



GrantSolutions User Guide

Recipient Process: Grant Details – Messages Tab

Table of Contents

INTRODUCTION	1
ACCESS USING THE CLASSIC SCREENS.....	1
GRANT MESSAGES	1
APPLICATION MESSAGES	1
LOGIN	1
GRANT DETAILS	3
MESSAGES TAB.....	9
NEW MESSAGE ALERTS	9
CREATE A NEW GRANT MESSAGE.....	12
REPLY TO A GRANT MESSAGE	19
SEARCH AND FILTER GRANT MESSAGES	23
APPENDIX	33

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 and click the **Login** button.

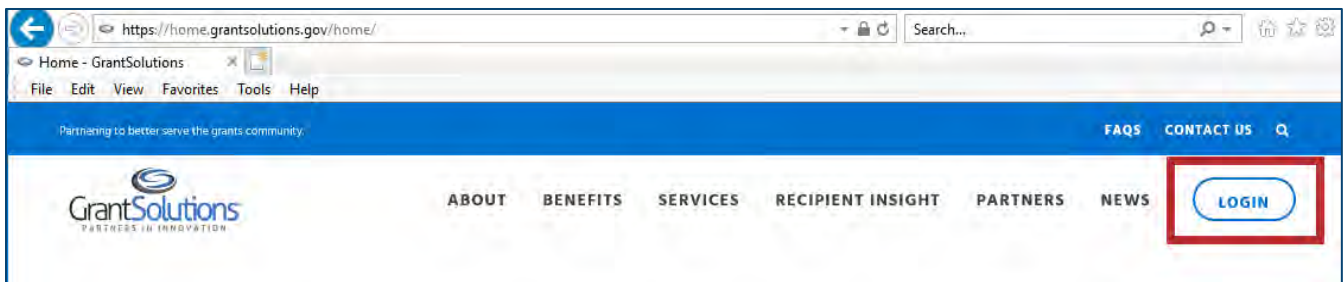
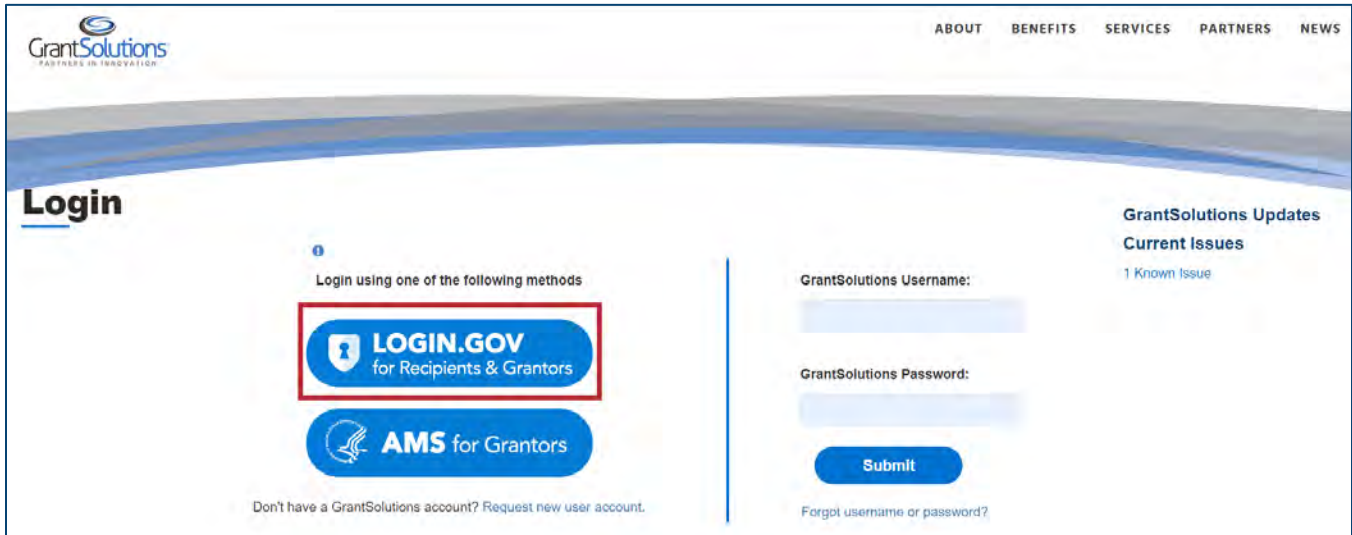


Figure 1: GrantSolutions Public Website with Login button

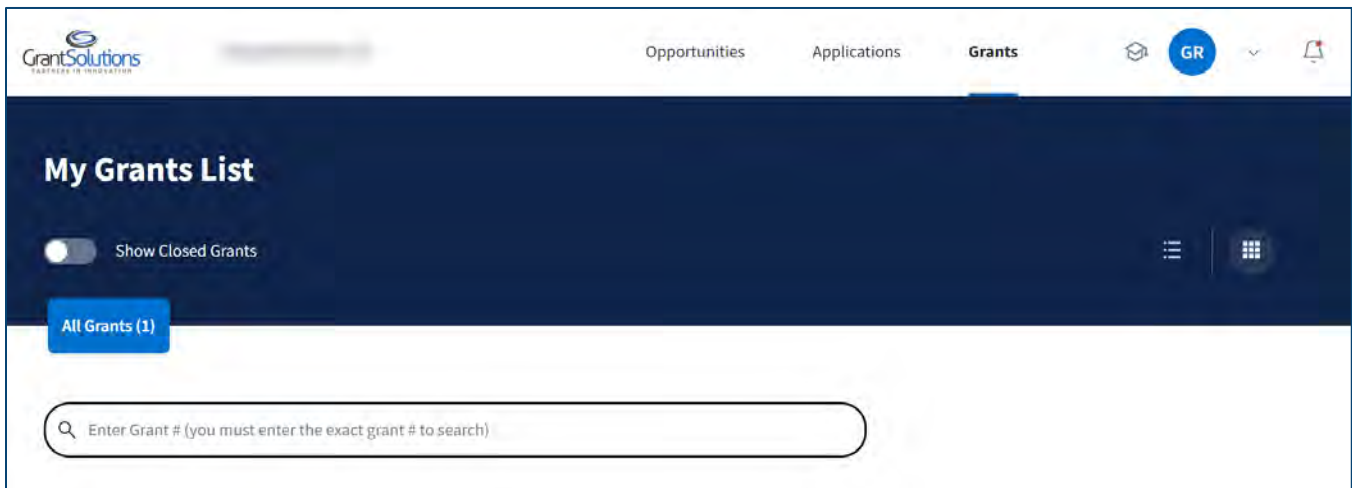
2. The “GrantSolutions Login” screen appears. Click the **Login.gov for Recipients & Grantors** button to log in using a Login.gov account.



The screenshot shows the GrantSolutions Login page. At the top left is the GrantSolutions logo. At the top right are navigation links: ABOUT, BENEFITS, SERVICES, PARTNERS, and NEWS. The main heading is "Login". Below it, a message says "Login using one of the following methods". There are two buttons: "LOGIN.GOV for Recipients & Grantors" (highlighted with a red box) and "AMS for Grantors". Below these buttons is a link: "Don't have a GrantSolutions account? Request new user account." To the right of the login methods, there are input fields for "GrantSolutions Username:" and "GrantSolutions Password:", followed by a "Submit" button. At the bottom right, there is a link: "Forgot username or password?". On the far right, there is a section titled "GrantSolutions Updates" with a sub-heading "Current Issues" and a link "1 Known Issue".

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

The “My Grants List” screen appears.



The screenshot shows the "My Grants List" screen. At the top left is the GrantSolutions logo. At the top right are navigation links: Opportunities, Applications, and Grants (which is highlighted). There is also a "GR" button and a notification bell icon. The main heading is "My Grants List". Below it, there is a toggle switch labeled "Show Closed Grants". There is a button labeled "All Grants (1)". Below that is a search bar with the placeholder text "Enter Grant # (you must enter the exact grant # to search)".

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.

