



# GrantSolutions User Guide

Recipient Process: Grant Details – Messages Tab

December 2024

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## Introduction

The “Grants List” screen allows users to search for grants and access the “Grants Details” screen. From the “Grant Details” screen, users can access the *Messages* tab. The Messages tab contains all messages that have been sent or received by a grantor or recipient of a grant.

### ACCESS USING THE CLASSIC SCREENS

#### Grant Messages

Users can access grant messages from the following classic screens: My Grants List.

#### Application Messages

Users can access application messages from the following classic screens: My Applications List.

### LOGIN

To access grant messages in the New Experience, follow the steps below:

1. From a browser such as Google Chrome, navigate to [www.grantsolutions.gov](https://www.grantsolutions.gov) and click the **Login** button.

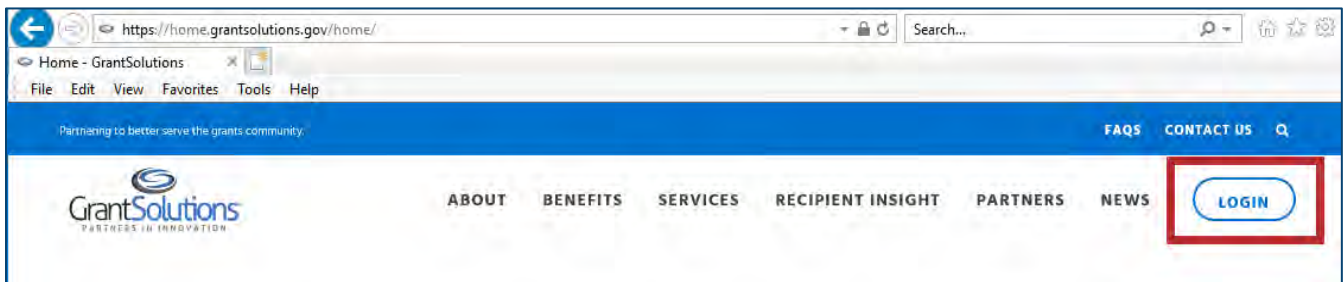


Figure 1: GrantSolutions Public Website with Login button

2. The “GrantSolutions Login” screen appears. Click the **Login.gov for Recipients & Grantors** button to log in using a Login.gov account.

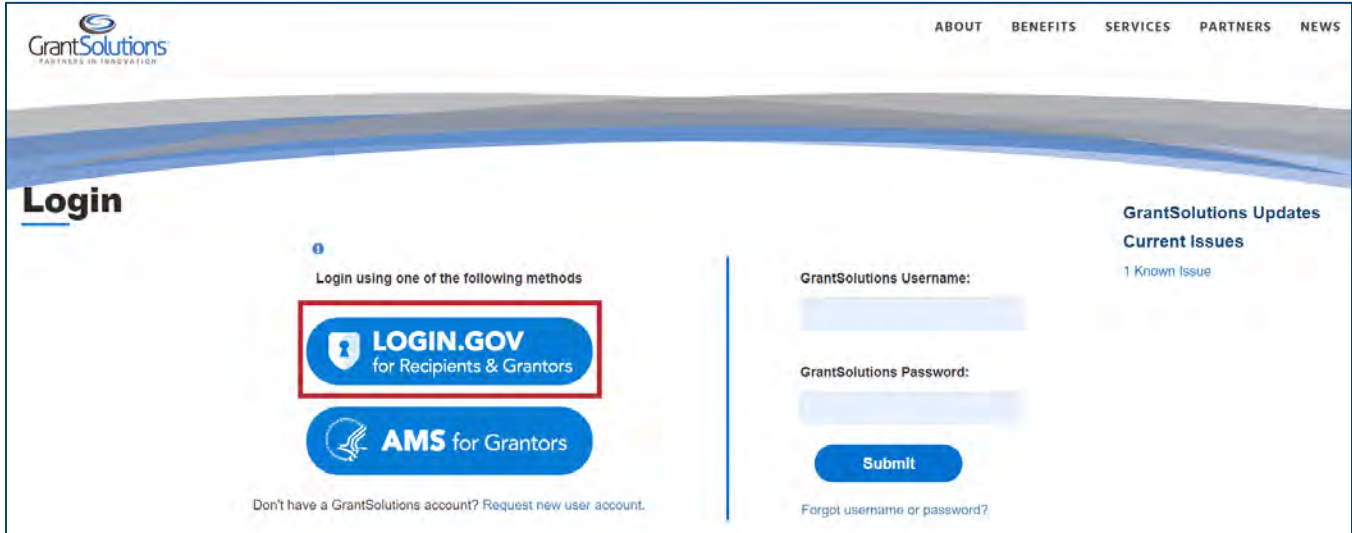


Figure 2: Login screen with Login.gov for Recipients & Grantors button

The “My Grants List” screen appears.

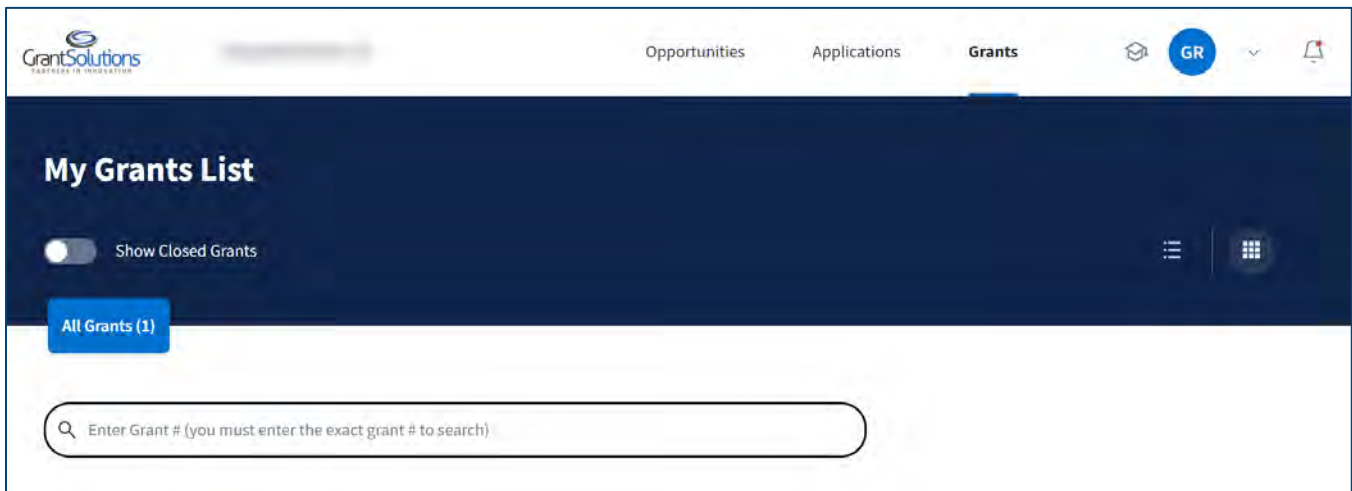


Figure 3: My Grant List screen

## GRANT DETAILS

From the “My Grants List” screen, a user can search for a grant and access grant details. To access grant search results and grant details, follow the steps below:

