

Common error notices – what do they mean?

"We're sorry, but something went wrong in processing your request." When saving your application:

The error that you are receiving indicates that you have not completed every question. Please start from the beginning and verify that you have answered each question and uploaded the correct documents as requested on every page. Click the "save and continue" button on each page to validate that the answers are recorded.

"Account inactive" after logging into my account

An inactive account means that your records in [SAM.gov](https://sam.gov) are not in the Active state. Please update your registration in [SAM.gov](https://sam.gov). After [SAM.gov](https://sam.gov) has reviewed and activated your changes, please wait 72 hours before returning to complete your application.

"Business not found"

Your records in [SAM.gov](https://sam.gov) must be in the "Active" status to be able to access your records in [certify.SBA.gov](https://certify.sba.gov). Any changes to records in [SAM.gov](https://sam.gov) can take up to 72 hours to transfer to [certify.SBA.gov](https://certify.sba.gov), AFTER they have been reviewed and activated by [SAM.gov](https://sam.gov).

If your records have been "Active" in [SAM.gov](https://sam.gov) for more than 72 hours, please check your UEI, TIN, CAGE Code (if applicable), and Bank Account one more time. They must match exactly as they are displayed in [SAM.gov](https://sam.gov).