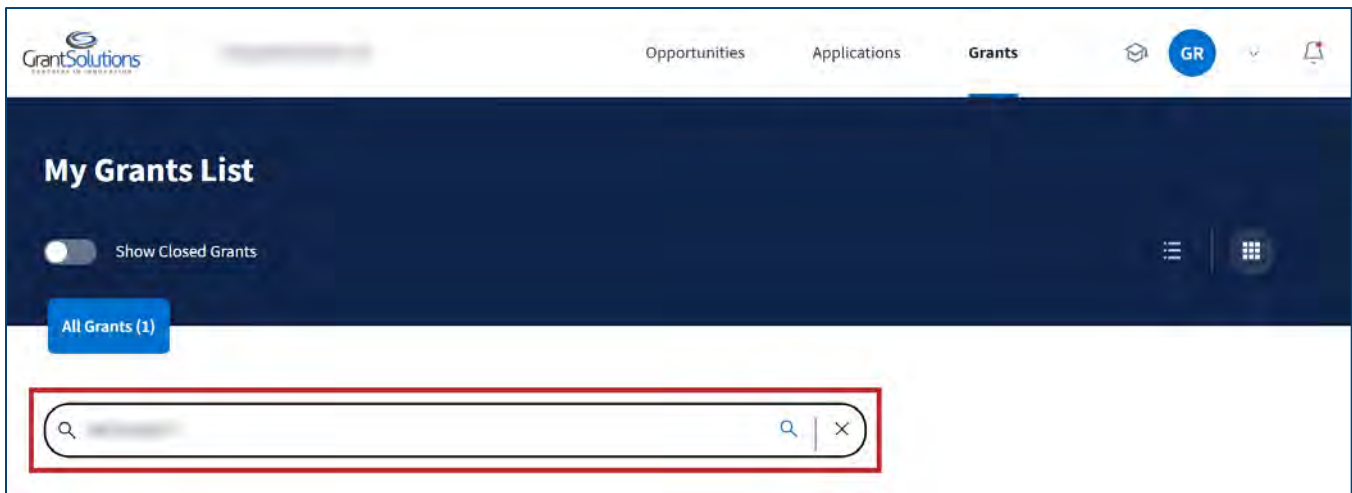


Figure 4: My Grants List screen with Grant Number entered in the search field

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

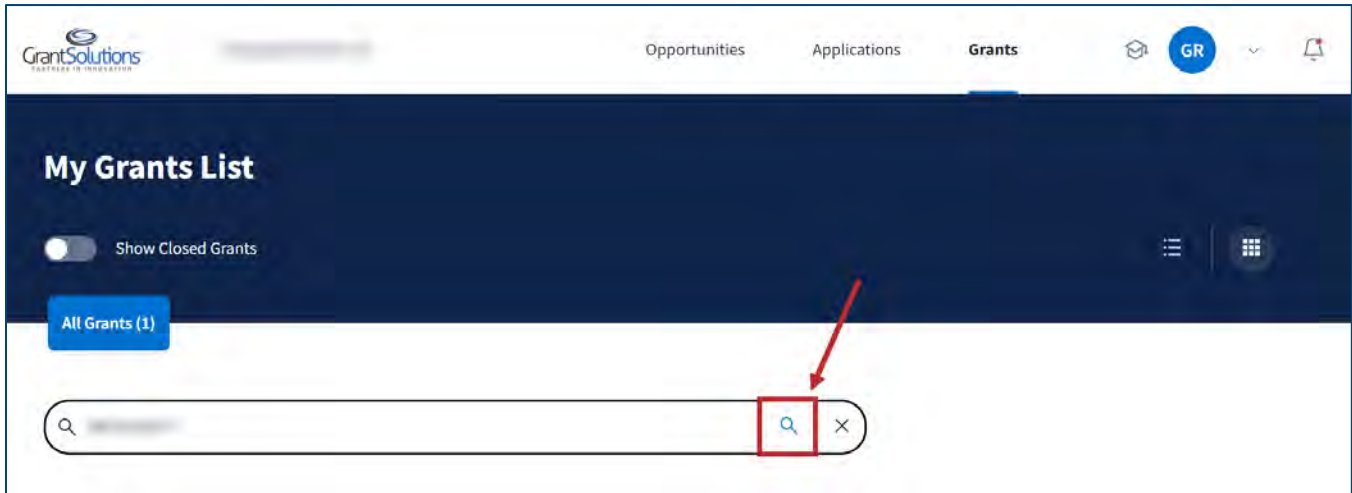


Figure 5: My Grants List screen with Search by Grant Number button

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

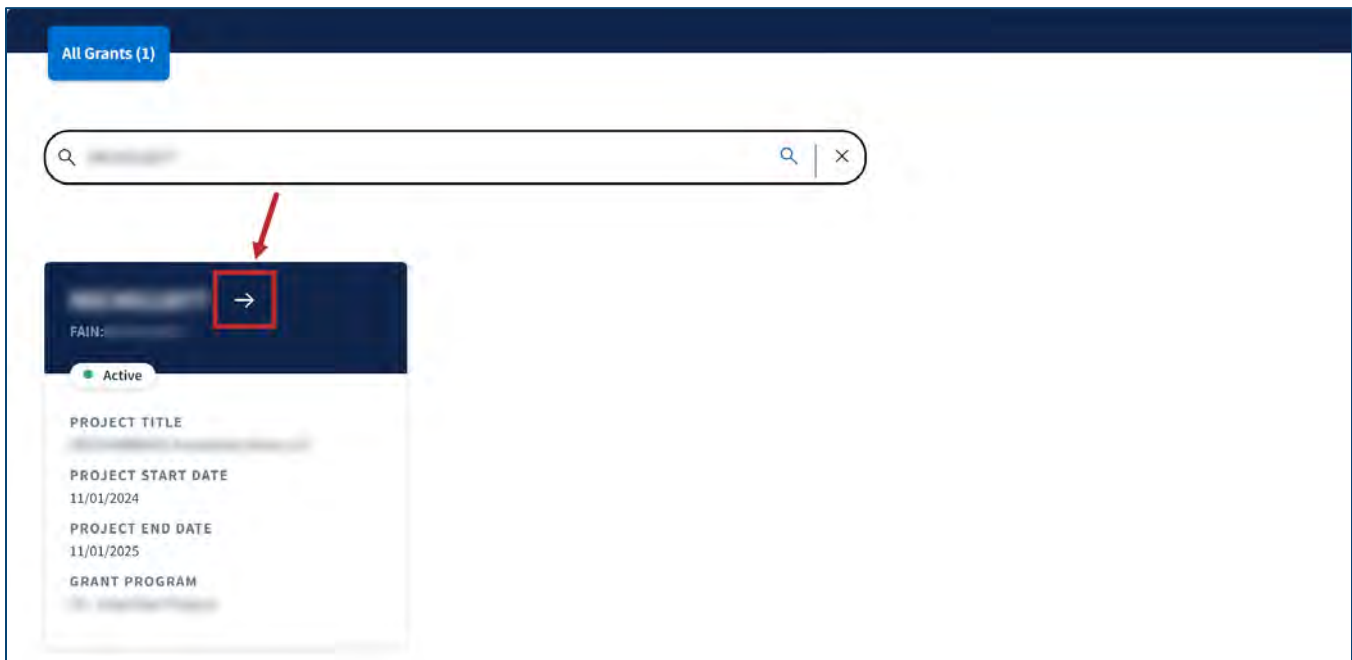


Figure 6: My Grants List screen with Grant Project cards and arrow button

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

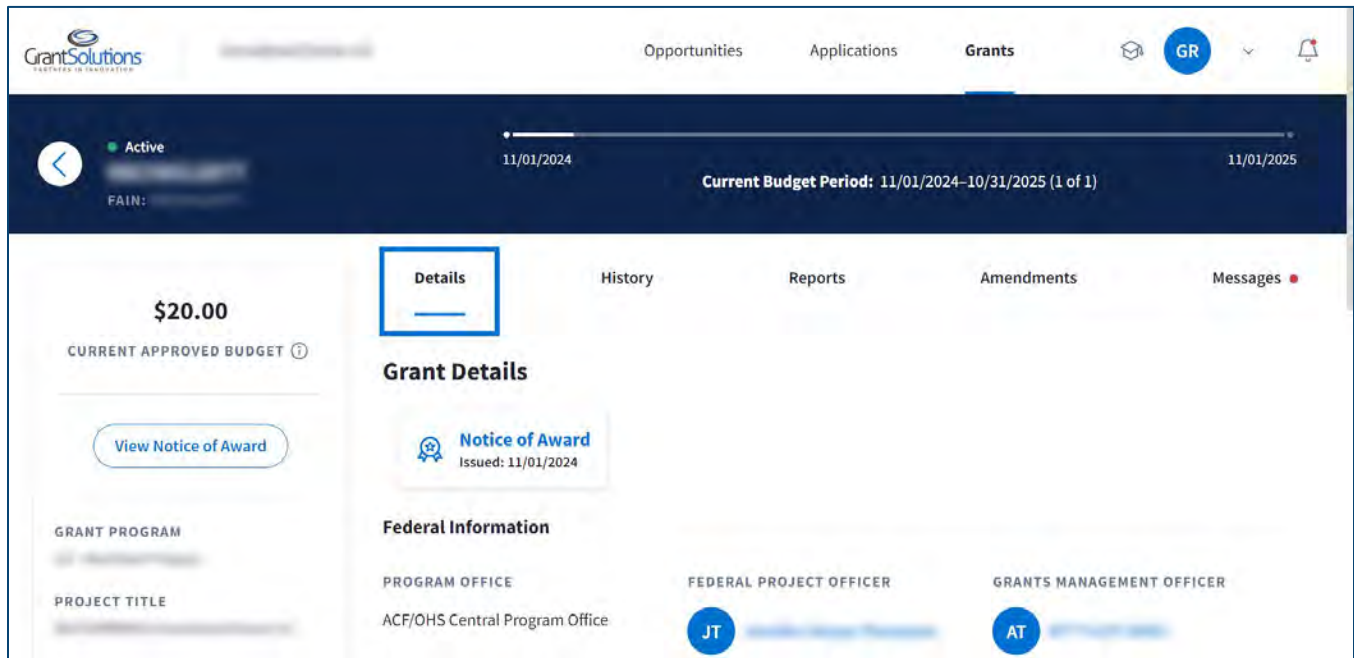


Figure 7: Grant Details screen with Details tab

4. Click the **Messages** tab.

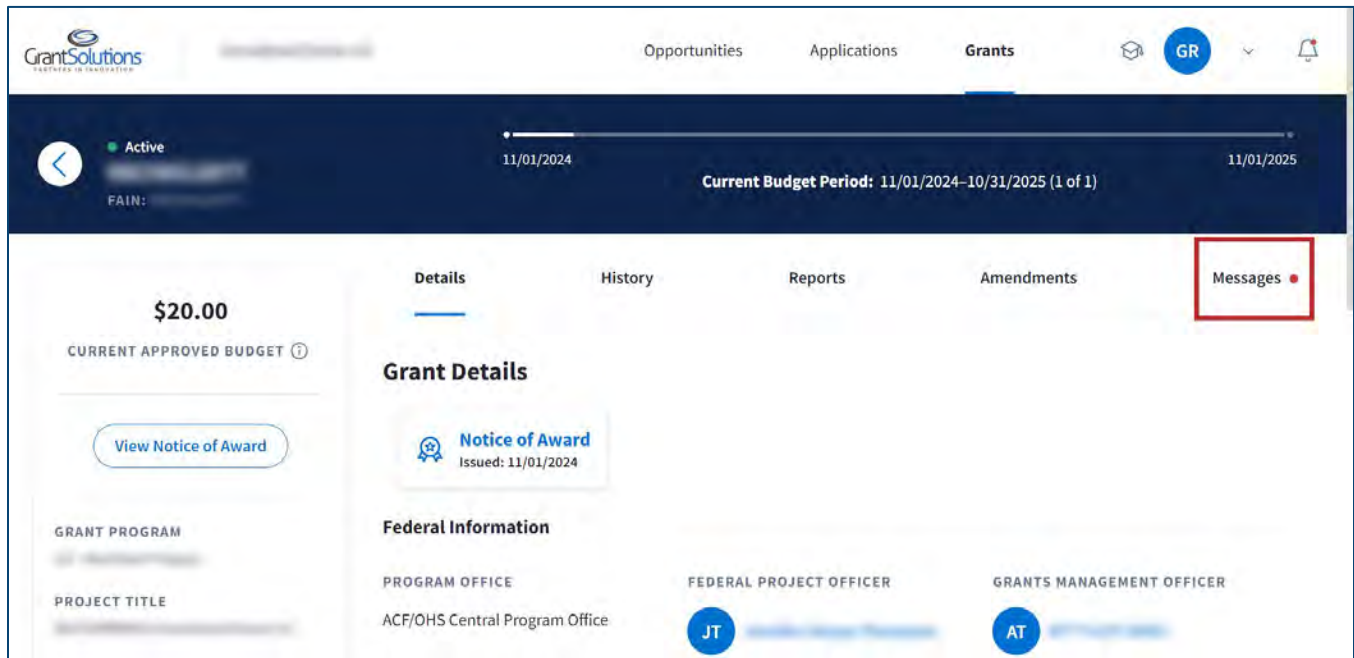


Figure 8: Grant Details screen with Messages tab

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.

Grant Messages

Search and Filter Grant Messages

Search by Subject [Show Filters](#)

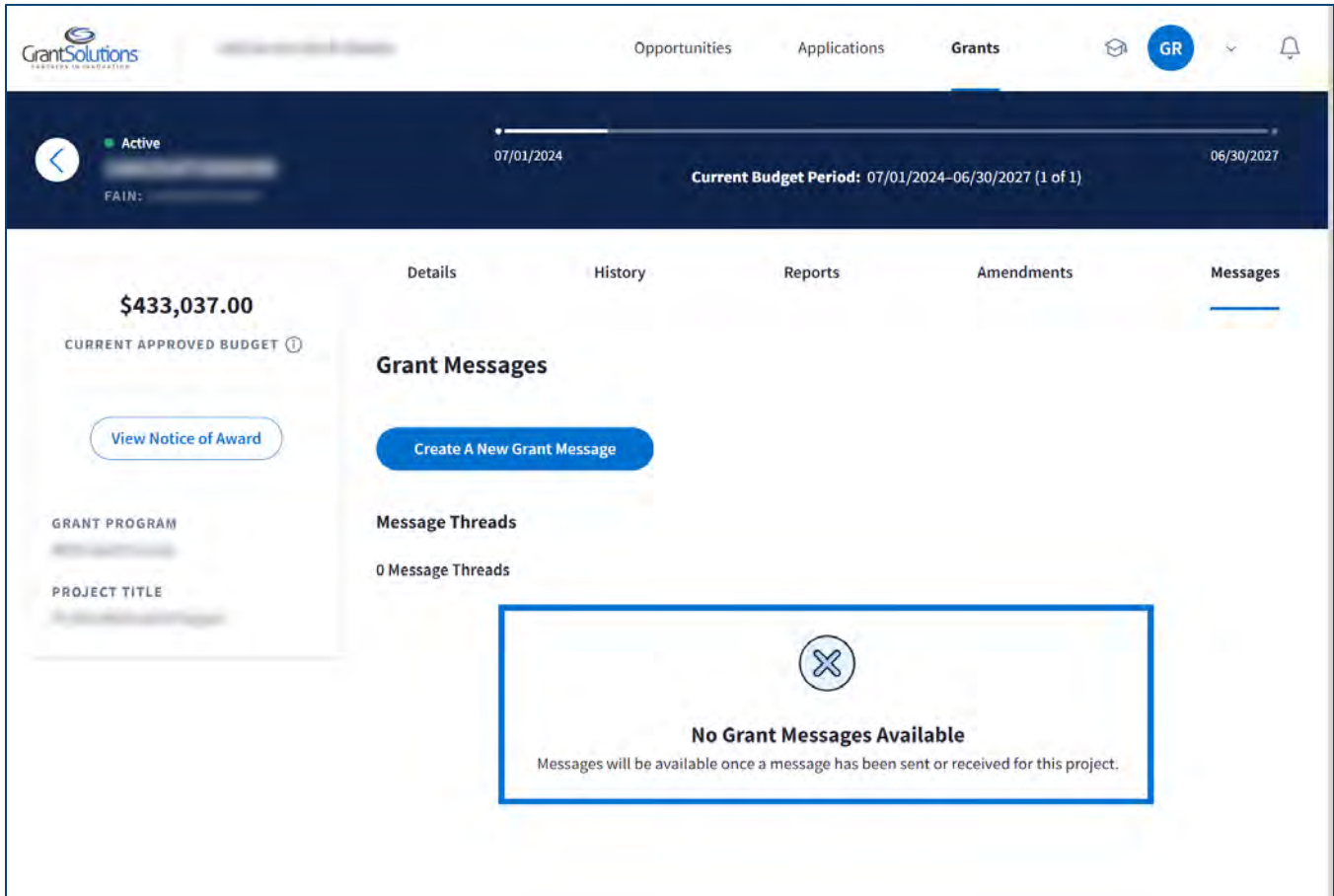
Message Threads 2

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.



The screenshot displays the GrantSolutions web application interface. At the top, the navigation bar includes the GrantSolutions logo, a search bar, and tabs for Opportunities, Applications, and Grants (which is selected). A