1. From the “My Grants List” screen, search for the **Grant Number**.

**Note:** Users must enter the exact grant number to search.

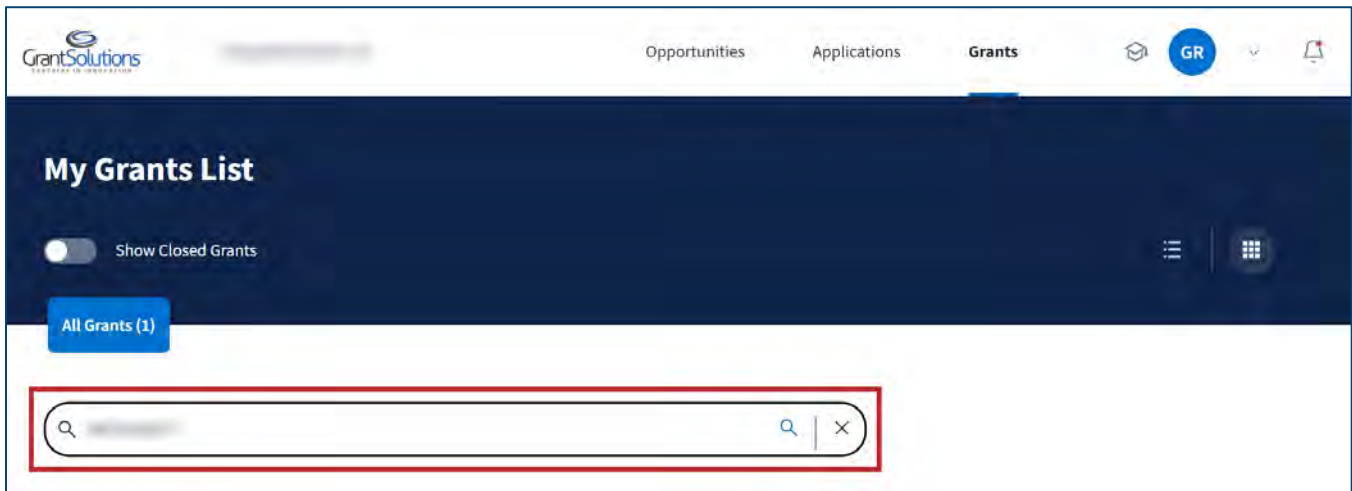


Figure 4: My Grants List screen with Grant Number entered in the search field

2. Click the **Search by Grant Number** button, which appears as a magnifying glass.

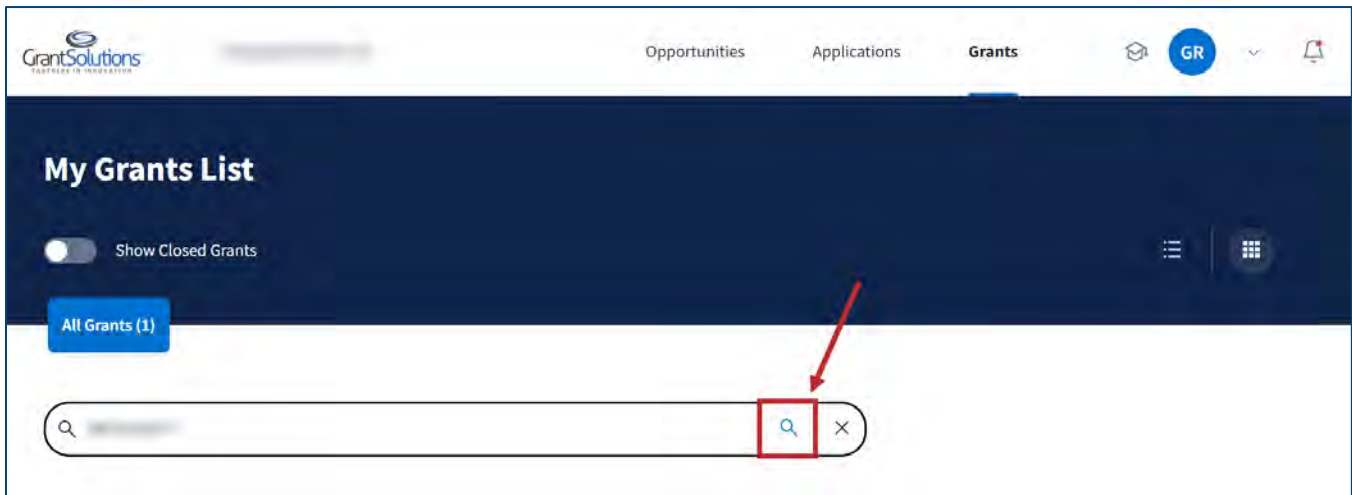


Figure 5: My Grants List screen with Search by Grant Number button

3. A results table appears below with Grant Project cards matching the search criteria. Click the **arrow** button.

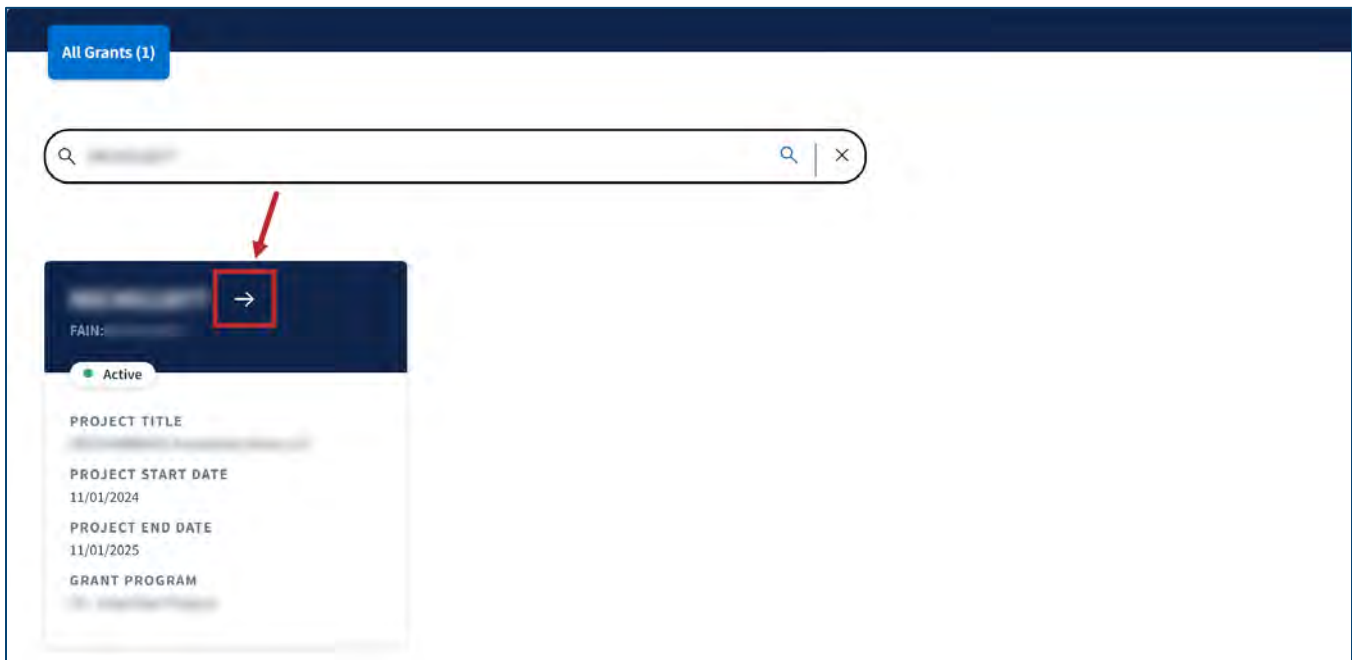


Figure 6: My Grants List screen with Grant Project cards and arrow button

The “Grant Details” screen appears with the *Details* tab open by default.

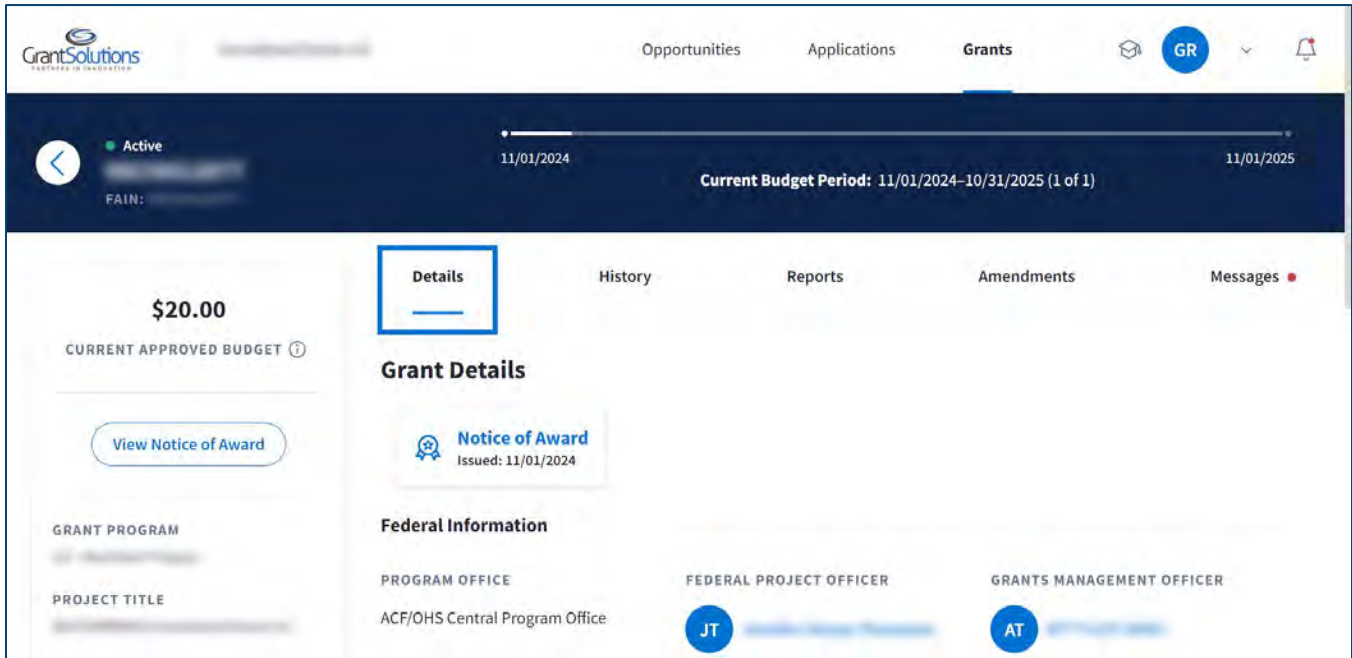


Figure 7: Grant Details screen with Details tab

4. Click the **Messages** tab.

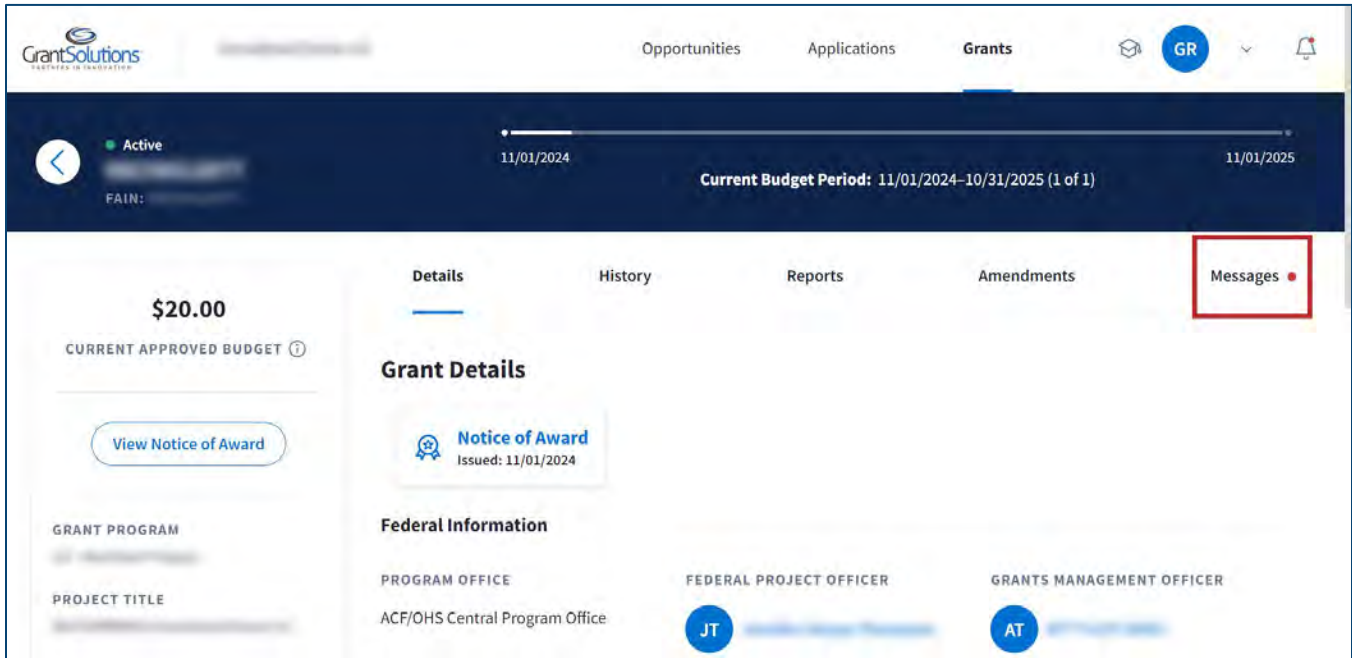


Figure 8: Grant Details screen with Messages tab



The “Grant Messages” screen appears with a *Message Threads* results table below. Multiple grant messages and replies may appear in the *Message Threads* results table with the most recent grant messages at the top.

**Note:** Results can be modified using the search and filter features. Recipients can read all messages and respond to them within the thread.

GrantSolutions

Opportunities Applications **Grants**

Active 11/01/2024 11/01/2025  
FAIN: Current Budget Period: 11/01/2024–10/31/2025 (1 of 1)

\$20.00  
CURRENT APPROVED BUDGET

View Notice of Award

GRANT PROGRAM  
PROJECT TITLE

Details History Reports Amendments **Messages**

Grant Messages

Create A New Grant Message

Search and Filter Grant Messages

Search by Subject Show Filters

Message Threads 2

2 Message Threads Show 25 per page

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	11/25/2024 12:43 PM EST	

Figure 9: Grant Messages screen with Message Threads section

If no grant messages exist, a “No Grant Messages Available” message appears.

