

# GrantSolutions User Guide GRANTOR PROCESS: GRANT AND APPLICATION MESSAGES



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### INTRODUCTION

The "Grants List" screen allows users to search for grants and access the "Grants Details" screen. Users can access the Messages tab from the "Grant Details" screen. The Messages tab contains all messages sent or received by a grantor or recipient for a grant.

### **ACCESS USING THE CLASSIC SCREENS**

### **GRANT MESSAGES**

Users can access grant messages from the following classic screens: Grants List, Manage Amendments, and Funding Memo.

### APPLICATION MESSAGES

Users can access application messages from the following classic screens: Application Receipt and Logging, Application Control Checklist, Application Recommendation, Funding Memo, and Award Overview.

### **LOGIN**

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

1. From a browser such as Google Chrome, navigate to <a href="www.grantsolutions.gov">www.grantsolutions.gov</a> 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

3. The "Homepage" appears. Click the **GMM** button.



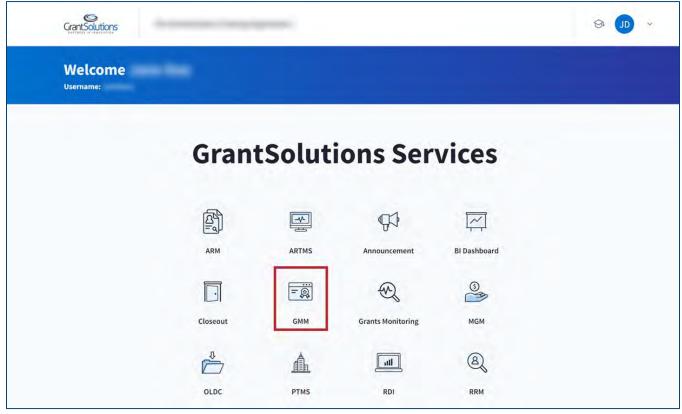


Figure 3: GrantSolutions Homepage with GMM button

4. The "GMM Navigation" window appears. Click the **Go to GMM** button.

Note: Users can also access the Classic view by clicking the Go to GMM (Classic View) link.



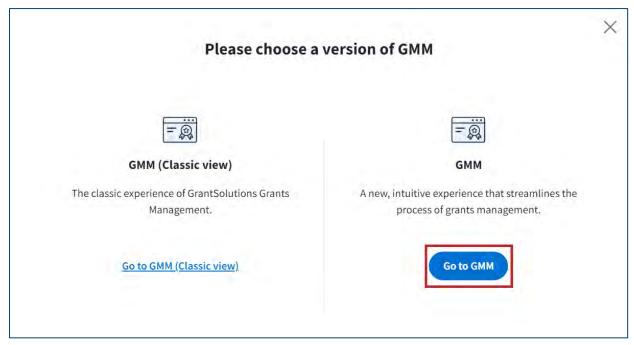


Figure 4: GMM Navigation window with Go to GMM button

# The "Grants List" screen appears.

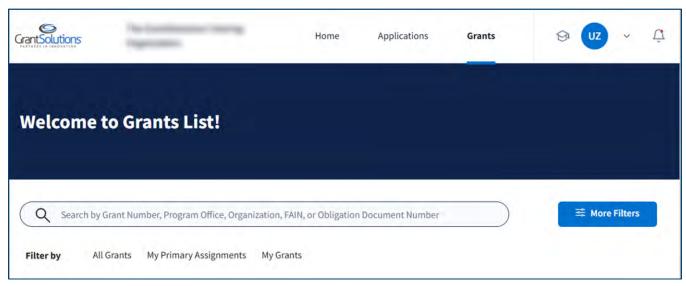


Figure 5: Grant List screen



### **GRANTS DETAILS**

From the "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 "Grants List" screen, search for the **Grant Number**.

**Note:** Users may search by entering the *Grant Number, Program Office, Organization, FAIN, or Obligation Document Number*. For more information about using the search field, refer to the Grants List Search Quick Sheet.

