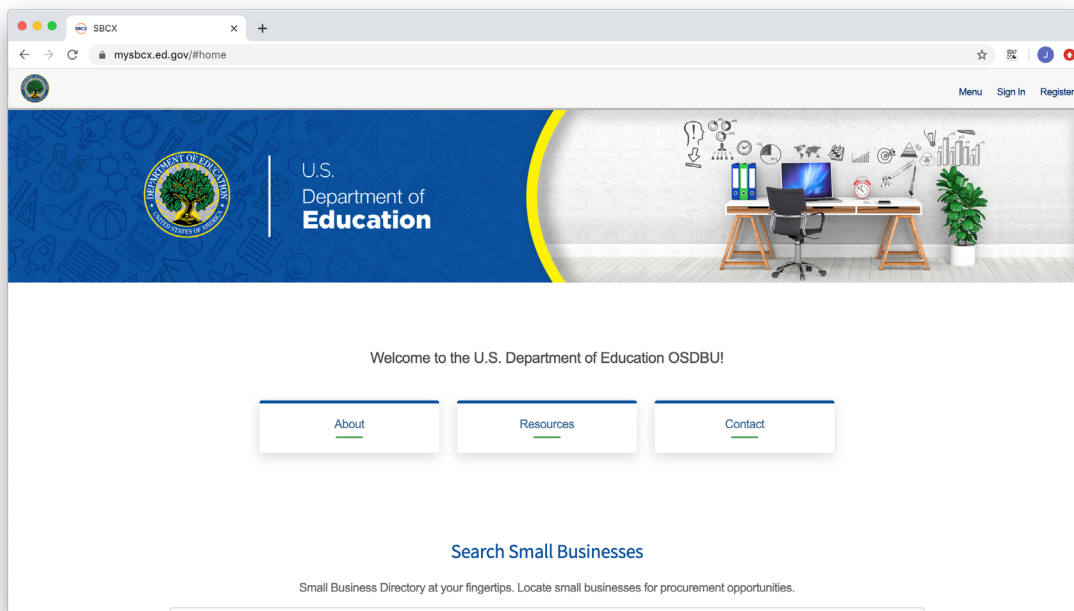


## How to Register on U.S. Department of Education's Small Business Customer Experience (SBCX) Be sure to refer to the "Tips" on the last page

**Note:** In order to work with the Federal Government, a business must be registered on <https://beta.sam.gov/> first.

Website Link: <https://mysbcx.ed.gov>

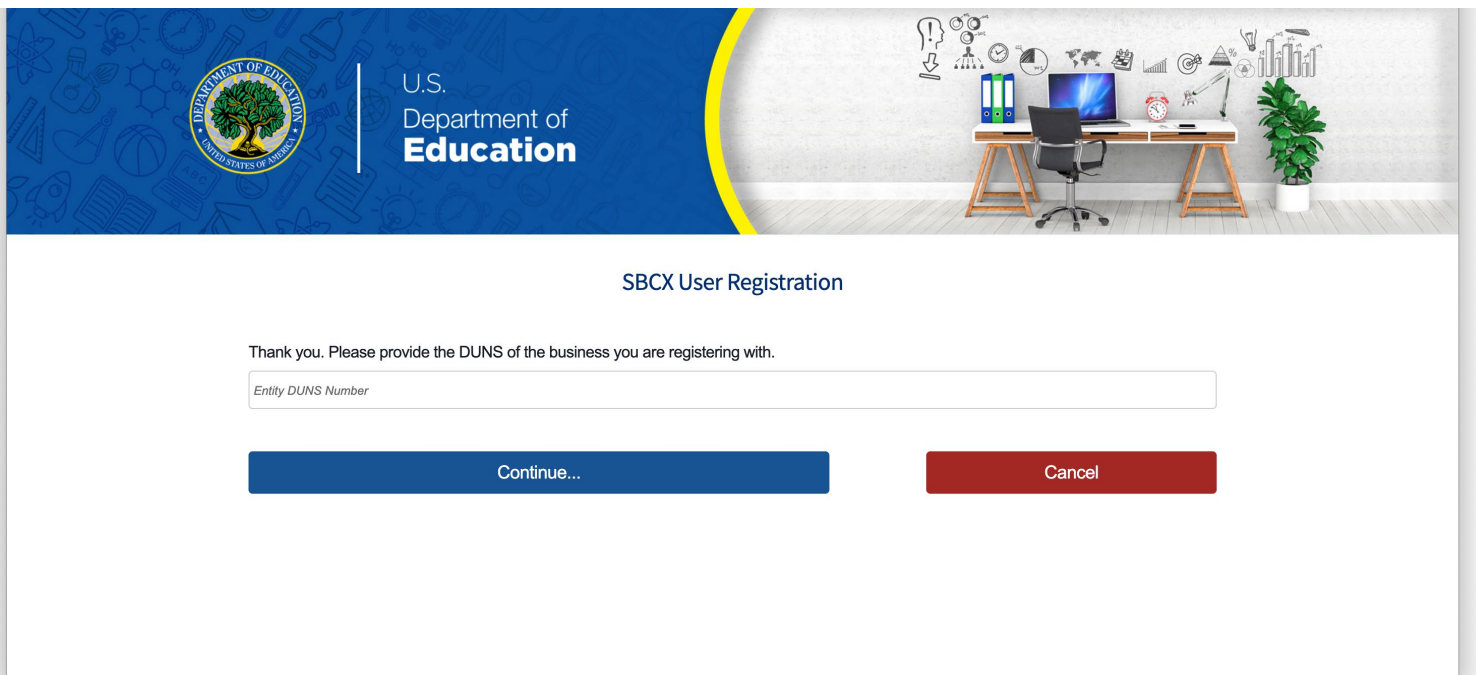
1. Click on the word "Register" in the top, right-hand corner of your browser



