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Ship Manager Performance Evaluation and Appraisal System User Guide for Logging in

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Section 1.0 Introduction

In accordance with Federal Acquisition Regulation (FAR 37.602–2), the Quality Assurance Surveillance Plan (QASP) ensures contractors meet measurable standards defined in the Performance Work Statement (PWS).

This application is designed for Maritime Administration (MARAD) evaluators to record, monitor, and assess Ship Manager performance for the Ready Reserve Force (RRF) Ship Management Services Contract. This includes the Contracting Officer's Representatives (CORs), Administrative Contracting Officers (ACOs), and Logistics Management Specialists (LMSs), who will be submitting their evaluations. This also includes reviewers and points of contact from the ship management companies.

1.1 User Roles

Administrative Contracting Officer (ACO)

1. Review and approve performance notices.
2. View CPARS reports.
3. Submit new performance evaluations.
4. Finalize performance evaluations and performance notices.

Administrator (ADMIN)

1. Manage ship groups' rosters for assigned divisions.
2. View all performance evaluations.
3. View performance notices and annual CPARS.
4. View all reports.

Alternate COR (ACOR) / Contracting Officer's Representative (COR)

1. View performance notices.
2. View all reports.
3. Submit new performance evaluations and performance notices.
4. Finalize performance evaluations.

General User (GU)

1. View all performance evaluations.
2. View performance notices and annual CPARS.
3. View all reports.

Inventory Management Specialist (IMS) / Logistics Management Specialist (LMS)

1. Submit new performance evaluations.
2. Finalize performance evaluations.

Logistics Management Officer (LMO)

1. Review and approve performance evaluations.

Procurement Contracting Officer (PCO)

1. View annual CPARS.
2. View CPARS reports.
3. Review and approve performance evaluations.
4. Run annual CPARS and close out active PAP.

Ship Manager Roles (SMGR / SMCE / SMCM / SMPE)

1. View PE Completion Details reports.
2. Agree, disagree, or acknowledge submitted evaluations and performance notices.

Ship Operations and Maintenance Officer (SOMO)

1. View performance notices and annual CPARS.

Super Administrator

1. Manage, deactivate and delete user profiles.
2. Manage PE forms.
3. View all ship groups' annual CPARS.
4. View all reports.
5. Run annual CPARS and close out active PAP.

Surveyor Marine Supervisor (SMS)

1. View performance notices.
2. View all reports.
3. Review and approve performance evaluations and performance notices.

Type Desk (TD)

1. View all performance evaluations.
2. View performance notices.

1.2 Scope

This document provides step-by-step instructions for registering and logging into SMPEAS application for all roles.

Section 2.0 Accessing SMPEAS

2.1 Specifications

SMPEAS is designed to run on the following settings:

- Edge and Chrome browsers.
- The browser's Zoom set to 100%.
- Screen resolution of 1920 x 1080 pixels.

Note: Using any other settings can result in the system not appearing or performing at its optimum level.

2.2 Access Requirements

To be able to access the SMPEAS:

- External Users (those who do not have a DOT PIV card) will need to create a Login.gov account associated with their email address. This will apply for Ship Manager roles.
 - Login.gov accounts are free to use.
 - Login.gov accounts require multi-factor authentication, which is a standard for accessing government systems.
 - Login.gov will present several authentication options, such as receiving a one-time code via text or 'backup codes', that can be utilized.
- Internal Users (those who have a DOT PIV card) will need to log in with this PIV. This will apply for MARAD users and for any other DOT users. The PIV option is only accessible from the DOT internal network or VPN connection.

2.3 Opening the SMPEAS Login Page

Enter this URL in your browser's address bar: <https://smpeas.marad.dot.gov/>

The SMPEAS login page is displayed with two login options. If this is your first time logging into SMPEAS, when you attempt your first login the application will realize that you are new to the system and will guide you through the registration process. You can also use the Registration form to submit your access request.