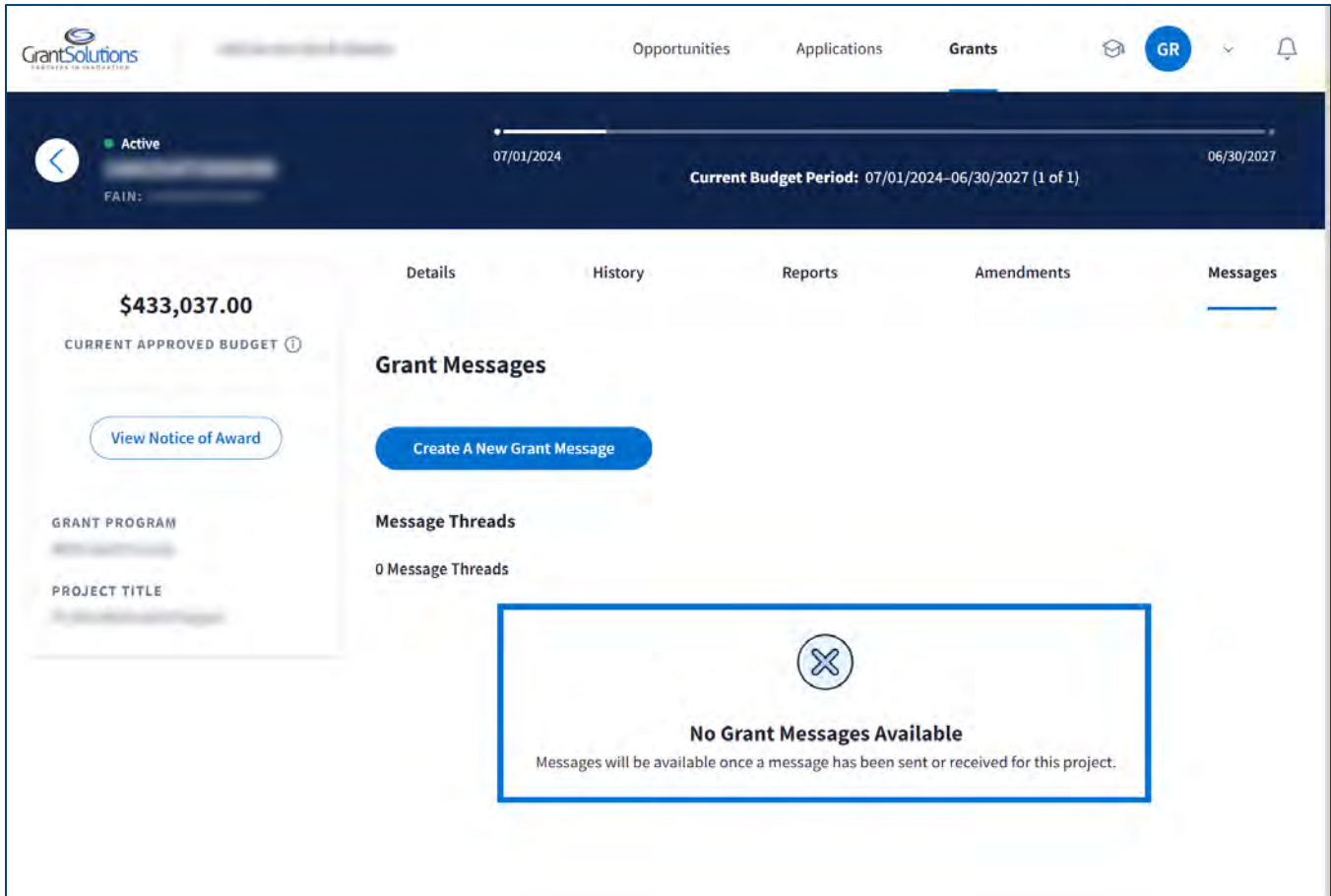


Figure 10: Grant Messages screen with No Grant Messages Available message

## MESSAGES TAB

On the “Grant Messages” screen, users can create new messages, view, delete and reply to messages. In addition, users can search by subject or filter to streamline *Message Threads* results.

### New Message Alerts

New message alerts assist users in identifying when new messages are available. There are four ways to identify when a message is new on the “Grant Messages” screen:

**Note:** Once a message is read, changing it back to unread is not possible.

- A red dot appears to the right of the *Messages* tab title.

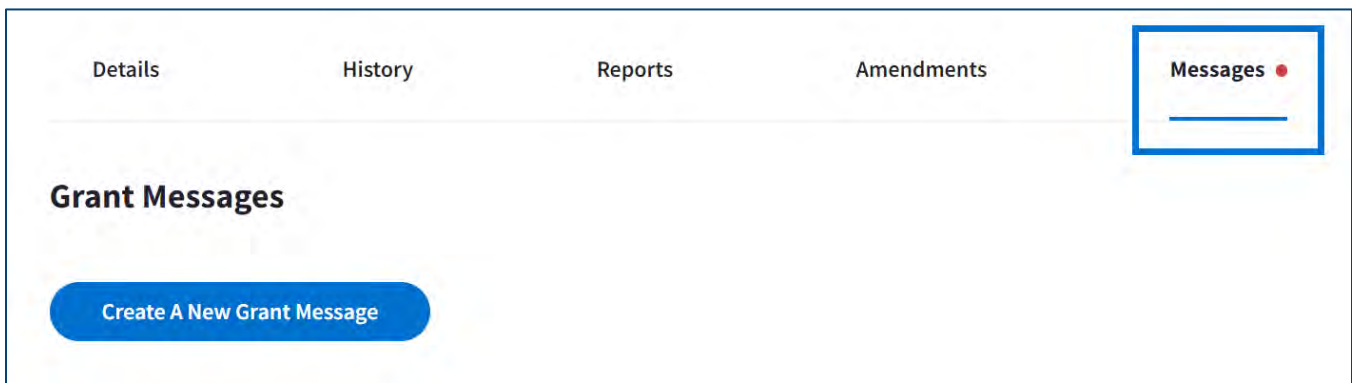


Figure 11: Messages tab title with red dot

- A red number appears to the right of the *Message Threads* title.

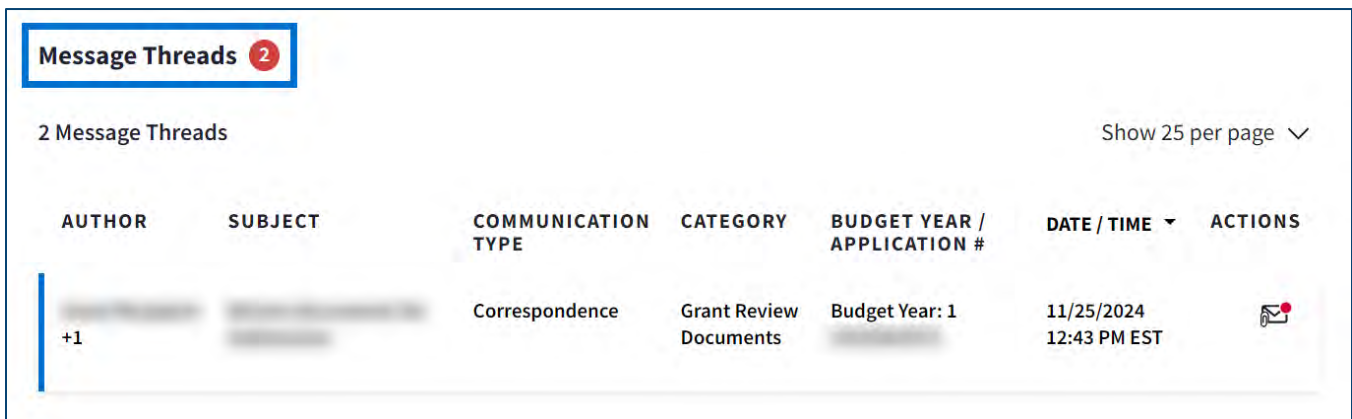


Figure 12: Message Threads title with red number

- The message appears bold in the *Message Threads* results table with a blue indicator on the left.

**Message Threads** 2

2 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
<b>+1</b>		Correspondence	Grant Review Documents	Budget Year: 1	11/25/2024 12:43 PM EST	

Figure 13: Message Threads results table with message in bold and blue indicator on the left

- The *Actions* icon in the *Actions* column of the results table appears as an envelope with a red dot.

**Message Threads** 2

2 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	11/25/2024 12:43 PM EST	

Figure 14: Message Threads results table with envelope and red dot Actions icon

## Create a New Grant Message

Using the *Create A New Grant Message* button, recipient users can create a new grant message. After the message is created, the receiver will receive an email notification. To create a new grant message, follow the steps below:

1. Click the **Create A New Grant Message** button.

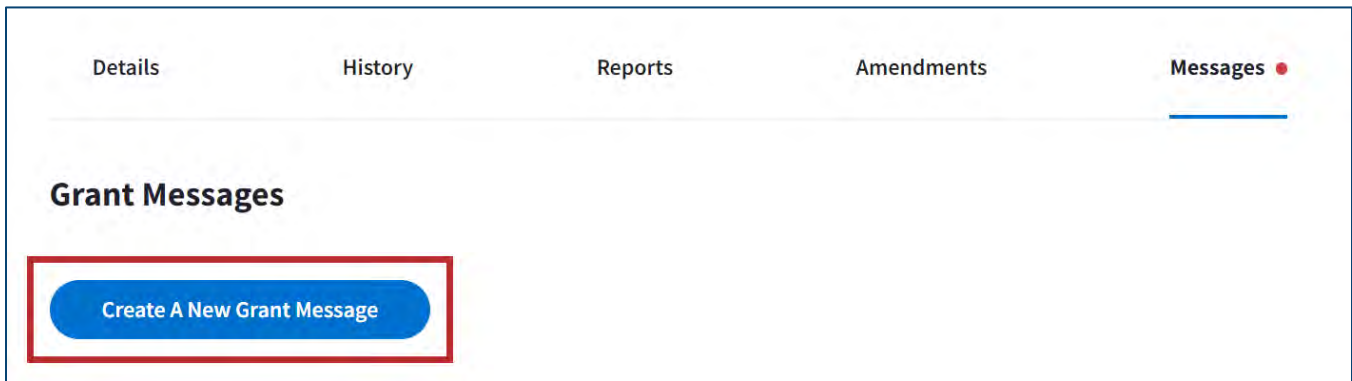


Figure 15: Grant Messages screen with Create A New Grant Message button

The *New Grant Message* section appears. *Correspondence (Recipient & Federal)* appears in the *Communication Type* field.