user profile icon with 'GR' and a notification bell are on the right. Below the navigation bar, a dark blue header shows a back arrow, 'Active' status, a date range from 07/01/2024 to 06/30/2027, and the 'Current Budget Period: 07/01/2024–06/30/2027 (1 of 1)'. The main content area has tabs for Details, History, Reports, Amendments, and Messages (selected). On the left, a sidebar shows the 'CURRENT APPROVED BUDGET' of \$433,037.00, a 'View Notice of Award' button, and fields for 'GRANT PROGRAM' and 'PROJECT TITLE'. The central 'Grant Messages' section features a 'Create A New Grant Message' button and a 'Message Threads' section showing '0 Message Threads'. A large blue-bordered box with a red 'X' icon and the text 'No Grant Messages Available' is centered, with a subtext: 'Messages will be available once a message has been sent or received for this project.'

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.

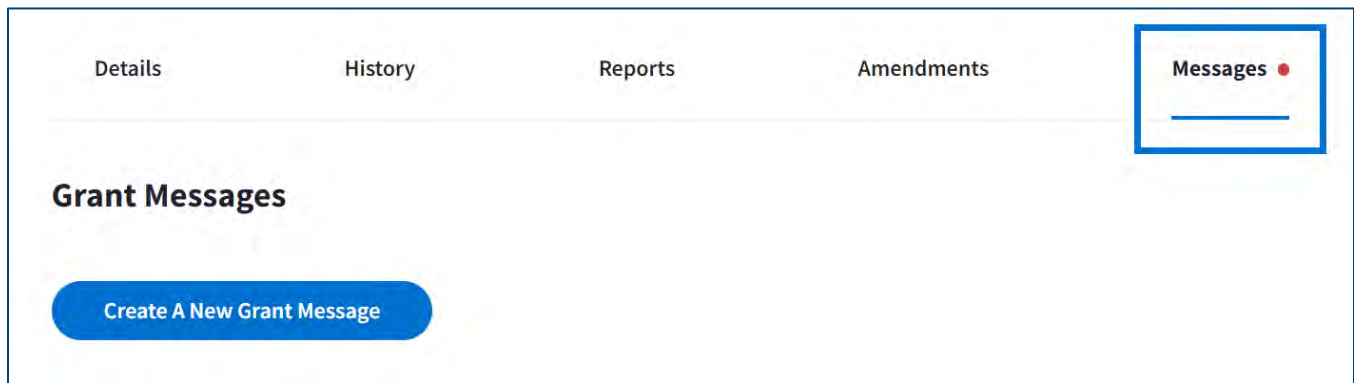


Figure 11: Messages tab title with red dot

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

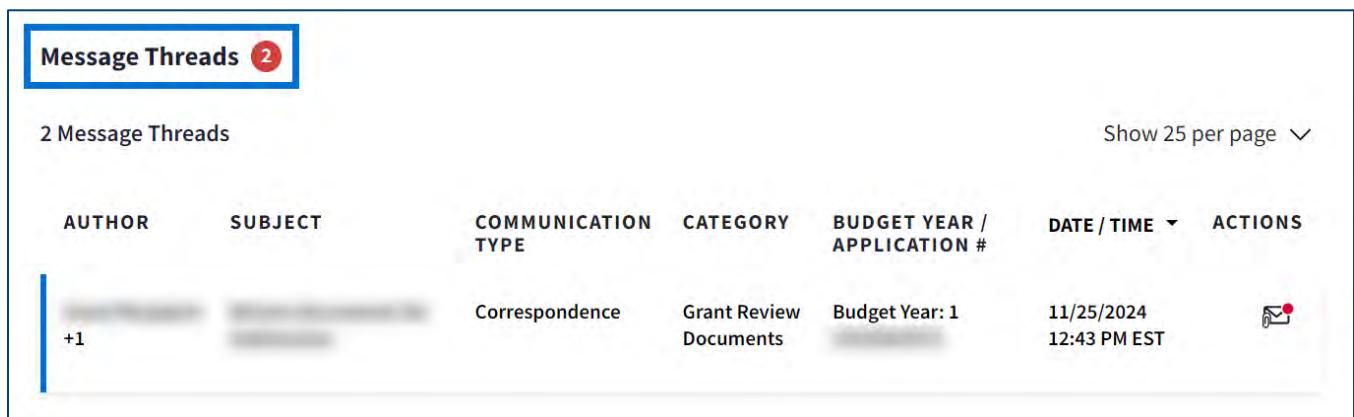


Figure 12: Message Threads title with red number

- 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.