2. Enter your information

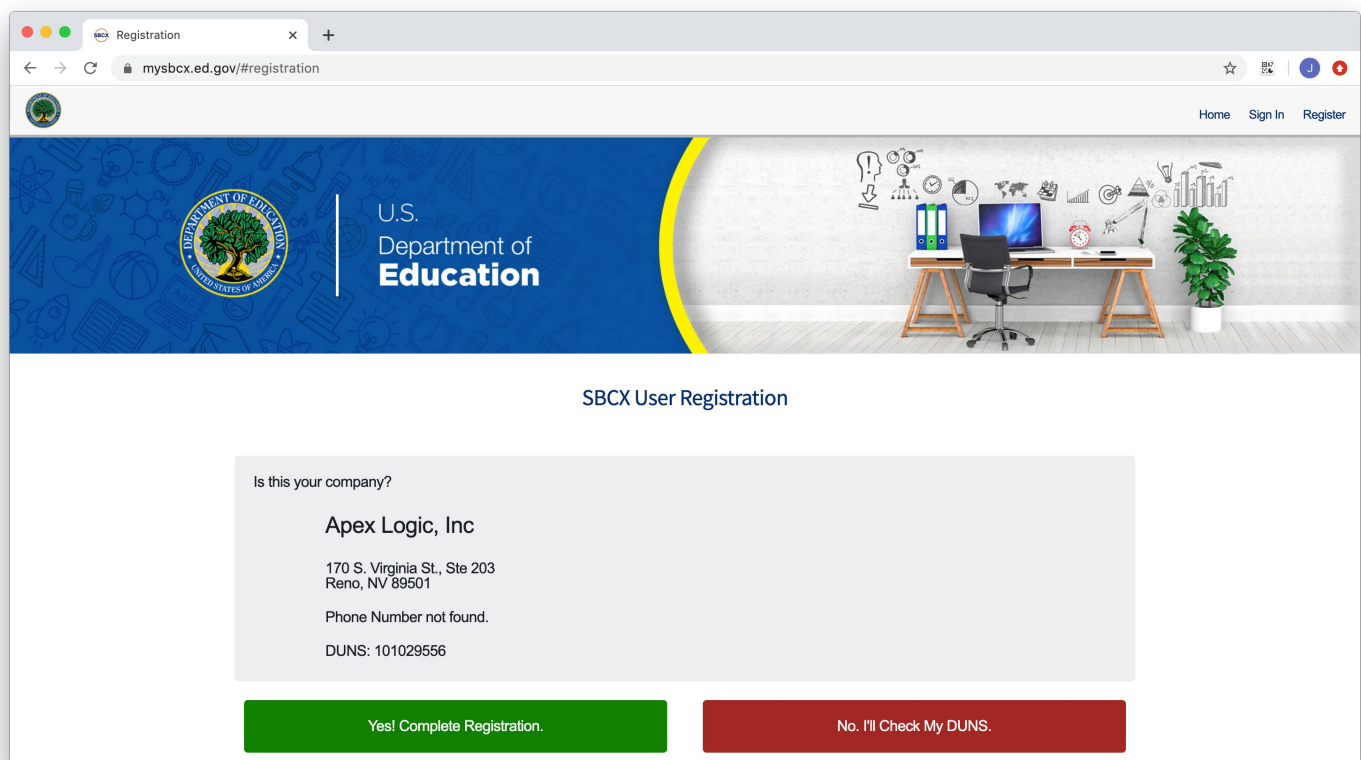
A screenshot of the registration page on the mysbcx.ed.gov website. The browser's address bar shows "mysbcx.ed.gov/#registration". The page contains a registration form with the following fields: "First Name", "Last Name", "Phone", "Phone Extension", "Job Title", "Email", and "Confirm Email". Below the form are two buttons: "Continue..." (blue) and "Cancel" (red). At the bottom of the page, there is a footer section with "Helpful Links" (About, Contact, Resources, Home), "FPDS", "eSRS", "SAM", "USA Spending", and "FAR". It also includes "Sign In" and "Register" links. On the right side of the footer, it says "Office of Small and Disadvantaged Business Utilization (OSDBU)", "OSDBU Customer Care", "small.business@ed.gov", and "(202) 245-6300". At the very bottom, it states "© All Rights Reserved 2020 U.S. Department of Education".

