

Challenge.Gov, managed by Technology Transformation Services (TTS), within the General Services Administration, is the official hub for prize competitions and crowdsourcing campaigns (together referred to as “challenges”) across the U.S. federal government. Through this platform, federal agencies engage public solvers in challenges to identify innovative solutions to important issues.

This guide provides step-by-step instructions for site visitor and public solver use of Challenge.Gov.

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I. EXPLORE CHALLENGES

NOTE: All visitors can explore challenges. No user account or log-in is required. For some features, however, creating an account offers additional benefits not available to general site visitors.

A. Explore Active Challenges

This feature allows you to review challenges that are currently accepting public submissions and identify ones of interest to you.

1. Visit www.Challenge.Gov
2. Review the active challenge tiles that appear the Challenge.Gov homepage
3. Click the challenge tile to view the challenge details page
NOTE: Some challenge tiles may redirect to an external challenge site for additional information. In these cases, the site will open in a new browser tab.
4. Review the general information that appears at the top of the challenge details page
5. Click the section names in the middle of the page to view the various challenge content sections (e.g. Overview, Prizes, Rules, How to Enter).

B. View Archived Challenges

This feature allows you to review challenges that are no longer open to public submissions.

1. From any Challenge.Gov page, click “**Archived challenges**” on the top navigation bar
2. Select the year you wish to look at from the “Filter by year” dropdown list
3. Review the archived challenge tiles that appear on the page
4. Click the challenge tile to view the challenge details page
NOTE: Some challenge tiles may redirect to an external challenge site for additional information. In these cases, the site will open in a new browser tab.
5. Review the general information that appears at the top of the challenge details page

C. Using the Search Bar to Locate a Challenge Listing

This feature allows you to search the Challenge.Gov challenge listings to locate a challenge of interest.

1. From any Challenge.Gov page, locate the “search” box (white box with a looking glass icon to the right of it) in the upper right corner
2. Enter the challenge name or keywords you wish to search for into the “search” box
3. Click the looking glass icon
4. Review the list of search results
5. Click the challenge name link to access the full challenge profile.

II. ENGAGE WITH A CHALLENGE

A. Follow a Challenge

This feature allows you to receive challenge updates and other challenge-related information from the challenge manager via email. You have the option to follow the challenge as a guest or to save challenges to your Challenge.Gov user account.

NOTE: This feature is not available for challenges that redirect to an external challenge site from the challenge tile.

1. From the challenge details page, click the **“Follow challenge”** button located in the general information section of the page
2. Click to select the desired option:
 - a. **“Follow challenge”** - no user account or log-in required
 - i. Continue with section **i. Follow Challenge as a Guest** below
 - b. **“Save Challenge”** - save the challenge to your account, log into the Solver Portal to view a list of your saved challenges
 - i. Continue with section **ii. Save Challenge to Your Account** below

NOTE: Challenge.Gov uses GovDelivery to allow users to follow challenges and receive challenge-related information via email. GovDelivery is used by many Federal agencies to deliver content important to you. [Visit GovDelivery Help at subscriberhelp.granicus.com](https://subscriberhelp.granicus.com).

i. Follow Challenge as a Guest

1. Enter your **Email Address**
2. Click the **“Submit”** button

NOTE: If you have followed other challenges previously, skip to #7 below
3. Re-enter your email in the **Confirm Email Address** box
4. If desired, create an optional password
5. Click the box to **consent to the data privacy policy**
6. Click the **“Submit”** button
7. Click the **“Close”** button
8. Click the **“OK”** button to confirm

NOTE: You will receive an email from GSA, Technology Transformation Services (gsa-tts@notify.gsa.gov) with the subject “Subscription Change Confirmation”. You can stop receiving notices at any time by clicking the “Subscriber Preferences Page” link at the bottom of any GovDelivery email you receive.

ii. Save Challenge to Your Account

1. Login to the Challenge.Gov Solver Portal.
 - a. Click the “**Accept and Sign-in**” button to acknowledge the terms of use
 - b. Enter the **Email address** and **Password** associated with your account
 - c. Click the “**Sign in**” button
 - d. Authenticate your account using the security method you selected when you created your account.
2. Click the **Finish** button

NOTE: You will receive an email from GSA, Technology Transformation Services (gsa-tts@notify.gsa.gov) with the subject “Subscription Change Confirmation”. You can stop receiving notices at any time by clicking the “Subscriber Preferences Page” link at the bottom of any GovDelivery email you receive.

B. Share a Challenge

This feature allows you to share a challenge via your Facebook, LinkedIn, Twitter or Email.

NOTE: This feature is not available for challenges that redirect to an external challenge site from the challenge tile.