2.4 The Login.gov option for External Users

For Ship Manager users:

1. Click “Sign in with Login.gov”.
 - If you do not have a Login.gov account associated with your email, go to ► 2.5 Creating your Login.gov Account.
 - If you already have a Login.gov account associated with your email, go to ► 2.6 Using your Login.gov Account.

2.5 Creating your Login.gov Account

1. Click the **Create an account** button. Ensure the top **Create an account** button is selected (not the **Sign in** button).

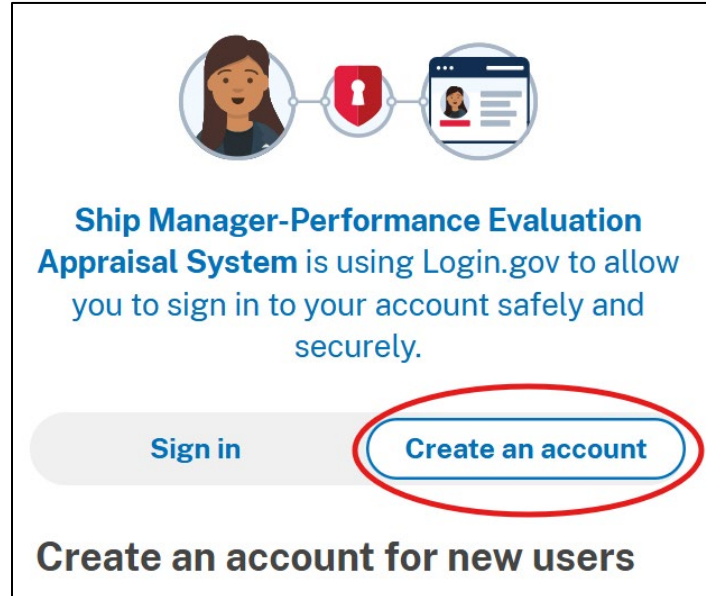


Figure 2-1 Login.gov Create an account

2. Enter your email address.
3. Select your language.

4. Check the “I read and accept the Login.gov Rules of Use” checkbox.
5. Click the **Submit** button.

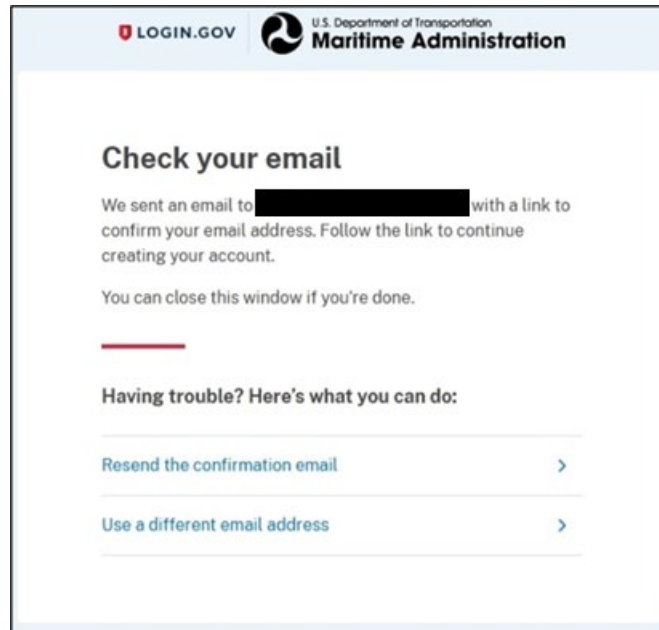


Figure 2-2 After clicking the Submit button, the "Check your email" message is displayed.

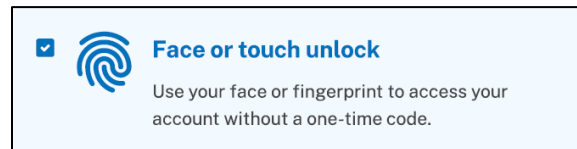
6. You will receive an email from Login.gov with the subject line “Confirm your email”.
7. Open the email and click the **Confirm email address** button. This will take you back to the Login.gov website.
8. Create your Login.gov password.