3. Enter your business' DUNS number



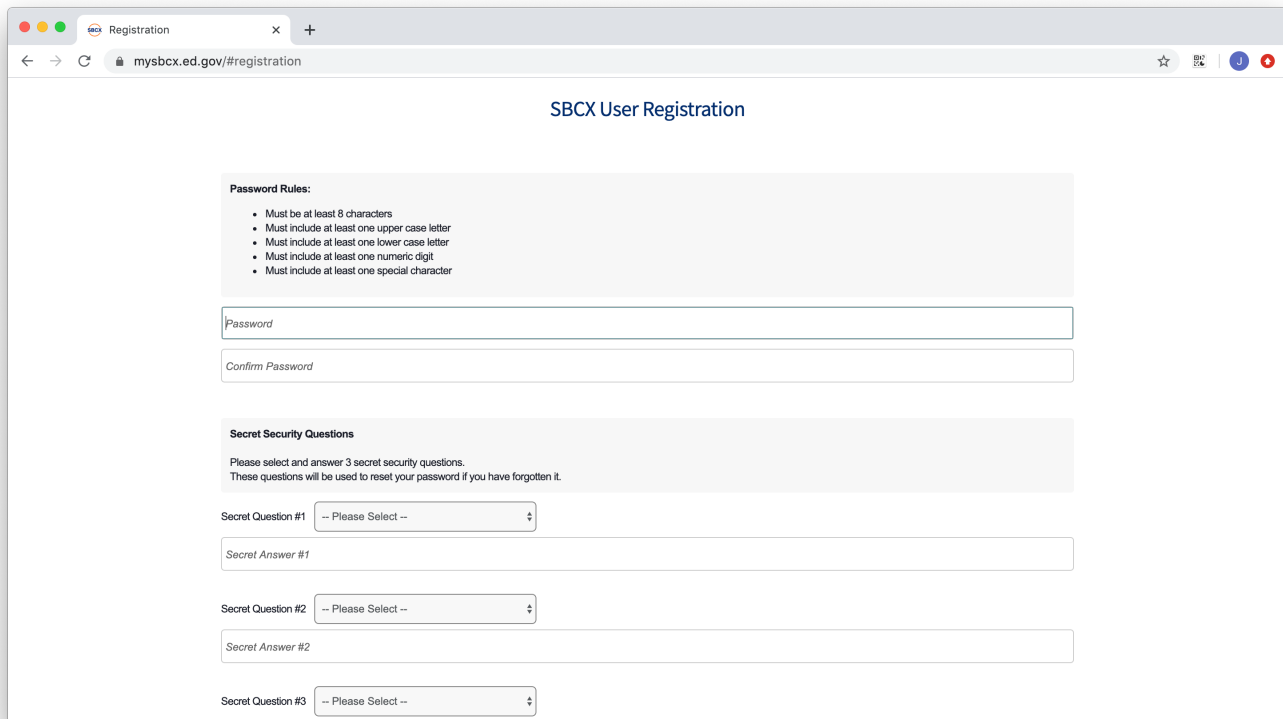
The screenshot shows the "SBCX User Registration" page. At the top, there is a blue header with the U.S. Department of Education logo and a background image of a desk with a computer and various office supplies. Below the header, the text "SBCX User Registration" is centered. A message reads: "Thank you. Please provide the DUNS of the business you are registering with." Below this message is a text input field labeled "Entity DUNS Number". At the bottom of the form, there are two buttons: "Continue..." (blue) and "Cancel" (red).

