How to Register in the Web Based Supply Chain Management (WBSCM) System

**Purpose:** Provides New York State Office of General Service Food Distribution insight and guidance for new users registering for the Web Based Supply Chain Management (WBSCM) system.

Review this guide alongside the official USDA/WBSCM ‘WBSCM New User Registration’ training video: [https://www.youtube.com/watch?v=yPilsMQq_KU](https://www.youtube.com/watch?v=yPilsMQq_KU).

A) Your WBSCM user administrator, OGS Food Distribution, will add you as a user to WBSCM, prompting WBSCM to send you an email titled ‘Action Required: Register USDA WBSCM User Account.’ Locate this email, sample below, to complete the registration process. If you have not received this email, please contact OgsDonatedFoods@ogs.ny.gov.

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**Sample Email:**

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To: Frank.Palmo@ogs.ny.gov

Action Required: Register USDA WBSCM User Account

ATTENTION: This email came from an external source. Do not open attachments or click links from unknown senders or unexpected emails.

This email is for the individual identified in the greeting line and cannot be shared with any other user.

Dear Frank Palmo,

A user account has been created for you in the United States Department of Agriculture (USDA) Web-Based Supply Chain Management (WBSCM) System.

To access WBSCM, you must have an active ID in the USDA eAuthentication (eAuth) system. Follow the two-step WBSCM Registration process described below to (1) create an eAuth ID (if needed) and (2) subsequently link it to your WBSCM account(s).

**Helpful tips:**

- **SAVE** this email until you have completed Step 2 below.
- Your eAuth ID credentials must match your last name and email address in WBSCM (as referenced in this email) to successfully register your new account.
- Your eAuth ID can be linked to multiple WBSCM accounts.
- Use your eAuth ID and Password to access WBSCM.
- Internet Explorer is the required browser for WBSCM.

**How to Register a new WBSCM account**

**Step 1. Create eAuth ID**

If you already have an active eAuth ID, with the required level of access, skip to Step 2.

If you do not have an eAuth ID, go to the [USDA eAuthentication page](https://www.usda.gov) and select CREATE ACCOUNT to start the registration process. Select the appropriate type based on your role:

a. Customers/Vendors/Business Partners -> Customer
b. USDA Federal Employees/ Affiliates/Contractors -> USDA Employee / Contractor

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Please review the email for any further instructions and proceed accordingly.
Step 1

Note: If you are a FFAVORS user, meaning you participate in the DOD Fresh Fruits and Vegetables Program, skip Step 1 (B through H) and start at Step 2 (I through L).

B) If you do not participate in the DOD Fresh Fruits and Vegetables Program, meaning you do not use FFAVORS, click on the link provided in step 1 https://www.eauth.usda.gov/eauth/b/usda/home.

If you are a FFAVORS user, meaning you participate in the DOD Fresh Fruits and Vegetables Program, skip step 1 (B through H) of this guide and the email from ‘A’, and start from Step 2 (I through L).

How to Register a new WBSCM account

Step 1. Create eAuth ID

If you already have an active eAuth ID, with the required level of access, skip to Step 2.

If you do not have an eAuth ID, go to the USDA eAuthentication page and select CREATE ACCOUNT to:

a. Customers/Vendors/Business Partners -> Customer
b. USDA Federal Employees/Affiliates/Contractors -> USDA Employee / Contractor
c. USAID Federal Employees/Affiliates/Contractors -> Other Federal Employee / Contractor

You will receive an email with a link to validate your email address and complete the eAuth registration.

C) Once the page loads, click on ‘Create Account’.

More Access with Fewer Passwords

USDA eAuthentication(eAuth) is the system used by USDA agencies to enable individual customers and employees to obtain accounts that will allow them to access USDA Web applications and services via the Internet.

A single eAuth account saves time and reduces the number of passwords for users by providing effortless access to multiple online resources, programs and benefits to view or conduct official business via the Internet with USDA. This includes submitting forms electronically, completing surveys online, and checking the status of USDA accounts.
D) Select ‘Customer’ and click continue.

E) Enter your email address. This should be the same email address where you received the ‘Action Required: Register USDA WBSCM User Account’ email shown in step 1.
F) Once you clicked ‘Submit’, you will receive an ‘eAuth – Confirm Email’ email from DoNotReply.ICAM@ocio.usda.gov.

Note: If you receive an email instead ‘eAuth – Account Exists’, this means you’ve already been eAuthenticated and can skip to Step 2 (I through L).

Click ‘Continue Registration’. This link is only valid for 30 minutes.

G) Once you click the ‘Continue Registration’, you will need to provide the full name of the to contact for the person responsible for ordering USDA Foods for the school district or childcare center and set a password.

Take note of the password, as this will be needed to log into WBSCM.

H) Once you’ve completed ‘G’, you should receive an ‘eAuth – Customer Account Registration Success’ email from DoNotReply.ICAM@ocio.usda.gov.

This email will provide your user ID. Please store this information for future use.
Step 2

Note: If you are a current FFAVORS User (meaning, you participate in the DOD Fresh Fruits and Vegetables Program), skip Step 1 (B – H) and start here (I through L).

I) If you have completed Step 1 or are a current FFAVORS user, click on the link in ‘A’ (‘Action Required: Register USDA WBSCM User Account’) email to load the WBSCM first time login page.

Step 2. Register WBSCM Account

An active eAuth ID can be linked to more than one WBSCM account. If you have an existing WBSCM account, be sure to sign out of any active WBSCM sessions and close the browser before registering a new account.

To register your new WBSCM account, click on the link below and log in using your eAuth User ID and Password. This link is unique to your WBSCM account and cannot be used by others.

https://wbscmntrn.wbscm.usda.gov/registration?action=init&token=1CVHNqW8gKCh5RTYxcOZ4T0%2FErhY6ACWexwlnQ2gWBgskK9CeR?CeqW3rxxRM81
(coppy and paste the link above in Internet Explorer, if you encounter issues.)

Be sure to Bookmark WBSCM for future convenience: https://wbscmntrn.wbscm.usda.gov/

If you have any questions, please contact your user administrator - Gabrielle.Vitens@nys.ny.gov
You may also contact the WBSCM Service Desk at wbscm.servicedesk@cadc.com or call 877-WBSCM-4U (877-927-2648).

J) Once the page loads, log in using your email and password (FFAVERS users should use their current FFAVORS username and password).
K) Agree to the WBSCM Rules of Behavior.

L) You’ve completed the registration process.

**Important Notes and OGS Recommendations**

1. Use Google Chrome for WBSCM. Microsoft will officially be retiring Internet Explorer as of June 15th, 2022.
2. If you are responsible for ordering USDA Foods for multiple School Districts or Childcares, please make sure to use the same email address and full name for each. This will automatically ensure each appear as an option when you log into WBSCM.

**WBSCM Support**

If you need technical support for WBSCM, please contact the WBSCM Service Desk at 1-877-927-2648 or by emailing WBSCM.servicedesk@cai.com.

For assistance adding a new School District or Childcare Center, WBSCM Reports, or questions regarding your USDA Food orders, please contact your WBSCM administrator (New York State OGS Food Distribution) at 518-474-5122 or by emailing OgsDonatedFoods@ogs.ny.gov.