9. Set up your authentication options. There are six authentication options to choose from. You are encouraged to choose whichever ones work best for you, and Login.gov recommends that you select at least two options in case you lose access to one. Should you need any assistance with setting up your authentication options, your support options are:
- a. Online help article : <https://login.gov/help/create-account/authentication-methods/>
 - b. Call the Login.gov's Help Center : (844) 875-6446.
 - c. Submit a ticket with Login.gov's Help Center : <https://login.gov/contact/>.

The next three pages include instructions for the authentication options. Step 10 continues on page 11.

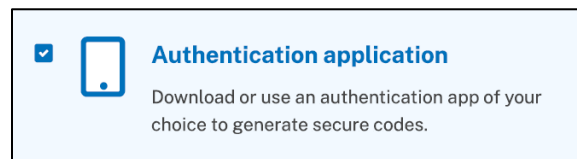
The authentication options and their instructions are provided as follows:

Authentication Option #1: Face or touch unlock



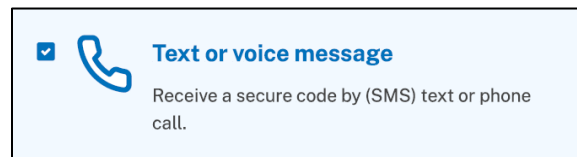
- a. Enter a nickname for the device you are using.
- b. Click the **Continue** button.
- c. Unlock the device you are using to save the unlock option.
- d. Click the **Add another method** button or the Skip for now link.

Authentication Option #2: Authentication application



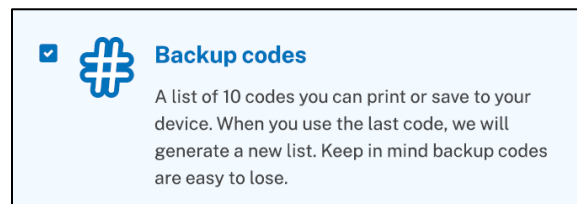
- a. Enter a nickname for Login.gov authentications.
- b. Open your authentication app.
- c. Scan the QR barcode or enter the code manually into your authentication app.
- d. Enter the temporary code from your authentication app.
- e. Click the **Submit** button.
- f. Click the **Add another method** button or the Skip for now link.

Authentication Option #3: Text or voice message



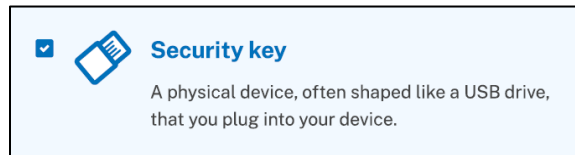
- a. Enter the phone number and choose whether to receive your one-time codes via text messages or by phone call.
- b. Click the **Send code** button.
- c. Enter the received one-time code.
- d. Click the **Submit** button.
- e. Click the **Add another method** button or the Skip for now link.

Authentication Option #4: Backup codes



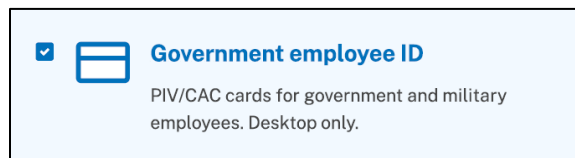
- a. Click the **Continue** button.
- b. Click the button to **Download**, **Print**, or **Copy** the 10 backup codes.
Note: Each code can only be used one time. After you use the first 10 backup codes, a new set of backup codes will be generated for you.
- c. Click the **Continue** button.
- d. Click the **Add another method** button or the Skip for now link.

Authentication Option #5: Security key



- a. Enter a nickname for the security key device.
- b. Click the Continue button.
- c. Click the **Add another method** button or the Skip for now link.