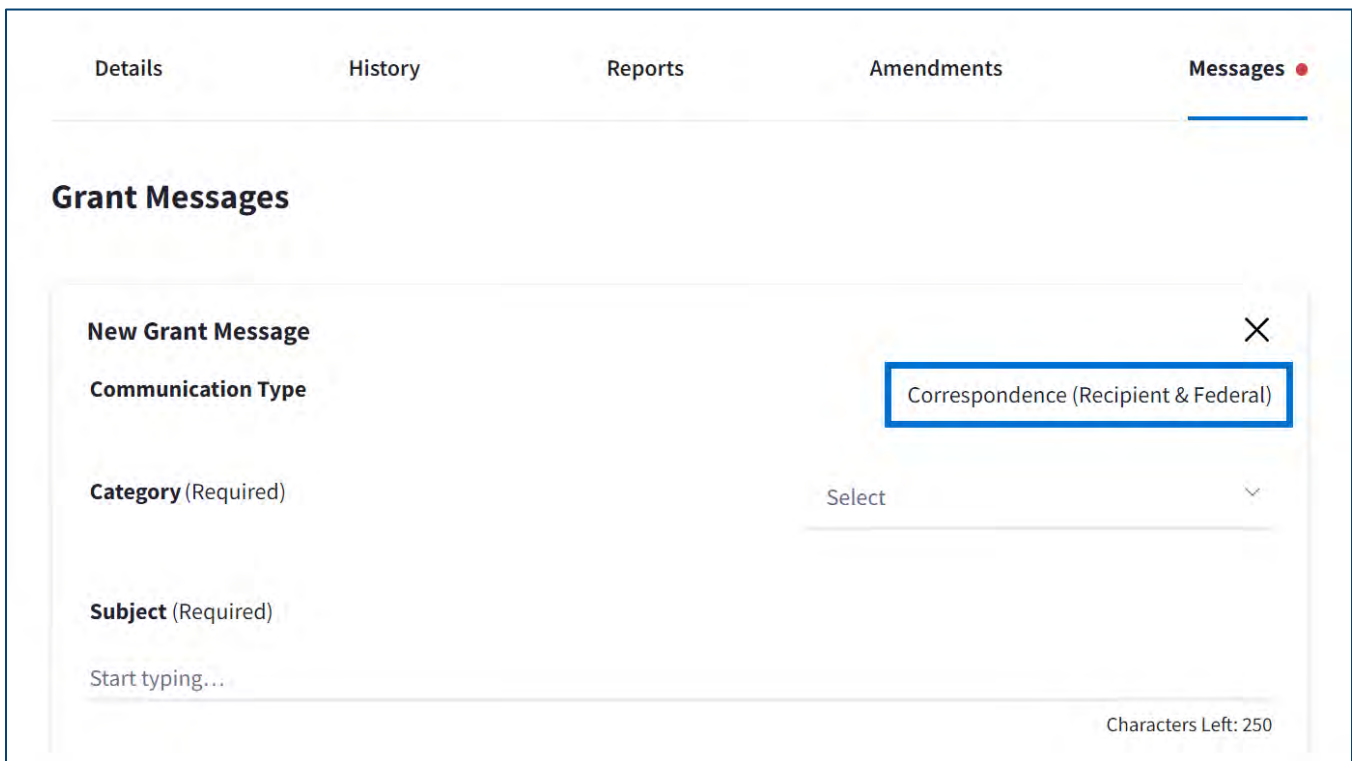
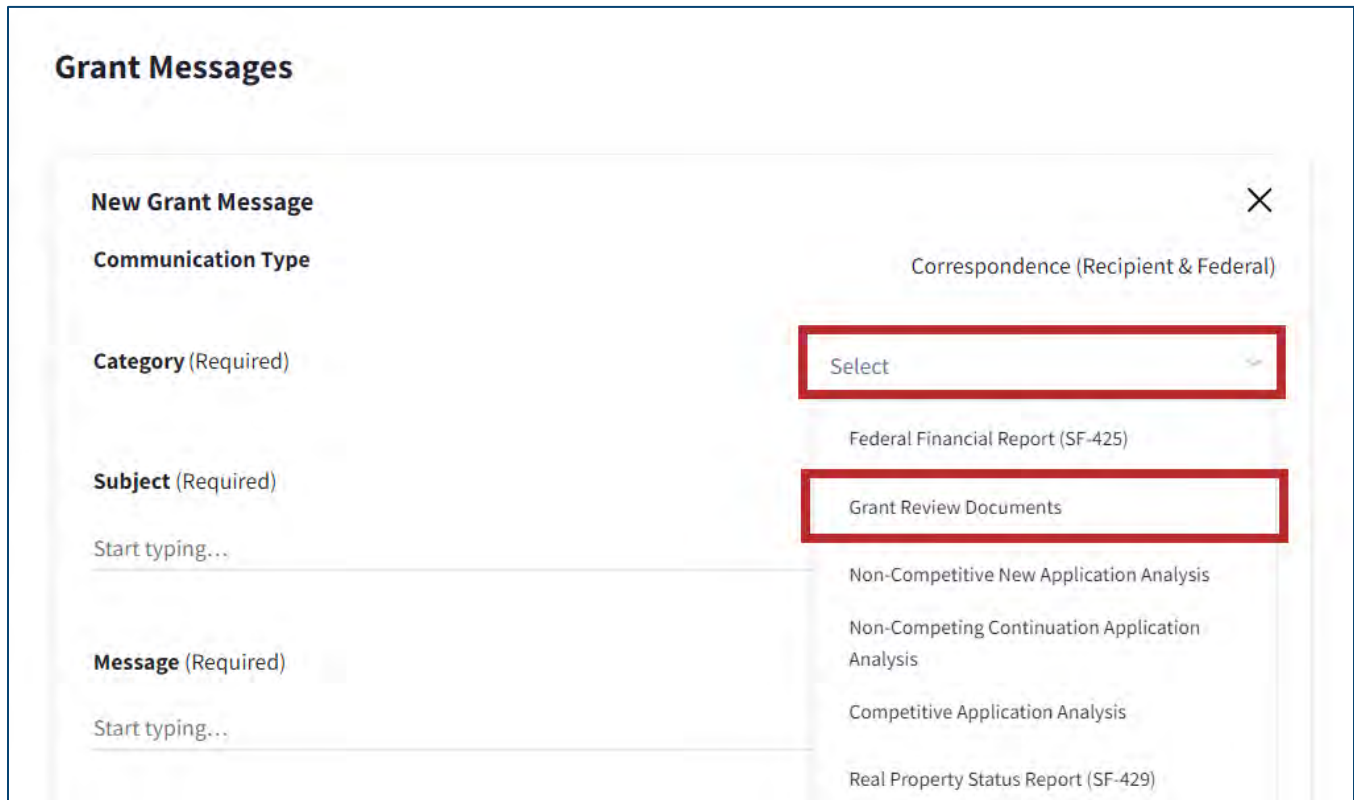


Figure 16: New Grant Message section with Correspondence (Recipient & Federal) in the Communication Type field

2. Click the **Category** drop-down and select an **option** from the choices.

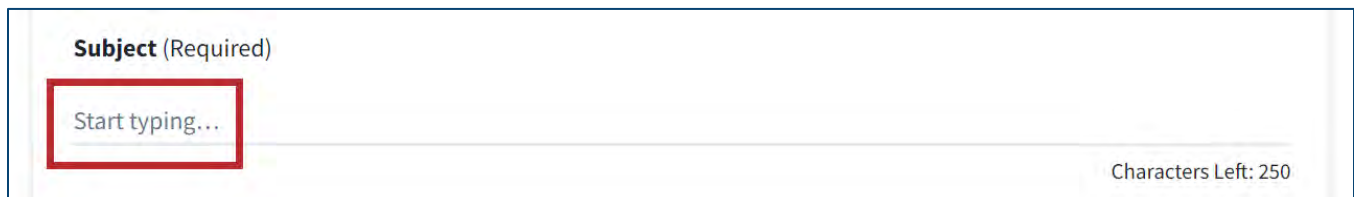


The screenshot shows the 'New Grant Message' form. The 'Communication Type' is set to 'Correspondence (Recipient & Federal)'. The 'Category' field is a required drop-down menu currently showing 'Select'. A list of options is displayed below it, with 'Grant Review Documents' highlighted. Other options include 'Federal Financial Report (SF-425)', 'Non-Competitive New Application Analysis', 'Non-Competing Continuation Application Analysis', 'Competitive Application Analysis', and 'Real Property Status Report (SF-429)'. The 'Subject' and 'Message' fields are also visible, both with 'Start typing...' prompts.

Figure 17: New Grant Message section with Category drop-down and options

3. Enter a subject in the **Subject** field.

**Note:** The *Subject* field has a 250 character limit.



The screenshot shows the 'Subject' field in the 'New Grant Message' form. The field is labeled 'Subject (Required)' and contains the placeholder text 'Start typing...'. A red box highlights the text input area. In the bottom right corner of the form, it says 'Characters Left: 250'.

Figure 18: New Grant Message section with Subject field

4. Enter a message in the **Message** field.

**Note:** The *Message* field has a 4000 character limit.



Figure 19: New Grant Message section with Subject field

5. Uploading a file is optional. To attach a file, users may drag and drop a file into the *Choose File to Upload* section or click the **Choose Files to Upload** button.

**Note:** Up to 5 files at 1GB each can be uploaded. Supported formats include .bmp, .txt, .csv, .jar, .odt, .ods, .odp, .msg, .potx, .pptx, .ppt, .rtf, .tif, .gif, .jpeg, .png, .docm, .docx, .doc, .pdf, .jpg, .xlsx, .xltx, .xls, and .xml.

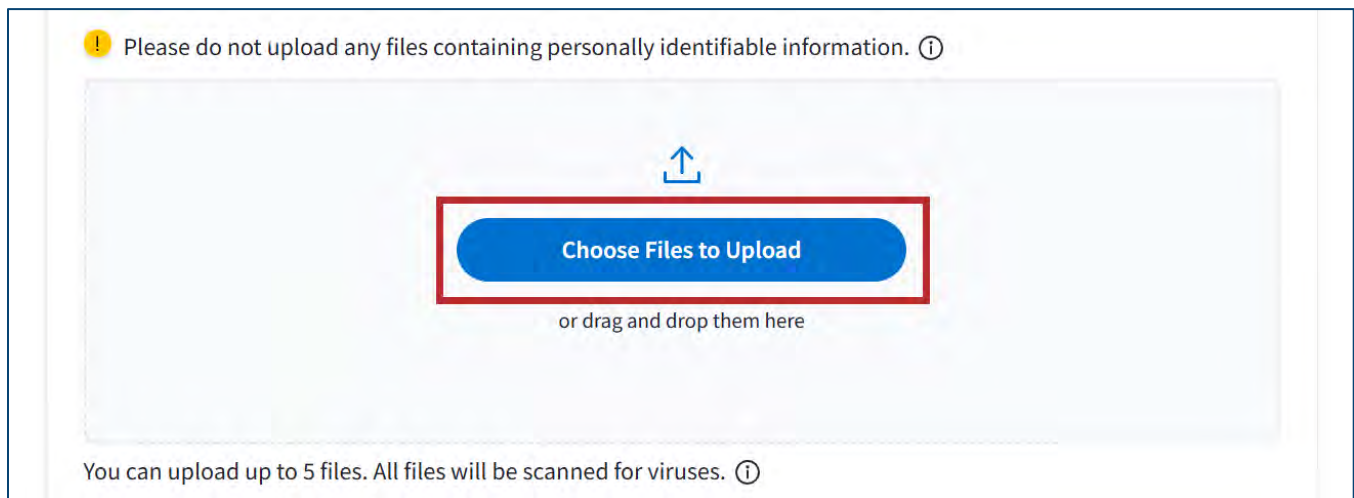


Figure 20: New Grant Message section with Choose Files to Upload button

Upon uploading an attachment, the attachment appears in a row. Simultaneously, a “File(s) uploaded successfully” message appears in the lower-left corner of the screen. Add additional attachments as needed.