Message Threads 11

12 Message Threads Show 25 per page ▾

AUTHOR	SUBJECT	COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▾	ACTIONS
John Smith +1		Correspondence	Programmatic Information Request	Budget Year: 1	03/20/2025 10:07 AM EST	

Figure 13: 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 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
+1		Correspondence	Grant Review Documents	Budget Year: 1	11/25/2024 12:43 PM EST	

Figure 14: 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 15: 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.

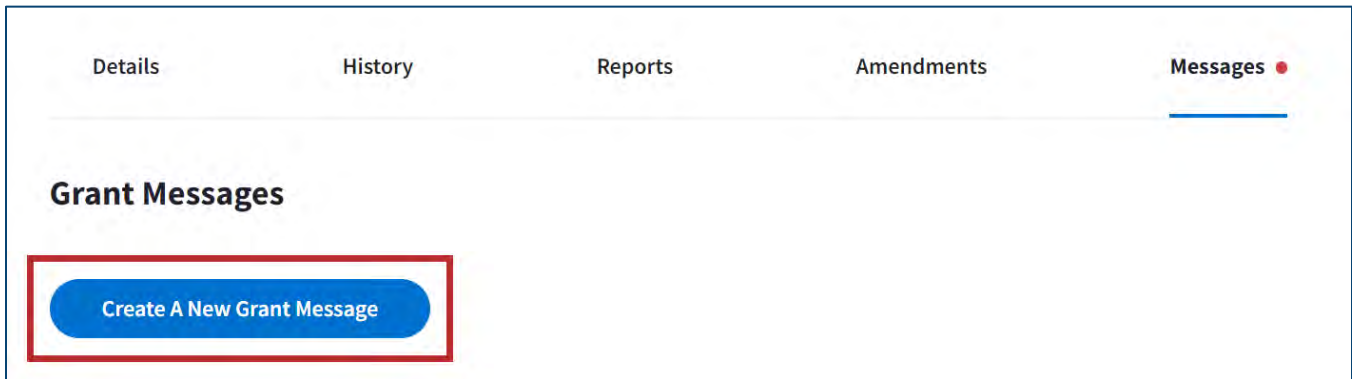


Figure 16: Grant Messages screen with Create A New Grant Message button

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

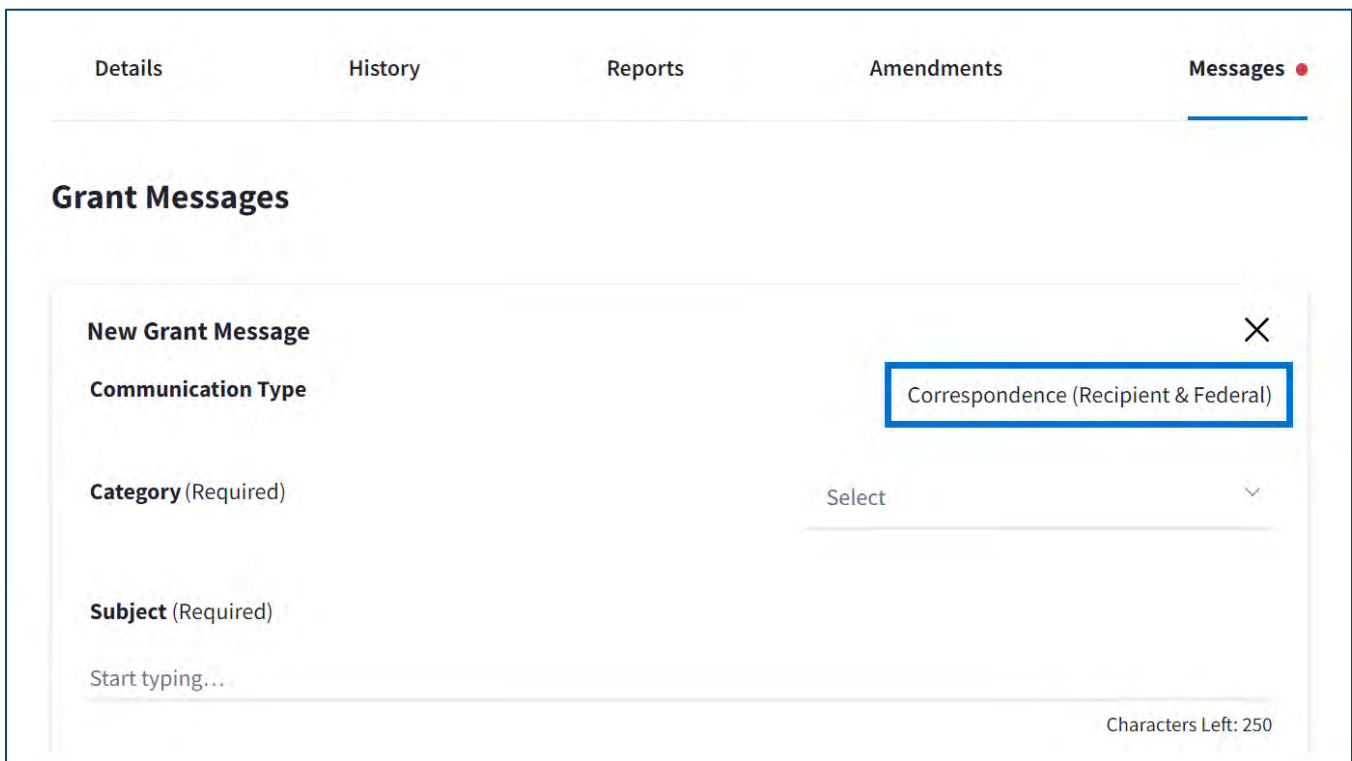
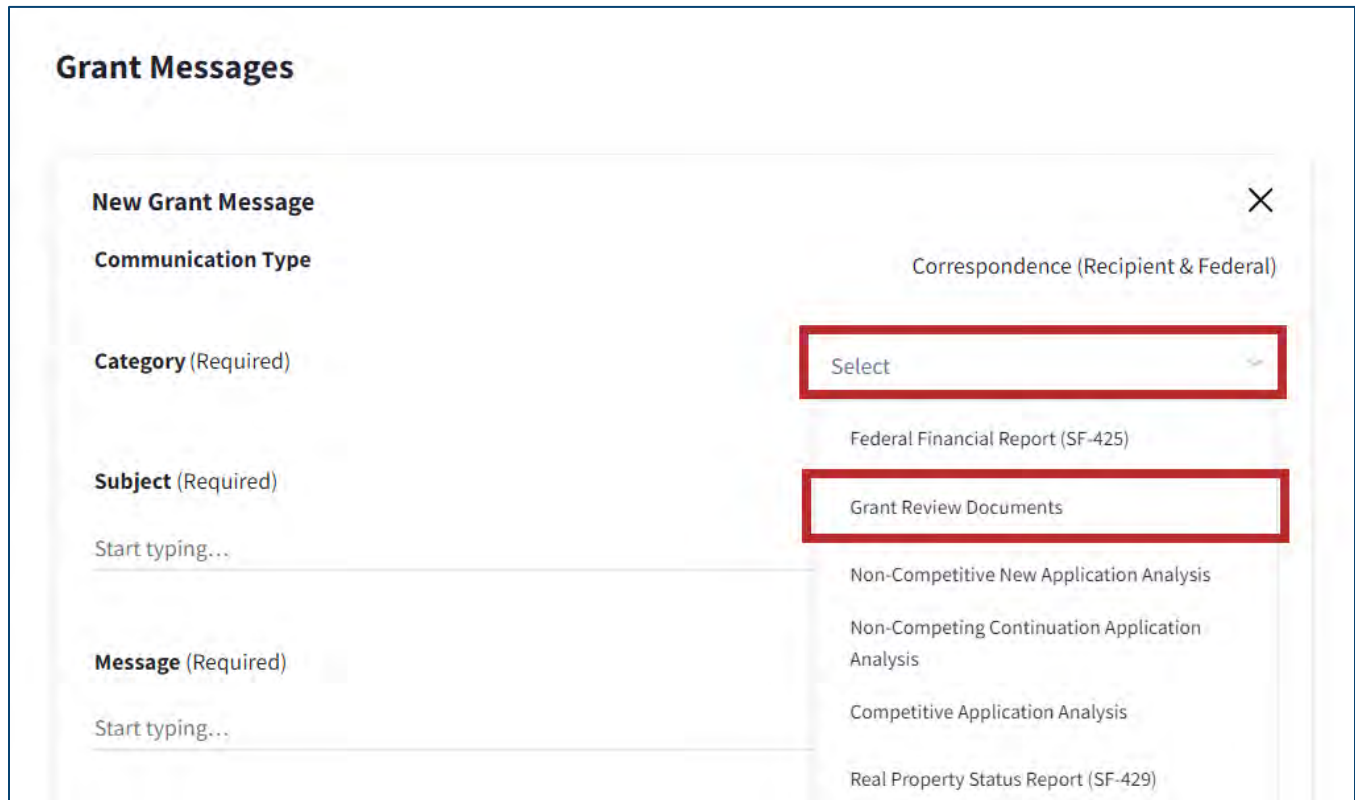


Figure 17: New Grant Message section with Correspondence (Recipient & Federal) in the Communication Type field

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



Grant Messages

New Grant Message ✕

Communication Type Correspondence (Recipient & Federal)

Category (Required) Select

- Federal Financial Report (SF-425)
- Grant Review Documents**
- Non-Competitive New Application Analysis
- Non-Competing Continuation Application Analysis
- Competitive Application Analysis
- Real Property Status Report (SF-429)

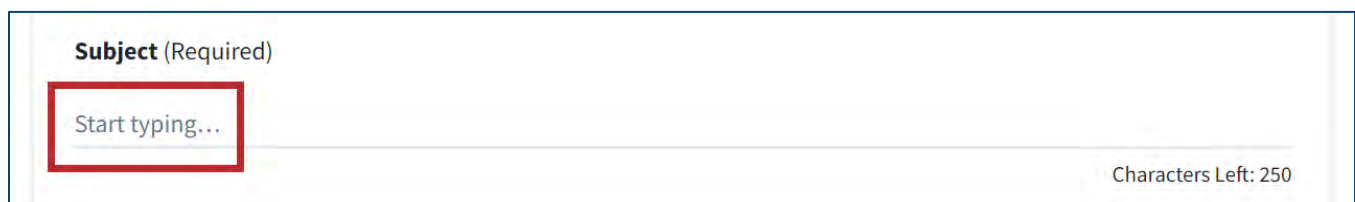
Subject (Required)
Start typing...

