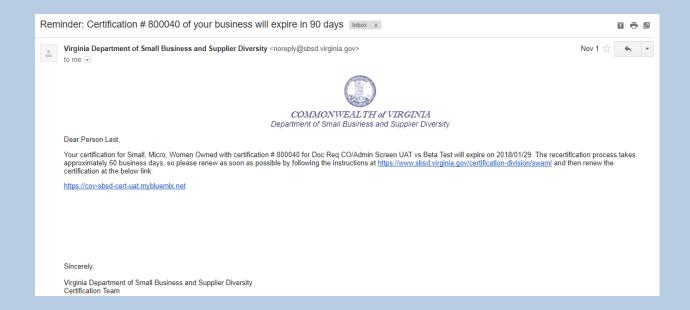
Complete Registration Email



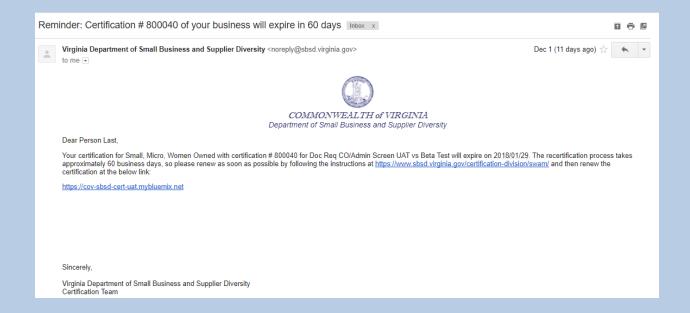
Forgot Password Email



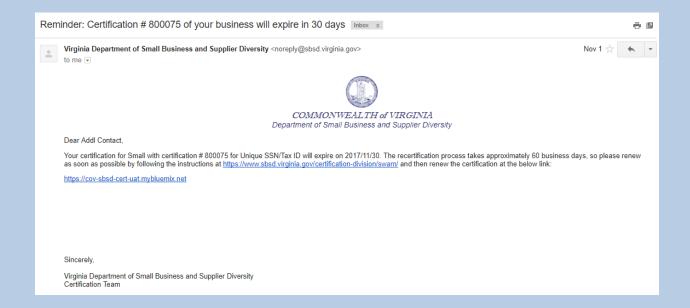
Certification Expiring in 90 Days Email



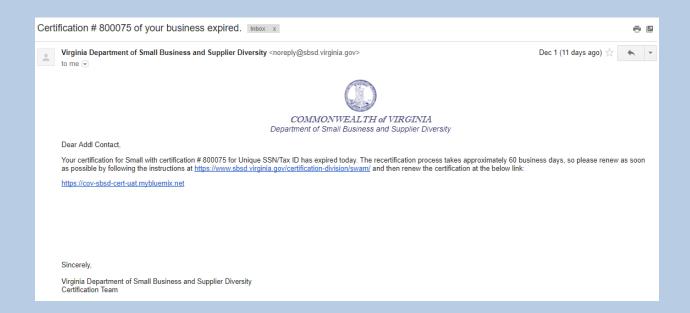
Certification Expiring in 60 Days Email



Certification Expiring in 30 Days Email



Certification Expired Email



Request for Additional Information Email



Decision Letter Email