Authentication Option #6: Government employee ID (PIV badge or CAC card)



- a. Enter a nickname for your PIV or CAC.
- b. Insert your PIV or CAC into your card reader.
- c. Choose your PIV's or CAC's certificate.
- d. Enter your PIN.
- e. Click the **Add PIV/CAC card** button.
- f. Click the **Add another method** button or the Skip for now link.

10. (Continued from Step 0 on page 7) After you have set up your authentication options, you will be redirected to a page that displays “You are now signing in for the first time”.

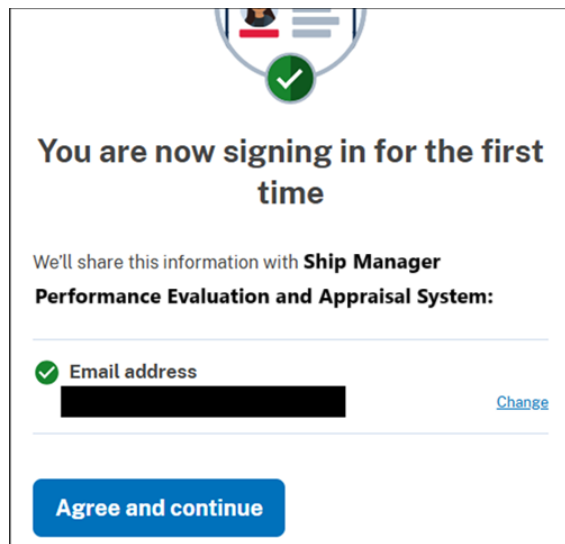
The screenshot shows a web interface for logging into SMPEAS. At the top, there is a circular icon with a green checkmark. Below it, the text reads "You are now signing in for the first time". Underneath, it says "We'll share this information with Ship Manager Performance Evaluation and Appraisal System:". There is a section for "Email address" with a green checkmark icon to the left of the text. The email address is masked with a black box. To the right of the masked email address is a blue link labeled "Change". At the bottom of the form is a blue button with the text "Agree and continue".

Figure 2-3 Logging into SMPEAS for The First Time after Creating a Login.gov Account

11. Click the **Agree and continue** button.
12. You will now be redirected to the SMPEAS application’s new user registration form. Go to
► 2.7 Creating your SMPEAS Profile (New User Registration).

2.6 Using your Login.gov Account

1. Ensure the top **Sign in** button is selected (not the **Create an account** button).
2. Enter your Login.gov email address.
3. Enter your Login.gov password.
4. Click the bottom **Sign in** button.