Message (Required)
Start typing...

Figure 18: 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.



Subject (Required)

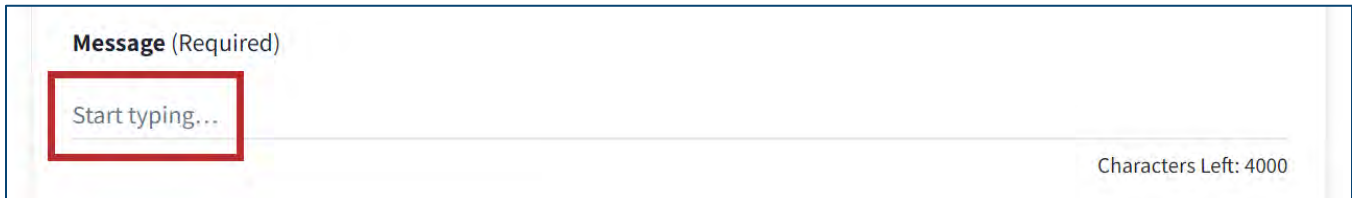
Start typing...

Characters Left: 250

Figure 19: New Grant Message section with Subject field

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

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

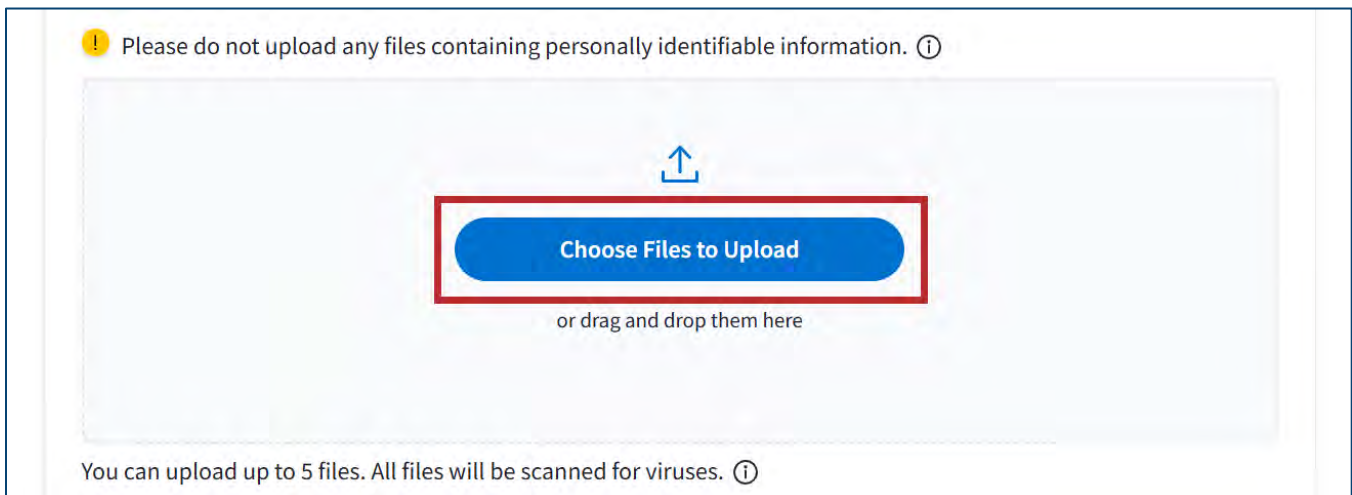


A screenshot of the 'Message' field in the Grant Details interface. The field is labeled 'Message (Required)' and contains a text input area with the placeholder text 'Start typing...'. A red rectangular box highlights the input area. To the right of the input area, the text 'Characters Left: 4000' is displayed.

Figure 20: 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.



A screenshot of the 'Choose Files to Upload' section in the Grant Details interface. At the top, there is a warning message: 'Please do not upload any files containing personally identifiable information.' followed by an information icon. Below this is a large light blue rectangular area. In the center of this area is a blue button with the text 'Choose Files to Upload'. Above the button is a blue icon of an upward arrow inside a square. Below the button is the text 'or drag and drop them here'. At the bottom of the section, there is a note: 'You can upload up to 5 files. All files will be scanned for viruses.' followed by an information icon. A red rectangular box highlights the 'Choose Files to Upload' button.

Figure 21: 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.

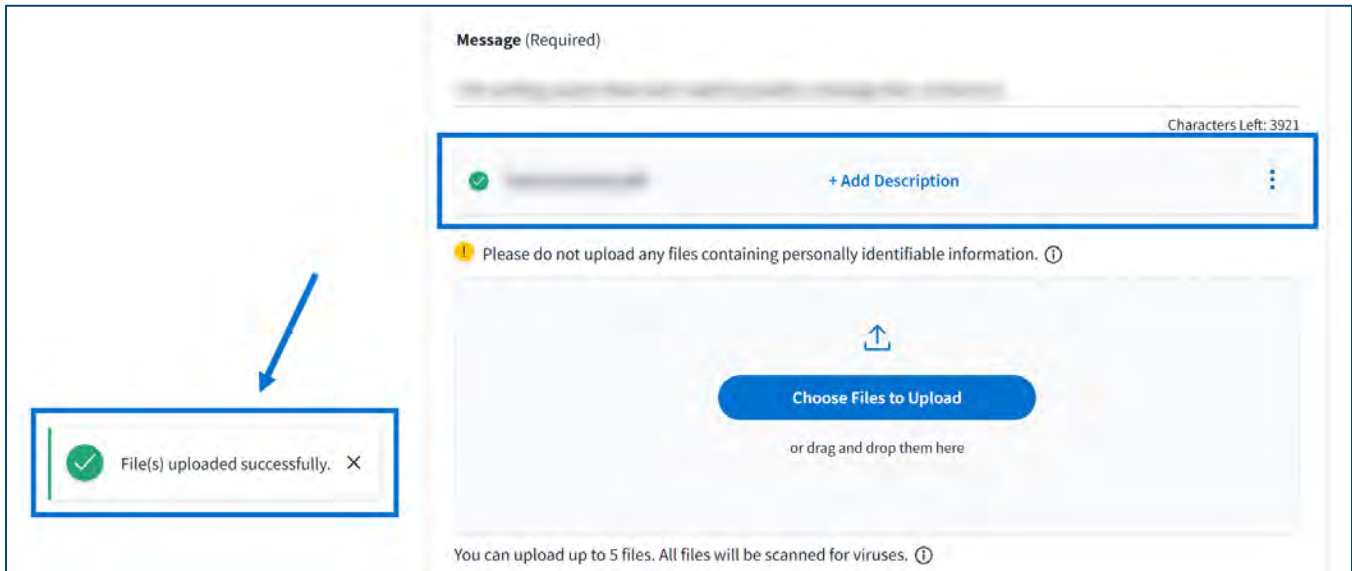


Figure 22: New Grant Message section with attachment row and File(s) uploaded successfully message

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.

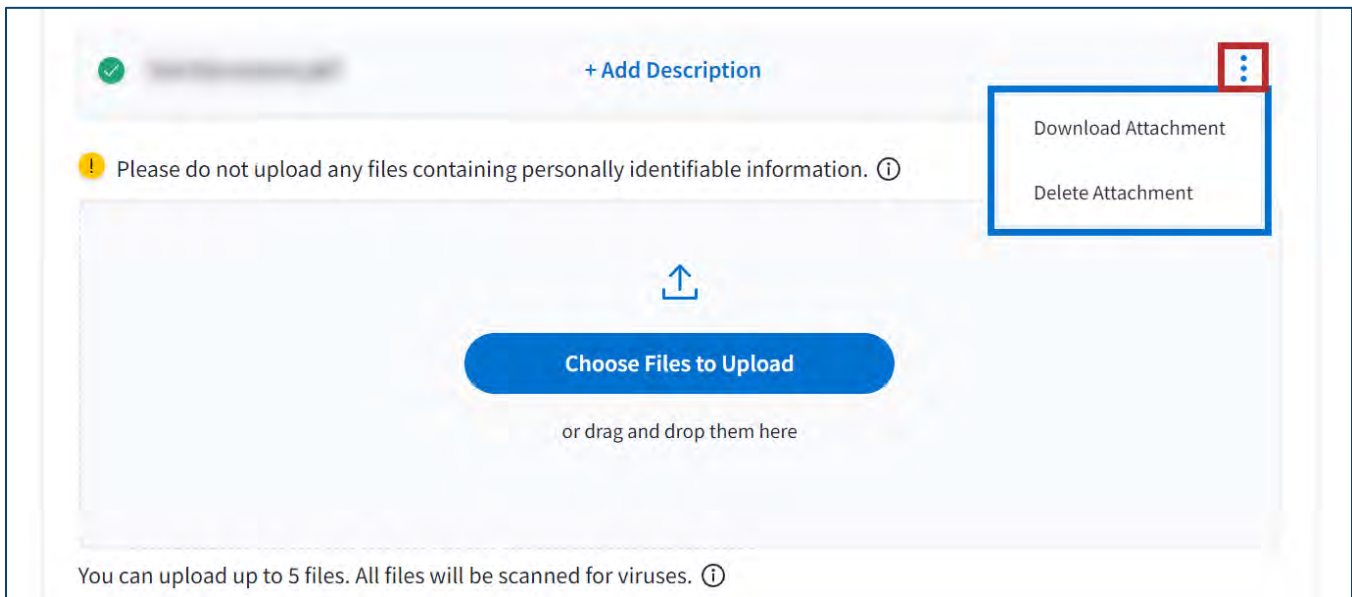


Figure 23: New Grant Message section with Actions List icon and Download Attachment and Delete Attachment drop-down options

- Click the **Add Description** button.

