New Application Portal Instructions

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

**Contents**

Launch of the New Application Portal .......................................................................................................... 3

Old Application System vs. New Application Portal ..................................................................................... 4

Registering and Logging into the New Application Portal ............................................................................ 6

   I Have Not Already Registered in the New Application Portal............................................................... 6

   I Did Not Click the Link from the Registration Confirmation Email to finish the Registration Process .. 13

   I Forgot My Username ............................................................................................................................ 14

   I Forgot My Password ............................................................................................................................. 16

   I No Longer Have Access to the Email Address Associated with My Profile ........................................... 20

I Need to Start the SWaM/DBE Application or Recertification Process for an Application that is Not Already
in My Application Queue ............................................................................................................................ 21

   Link to an Existing SWaM/DBE application .......................................................................................... 23

   Create a New Application for a Firm That Has Never Previously Applied for Certification ................. 27

Respond to a Document Request that Asks You to Upload the Requested Documents ............................. 30

Important Notes About Attaching Documents ........................................................................................... 34

SWaM Certification ..................................................................................................................................... 35

   Applying for SWaM Certification ........................................................................................................ 35

   Applying for SWaM Recertification .................................................................................................... 44

ESO Certification ......................................................................................................................................... 56

   Applying for ESO Certification ............................................................................................................. 56

DBE/ACDBE Certification .......................................................................................................................... 65

   Applying for DBE/ACDBE Certification ............................................................................................ 65

   Submitting the Annual Submission Requirement for Currently-Approved DBEs Documents ..........  69

   Submitting the Notification of Change Requirement for Currently Approved DBEs Documents ...... 76

I Need a SWaM/ESO Certificate .................................................................................................................. 83

I Want to Use the SWaM-Certified Logo ..................................................................................................... 88

Frequent Issues People Have in the Application Portal .............................................................................. 93
New Application Portal Instructions

The Portal Won’t Allow Me to Move Forward on My Application ................................................................. 93
When Using Link/New Application, the Portal Says the Application is Already Linked with the Business Owner ..................................................................................................................................................... 93

Example Email Exhibits ........................................................................................................................................ 95
Complete Registration Email .......................................................................................................................... 95
Forgot Password Email........................................................................................................................................ 96
Certification Expiring in 90 Days Email ........................................................................................................... 97
Certification Expiring in 60 Days Email ........................................................................................................... 98
Certification Expiring in 30 Days Email .......................................................................................................... 99
Certification Expired Email ........................................................................................................................... 100
Request for Additional Information Email ................................................................................................. 101
Decision Letter Email ..................................................................................................................................... 102
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.

<table>
<thead>
<tr>
<th>Business Development and Outreach Service Business Managers:</th>
<th>Certification/Transportation Business Development Specialists:</th>
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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 previous application system can be seen in Figure 1 below for if you were starting a certification, recertifying, or generating a tracking number:

![Figure 1](image-url)
The **new Application Portal** login screen looks like this:

![Certification Application Login Screen](image)

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

2. Click on the link To Begin the Certification Process or the Certified image icon that appears on that page.
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

![Certification Application Form](image-url)
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](image-url)
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](image-url)
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:
I Did Not Click the Link from the Registration Confirmation Email to finish the Registration Process

- 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:

![Registration Confirmation Email](image)

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?”

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

![Figure 13](image)

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](image)
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:

1. Click “Did you forget your password?”

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

![Figure 17: Certification Application](image)

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: Email with reset link](image)
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](image)

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

![Figure 20](image)
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:
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 804-786-7694 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.
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 [I Have Not Already Registered 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

![Application Portal](image)

**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. Create a New Application for a Firm That Has Never Previously Applied for Certification
New Application Portal Instructions

Link to an Existing SWaM/DBE application

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 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](image-url)
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 [I Need to Create a New Application for a Firm That Has Never Previously Applied for Certification](#).
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:

![Application Processing Portal](image)

**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:

![Application Queue](image)

**Figure 26**

5. Click the **Close** button and the application will now be in your Application Queue.
Create a New Application for a Firm That Has Never Previously Applied for Certification

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

Figure 28

**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:

![Application Portal Instructions](image)

Figure 29
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 [I Have Not Already Registered 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 [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. 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. 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 30
4. Upload the Requested Document(s), then click the **Resubmit** button, as shown below:

![Resubmit Button](Image)

Figure 31
5. You will then see the following dialog box:

![Dialog Box Image]

**Figure 32**

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:
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.

- 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:

![Application Information Section](image)

**Figure 33**

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 34](image)

**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 35](image)

**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 **Name of Firm** near the top:

![Affidavit and Debarment Form](image_url)

*Figure 36*
6. 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. After completing those fields and checking the checkbox, the Save Button will be active, and you will need to click that button:
8. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:

![Affidavit and Debarment form](image)

*Figure 39*
9. Click the **Submit** button on that screen, and your SWaM application will then be submitted, and you will see the following screen:

![Application Submitted](image)

**Figure 40**

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.

