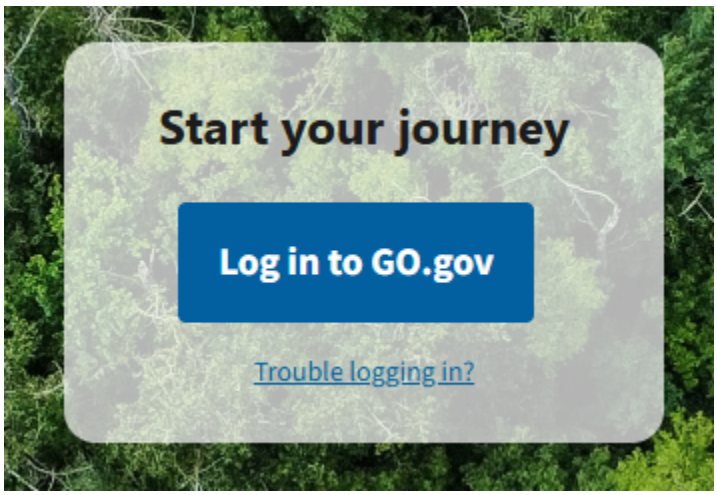
U.S. General
Services Administration

# GO.gov Login Guide

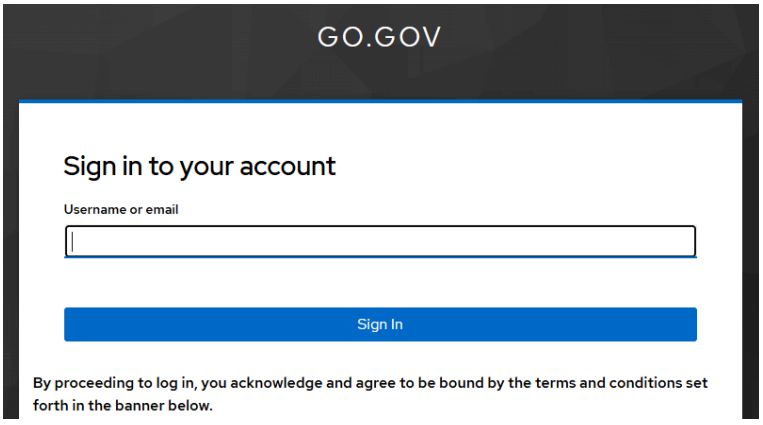
## GO.gov Web Version

### Logging Into Web Version

1. Navigate to the GO.gov URL from your preferred browser.
2. On the home page, select the **Log in to GO.gov** button.




3. Enter your government email address and click **Sign in.**




4. Select **Sign In with SSO** or follow your agency's specific login prompts to complete authentication.

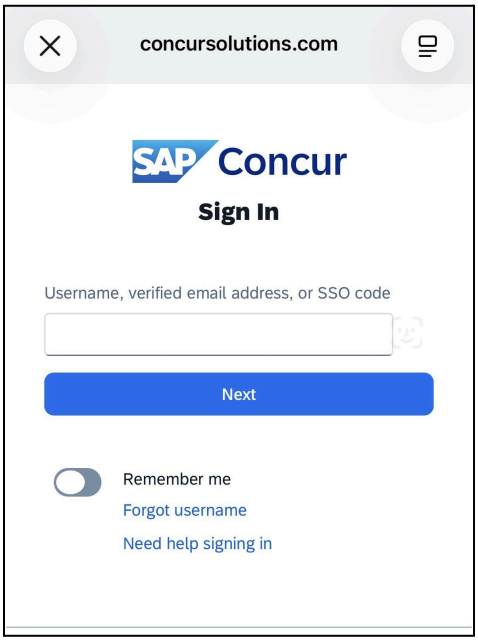

For Government Use Only

# GO.gov Mobile App

## Downloading the Mobile App and Logging In

**Note**: The mobile app is only available for agencies that have opted in.

1. Download the **SAP Concur** app for free from your agency approved store.
2. Open the app and enter your government email address + '.go'. For example: john.doe@gsa.gov.go.
3. Select **Next**.




4. Select **Sign In with SSO** or follow your agency's specific login prompts to complete authentication.
5. Scroll through the SAP Concur app tutorial by selecting **Next** on each page.
6. Select **Get Started** to access the full app.

# Troubleshooting

If you are not able to log in to the GO.gov platform, it means one of the following:

1. **You are not a civilian federal employee.**
   GO.gov is only accessible to federal government employees using their PIV credentials.
2. **Your agency has not transitioned to GO.gov yet.**
   Some federal agencies are still in the process of transitioning to GO.gov for travel and expense management.
3. **Other technical issues.**
   If you are a federal employee whose agency has transitioned to GO.gov and you still cannot log in, there may be an issue with your account or credentials.

## If you are an employee of a federal agency that has deployed GO.gov:

1. Contact your agency's GO.gov administrator for help with account issues. They can verify your access and escalate technical problems.
2. Contact your Travel Management Company if you are within 3 days of an official trip. They can assist with an existing reservation, ticketing, cancellations, or itinerary changes.