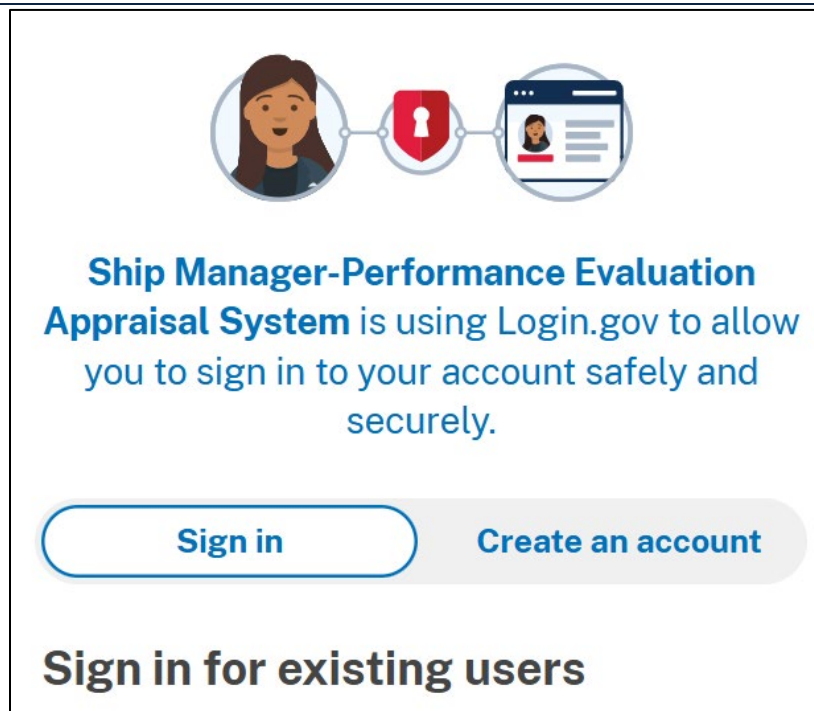


Figure 2-4 Login.gov Sign in for existing users

5. You will be prompted to authenticate using one of the options you set up in your Login.gov profile, such as:
 - Scanning your face or fingerprint
 - Entering a one-time code from your authentication application
 - Using your security key
 - Entering a one-time code that you receive by text or by phone call
 - Entering a backup code
 - Using your federal government employee or military ID (PIV or CAC)
6. After authenticating successfully, you will be redirected to a page that displays a Login.gov confirmation and information about signing into SMPEAS for the first time.

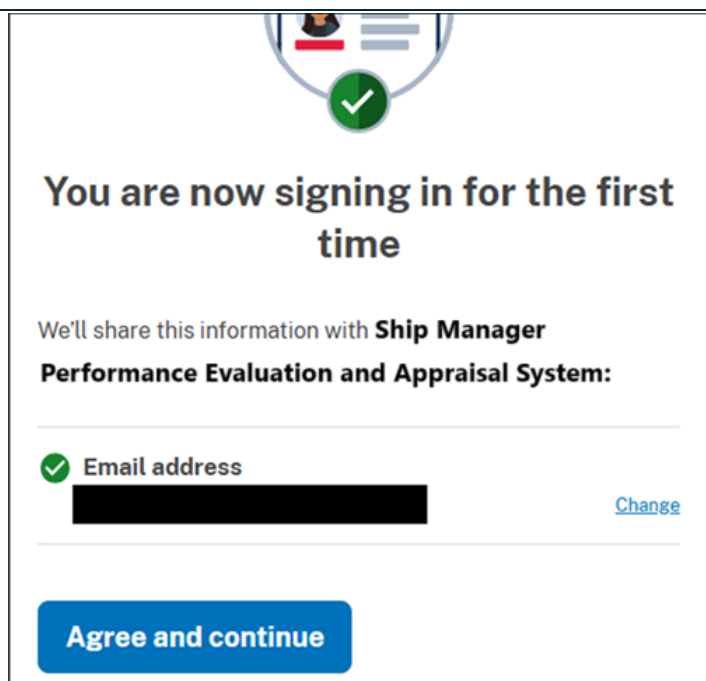
The screenshot shows a login interface for the SMPEAS application. At the top, there is a circular icon with a green checkmark. Below it, the text reads "You are now signing in for the first time". Underneath, it states "We'll share this information with Ship Manager Performance Evaluation and Appraisal System:". There is a section for "Email address" with a green checkmark icon to its left. The email field is a black rectangle, and a "Change" link is visible to its right. At the bottom, there is a blue button labeled "Agree and continue".

Figure 2-5 Logging into SMPEAS for The First Time

7. Click the **Agree and continue** button.
8. You will now either be redirected to the SMPEAS application.
 - If this is your first time logging into SMPEAS, you will be redirected to the new user registration form. Go to ► 2.7 Creating your SMPEAS Profile (New User Registration).
 - If your SMPEAS profile is registered and already approved, you will now be logged into the SMPEAS application.
 - If your SMPEAS profile is registered but not yet approved, you will be displayed a message stating your profile has not been approved.

2.7 Creating your SMPEAS Profile (New User Registration)

If this is the first time you sign in with your Login.gov account, then after you have completed your multi-factor authentication the Login.gov page will inform you that “You are now signing in for the first time” and that “[Login.gov will] share this information with Ship Manager Performance Evaluation and Appraisal System”.