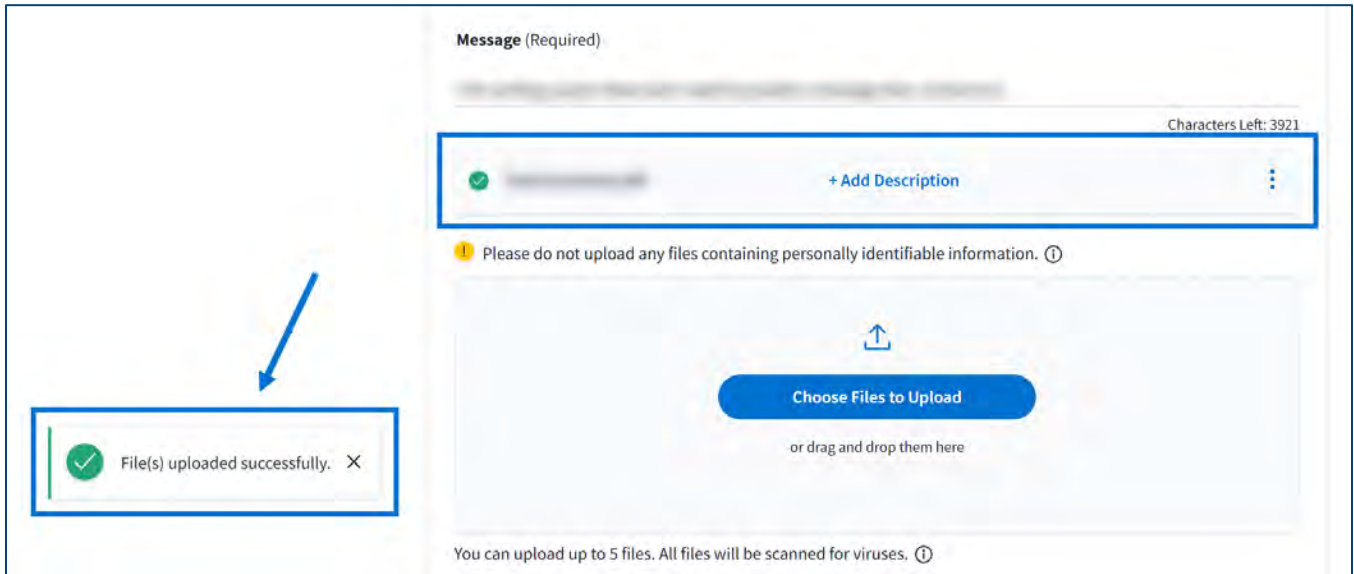


Figure 21: New Grant Message section with attachment row and File(s) uploaded successfully message

To delete or download attached files, click the **Actions List** icon to the right of the attachment row to display the *Download Attachment* and *Delete Attachment* drop-down options.

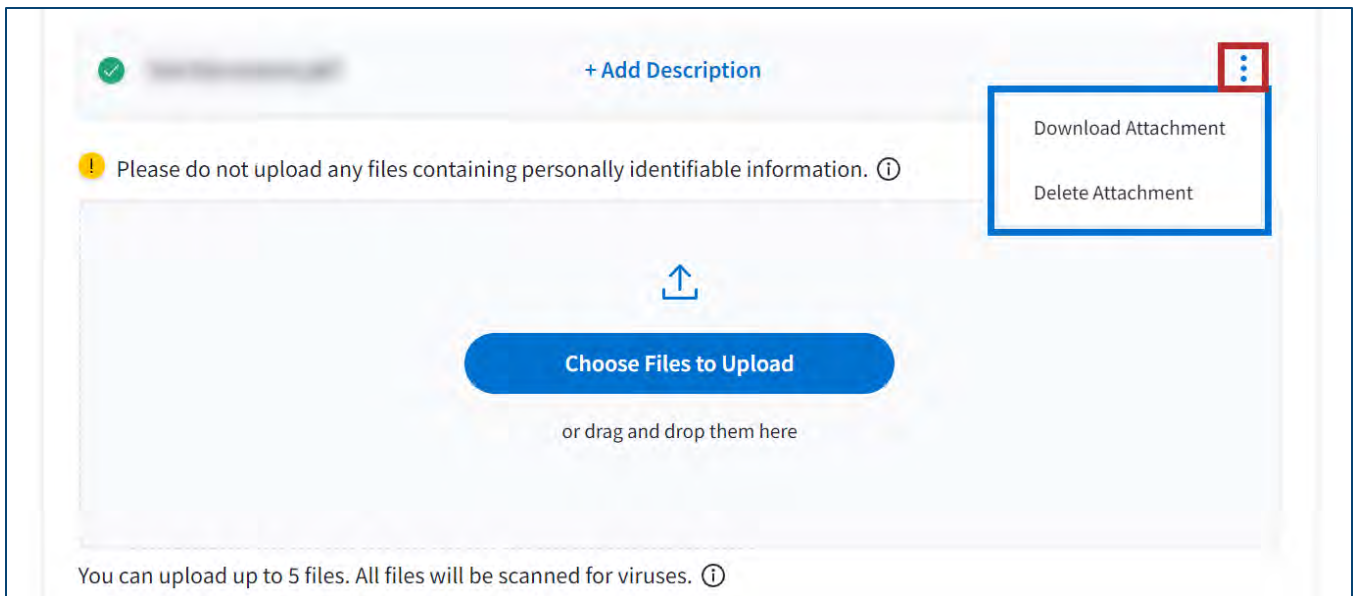


Figure 22: New Grant Message section with Actions List icon and Download Attachment and Delete Attachment drop-down options



6. Click the **Add Description** button.

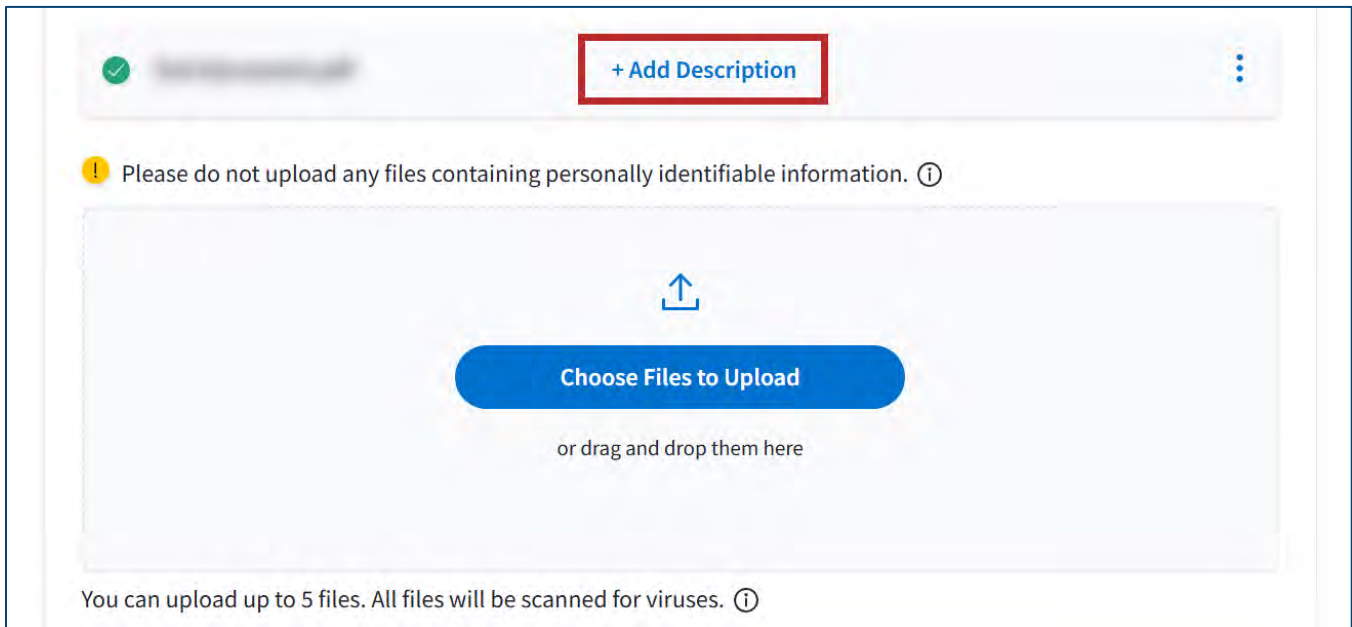


Figure 23: New Grant Message section with Add Description button

7. The “Add Description” window appears. Enter text in the **Enter description** field and click the **Done** button to save and close the screen.

**Note:** The *Enter description* field has a 150 character limit.

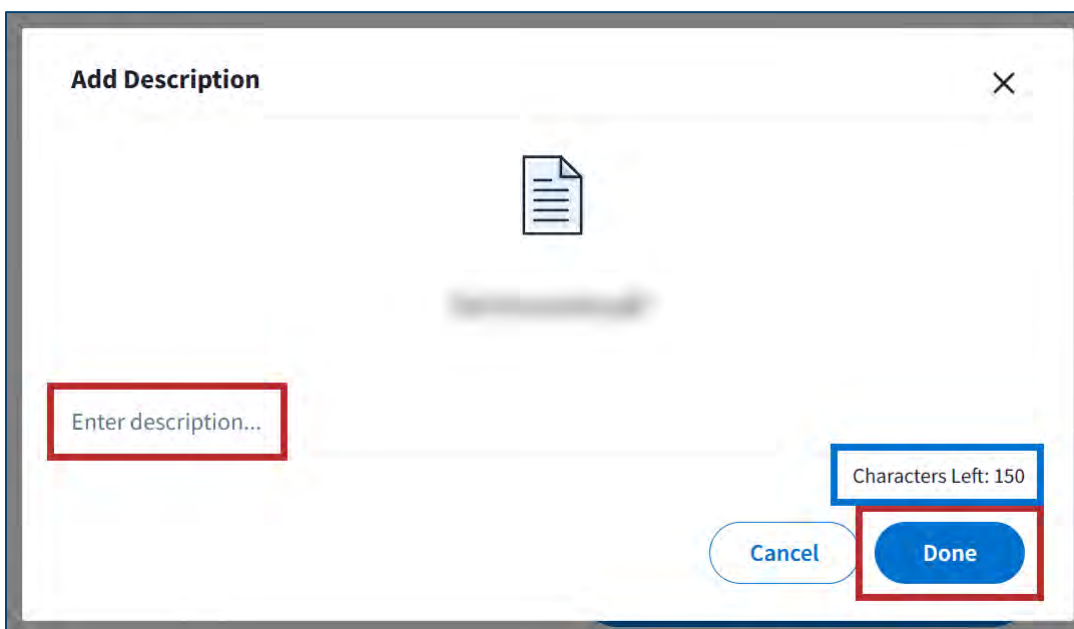


Figure 24: Add Description window with Enter description field and Done button

The description is added and a “Description added successfully” message appears in the lower-left corner of the screen.