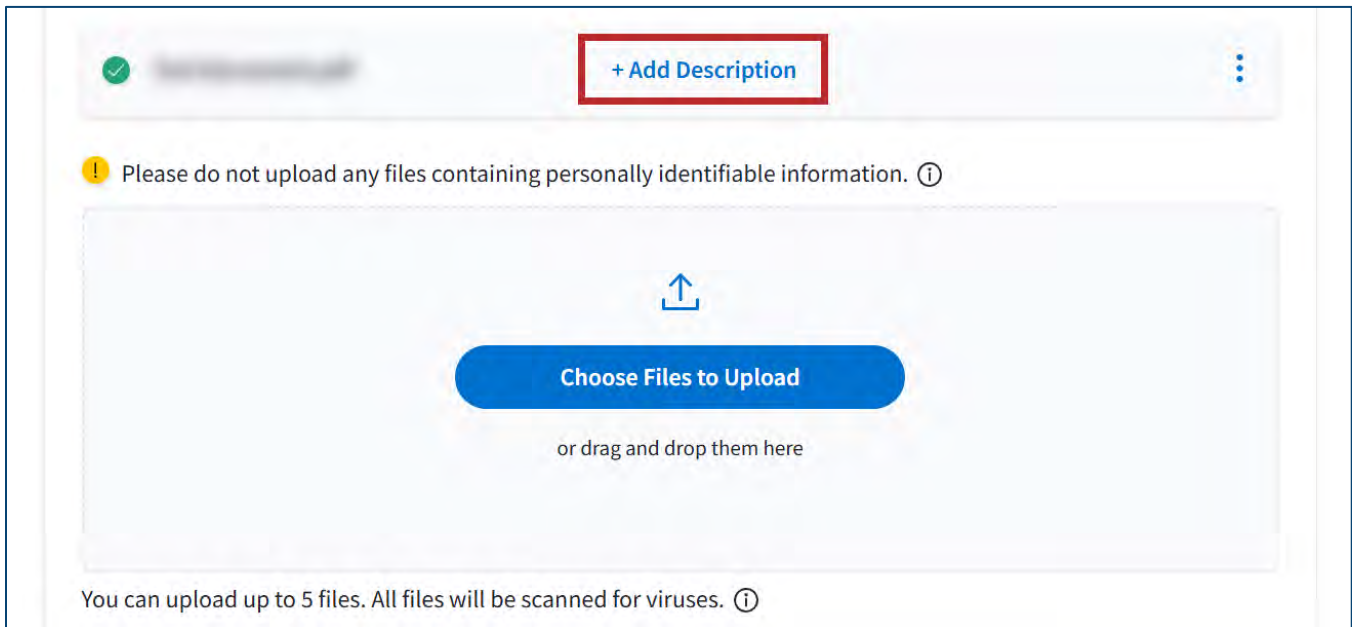


Figure 24: New Grant Message section with Add Description button

- 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.

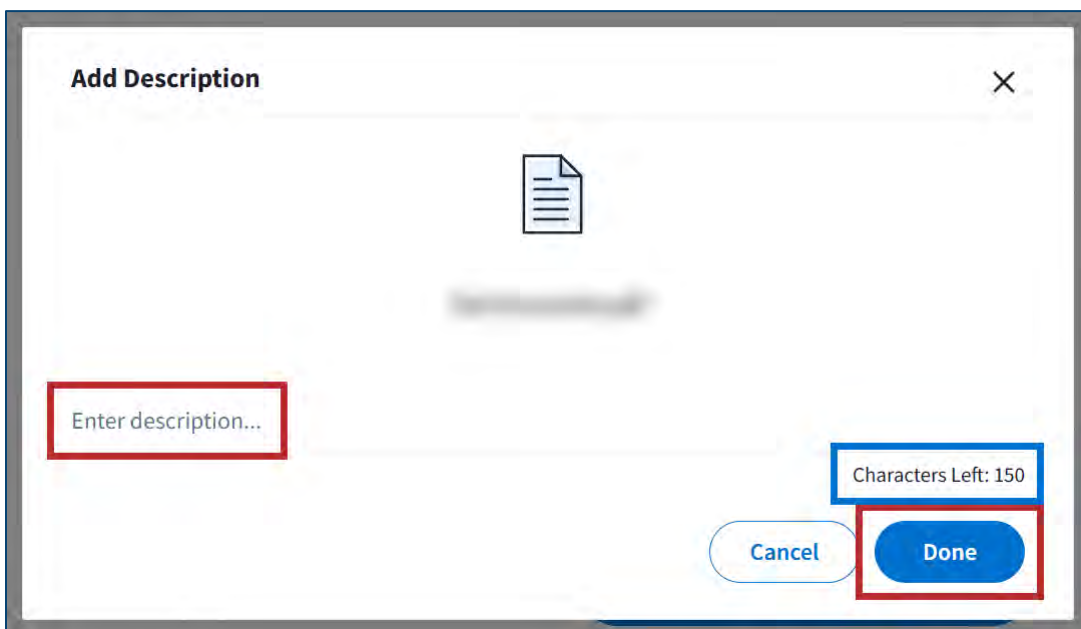


Figure 25: Add Description window with Enter description field and Done button

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

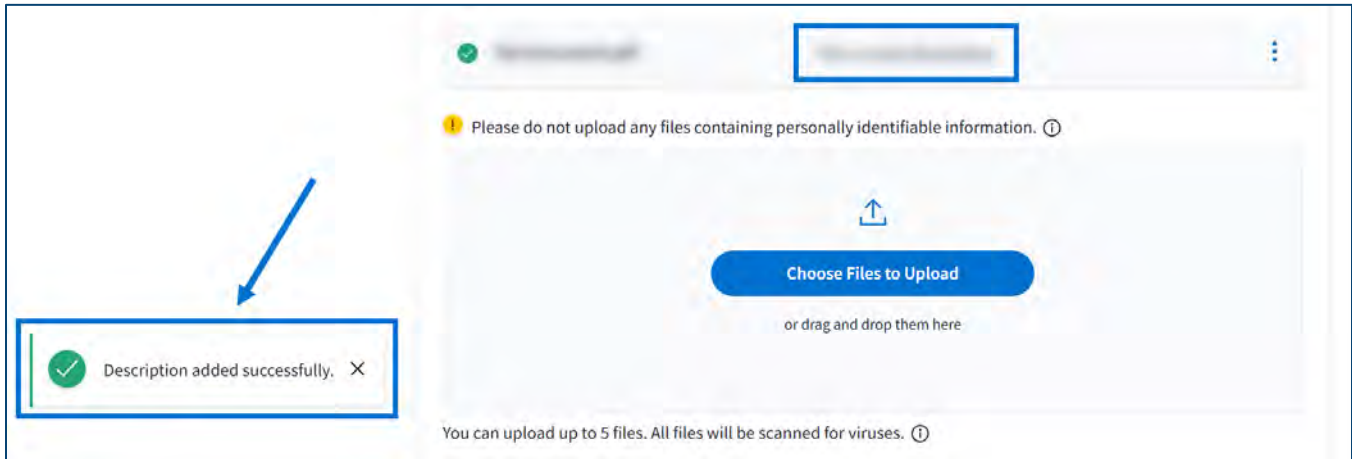


Figure 26: New Grant Message section with description and Description added successfully message