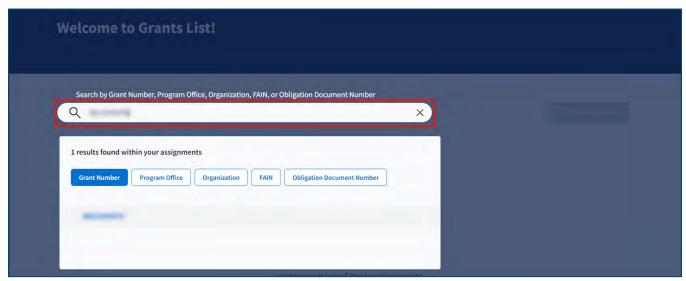


Figure 6: Grants List screen with Grant Number entered in the search field

2. Click the grant number search result option.



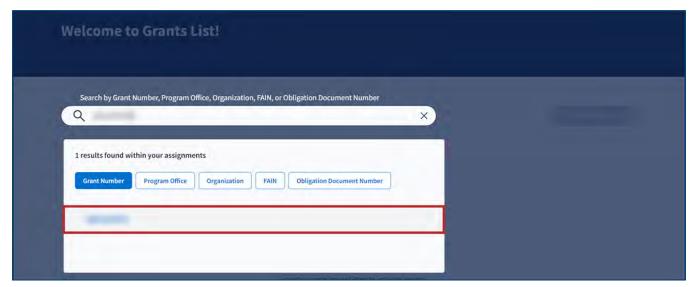


Figure 7: Grants List screen with grant number search result

3. A results table appears below with grants matching the search criteria. Click the **Grant Number** button.

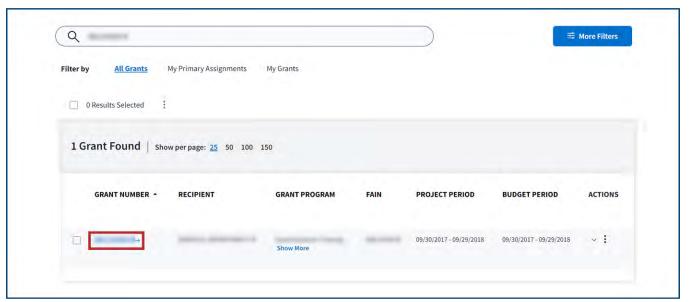


Figure 8: Grants List screen with Grant Number button



The "Grant Details" screen appears with the Overview tab open by default.

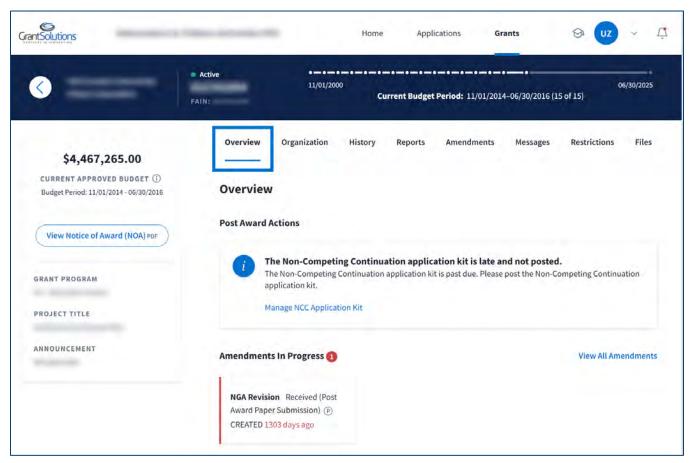


Figure 9: Grant Details screen with Overview tab



# 4. Click the Messages tab.

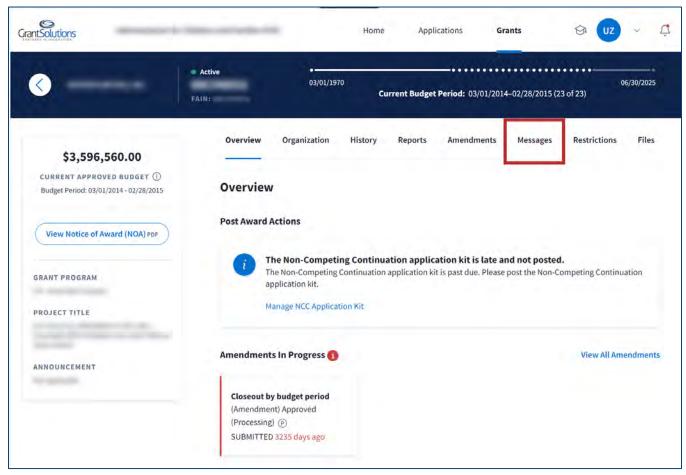


Figure 10: Grant Details screen with Messages tab



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:** The search and filter features allow for modification of results. Grantors can read all messages and respond to them within the thread.