4. Confirm your business' information. If the information displayed is correct, click "Yes! Complete Registration." If not, verify that you've entered the correct DUNS, and click "No, I'll Check My DUNS" to try again.

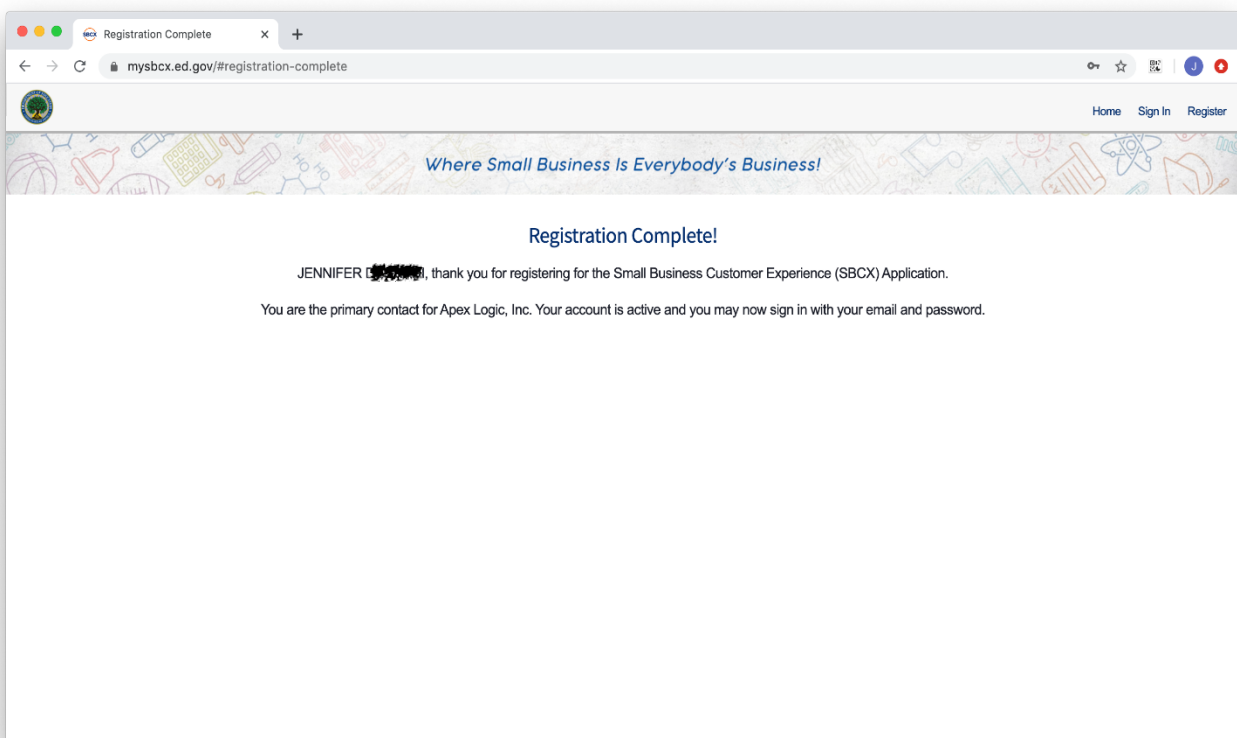


The screenshot shows the "SBCX User Registration" page with the confirmation step. The header and background image are the same as in the previous screenshot. Below the header, the text "SBCX User Registration" is centered. A message reads: "Is this your company?". Below this message is a box containing the following information: "Apex Logic, Inc", "170 S. Virginia St., Ste 203", "Reno, NV 89501", "Phone Number not found.", and "DUNS: 101029556". At the bottom of the form, there are two buttons: "Yes! Complete Registration." (green) and "No. I'll Check My DUNS." (red).