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

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

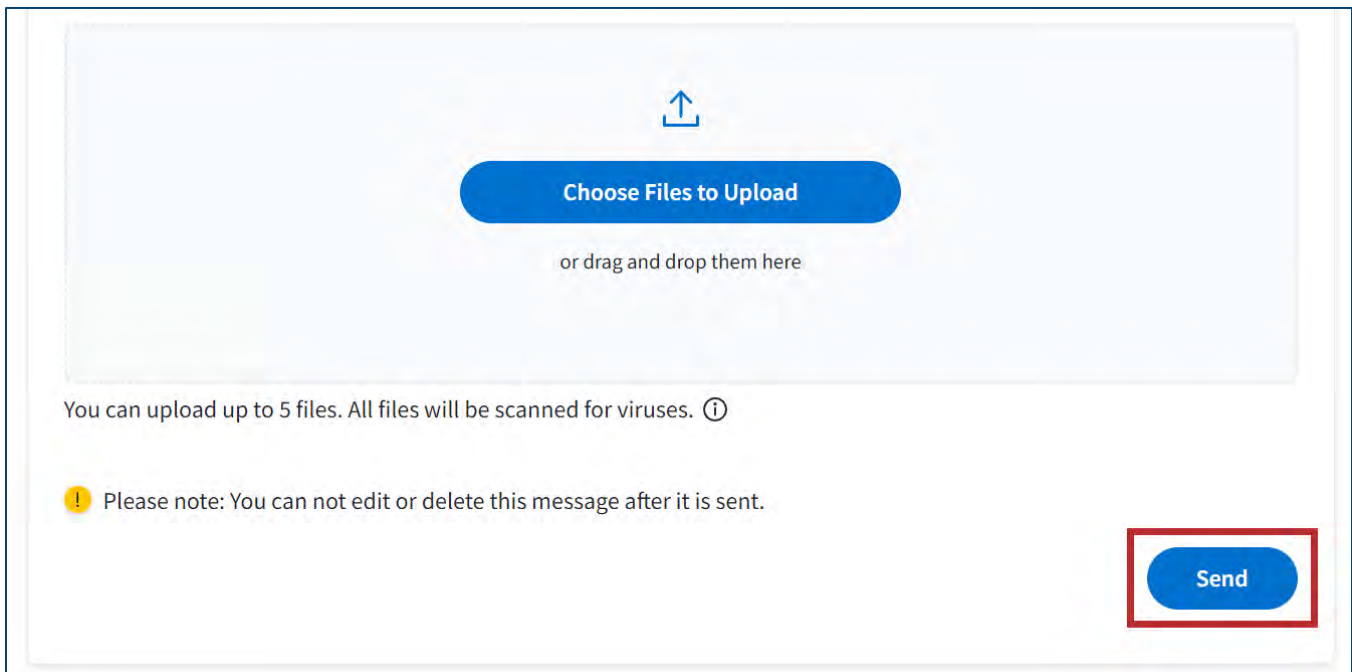


Figure 27: New Grant Message section with Send button

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*.

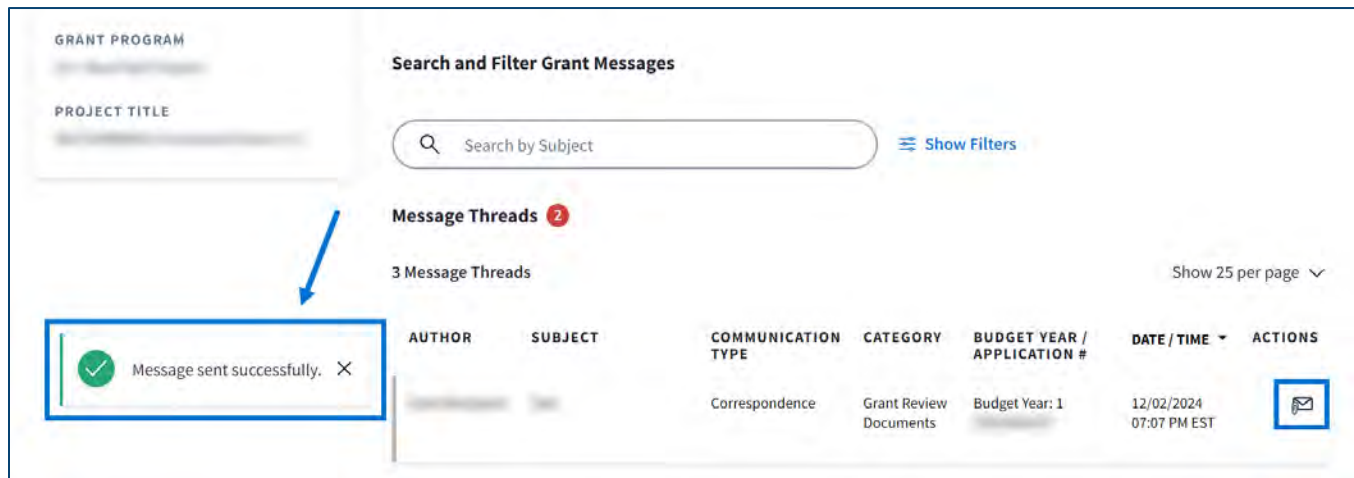
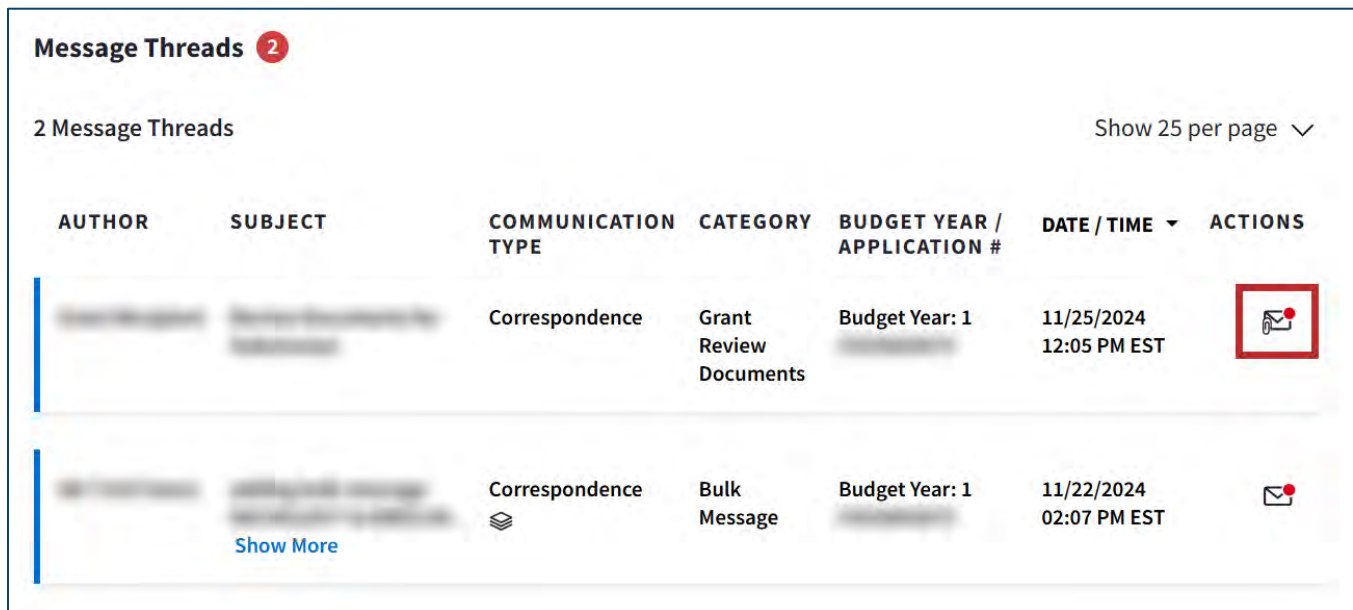


Figure 28: Grant Messages screen with Message sent successfully message and Actions icon

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

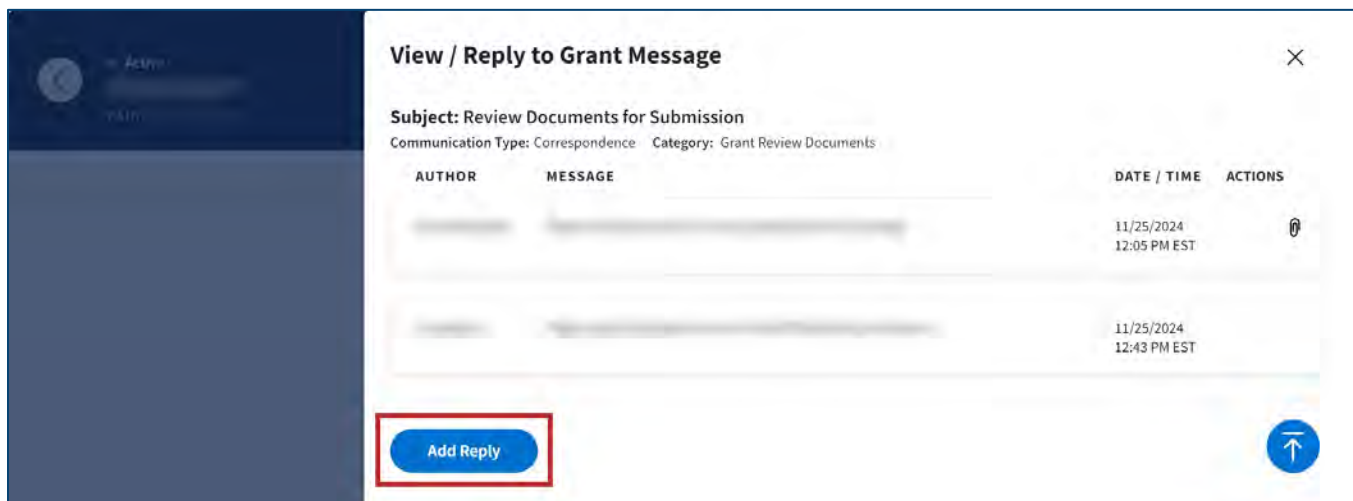
2 Message Threads Show 25 per page ▾

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

[Show More](#)

Figure 29: 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 30: 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.

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	[Icon]
[Redacted]	[Redacted]	11/25/2024 12:43 PM EST	

Message

Start typing...

Characters Left: 4000

⚠ Please do not upload any files containing personally identifiable information. ⓘ

Figure 31: 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.