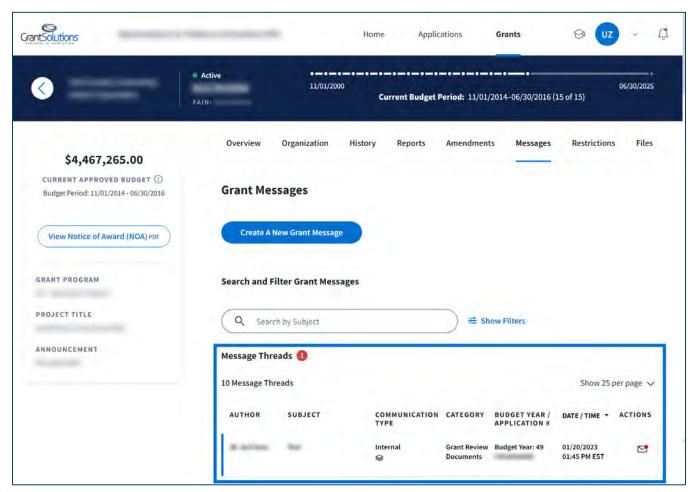


Figure 11: Grant Messages screen with Message Threads section



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

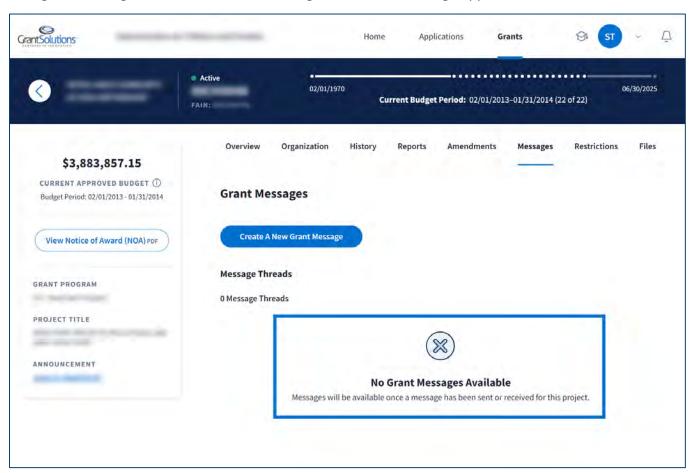


Figure 12: Grant Messages screen with No Grant Messages Available message



### **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 13: Messages tab title with red dot

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

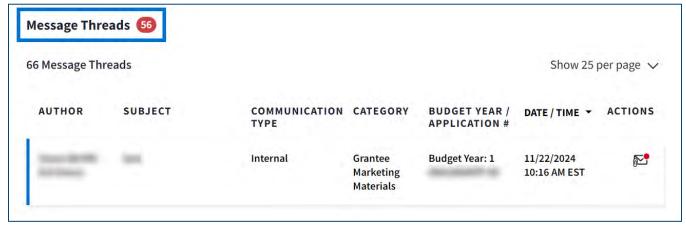


Figure 14: Message Threads title with red number



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



Figure 15: Message Threads results table with message in bold and blue indicator on the left

• If a number is beside the author's name, it indicates more than 1 unique author has responded. If there is no number beside the name, it indicates that there is only one author.

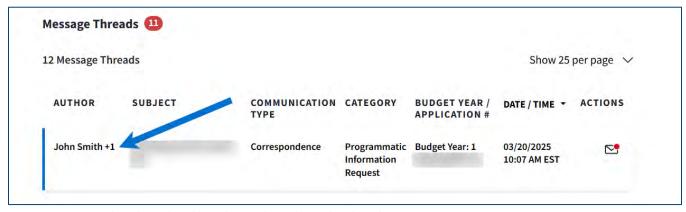


Figure 16: Message Threads results table with + number indicator beside author name



• When reviewing the *Subject*, if the *Show More* hyperlink appears, recipients can select the hyperlink to view of 500 characters of the message.

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME *	ACTIONS
Adam Smith +1	Please be advised that the new Grant Mana Show More	Correspondence	Budget Information	Budget Year:	09/12/2019 01:23 PM EST	

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



Figure 17: Message Threads results table with envelope and red dot Action icon



### **CREATE A NEW GRANT MESSAGE**

Grantor users can create a new grant message using the *Create A New Grant Message* button. 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.

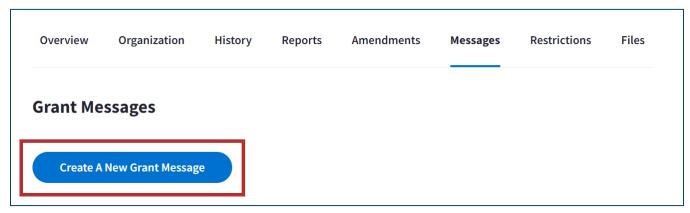


Figure 18: Grant Messages screen with Create A New Grant Message button

The New Grant Message section appears.

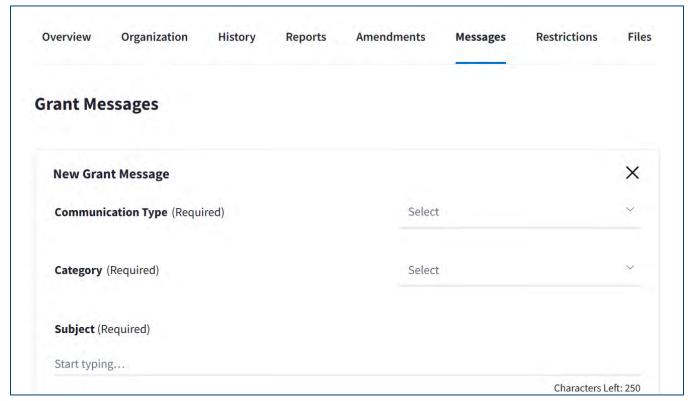


Figure 19: New Grant Message section



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

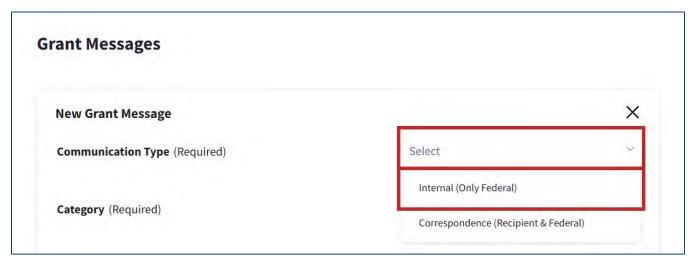


Figure 20: New Grant Message section with Communication Type drop-down and options

