

Getting Started

GRANTSOLUTIONS

GrantSolutions serves as one of three consortia leads under the Grants Management Line of Business (GMLoB) E-Gov initiative offering government-wide grants management system support services. The GrantSolutions Grants Management Module (GMM) is a role-based comprehensive grants management system.

GRANTSOLUTIONS GMM

The GrantSolutions GMM is a web based system that provides a way for grant recipients to view/print their grant awards, submit post-award actions such as amendments, apply for non-competing continuations and directed supplements, submit reports, etc. Please contact the awarding agency for direction on the types of actions to perform in the system.

THE GRANTSOLUTIONS PUBLIC WEBSITE

To access the GrantSolutions GMM, connect to the Internet, open a web browser such as Internet Explorer, Chrome, or Mozilla Firefox, and go to http://www.grantsolutions.gov.

The GrantSolutions public website appears.



Figure 1: GrantSolutions public website



This website contains useful information, including:

- Login button to GrantSolutions
- Help Desk contact information and hours
- Frequently Asked Questions
- GrantSolutions Recipient training videos
- User Account Request Forms

Request a User Account Form

The *Recipient User Account Request Form* must be completed and submitted for each user requiring a new GrantSolutions GMM account. Forms are also submitted for account changes, and to delete access to the system.

To access a copy of the form from the GrantSolutions website:

1.	Navigate to the	GrantSolutions Lo	ogin Page	and click the lir	nk Request a N	lew User Account.
	0		0 0			

Partnering to better serve the grants c	sommunity.	FAQS CONTACT US
Grant Solutions		ABOUT BENEFITS SERVICES PARTNERS NEWS
Login	Login using any of the following services GrantSolutions Vermame: GrantSolutions Password:	GrantSolutions Updates Standard downtimes for security and system enhancements occur every Thusday trom 900 m ET until approximately 100 am ET on Friday. Next Planned Downtime: February 25th, 2021 Writewort Kown Issues
Security Measures	Frequently Asked Questions	Grants Announcements

Figure 2: GrantSolutions Login Page- Request a New User Account link



2. The "Getting Started – Request a User Account" screen displays. Under the heading *Recipient User*, click the link **Recipient User Account Request Form**.

F	Federal User
4	Il account requests must be made by the prospective user's supervisor or other authorized Partner/Agency official.
	 1. The requester must complete and sign the first section of the Federal User Account Request Form. 2. The person who will be receiving access needs to: Sign and date the second part of the form (Data Access/Security Compliance Statement) Sign and date the main signature page and the Addendum signature page in the HHS Rules of Behavior. (Alternatively, you may substitute a signed copy of the Rules and Behavior form from your own Department/Agency) Write your Government HSPD-12 Identification Card (PIV) Have the authorizing official complete the authorizing section by verifying the Government HSPD-12 Identification Card (PIV) card Email all required documents to the GrantSolutions. Help Desk at help@grantsolutions.gov or fax to (301) 998-7272. Please note we cannot accept emails to the Help Desk over 5 MB in size. If you have questions, please call the Support Desk at (202) 401-5282 or (866) 577-0771.
	Recipient User
4	Il account requests must be made by the prospective user's supervisor or other authorized organization official.
	 The requester must complete and sign the first section of the Recipient User Account Request Form. The person who will be receiving access needs to sign and date the second part of the form (secar Access/Security Compliance Statement) Email all required documents to the GrantSolutions Help Desk at help@grantSolutions.gov or fax to (301) 998-7272. Please note we cannot accept emails to the Help Desk over 5 MB in size. If you have questions, please call the Support Desk at (202) 401-5282 or (866) 577-0771.

3. Follow the instructions to complete and submit the form and adhere to any guidance provided by the awarding agency.

Please note that the GrantSolutions Help Desk cannot accept emails over 5 MB in size.

Once an account is created, the user receives two automatically generated emails from GrantSolutions. The first email contains a username and a link to GrantSolutions.gov. The second email contains a temporary password.

Tip: Usernames are <u>NOT</u> case sensitive. Passwords <u>ARE</u> case sensitive.



GrantSolutions Help Desk

The GrantSolutions Help Desk is available to assist Recipients with technical questions about the system.

Email: help@grantsolutions.gov
Phone: 866-577-0771
Hours: Monday through Friday 7 a.m. to 8 p.m. ET excluding Federal holidays

Locate Help Desk contact information in a variety of ways:

• From the GrantSolutions "Contact" page

Contact	
GrantSolutions is committe include support in the migr	ed to the success of its Partners. When a Federal agency joins GrantSolutions, they are provided with an array of support services. Services ration process, advice and assistance to new system users, and training and technical assistance.
To learn more about Grant!	Solutions and how we can help support your mission, email information@grantsolutions.gov.
Frequently As	ked Questions
Circle and services the sub-service of the	requestly asked suscitions
Find answers to our most i	requently asked questions.
Find answers to our most i	requency asked questions.
Find answers to our most i	requently asked questions.
Help Desk Infe	prmation
Help Desk Info If you need additional help	ormation , the GrantSolutions help desk is available for assistance on all GrantSolutions products and services.
Help Desk Info If you need additional help Hours of Operation: Monda	prmation , the GrantSolutions help desk is available for assistance on all GrantSolutions products and services. 19 through Friday 7 a.m. – 8 p.m. ET (closed on Federal holidays).
Help Desk Info If you need additional help Hours of Operation: Monda Phone Number: 1.866.577.07	Drmation , the GrantSolutions help desk is available for assistance on all GrantSolutions products and services. ay through Friday 7 a.m. – 8 p.m. ET (closed on Federal holidays). 771 or 202.401.5282

Figure 4: GrantSolutions Contact page – Help Desk Information

• At the bottom of every page when logged into the GrantSolutions GMM

GrantSolutions User Support | (202) 401-5282 or (866) 577-0771 | help@grantsolutions.gov

Figure 5: My Grants List screen - Footer



Frequently Asked Questions

The Frequently Asked Questions page was created in response to inquiries on support, services, training, and the GrantSolutions GMM.



Figure 6: Home page - Frequently Asked Questions link

Search for questions and answers.

Grant Solutions:							LOGIN
PARTNERS IN INNOVATION	HOME	ABOUT	BENEFITS	SERVICES	PARTNERS	NEWS	CONTACT
Frequently Asked Questi	ons						
	UII3						
FAQs							
How can I request a GrantSolutions account?							
Is my Grants.gov account the same as my GrantSolutions.g	jov account?						
Can my organization have more than one GrantSolutions.g	jov account?						
Why did I not receive my GrantSolutions password?							
My password does not work and I've tried several times; h	iow can I gain access t	o my accou	nt?				
Why does GrantSolutions have such a complicated passwo	ord convention?						
How often does my password need to change?							
	horized Organization I	Representat	ive?				
On the GrantSolutions user account forms, who is the Aut							
On the GrantSolutions user account forms, who is the Aut Where can I find new funding opportunities?							
On the GrantSolutions user account forms, who is the Aut Where can I find new funding opportunities? Where can I get support for Grants.gov?							