

# DSIP Customer Support Document

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## DSIP Support Cannot:

1. **Provide selection or award status.** Refer to Component-specific instructions for selection/award status notification procedures and Component POCs.
2. **Extend the BAA proposal submission deadline.** Submission deadlines are firm, non-negotiable, and outside of the control of DSIP Support.
3. **Resolve issues due to system latency.** Information regarding system issues will be posted to the site and/or sent out in communications from the DSIP Listserv.
4. **Determine eligibility for the DoD SBIR/STTR Programs.** Eligibility is determined by requirements set by the SBA Policy Directive. Proposers must review the BAA for more information and self-certify eligibility during proposal submission.
5. **View in-process proposals to see what is missing.** Users must review their own proposal to ensure they have entered data for all fields in all sections. This includes hitting the submit button for each section to reach 100% completion.
6. **Edit or submit a proposal on a user's behalf.** DSIP Support cannot edit a proposal for any reason.
7. **Make changes to the DSIP configuration.** Published BAA instructions and Component-specific instructions supersede what is shown in DSIP. If you feel the instructions contradict what is allowed in DSIP, please contact the Component for clarification.
8. **Answer questions on the technical aspect of topics.** Users must follow the guidelines for contacting the TPOCs for technical guidance.
9. **Provide Component-specific templates or forms.** If a template or form is not provided on the DSIP site, it will be provided by the Component POC listed in the Component-specific instructions.
10. **Provide contact information for POCs/TPOCs that is not already listed on the site or within the BAA or Component-specific instructions.**
11. **Assist with Login.gov account issues.** Contact the Login.gov support team.
12. **Assist with SBIR.gov issues.** Contact the SBIR.gov support team.

## Contacting DSIP Support

- **DSIP Support email:** [DoDSBIRSupport@reisystems.com](mailto:DoDSBIRSupport@reisystems.com).
- **Hours of operation:** Monday-Friday, 9:00 a.m. to 5:00 p.m. ET.
- Please include the following information in all communications, if applicable:
  1. **Full Name**
  2. **Phone Number**
  3. **Topic Number**
  4. **Proposal Number**
  5. **Screenshots of error messages**
- Support tickets will be answered in the order received.
- Tickets received outside of business hours will be processed the following business day. Do not submit multiple tickets for the same issue.
- Do not include other help desks or other contacts in your email to DSIP Support.

## Logging in to DSIP

Users need two types of accounts to access DSIP:

1. A Login.gov account, which will verify the user through a two-factor authentication process.
2. A DSIP account linked to a specific Firm.

Once these accounts have been set up, all password and authentication issues will be handled by Login.gov. The DSIP accounts will be used to control access to proposals and Firm data within DSIP.

DSIP and Login.gov are two separate applications, each with its own Help Desk. Please ensure you contact the correct team for support. The URL of the page where the issue occurred is a good indicator for which team you should contact.

If you have not accessed DSIP since the integration with Login.gov:

1. Access the Registration Job Aid in the Learning & Support section for a step-by-step guide on how to complete this task.
2. If your Login.gov account email is different than your DSIP account email, you will be required to provide your Firm PIN. Your Firm Admin can provide it. If your Login.gov account email and your DSIP account email are the same, you will not need your Firm PIN.
3. If you receive an error that your DUNS, CAGE Code, or Tax ID are already in use, please contact your Firm Admin to verify that you are using the correct information to identify your Firm.

Possible Access Issues:

1. **Incorrect Username or Password?** Your username and password are for your Login.gov account. Please contact the Login.gov support team.
2. **“User has an existing UUID” error.** You are trying to connect to your DSIP account using a different Login.gov account. The connection between Login.gov and the DSIP is one-to-one so you must use the same Login.gov account or else you will encounter this error. If you have to use a different Login.gov account, please contact DSIP Support to have them clear the UUID and you can follow the process to re-establish your access using a new Login.gov account.

3. **Unable to receive authentication codes.** Contact the Login.gov support team for assistance. If you have to create a new Login.gov account as part of resolving this issue, please contact DSIP Support and ask them to clear your existing UUID.
4. **Login.gov does not direct you to DSIP.** To access DSIP through Login.gov, users need to click on the Login button on DSIP, which will direct them to the DSIP-specific authentication process on Login.gov.
5. **You have multiple DSIP accounts.** You will need to establish individual, specific Login.gov accounts for each DSIP account.