3. Click the **Communication Type** drop-down and select an **option** from the choices.

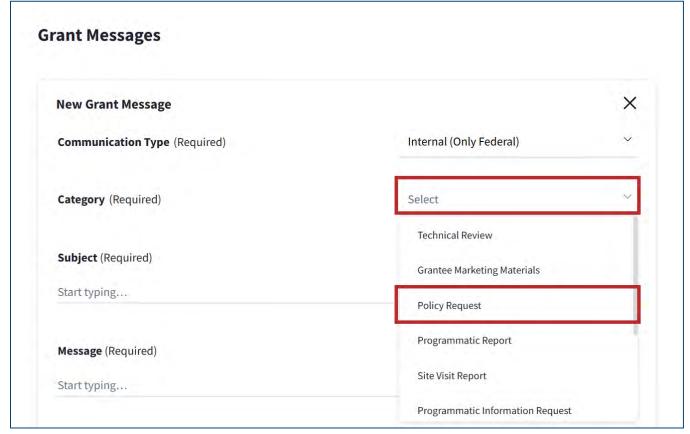


Figure 21: New Grant Message section with Category drop-down and options



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

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



Figure 22: New Grant Message section with Subject field

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

Note: The Message field has a 4000 character limit.



Figure 23: New Grant Message section with Subject field



6. 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.

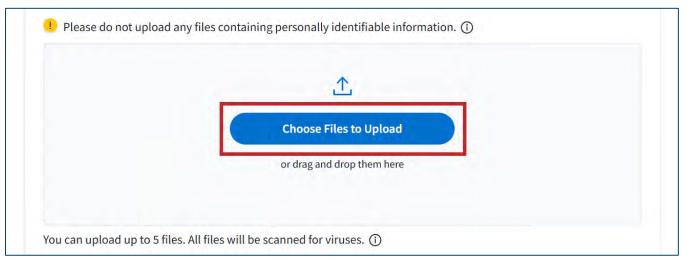


Figure 24: New Grant Message section with Choose Files to Upload button

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.



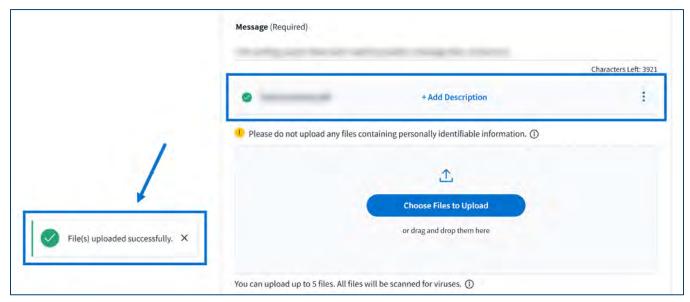


Figure 25: New Grant Message section with attachment row and File(s) uploaded successfully message

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.

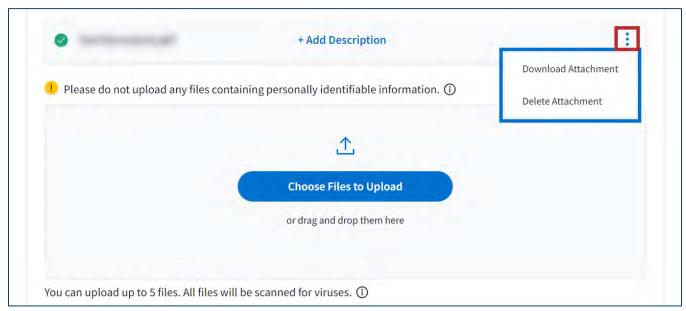


Figure 26: New Grant Message section with Actions List icon and Download Attachment and Delete Attachment drop-down options



7. Click the Add Description button.

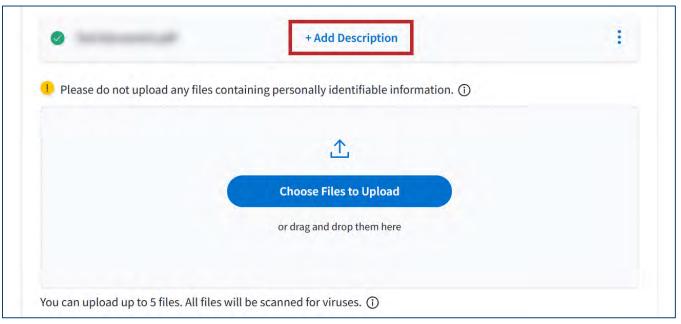


Figure 27: New Grant Message section with Add Description button

8. The "Add Description" window appears. Type 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 28: 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.

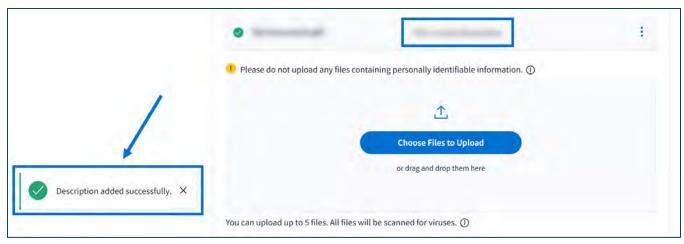


Figure 29: New Grant Message section with description and Description added successfully message

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

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

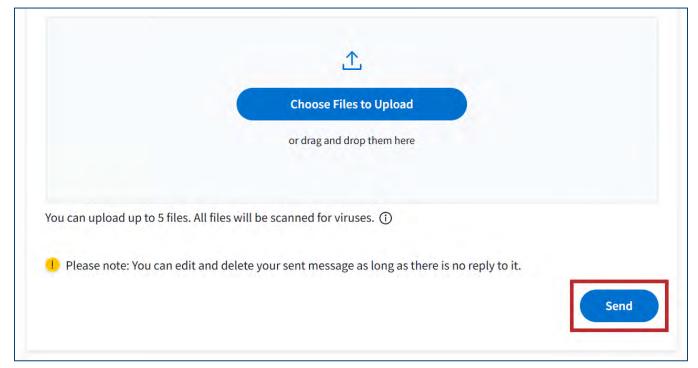


Figure 30: New Grant Message section with Send button



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, the receiver will receive an email notification and the message will be saved to the sender's *Message Threads*.

