GO.gov® Quick Reference Guide

Administrative Actions in the Self-Service Portal

This guide provides step-by-step instructions to navigate administrative actions in the GO.gov platform. Administrators can use the GO.gov self-service portal to create user profiles and maintain Lines of Accounting (LOAs).

Features and Benefits

- Manage new user profile creation.
- Manage LOA creation, updates, or deactivation.
- Quicker and easier for admins
- Available 24/7 to admins, offering greater flexibility and convenience.

Create New Users



1. When you log into GO.gov, select the **Service Desk** icon to open the self-service portal.
2. Open the **Service Catalog**.
3. Select **Agency Administration Requests.**
4. Choose **Create New User**.
5. Fill out the new user information.

Using LOA Maintenance



1. When you log in to GO.gov, select the **Service Desk** icon to open the self-service portal.
2. Open the **Service Catalog**.
3. Select **Agency Administration Requests**.
4. Choose **Create or Update LOA**.
5. Fill out the **Create or Update LOA** form.

After Submission

When creating new users, Administrators will receive either:

- A success email confirmation, or
- An error message if the user could not be created.

Note: New users will appear in the GO.gov platform typically within ten minutes of successful submission, but time can range up to four hours.

For LOA Maintenance, Administrators will receive either:

- A success message confirmation, or
- An error message to update the fields

Note: LOA updates are instant in the GO.gov platform.