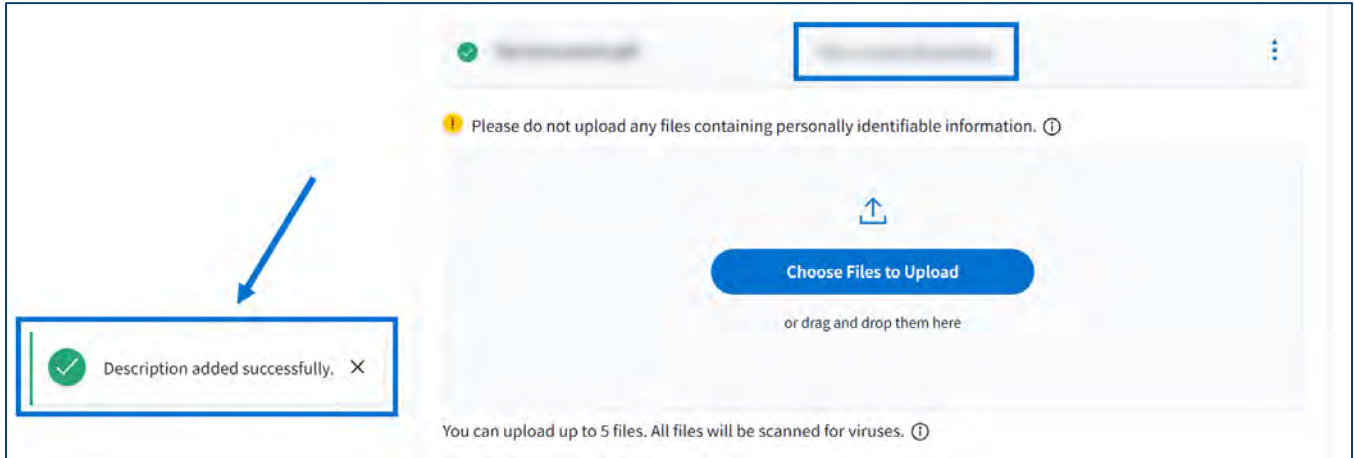


Figure 25: New Grant Message section with description and Description added successfully message

8. Click the **Send** button at the bottom to send the message.

**Note:** The *Send* button only appears after all required fields are completed.

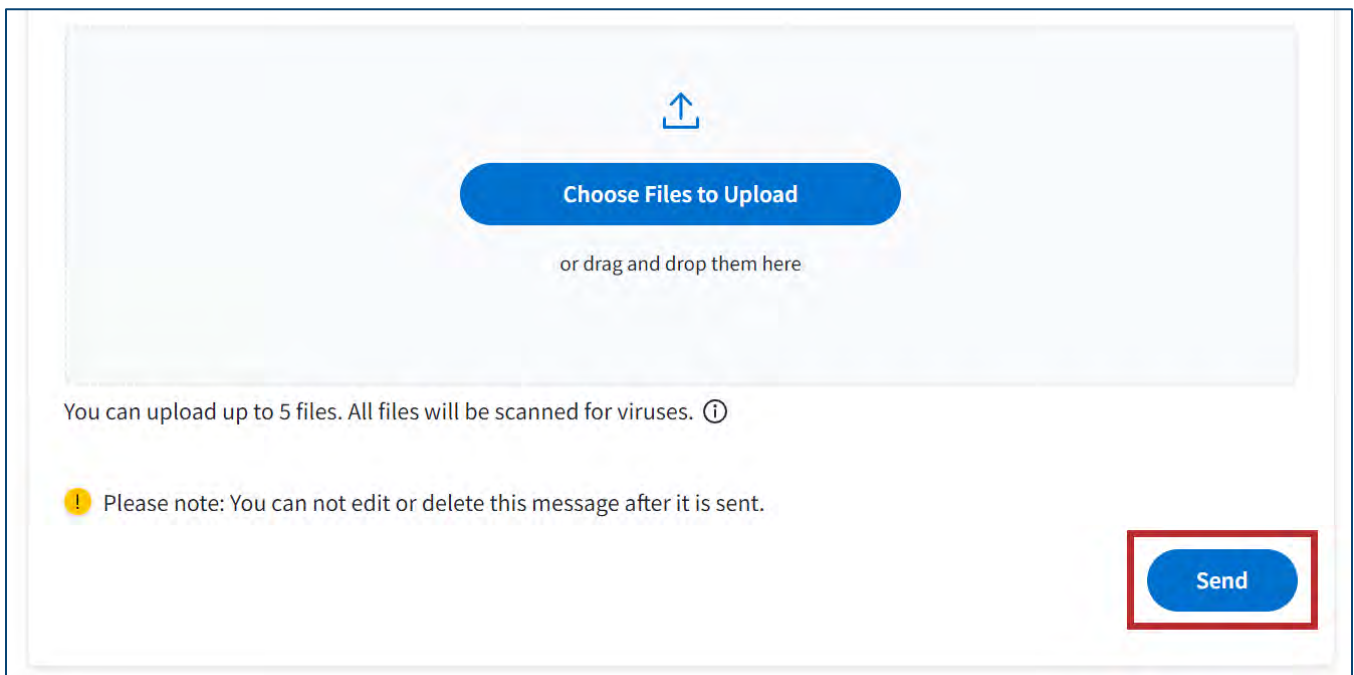


Figure 26: New Grant Message section with Send button

The “Grant Messages” screen reappears with the sent message in the *Message Threads* results table, and a “Message sent successfully” message appears in the lower-left corner of the screen.

In the *Actions* column on the right, possible *Actions* icons that appear include the following:

- **Envelope:** The message is not new and has no attachment.
- **Envelope with Red Dot:** The message is new and has no attachment.
- **Envelope with Paper Clip:** The message is not new and has an attachment.
- **Envelope with Red Dot and Paper Clip:** The message is new and has an attachment.

**Note:** After a message is sent, recipient users cannot edit or delete the message. The receiver will receive an email notification and the message will be saved to the sender's *Message Threads*.

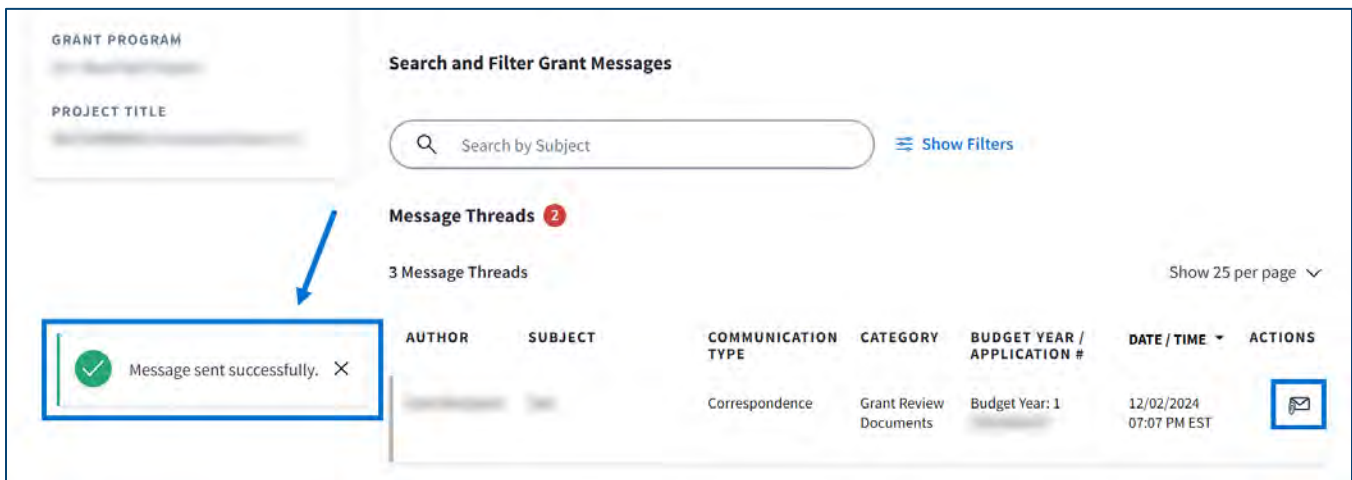


Figure 27: Grant Messages screen with Message sent successfully message and Actions icon

## Reply to a Grant Message

If a reply to a sent message exists, users can reply to the message. To reply to a grant message, follow the steps below:

1. In the *Actions* column of the *Message Threads* results table, click the **Actions** icon.

**Message Threads** 2

2 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
[Redacted]	[Redacted]	Correspondence	Grant Review Documents	Budget Year: 1	11/25/2024 12:05 PM EST	
[Redacted]	[Redacted]	Correspondence	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

[Show More](#)

Figure 28: Grant Messages screen with Message Threads section and Actions icon

2. The “View/Reply to Grant Message” screen appears. Click the **Add Reply** button.

**View / Reply to Grant Message** ✕

**Subject:** Review Documents for Submission  
Communication Type: Correspondence Category: Grant Review Documents

AUTHOR	MESSAGE	DATE / TIME	ACTIONS
[Redacted]	[Redacted]	11/25/2024 12:05 PM EST	
[Redacted]	[Redacted]	11/25/2024 12:43 PM EST	

Add Reply

Figure 29: View/Reply to Grant Message screen with Add Reply button

3. The *Message* section appears. Enter a reply message in the **Start typing** field.

**Note:** The *Start typing* field has a 4000 character limit.

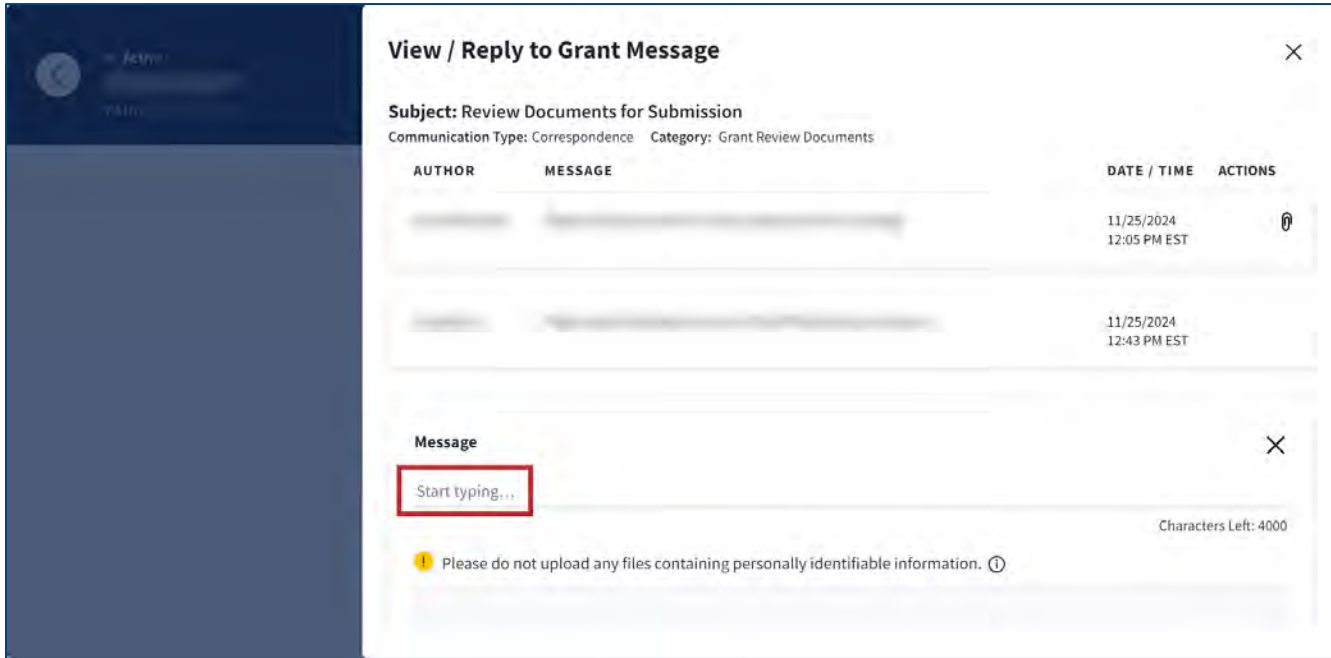


Figure 30: View/Reply to Grant Message screen with Message section and Start typing field

4. Uploading a file is optional. Users may drag and drop a file into the Choose File to Upload section or click the Choose Files to Upload button to attach a file.