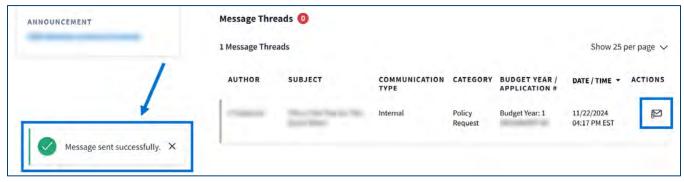


Figure 31: Grant Messages screen with Message sent successfully message and Action icon



### **EDIT A GRANT MESSAGE**

If no reply to a sent message exists, users can edit the message. To edit a grant message, follow the steps below:

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

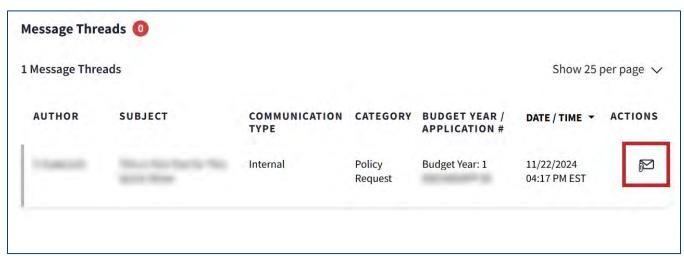


Figure 32: Grant Messages screen with Message Threads section and Action icon

2. The "View/Reply to Grant Message" screen appears. In the *Action*s column, click the **Edit** button.

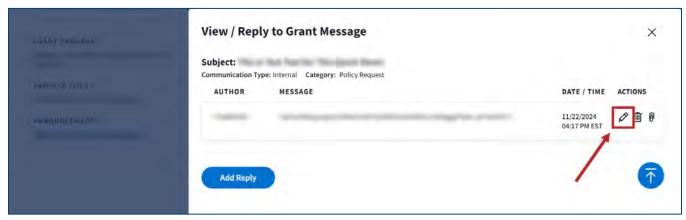


Figure 33: View/Reply to Grant Message screen with Edit button



3. The *Edit Grant Message* section appears with fields included in the original message. Process changes to the fields as needed.



Figure 34: View/Reply to Grant Message screen with Edit Grant Message section fields

4. Click the **Send** button at the bottom.



Figure 35: View/Reply to Grant Message screen with Edit Grant Message section and Send button



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

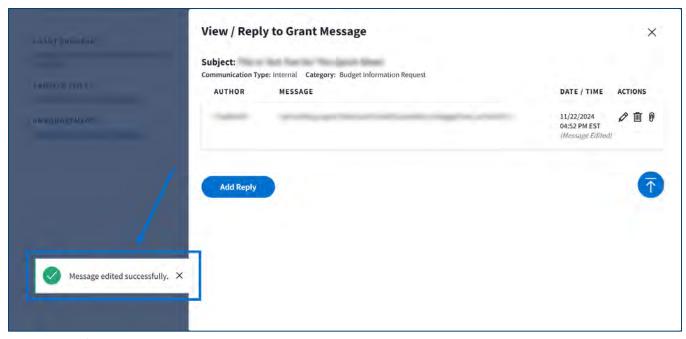


Figure 36: View/Reply to Grant Message screen with Message edited successfully message