After clicking the **Agree and continue** button, you are taken to SMPEAS application’s “Create a new account” page.

1. Enter your first name and last name in the corresponding fields.

2. Select your SMPEAS role.
3. Click the **Register** button.

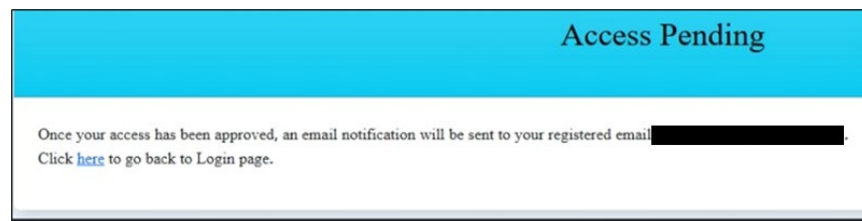


Figure 2-6 After clicking the Register button, the "Access Pending" message is displayed

At this point, your SMPEAS profile will need to be approved by MARAD. Once it's approved, you will receive an email from SMPEAS_No_Reply@dot.gov.

2.8 Logging into SMPEAS (After Registration Approval)

1. Click "Sign in with Login.gov".
2. Ensure the top **Sign in** button is selected (not the **Create an account** button).
3. Enter your Login.gov email address.
4. Enter your Login.gov password.
5. Click the bottom **Sign in** button.
6. You will be prompted to authenticate using one of the options you set up in your Login.gov profile, such as:
 - Scanning your face or fingerprint
 - Entering a one-time code from your authentication application
 - Using your security key
 - Entering a one-time code that you receive by text or by phone call
 - Entering a backup code
 - Using your federal government employee or military ID (PIV or CAC)
7. After authenticating successfully, you will now be logged into the SMPEAS application.

2.9 The PIV option for Internal Users

For all MARAD users:

1. Click the PIV image.

2. When prompted, enter your PIN and click **OK**.
3. You will now either be redirected to the SMPEAS application.
 - If this is your first time logging into SMPEAS, you will be redirected to the new user registration form. Go to ► 2.10 Creating your SMPEAS Profile (New User Registration).
 - If your SMPEAS profile is registered and already approved, you will now be logged into the SMPEAS application.
 - If your SMPEAS profile is registered but not yet approved, you will be displayed a message stating your profile has not been approved.

2.10 Creating your SMPEAS Profile (New User Registration)

If this is the first time you have logged into the SMPEAS application, you are taken to the “Create a new account” page.

1. Select your SMPEAS role from the dropdown.
2. Enter your first name and last name in the corresponding fields.
3. Click the **Register** button.

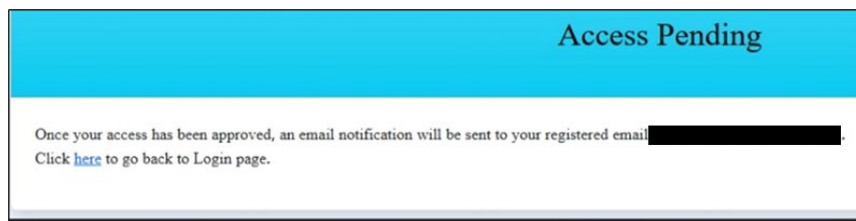


Figure 2-7 After clicking the Register button, the "Access Pending" message is displayed

At this point, your SMPEAS profile will need to be approved. Once it's approved, you will receive an email from SMPEAS_No_Reply@dot.gov.

2.11 Automatic Profile Deactivation after 90 Days of Inactivity

Due to a Security requirement, your profile will be deactivated automatically if you have not logged into SMPEAS after 90 days since your last login. The application will send out reminder emails at the 60-day mark, the 84-day mark (7 days before deactivation), and on the 90-day mark. If you have not logged into SMPEAS by the end of the 90th day, your profile will be deactivated on the 91st day, in which case you will have to reach out to the SMPEAS Administrator in order to have your profile reactivated.