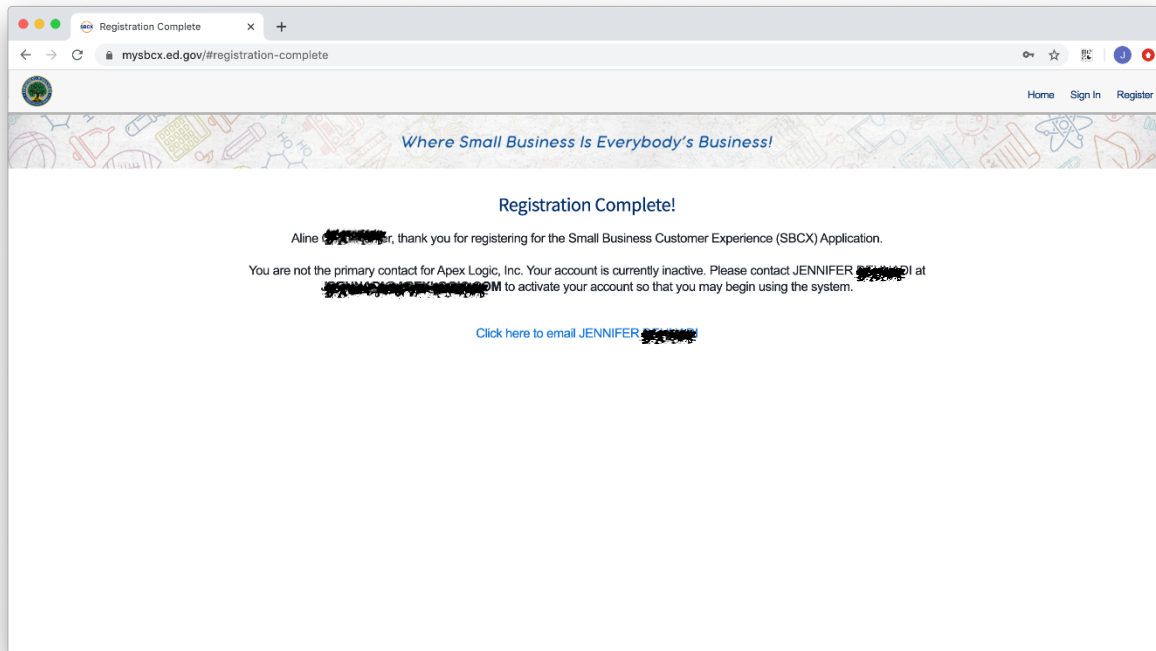
## 5. Enter your security information



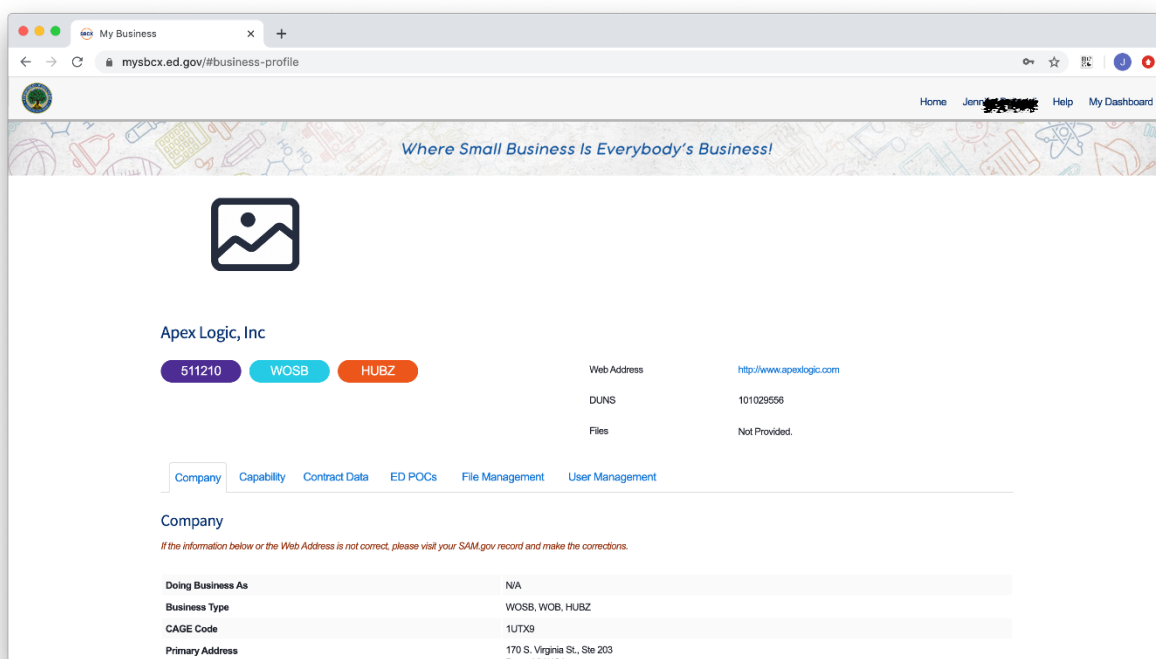
6. If the email address you used to register matches the “Government Business Point of Contact (POC)” as entered into <https://beta.sam.gov/>, you will be able to login immediately to access your company profile.