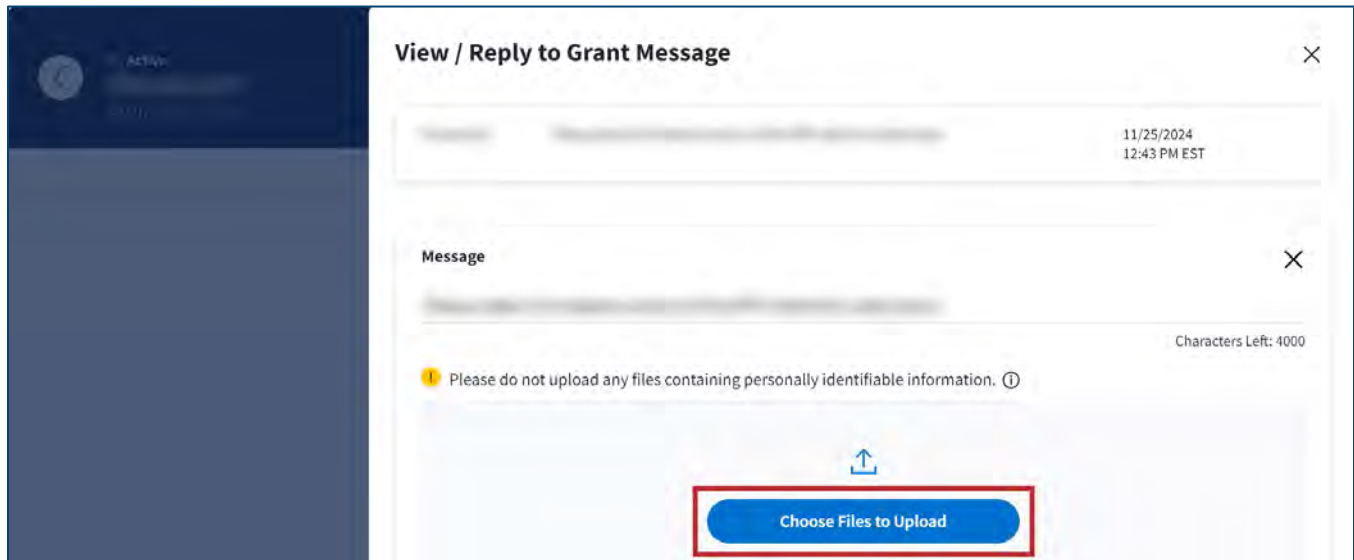


Figure 32: View/Reply to Grant Message screen with Message section and Choose Files to Upload button

5. Click the **Send** button.

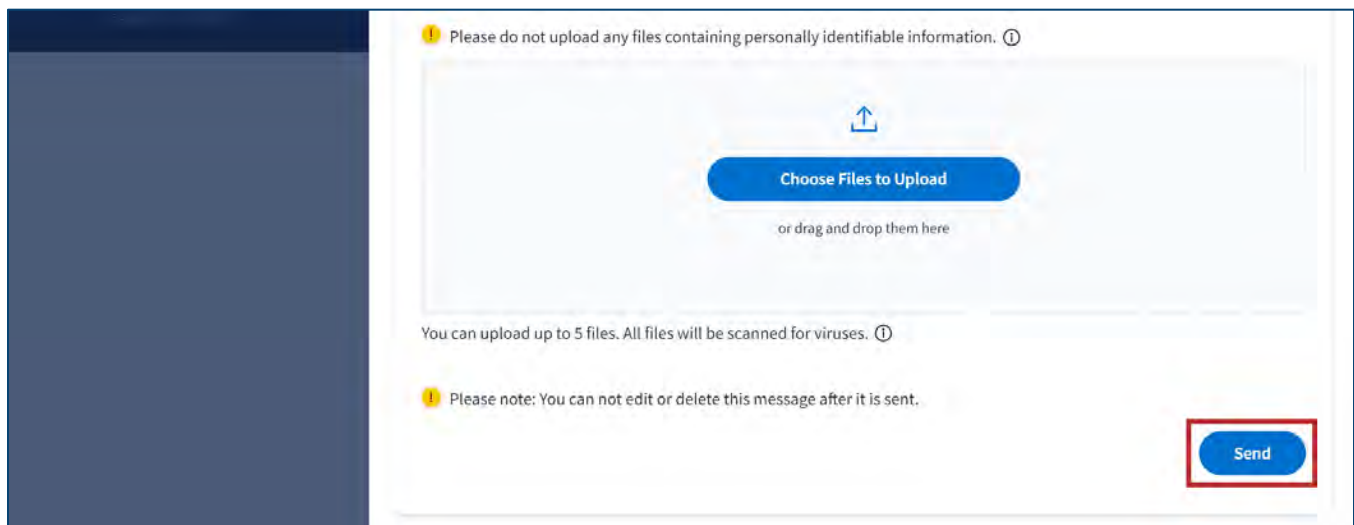


Figure 33: View/Reply to Grant Message screen with Message section and Send button

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.

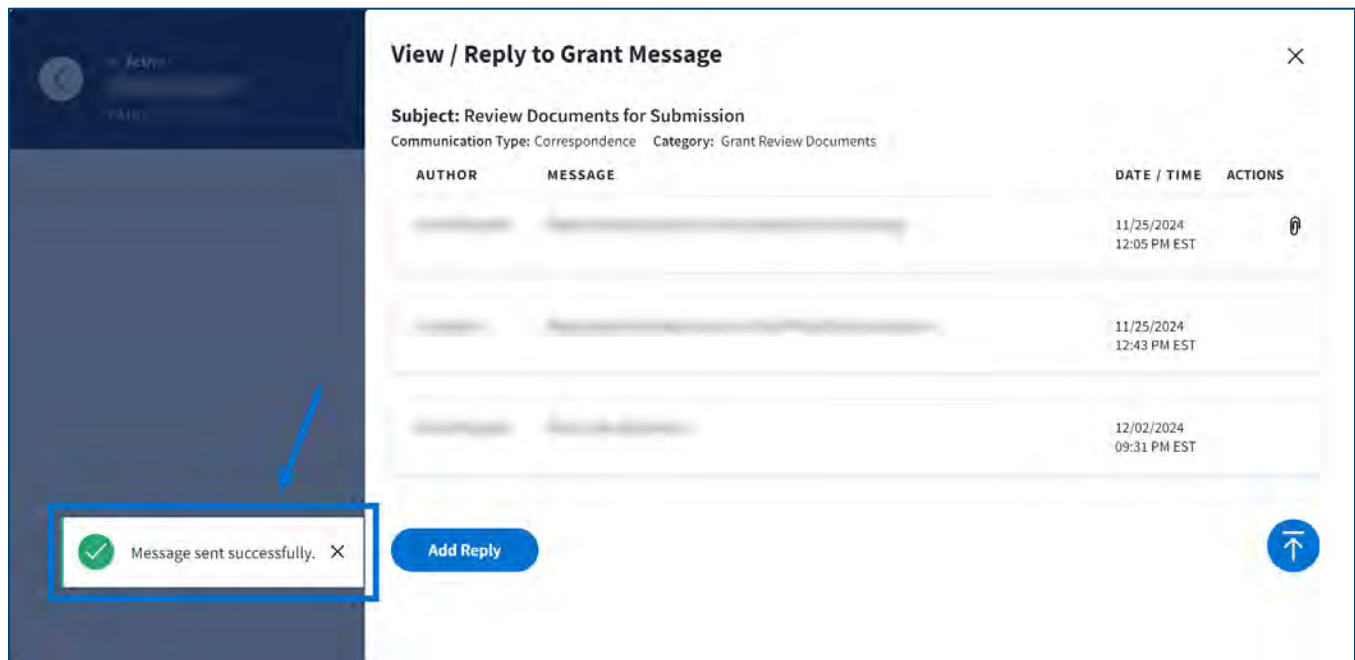


Figure 34: View/Reply to Grant Message screen with Message sent successfully message

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	
		Correspondence	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

[Show More](#)

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




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

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	
		Correspondence	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

[Show More](#)

Figure 36: 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

×
Show Filters

Message Threads 0

1 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 37: 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	
		Correspondence	Bulk Message	Budget Year: 1	11/22/2024 02:07 PM EST	

[Show More](#)

Figure 38: Grant Messages screen with Search and Filter Grant Messages section and Show Filters button

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

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](#)

Figure 39: Grant Messages screen with Search and Filter Grant Messages section and filters

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

Search and Filter Grant Messages

Search by Subject

Hide Filters

Filters

Date Range

Select MM/DD/YYYY - MM/DD/YYYY

<<

<

December 2024

>

>>

Author

Select

Category

Select

Apply Filters

Reset Filters

Su

M

T

W

Th

F

S

1

2

3

4

5

6

7

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11

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31

Show 25 per page

COMMUNICATION
TYPE

CATEGORY

BUDGET YEAR /
APPLICATION #

DATE / TIME

ACTIONS

Figure 40: Grant Messages screen with Date Range field and date range widget

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

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

Search and Filter Grant Messages

[Hide Filters](#)

Filters

Date Range

Message Status

Select
▼

Message Threads 1

3 Message Threads

AUTHOR

SUBJECT

COMMUNICATION TYPE

CATEGORY

BUDGET YEAR / APPLICATION #

DATE / TIME ▼

ACTIONS

Author

Select

☐ All Authors

☐

☐

Apply Filters

[Reset Filters](#)

Show 25 per page ▼

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

- 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.

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 ▲

☐ All Statuses

☐ Unread Messages

☐ Read Messages

Category
Select ▼

[Apply Filters](#) [Reset Filters](#)

Show 25 per page ▼

COMMUNICATION TYPE	CATEGORY	BUDGET YEAR / APPLICATION #	DATE / TIME ▼	ACTIONS
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Figure 42: Grant Messages screen with Message Status drop-down and option checkboxes

- 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

[Hide Filters](#)

Filters

Date Range

Author
 Select ▼

Message Status
 Select ▼

Category
 Select ▲

☐ All Categories
☐ Bulk Message
☐ Grant Review Documents

[Apply Filters](#)
[Reset Filters](#)

Message Threads 1
 3 Message Threads

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


[Show 25 per page ▼](#)

Figure 43: 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

Author
Select 

Message Status
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
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Figure 44: 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 45: 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.