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:

![Application Queue Image](image-url)
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 42](image1)

3. Click on the application that you will begin the SWaM recertification process for:

![Figure 43](image2)

4. You will see the screen, as shown below, and you will not be able to edit the application information until you click the **Apply for Recertification** button in the bottom right of the footer of the page:

![Figure 43](image3)

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.

![Application Portal Instructions](image)

**Figure 44**
6. Click the **OK** button, then the screen will show as follows and you will be able to edit/update the application information:

![Figure 45](image)

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 46
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 47](image.png)

**NOTE:** There is no Save button on the Upload screen, since the application auto-saves after each document you upload.
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 48](image)

**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:
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:

![Image of Application Portal Instructions](image-url)

Figure 50
13. After completing those fields and checking the checkbox, the **Save** Button will be active, and you will need to click that button:
14. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:
15. Click the **Submit** button on that screen, and your SWaM recertification application will then be submitted, and you will see the following screen:

![Application Portal Instructions](image)

**Figure 53**

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.
ESO Certification
Applying for ESO 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.

- 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 54

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 55
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 56](image.png)

**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:

![Affidavit and Debarment Form](image_url)

*Figure 57*
6. 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 true and correct.

Figure 58
7. After completing those fields and checking the checkbox, the **Save** Button will be active, and you will need to click that button:

![Application Portal Instructions](image.png)
8. After clicking the **Save** button, the SWaM Affidavit will be saved and appear as a downloadable form on the following screen:

![Affidavit and Debarment form](image)

*Figure 60*
9. Click the **Submit** button on that screen, and your SWaM application will then be submitted, and you will see the following screen:

![Application Portal Instructions](Image)

**Figure 61**

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 [I Have Not Already Registered 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:

![Application Portal Instructions](image)

Figure 62

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:

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

![Application Submitted](image)

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.
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.

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:

![Application Queue Page]

Figure 65
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 edit the application information until you click the **EDIT** button in the bottom right of the footer of the page:

![Application Portal Screen](image)
4. After clicking that button, you will see the following dialog box:

![Figure 67](image)

**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:

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 69](image-url)
7. You will then see the Required Documents upload page:

![Required Documents](image)

**IMPORTANT NOTE:** You can upload as many or as few documents as are applicable to your firm’s DBE annual submission. Please refer to the heading “Annual Submission Requirement for Currently Approved DBEs” near the bottom of our webpage at [https://www.sbsd.virginia.gov/certification-division/dbe/](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. **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 71](image)

9. 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.
New Application Portal Instructions

Submitting the Notification of Change Requirement for Currently Approved DBEs Documents

**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.

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:

![Application Queue](image)

Figure 72
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, 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:

![Application Screen]

Figure 73
4. After clicking that button, you will see the following dialog box:

![Figure 74](image)

**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:

![Application Portal Instructions](image)

Please verify that the application is complete and all the documents have been uploaded before submitting the application. The very last step is to sign the affidavit and debarment form to establish that all the information is accurate. This must be signed by a majority owner of the company.

Figure 75

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:

![Application Portal Instructions](image)

*Figure 76*
7. You will then see the Required Documents upload page:

**Figure 77**

**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/](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.
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 78](image)

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.
I Need a SWaM/ESO Certificate

**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. If you do not see the application for the company that you are requesting the SWaM certificate for, then please also see [I Need to Link to My Existing SWaM/DBE application](#) before continuing with this section.

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**.
5. You will see the popup window below:

Figure 80
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 [I Have Not Already Registered 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 [I Need to Link to My Existing SWaM/DBE application](#) before continuing with this section.

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**:

![Image of the application portal](image)

**Figure 81**
5. You will see the popup window below:

![Figure 82](image-url)
6. On that popup window, scroll down until you see SWaM Logo and click the download icon next to SWaM Logo:

![Account](image)

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 I Need to Link to My Existing SWaM/DBE application. If you cannot remember your previous certification/record tracking number, please contact our office at 804-786-7694 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

If, when using the **Link/New Application** button, the Portal says “Application you are trying to find is already linked with the business owner. Try again with different application details.” as in the screenshot above, it is because, at this time, an application can only be linked to one user at a time.

Someone from the firm has already linked to the firm’s application, likely another owner or another employee of the company. Since an application can be linked to one user at a time, please contact our office at sbsd@sbsd.virginia.gov to have the user an application is associated with changed.

Be aware that in order to have an application that is already linked to a user changed to a different user, the change must be authorized by an owner of the firm whose contact email is on file. 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.
Example Email Exhibits

Complete Registration Email

```
Dear Whitney Booker,

Thanks for registering with SBSD. Please click on the link below to activate your account.

[Confirm your account]

This link will expire in 6 hours from the time of registration.

Thanks,
Team SBSD
```
Forgot Password Email

Password Reset

Virginia Department of Small Business and Supplier Diversity

<noreply@sbsd.virginia.gov>

to me

11:36 AM (2 minutes ago)

COMMONWEALTH of VIRGINIA
Department of Small Business and Supplier Diversity

Dear Whit,

You can change your password by clicking the below link which is only valid for 8 hours:

Click to change password

Thanks,
Team SBBD
Certification Expiring in 90 Days Email

 Reminder: Certification # 800040 of your business will expire in 90 days

Virginia Department of Small Business and Supplier Diversity

Dear Person Last,

Your certification for Small, Micro, Women Owned with certification # 800040 for Doc Req C0Admin Screen UAT vs Beta Test will expire on 2019/01/29. The recertification process takes approximately 90 business days, so please renew as soon as possible by following the instructions at [https://www.sbsd.virginia.gov/certification-division/orms](https://www.sbsd.virginia.gov/certification-division/orms) and then renew the certification at the below link.