**Note:** Up to 5 files at 1GB each can be uploaded. Supported formats include .bmp, .txt, .csv, .jar, .odt, .ods, .odp, .msg, .potx, .pptx, .ppt, .rtf, .tif, .gif, .jpeg, .png, .docm, .docx, .doc, .pdf, .jpg, .xlsx, .xltx, .xls, and .xml.

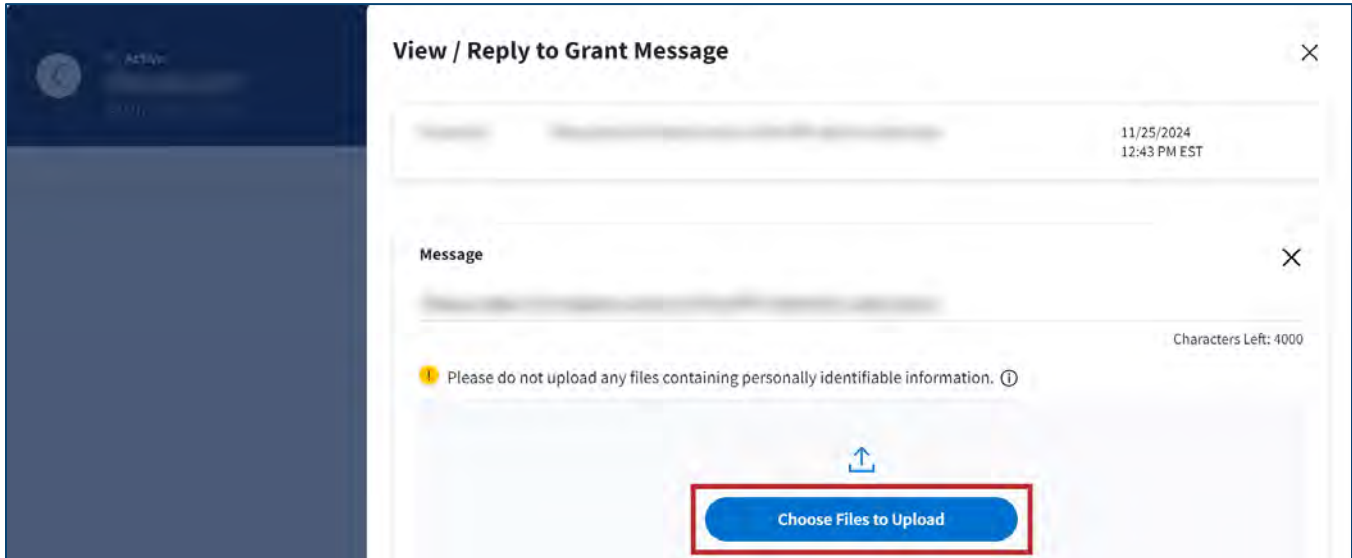


Figure 31: View/Reply to Grant Message screen with Message section and Choose Files to Upload button

5. Click the **Send** button.

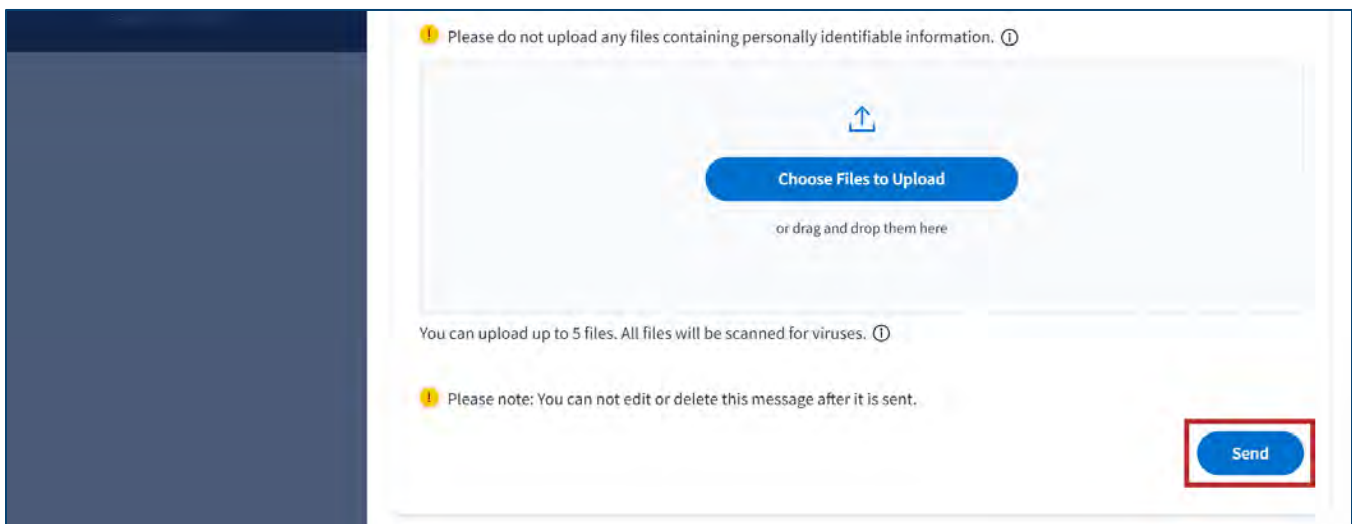


Figure 32: View/Reply to Grant Message screen with Message section and Send button

The “View/Reply to Grant Message” screen reappears with the replied message in the results table, and a “Message sent successfully” message appears in the lower-left corner of the screen.

**Note:** Previous messages are no longer editable.

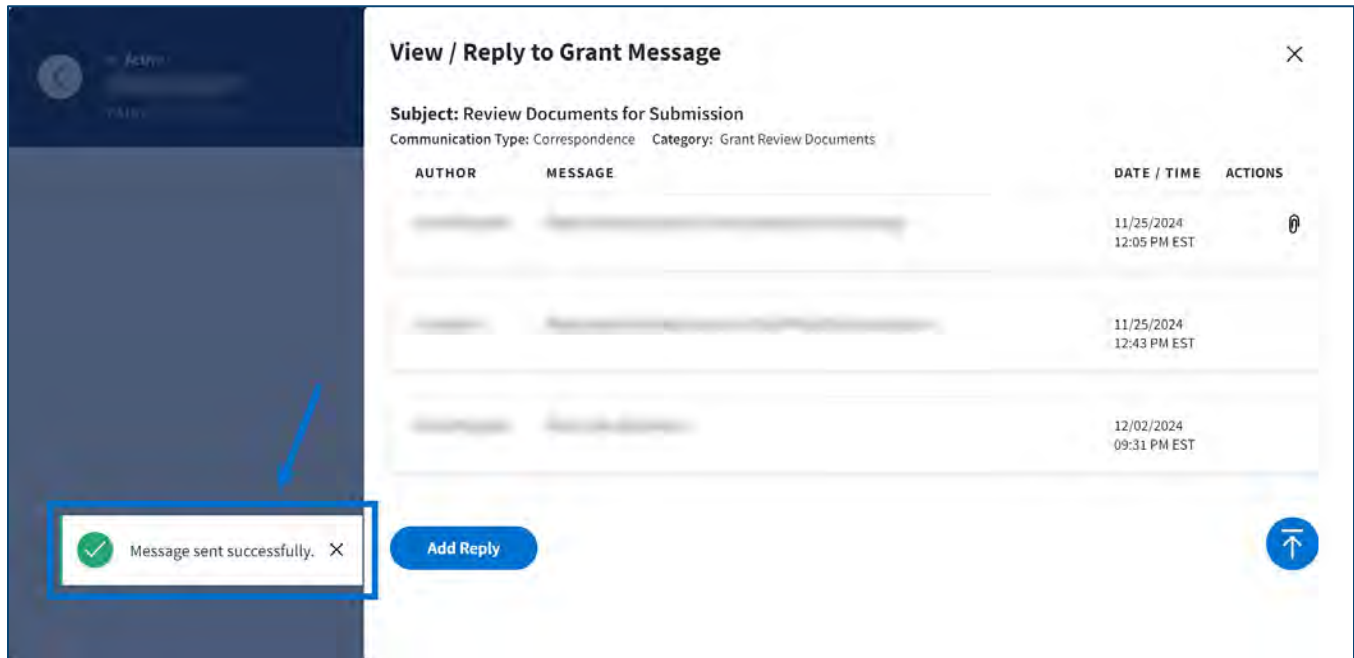


Figure 33: View/Reply to Grant Message screen with Message sent successfully message

## Search and Filter Grant Messages

If messages appear in the *Message Threads* results table, users may search and filter for specific messages in the *Search and Filter Grant Messages* section.

### Search

To quickly search for read and unread messages in the *Message Threads* results table, follow the steps below:

1. Enter a subject in the **Search by Subject** field.

**Note:** Searches can only be performed by entering the *Subject*.

### Search and Filter Grant Messages

[Show Filters](#)

#### Message Threads 1

3 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 09:31 PM EST	
		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 07:07 PM EST	
	<a href="#">Show More</a>	Correspondence	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

Figure 34: Grant Messages screen with Search and Filter Grant Messages section and Search by Subject field



2. Click the **Search by Subject** button, which appears as a magnifying glass.

### Search and Filter Grant Messages

Q
X
Q
≡ Show Filters

**Message Threads** 1

3 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 09:31 PM EST	
		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 07:07 PM EST	
	<a href="#">Show More</a>	Correspondence 	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

Figure 35: Grant Messages screen with Search and Filter Grant Messages section and Search by Subject button

The search returns message results that match the entered subject in the *Subject* column.