**Important:** DSIP and Login.gov accounts are user-specific. It is a security violation to share account access or to access another user's account with or without permission. DSIP Support and Login.gov are not allowed to assist third parties with access issues. The user with the account issue must be the user to request assistance.

**Important:** Do not use group mailboxes when creating accounts as this can confuse verification attempts, especially with Firm Admin accounts.

## Getting Started

1. **Verify that your Login.gov account is in good standing.** Support from Login.gov can take several days so ask for help early.
2. **Identify your Firm Admin.** The Firm Admin is responsible for updating the firm information and providing the firm PIN.
3. **Familiarize yourself with the DSIP Learning & Support section.**
4. **Sign up for the DSIP Listserv.** Announcements of new opportunities and DSIP changes will be sent through the Listserv. Sign up on the DSIP Homepage.
5. **Confirm user account details are correct.**

## During a Broad Agency Announcement (BAA) Pre-Release Period

1. **Read the DoD BAA Preface, Component Instructions, and applicable Topic documents.** For clarification on individual Component instructions, please contact the Component POC listed in the Component instructions.
2. **Verify Firm Information is up to date.** Contact your Firm Admin for updates, if necessary.
3. **Review Company Commercialization Report (CCR) data on SBIR.gov (managed by the Small Business Administration (SBA)).** Any CCR-related issues must be resolved by SBA. Begin reviewing the CCR early to allow enough time to resolve issues before the proposal submission deadline.
4. **Contact TPOCs directly to ask technical questions.** During pre-release, you may submit technical questions to the TPOCs directly. Direct contact ends when the BAA opens for proposal submissions.
5. **Ensure that all necessary members of your Firm have their own DSIP accounts established and have confirmed their account access.**
6. **Begin preparing your proposal and requesting documents needed from outside sources.** Supporting documents cannot be added to your proposal after a submission window has closed.
7. **Add the following system email addresses to your safe sender list:**  
[dodsbirdsupport@reisystems.com](mailto:dodsbirdsupport@reisystems.com) & [do-not-reply@dtic.mil](mailto:do-not-reply@dtic.mil).

## During a Broad Agency Announcement (BAA) Open Period

1. **Create your proposal in the DSIP as soon the BAA opens.** Progress can be saved throughout the submission window and multiple firm users can collaborate on a proposal.
2. **Contact DSIP Support as soon as a system issue is identified.** See “Contacting DSIP Support” above.
3. **Utilize DSIP Topic Q&A for technical inquiries.** Questions related to understanding the technical requirements of a topic can be submitted until two weeks before a topic close date. The DSIP and Component Help Desks cannot answer or forward technical questions.
4. **Contact the Component Help Desk for clarification on Component-specific proposal instructions.** Non-technical questions should be submitted directly to the Component Help Desk.
5. **Do not access or update the Firm Information section unless a change has occurred.** Changing firm information once a proposal has been certified and submitted will cause submitted proposals for any open topics to re-open. These must be re-certified and resubmitted prior to the BAA/topic submission deadline.
6. **Certify and submit your proposal as soon as possible.** Due to volume, site latency issues at the end of a submission window are common. Phase I proposals can be re-opened by the Firm during the submission window and Phase IIs can be re-opened by the Component.
7. **Do not re-open a proposal unless you need to update it.** A re-opened proposal must be re-certified before it is considered submitted. Users can download a copy of their proposal without re-opening their submission.

## After Proposal Submission

1. **After the BAA closes, all contact should go directly to the Component that originated the topic.** The appropriate contact will be listed in the Component-specific instructions.

## For Firm Admins

1. **The Firm Admin is the only user who can update the following Firm forms:**
  - a. Firm Certification
  - b. Audit Information
  - c. Company Commercialization Report (CCR)
2. **The Firm Admin is responsible for maintaining the Firm PIN and providing this PIN to new Firm users.**
3. **The Firm Admin is the only user who can add a non-DoD Phase I award to allow the Firm to submit a DoD Phase II proposal (only at the direction of a DoD Component Program Office).**
4. **The Firm Admin is the only user who can request assistance with updating Firm information.**
5. **To change the Firm Admin, the current Firm Admin must submit a DSIP Help Desk ticket and provide the email address for the user that will assume the Firm Admin role.**
6. **The Firm Admin is a role that only pertains to DSIP and does not denote any specific role within the Firm.**
7. **The Firm Admin cannot grant access to in-process proposals. This is access is controlled by the proposal owner.**