### **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.

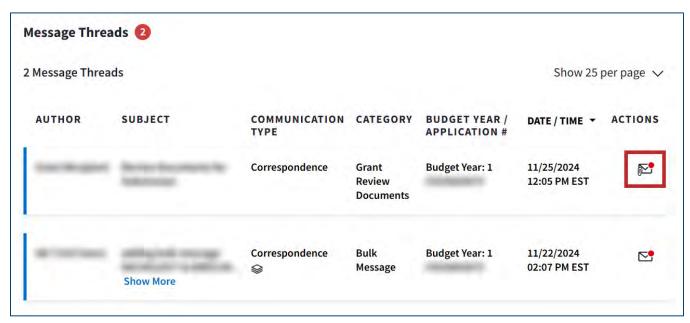


Figure 37: Grant Messages screen with Message Threads section and Action icon

2. The "View/Reply to Grant Message" screen appears. Click the Add Reply button.

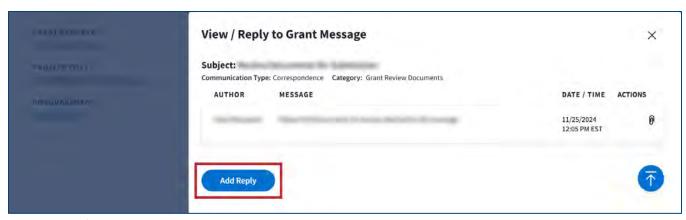


Figure 38: View/Reply to Grant Message screen with Add Reply button



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

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

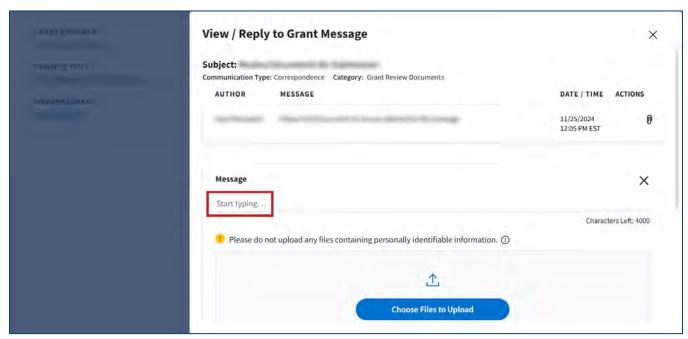


Figure 39: View/Reply to Grant Message screen with Message section and Start typing field



4. 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 40: View/Reply to Grant Message screen with Message section and Choose Files to Upload button

5. Click the **Send** button.

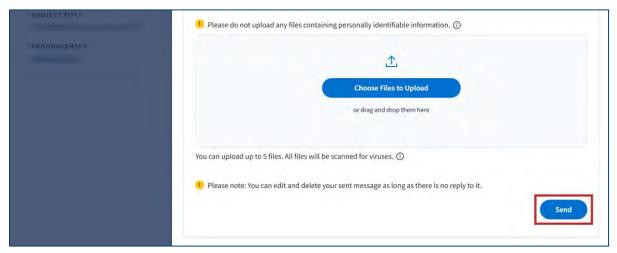


Figure 41: View/Reply to Grant Message screen with Message section and Send button



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.

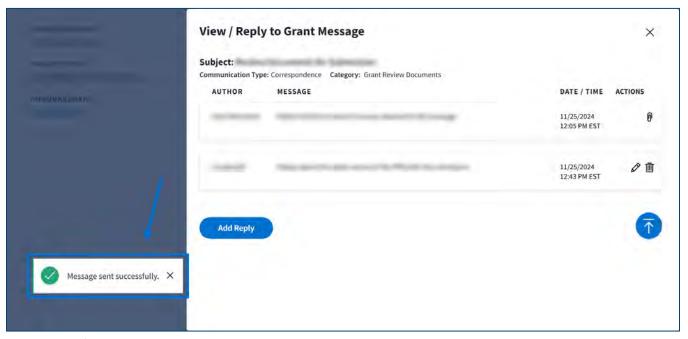


Figure 42: View/Reply to Grant Message screen with Message sent successfully message



### **DELETE A GRANT MESSAGE**

If no reply to a sent message exists, users can delete the message. To delete a grant message, follow the steps below:

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

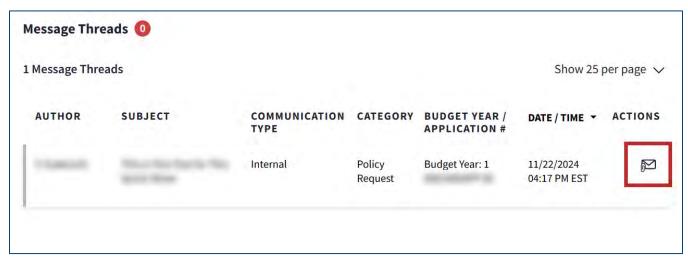


Figure 43: Grant Messages screen with Message Threads section and Action icon

2. The "View/Reply to Grant Message" screen appears. In the *Actions* column, click the **Delete** button.

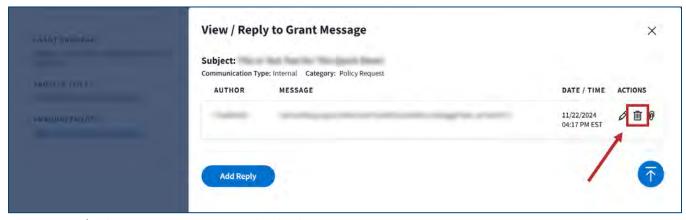


Figure 44: View/Reply to Grant Message screen with Delete button



3. A "Delete Grant Message" window appears with the message "Are you sure? Once the message is deleted it cannot be recovered." Click the **Delete** button.

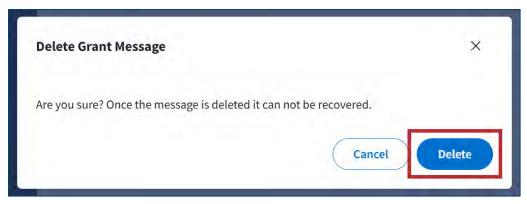


Figure 45: Delete Grant Message window with Delete button

The "Grant Messages" screen reappears. The deleted message is removed from the *Message Threads* results table, and a "Message deleted successfully" message appears in the lower-left corner of the screen.



Figure 46: Grant Messages screen with Message deleted 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*.