**Note:** Click the *Clear Search by Subject* button, which appears as an X on the right, to clear the search.

**Search and Filter Grant Messages**

Q
[Redacted Search Text]
X
Show Filters

**Message Threads** 0

1 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1	[Redacted Subject]	Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 09:31 PM EST	✉

Figure 36: Grant Messages screen with Search and Filter Grant Messages section and Subject column results

### Filter

To quickly filter for read and unread messages in the *Message Threads* results table, follow the steps below:

1. Click the **Show Filters** button.

#### Search and Filter Grant Messages

Show Filters

#### Message Threads 1

3 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 09:31 PM EST	
		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 07:07 PM EST	
	<a href="#" style="color: blue; text-decoration: none;">Show More</a>	Correspondence 	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

Figure 37: Grant Messages screen with Search and Filter Grant Messages section and Show Filters button

Filters appear, including *Date Range*, *Author*, *Message Status*, and *Category*.

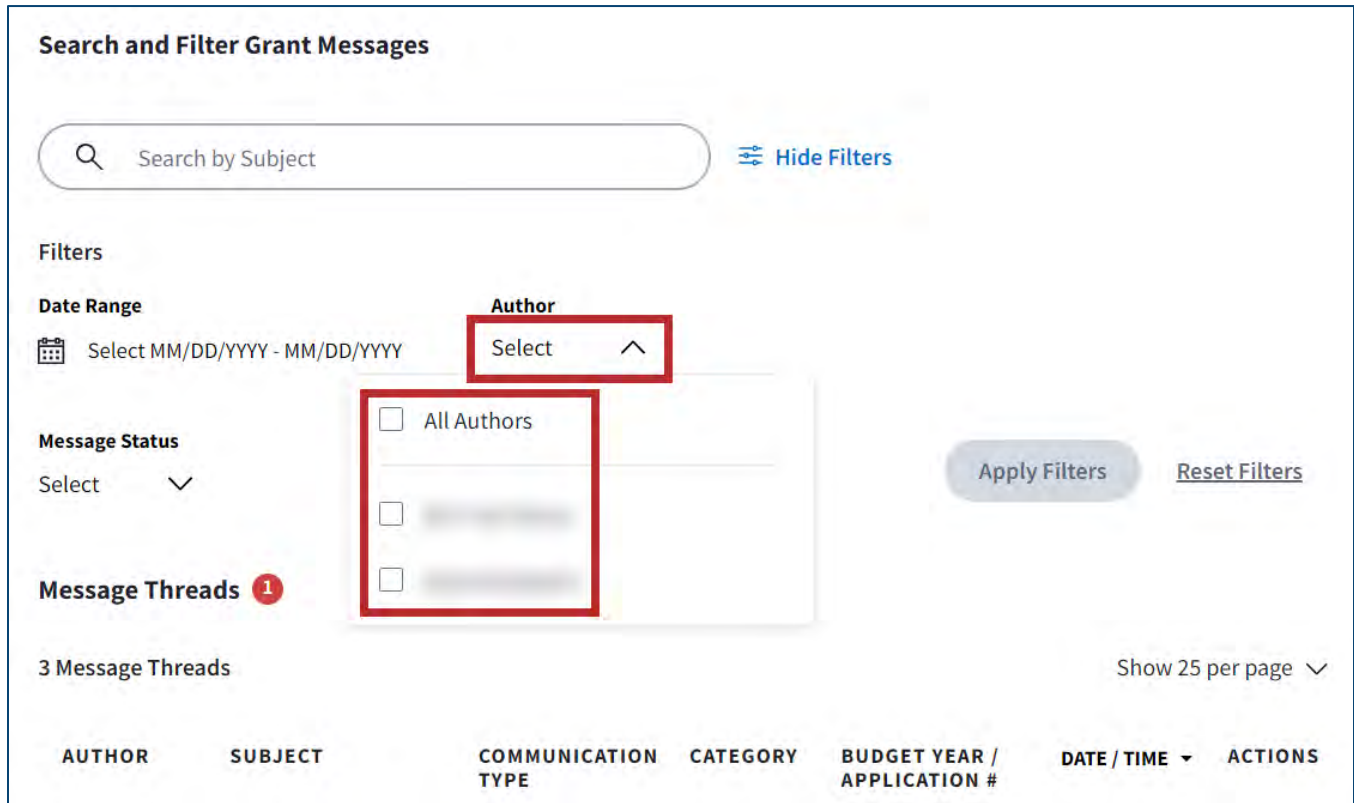
Figure 38: Grant Messages screen with Search and Filter Grant Messages section and filters

2. Click the **Date Range** field and select the desired **date range**.

Figure 39: Grant Messages screen with Date Range field and date range widget

3. Click the **Author** drop-down and select the checkbox for the desired **author**.

**Note:** Select the *All Authors* checkbox to filter on all authors.



The screenshot displays the 'Search and Filter Grant Messages' interface. At the top, there is a search bar with the placeholder text 'Search by Subject' and a 'Hide Filters' button. Below the search bar, the 'Filters' section is visible, containing three filter categories: 'Date Range' (with a calendar icon and the text 'Select MM/DD/YYYY - MM/DD/YYYY'), 'Message Status' (with a dropdown menu currently set to 'Select'), and 'Message Threads' (with a red notification badge showing '1'). The 'Author' filter is expanded, showing a list of options with checkboxes: 'All Authors', and two blurred options. The 'All Authors' checkbox is highlighted with a red box. To the right of the filters, there are 'Apply Filters' and 'Reset Filters' buttons. Below the filters, it indicates '3 Message Threads' and a 'Show 25 per page' dropdown. At the bottom, a table header is shown with columns: AUTHOR, SUBJECT, COMMUNICATION TYPE, CATEGORY, BUDGET YEAR / APPLICATION #, DATE / TIME, and ACTIONS.

Figure 40: Grant Messages screen with Author drop-down and option checkboxes

4. Click the **Message Status** drop-down and select the checkbox for the desired **message status**.

**Note:** Select the *All Statuses* checkbox to filter on all authors.

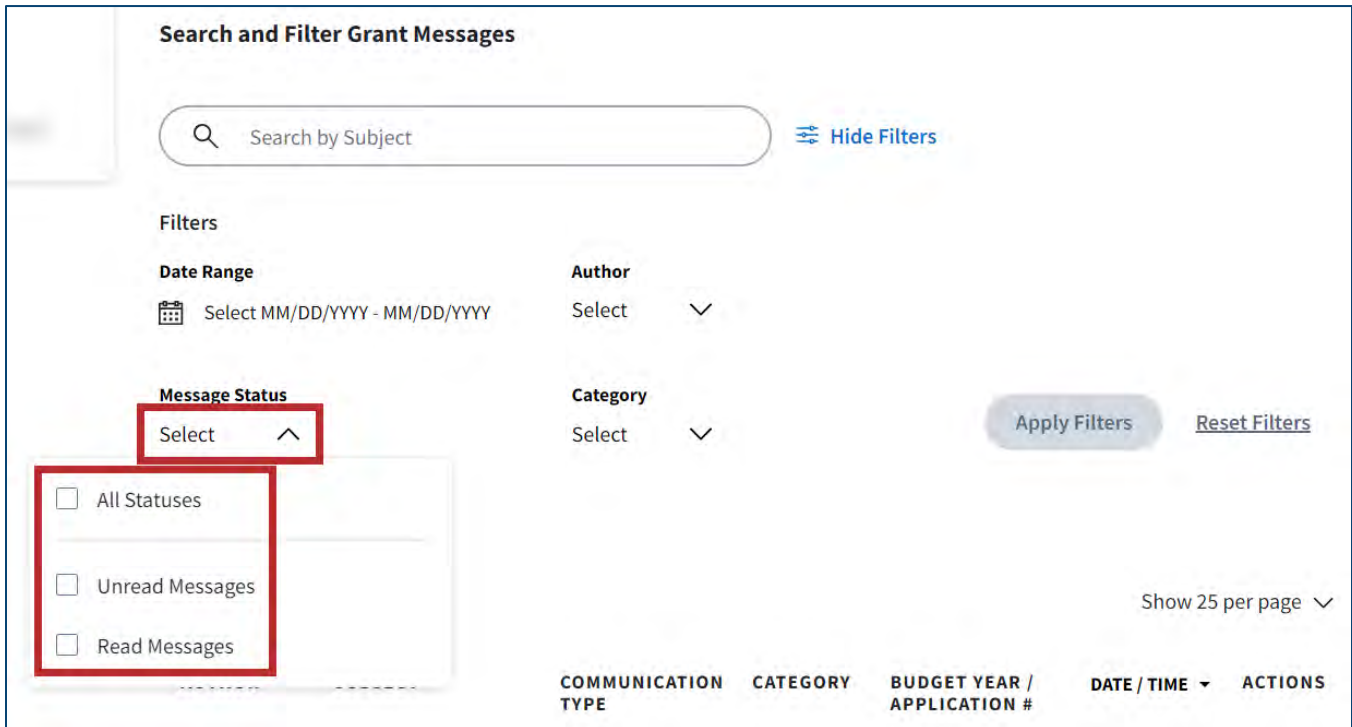


Figure 41: Grant Messages screen with Message Status drop-down and option checkboxes

5. Click the **Category** drop-down and select the checkbox for the desired **category**.

**Note:** Select the *All Categories* checkbox to filter on all authors.

**Search and Filter Grant Messages**

Search by Subject Hide Filters

**Filters**

**Date Range** Select MM/DD/YYYY - MM/DD/YYYY **Author** Select

**Message Status** Select **Category** Select Apply Filters Reset Filters

**Message Threads** 1

3 Message Threads Show 25 per page

AUTHOR	SUBJECT	TYPE	BUDGET YEAR / APPLICATION #	DATE / TIME	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1 12/02/2024 09:31 PM EST	

Figure 42: Grant Messages screen with Category drop-down and option checkboxes

6. Click the **Apply Filters** button.

**Note:** The *Apply Filters* button becomes active upon adding or removing at least one filter from the *Show Filters* section.

### Search and Filter Grant Messages

Hide Filters

**Filters**

**Date Range**  
📅 Select MM/DD/YYYY - MM/DD/YYYY

**Message Status**  
Select ▾

**Author**  
Select ▾

**Category**  
1 Selected ▾

Apply Filters

[Reset Filters](#)

**Message Threads** 1

3 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
--------	---------	--------------------	----------	-----------------------------	---------------	---------

Figure 43: Grant Messages screen with Apply Filter button



The filter returns message results that match the criteria.

**Note:** Click the *Reset Filter* button to clear the filter.

**Message Threads** 0

2 Message Threads Show 25 per page ▾


AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
+1		Correspondence	Grant Review Documents	Budget Year: 1	12/02/2024 09:31 PM EST	

Figure 44: Grant Messages screen with Search and Filter Grant Messages section and filtered column results

## Appendix

The following is additional information regarding the *Message Threads* results table:

Column	Note
Author	A +1 in this field indicates multiple replies to a message thread exist.
Subject	A <i>Show More</i> button in this field can be used to display additional Subjects. Subjects appear as written by the sender.
Date/Time	The Date/Time column is sortable by date.