



Office of Telecommunications Services

Conexus Today

Meet the Conexus Team

Leading the Conexus team is Loren Smith. Loren joined the Office of Telecommunications Services in the Integrated Technology Category (ITC) of



Loren Smith

GSA's Federal Acquisition Service (FAS) in 2010, after working many years supporting large federal contracts and customers in the private sector telecommunications industry.

In 2013 Loren started work on the concept of a new GSA system that would provide users with a single application to place orders and track inventory. From

its initial concept, the requirements for the system that is now Conexus continue to grow.

The Conexus development team is responsible for turning Loren's concepts into reality. A diverse and talented team of Agile project managers, developers, User Interface (UI) experts, business analysts and technical writers, this team tackles the challenges of creating and maintaining the now-live Conexus system.

The development team continues to refine and improve upon existing Conexus functionality, adding newly defined requirements as needed.

Conexus is much more than simply an ordering and inventory tracking system. Thanks to the hard work of the entire team, Conexus will meet the needs of the Acquisition community for years to come.



The Team!

Conexus Does More!

Conexus is designed to assist GSA agency customers in managing several key aspects of the purchasing process:

- * Manage agency funding including Lines of Accounting (LOAs) and Agency Hierarchy Codes (AHCs)
- * Create, submit and track Service Orders
- * Reconcile monthly billing invoices, including agency-to-vendor recommended disputes
- * Track and reconcile billing disputes and Service Level Agreements (SLAs) credit requests
- * Manage inventory and monthly reconciliation
- * Generate dynamic reporting and business analytics

Conexus uses systematic data feeds between vendors and the Conexus application to accomplish all this and more. The data housed in Conexus is up-to-date and reliable. Conexus uses authoritative sources for items like pricing and tax data to ensure that everything is accurate.

- > Access GSA Conexus at <https://conexus.gsa.gov>
- > Contact the Conexus Helpdesk at 877.944.8677 or at conexus.help@gsa.gov
- > Contact the Conexus Management Team at conexus@gsa.gov
- > Click [here](#) to register for Conexus Training.

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Conexus User Roles

- Agency Admin
- Agency Order Writer
- Agency IA Mgmt
- Agency AHC Mgmt
- Agency Billing Mgmt
- Agency Inventory Mgmt
- Agency Funding Mgmt

Conexus users can be assigned one role or multiple roles, depending on their needs

Conexus Registration and Account Activation

Conexus user on-boarding is underway. Currently, there are three different methods (depending upon your agency) to register for an account. It starts with accessing the system at <https://conexus.gsa.gov> using Internet Explorer/Edge or Chrome.

Clicking on either the "Log-in" button or the "New User" link on the main page of Conexus, system prompts appear to allow the user to register with either a PIV

or CAC card. If an agency does not use PIV or CAC, the user can select the "request a GSA SecureAuth account" link, on the main Conexus page.

More detailed instructions on how to register using PIV or CAC can be found on the main log-in page of Conexus under "Need help using an agency PIV or CAC?"

One of the defined roles in Conexus is Agency Administrator. Many agencies have already

identified Agency Administrators, and they are already registered and active in the Conexus system. Agencies can have a single Agency Administrator or several, depending upon agency-specific rules and regulations.

Once registered, designated Agency Administrators approve and grant permissions for other user accounts within their agencies.

Conexus Training Opportunities

Several online training courses are currently available for Conexus:

- * CON-101: Getting Started*
- * AGC-102: Intro to Agencies and Contracts*
- * ADM-201: User Administration*

- * ORD-103: Ordering Overview*
- * ORD-203: Create Install Order*
- * ORD-302: Update Submitted Orders and Service*
- * INV-104: Inventory*
- * BIL-202: View Billing*

Click [here](#) to register for a Conexus training course.

Check back periodically for new courses coming your way!

(* Currently eligible for Continuous Learning Points).



What's New in Conexus?

The Conexus Development Team continually works to refine and enhance system capabilities and functionalities. Much of what is implemented comes from user suggestions.

During recent User Acceptance Testing (UAT) on the Orders module, users expressed a desire to have more filters when searching for orders. The Devel-

opment Team added filters for Contractor Service Request Number (CSRN), Order Method, and Task Order. These filters are now a part of the already established order filters in the application.

CSRN and Agency Service Request Number (ASRN) filters were also recently added to the Billing and Disputes sections.

Newly added order validation rules, when ordering multiple items such as phone numbers or Calling Card numbers, check to make sure that there are no duplicates or improper formatting.

These types of validation rules help ensure that orders are placed with correct information.



Welcome to GSA Conexus
The Future of Federal Telecommunications