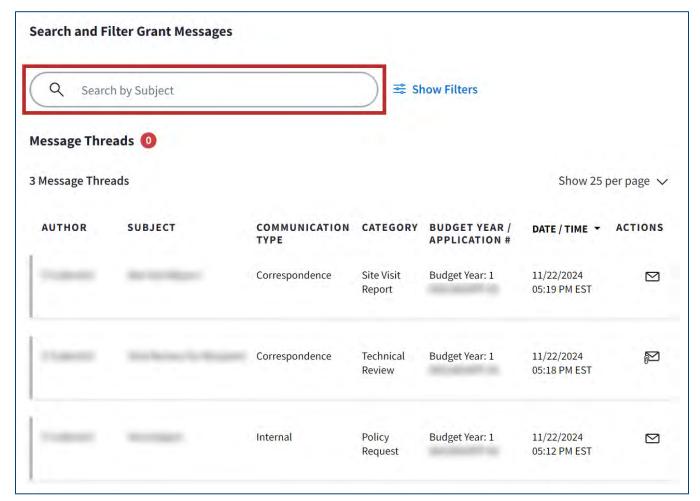


Figure 47: Grant Messages screen with Search and Filter Grant Messages section and Search by Subject field



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

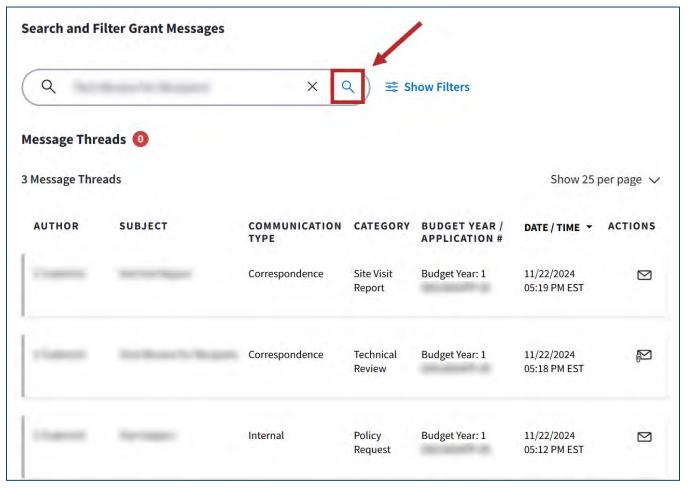


Figure 48: Grant Messages screen with Search and Filter Grant Messages section and Search by Subject button



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.

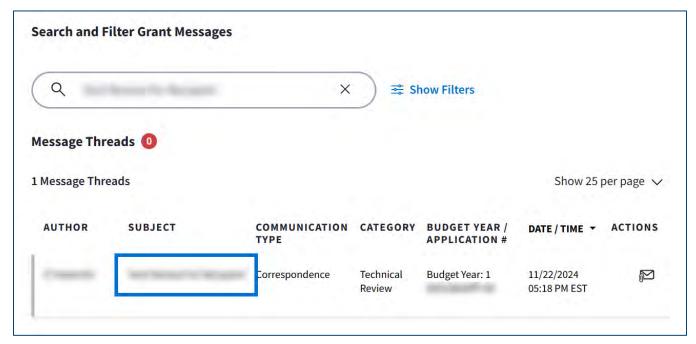


Figure 49: Grant Messages screen with Search and Filter Grant Messages section and Subject column results



### 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.

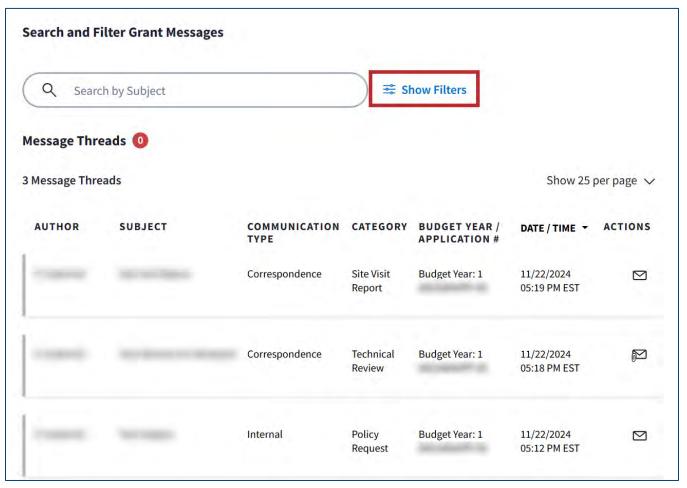


Figure 50: Grant Messages screen with Search and Filter Grant Messages section and Show Filters button



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

Q Search by Subject	==	Hide Filters		
Filters				
Date Range	Communication Type	Author		
Select MM/DD/YYYY - MM/DD/YYYY	2 Selected ✓	Select 🗸		
Message Status	Category	Apply Filters Reset Filters		

Figure 51: Grant Messages screen with Search and Filter Grant Messages section and filters

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

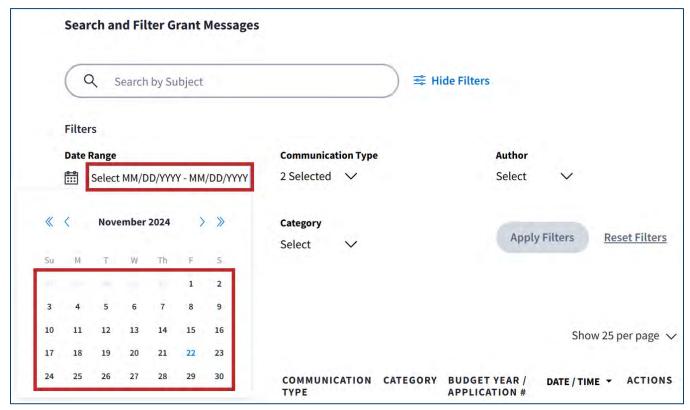


Figure 52: Grant Messages screen with Date Range field and date range widget



3. Click the **Communication Type** drop-down and select the checkbox for the desired **communication type**.

Note: Select the All Communication Types checkbox to filter on all communication types.