7. If the email address you used to register does **NOT** match the “Government Business POC” as entered into beta.SAM.gov, you will see the message displayed in the following screenshot. You will need to ask the person who is listed as the “Government Business POC” to register (if they have not already registered) and activate your account.



8. Once your account has been activated, you will see your company profile upon login. You will only see the “User Management” option (see picture below) if you are the “Government Business POC”. If you can see the “User Management” tab, you have the ability to activate other users for your company on that screen.



9. Upload your Capability Statement. Be sure to add Key Words and Summary. Select the ED Program Office(s) that you are interested in.

The screenshot shows the 'APEX LOGIC, INC' business profile on the mysbcx.ed.gov website. The 'Capabilities' tab is selected, displaying fields for Capabilities, Keywords, NAICS Codes, PSC Codes, and FSC Codes. The 'Save Changes' button is visible at the bottom.

**APEX LOGIC, INC**

511210 WOSB HUBZ

Web Address: <http://www.apexlogic.com>

DUNS: 101029556

Files: Not Provided.

Company Capability Contract Data ED POCs File Management User Management

**Capabilities**

The fields below are intended to provide searchable content within the SBCX application. Please note that this WILL NOT update your SAM.gov information.

**Capabilities**

Symphony Procurement System combines workflow, document management, CRM, reporting, and catalogue functionality to automate the processing of Task Orders and Delivery Orders under IDIQ contracts. Symphony manages the interactions between the Contract Program Office, Customer Agencies, and Contract Holders from inception through award and to closeout.

**Keywords**

Software, technology, java, web, application, app, data, procurement software, Audition, AWS, Symphony Procurement

**NAICS Codes**

541512, 511210, 541511, 541519

**PSC Codes**

N/A

**FSC Codes**

N/A

**Save Changes**

The screenshot shows the 'APEX LOGIC, INC' business profile on the mysbcx.ed.gov website. The 'ED POCs' tab is selected, displaying fields for Selection 1, Selection 2, and Selection 3. The 'Save Changes' button is visible at the bottom.

DUNS: 101029556

Files: Not Provided.

Company Capability Contract Data ED POCs File Management User Management

**ED POCs**

Select the POCs that your organization would like to engage and provide a description of the benefits that you may offer.

**Selection 1**

(OFO) Office of Finance and Operations

Please provide a description of the benefits that your organization will be able to provide to:  
**(OFO) Office of Finance and Operations**

Symphony Procurement Suite manages GWACs, IDIQs, and BPAs.

**Selection 2**

— Please Select —

**Selection 3**

— Please Select —

**Save Changes**

### Tips

- Your beta.SAM record must be public in order to register and be displayed in SBCX.
- Make sure that the email address you use to register matches the email address for the “Government Business POC” in beta.SAM.gov. Any changes made to the Government Business POC email in SAM.gov after attempted registration in SBCX will result in an unsuccessful registration. In this scenario, you will need to contact [small.business@ed.gov](mailto:small.business@ed.gov) with your DUNS number to be manually activated with an email address that matches the Government Business POC address in SAM.gov.
- Sometimes there are extra characters in the notes section of your SAM record that cause the Beta.SAM provided API to break. Remove any unnecessary notes from your record and try registering again.
- In order to maximize visibility, it is recommended that businesses copy and paste key terms and capabilities into their company description (there is a capabilities section). **Business capabilities will not be available publicly or to other businesses; these will only be viewed by internal government employees/buyers.**
- Business employees do not have to be the SAM POC to register, just to initiate SBCX activation. After a business account is created, other users can be activated by the Government Business POC.
- **Increase your chances to appear in our Search Results!!** Be sure to use add keywords and a summary of your company. The uploaded Capability Statement cannot be searched. Only the keywords and summary sections can be searched, so be sure to use these features!
- Over 3000 companies have registered using this process across other applications in the government. Don't worry, we will figure it out.