

How to Finish an Incomplete Registration/Renewal

What if a recipient began to update their registration but never finished?

If a registrant has a draft record that they never finished because of a connectivity issue or some other error, it is recommended they delete the draft and create a fresh record. It will greatly increase their chances of success without intervention. To do that, once the entity logs into their SAM account, click on "Register/Update Entity" on the left navigation bar and then "Incomplete Registrations." The user's entity should appear under Entity List on the left. Click the entity name and information will appear under the Entity Details on the right. Under the information, there should appear 3 choices; View, Update Entity, and Delete. Click Delete and follow the directions. If the [Delete] or [Deactivate] buttons are unavailable, the draft record cannot be deleted by that user or not at that time.

Incomplete registrations, that is registrations which have not been submitted, will be deleted from the system if 90 days have passed since they last updated the registration. If their registration is deleted due to inactivity, they will need to begin the entity registration process again.

If this did not answer your question, please refer to the Federal Service Desk (FSD) website at <https://www.fsd.gov> and enter your question in the search box.