1. From the challenge details page, click the “**share**” button located in the general information section of the page
2. Click to select the desired platform you wish to share to:
 - a. Facebook
 - b. LinkedIn
 - c. Twitter
 - d. Email

NOTES:

- You may be prompted to log-in to your selected platform account. Follow the onscreen instructions to complete that process before continuing.
3. Pre-populated text will appear with a link to the challenge listing and recommended hashtags. To this text, add a personal note about the challenge and why you are sharing it.
 4. Click the button to share:
 - a. Facebook => “**Post to Facebook**”
 - b. LinkedIn => “**Share in a post**” or “**Send as private message**”
 - c. Twitter => “**Tweet**”
 - d. Email => “**Send**”

C. Print a Challenge

This feature allows you to print a copy or create a PDF file with the challenge details.

NOTE: This feature is not available for challenges that redirect to an external challenge site from the challenge tile.

1. From the challenge details page, click the “**Print challenge**” link located in the general information section of the page
2. From the print preview, select the print **Destination** then click the “**Print**” button.
NOTE: Select “**Save as PDF**” to create a PDF file.

D. Contact the Challenge Management Team

This feature allows you to send an email with your challenge-related questions to the Challenge Management Team from the sponsoring agency.

NOTE: This feature is not available for challenges that redirect to an external challenge site from the challenge tile.

1. From the challenge details page, click the “**Contact**” tab located in the challenge details navigation bar in the middle of the page
2. Enter your *Email Address*
3. Enter your *Question or comment*
4. Click the “**Submit**” button
NOTE: You will receive an email from team@challenge.gov confirming your message has been sent.
5. Be on the lookout for an email from the Challenge Management Team

E. Submitting to a Challenge

This feature allows you to submit your entry.

NOTE: This feature is only available for challenges accepting submissions via the Challenge.Gov portal. These challenges will have an orange “**Apply for this challenge**” button in the general information section of the challenge details page.

1. From the challenge details page, click the “**How to enter**” tab located in the challenge details navigation bar in the middle of the page
2. Carefully review the information on the “**How to enter**” tab. Follow the instructions provided here to prepare your submission
3. Click the “**Rules**” tab located in the challenge details navigation bar in the middle of the page, and carefully review the rules, eligibility, terms and conditions information provided to ensure your entry meets all challenge participation requirements
4. Click the “**Apply for this challenge**” button
5. Click “**Accept and Sign-in**” to access the Solver Portal
6. Log-in to your Challenge.Gov Solver Account
NOTE: For help logging in or creating a user account refer to **Section III.A - Create Your Challenge.Gov User Account** or **Section III.B - Log in to the Solver Portal** of this user guide.
7. Complete the challenge submission form as directed
NOTE: You can click the “**Save draft**” button at any point to save and continue working at a later time.

8. Click the box next to **“I have read the rules, terms and conditions of this challenge”**
9. Click the **“Review and submit”** button
NOTE: If you’d like to make edits prior to submitting, click the **“Edit”** link.
10. Click the **“Submit”** button
NOTE: You will receive an email from team@challenge.gov with the subject “Challenge.gov - Submission created for [Name of Challenge]”.

F. Unfollow a Challenge

This feature allows you to unfollow a challenge and unsubscribe from challenge-related email updates.

1. Click the **“Subscriber Preferences Page”** link at the bottom of any Challenge.Gov Bulletin email you have received.
NOTE: To access this page directly, go to:
<https://public.govdelivery.com/accounts/USGSATTS/subscriber/new?preferences=true>
2. Click the **“Check to Delete”** box next to the challenge you no longer wish to follow
3. Click the **“Submit”** button
NOTE: You will receive an email from GSA, Technology Transformation Services (gsa-tts@notify.gsa.gov) with the subject “Subscription Change Confirmation”.

III. USING THE SOLVER PORTAL

A. Create Your Challenge.Gov User Account

NOTE: Challenge.Gov uses Login.gov to provide account and system access to users. [Visit Login.gov for more information.](#)

1. From the [Challenge.Gov](#) homepage, click the **“My account”** button in the upper right corner.
2. Click the **“Accept and Sign-in”** button to acknowledge the terms of use.
3. Click the **“Create an account”** button.
4. Enter your email address
5. Check the box to accept the [Login.gov Rules of Use](#).
6. Click the **“Submit”** button.
7. Check your email for a message from Login.gov with the subject line “Confirm your email”.
NOTE: Please allow a few minutes for this email to arrive, and be sure to check any special email filters you may have (e.g. social, forums, spam, etc.).
8. Click the **“Confirm email address”** button in the email message. This will take you back to the Login.gov website.
9. Enter your desired Login.gov / Challenge.Gov password.
10. Click the **“Continue”** button.
11. Follow the onscreen prompts to set up a second layer of security. Visit [Login.gov help](#) to learn more about each authentication option.
12. Enter the one-time security code from your selected authentication method.
13. Click the **“Submit”** button