[https://svo-sbsd-cert-orms.mykbiensis.net](https://svo-sbsd-cert-orms.mykbiensis.net)

Sincerely,

Virginia Department of Small Business and Supplier Diversity

Certification Team
Certification Expiring in 60 Days Email

Reminder: Certification # 800040 of your business will expire in 60 days

Dec 1 (11 days ago)  

To: me

Commonwealth of Virginia  
Department of Small Business and Supplier Diversity

Dear Person Last,

Your certification for Small, Micro, Women Owned with certification # 800040 for Doc Req COAdmin Screen UAT vs Beta Test will expire on 2018/11/29. The recertification process takes approximately 60 business days, so please renew as soon as possible by following the instructions at https://www.sbsd.virginia.gov/certification-division/swam/ and then renew the certification at the below link:

https://cov-sbsd-certuat.pbbluemix.net

Sincerely,

Virginia Department of Small Business and Supplier Diversity  
Certification Team
Certification Expiring in 30 Days Email

Reminder: Certification # 800075 of your business will expire in 30 days

To: \[Email Address\]

From: Virginia Department of Small Business and Supplier Diversity

Subject: Certification Expiring in 30 Days

Dear Addi Contact,

Your certification for small with certification # 800075 for Unique SSN/Tax ID will expire on 11/30/2017. The recertification process takes approximately 60 business days, so please renew as soon as possible by following the instructions at [https://www.dasvd.virginia.gov/certification-division/ssni](https://www.dasvd.virginia.gov/certification-division/ssni) and then renew the certification at the below link:

[https://osvd-cert.sut.mybuenix.net](https://osvd-cert.sut.mybuenix.net)

Sincerely,

Virginia Department of Small Business and Supplier Diversity
Certification Team
Certification Expired Email

Certification # 800075 of your business expired.

Virginia Department of Small Business and Supplier Diversity

Dec 1 (11 days ago)  

Dear All Contact:
Your certification for Small with certification # 800075 for Unique SSN/Tax ID has expired today. The recertification process takes approximately 60 business days, so please renew as soon as possible by following the instructions at https://www.sbsd.virginia.gov/certification_division/sram and then renew the certification at the below link:
https://www.sbsd.virginia.gov/certification_division/sram

Sincerely,
Virginia Department of Small Business and Supplier Diversity
Certification Team
New Application Portal Instructions

Request for Additional Information Email

Application Document Request Letter - Application #: 800075 SWaM Certification

Company Name: Unique SSN/Tax ID
SWaM Application Number: 800075

Dear Vendor,

It was determined that the supporting documentation you submitted with your SWaM application is incomplete or requires additional documentation. Please log back into your application portal and submit the following documents within 15 days of this notice or your application will be closed.

Example request item 1
Example request item 2

Please note that the evaluation duration will be reset to 60 days once the additional documentation has been resubmitted.

To view your application, click on the link below or copy and paste it into your browser. You will be asked for your username and password to gain access to your application portal.

https://certification-app.sbd.virginia.gov

Thank you.

Virginia Department of Small Business and Supplier Diversity
Certification Team
Commonwealth of Virginia
Department of Small Business and Supplier Diversity

Dear Applicant,

We are pleased to inform you that your request for certification has been approved. Your company has been approved for the following designations:

- Small, Micro, Women Owned
- Minority Owned
- Disabled Veteran Owned

Your certification is valid for a term of five years from the date of your approval. Re-certification is required at the end of that term.

You may log into your account to download a copy of your company's SWaM certificate as well as the SWaM-certified logo to use on marketing materials.

You will see your company listed as a certified vendor in our directory at [https://www.sbd.virginia.gov/directory](https://www.sbd.virginia.gov/directory). It is very important that you keep your contact information up to date. Submit your changes electronically by logging into your account and updating the necessary information.

To do business with the Commonwealth of Virginia, you need to register your company with the eVA system, the state’s online procurement system at [https://evas.virginia.gov/index.html](https://evas.virginia.gov/index.html). All state solicitations are conducted on this site.

To check Procurement and Business Opportunities with state agencies, local governments, and others, please visit [https://evaprocurement.dgs.virginia.gov/default.aspx](https://evaprocurement.dgs.virginia.gov/default.aspx)

If you need assistance to operate your business, please visit this site: [http://www.box.virginia.gov/running.shtml](http://www.box.virginia.gov/running.shtml)

Sincerely,

Virginia Department of Small Business and Supplier Diversity
Certification Team

101 N. 4th St., 1st Floor, Richmond, VA 23219
Phone 804-786-0680 Fax 804-786-0415