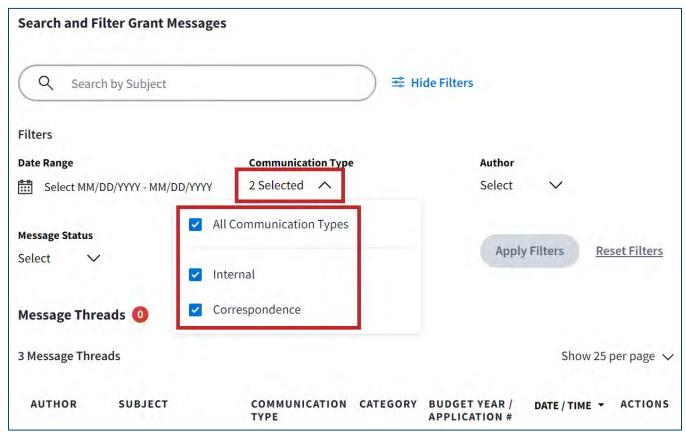


Figure 53: Grant Messages screen with Communication Type drop-down and option checkboxes



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

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



Figure 54: Grant Messages screen with Author drop-down and option checkboxes



5. 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.

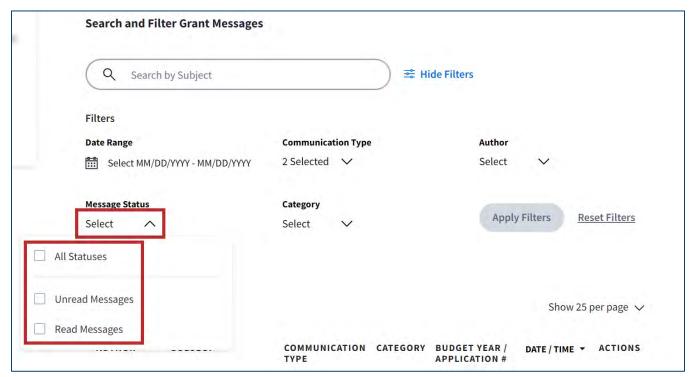


Figure 55: Grant Messages screen with Message Status drop-down and option checkboxes



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

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

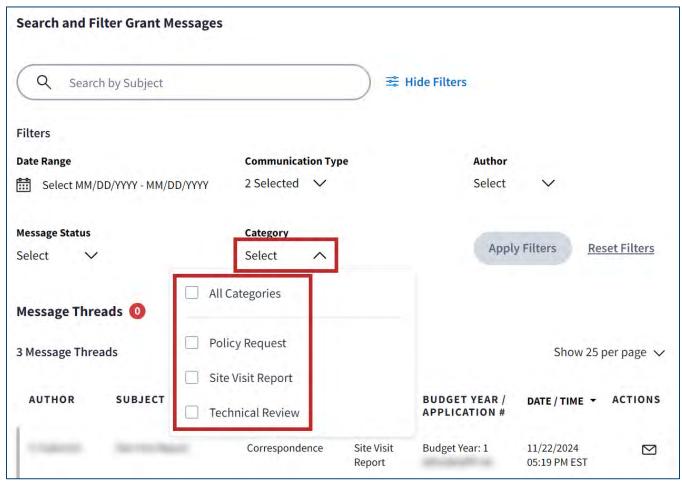


Figure 56: Grant Messages screen with Category drop-down and option checkboxes



## 7. 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.



Figure 57: 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.

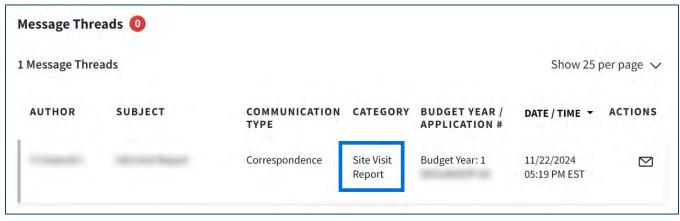


Figure 58: Grant Messages screen with Search and Filter Grant Messages section and filtered column results



# **APPENDIX**

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

Column	Note
Author	The author sent the first message.
Subject	A <i>Show More</i> button in this field can be used to display additional Subjects. Subjects appear as written by the sender.
Communication Type	An icon that appears as multiple sheets of paper ( ) indicates bulk functionality.
Communication	Correspondence indicates the grant message is between Federal and Recipient users. Internal
Туре	indicates the grant message is between Federal users only.
Date/Time	The Date/Time column is sortable by date.