14. Click the “**Agree and continue**” button to sign in to the Solver Portal for the first time

B. Log in to the Solver Portal

1. From the [Challenge.Gov](#) homepage, click the “**My account**” button in the upper right corner
2. Click the “**Accept and Sign-in**” button to acknowledge the terms of use
3. Enter the **Email address** and **Password** associated with your account
4. Click the “**Sign in**” button
5. Authenticate your account using the security method you selected when you created your account.

C. Log out of Your Challenge.Gov Account

1. From anywhere in the Solver Portal, click [**Your email address**] in the upper right corner
2. Select “**Logout**” from the account menu

D. Manage Your Saved Challenges

This feature allows you to view and manage your saved challenges. See **Section II.A - Follow a Challenge** for instructions on saving a challenge to your account.

1. From the *Submission Portal Dashboard*, click the “**My saved challenges**” button.
2. From the *Saved challenges* page you can view a list of challenges you have saved to your account.
 - a. To view the challenge details, click the Challenge Tile to view the challenge details.

NOTE: The challenge details page will appear in a new tab.
 - b. To remove a challenge, click the “**Remove**” link located on the challenge tile. Then click “**OK**” to confirm.

NOTE: Removing a challenge from your saved challenges will not unfollow you from the challenge and you will continue to receive challenge-related updates. See **Section I.F - Unfollow a Challenge** for instructions on unsubscribing from challenge updates.

E. Edit a Challenge Submission

This feature allows you to edit your challenge submission. Submissions can be edited at any time prior to the submission period end. See **Section II.E - Submitting to a Challenge** for instructions on challenge entry submission.

NOTE: This feature is only available for challenges accepting submissions via the Challenge.Gov portal. These challenges will have an orange “**Apply for this challenge**” button in the general information section of the challenge details page.

1. From the *Submission Portal Dashboard*, click the “**My Submissions**” button.
2. Click the tile of the submission you wish to edit
3. Update the submission content as needed
4. Click the “**Review and submit**” button

NOTE: If you'd like to make edits prior to submitting, click the **"Edit"** link.

5. Click the **"Submit"** button

F. Delete a Challenge Submission

This feature allows you to delete your submission and make it unavailable for review by the challenge management team. Submissions can be deleted at any time prior to the submission period end.

NOTE: This feature is only available for challenges accepting submissions via the Challenge.Gov portal. These challenges will have an orange **"Apply for this challenge"** button in the general information section of the challenge details page.

1. From the *Submission Portal Dashboard*, click the **"My Submissions"** button.
2. Click the tile of the submission you wish to delete
3. Click the **"Review and submit"** button
4. Click the **"Delete"** link in the lower left corner
5. Click the **"OK"** button to confirm

G. Using the Message Center

This feature will allow you to view and respond to messages from the challenge management team of challenges you are participating in.

NOTE: This feature is only available for challenges accepting submissions via the Challenge.Gov portal, and will only become available once you have submitted your entry.

i. View & Respond to Messages

1. From the *Submission Portal Dashboard*, click the **"Message Center"** button.
2. Click the **"Message Snippet"** for the message you wish to work with
NOTE: A history of your conversation will appear at the top of the page
3. To reply, enter your message content in the text box at the bottom of the page
NOTE: The WYSIWYG (What you see is what you get) editor allows you to adjust the font size and format, create bulleted and numbered lists, indent text, and add hyperlinks.
4. Click the **"Send Message"** button at the bottom of the page
NOTE: This will automatically queue your message to be sent

ii. Other Message Center Features

The message center has a number of features to help you filter and manage your messages.

- **Filter by Challenge:** Dropdown list at the top of the page allowing you to filter the list of messages by challenge.

- **Star:** Clicking the *star* icon next to the message date will add it to a special list, allowing you to easily access it by clicking the “**Starred**” link at the top of the page.
- **Mark as Unread:** All unread messages can be easily accessed by clicking the “**Unread**” link at the top of the page. To mark a viewed message as “unread”, hover over the *Message Snippet* and click the **envelope icon**.
- **Archive:** All archived messages can be easily accessed by clicking the “**Archived**” link at the top of the page. To archive a message, hover over the *Message Snippet* and click the **box icon**.
- **Drafts:** All draft messages can be easily accessed by clicking the “**Drafts**” link at the top of the page.