

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.

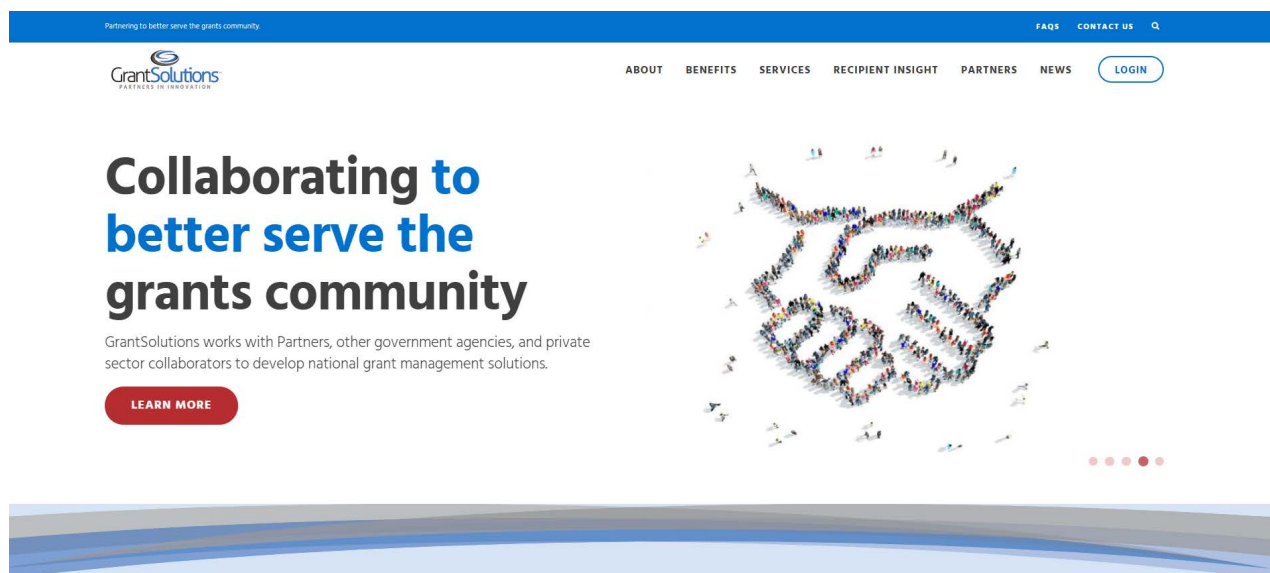


Figure 1: GrantSolutions public website

This website contains useful information, including:

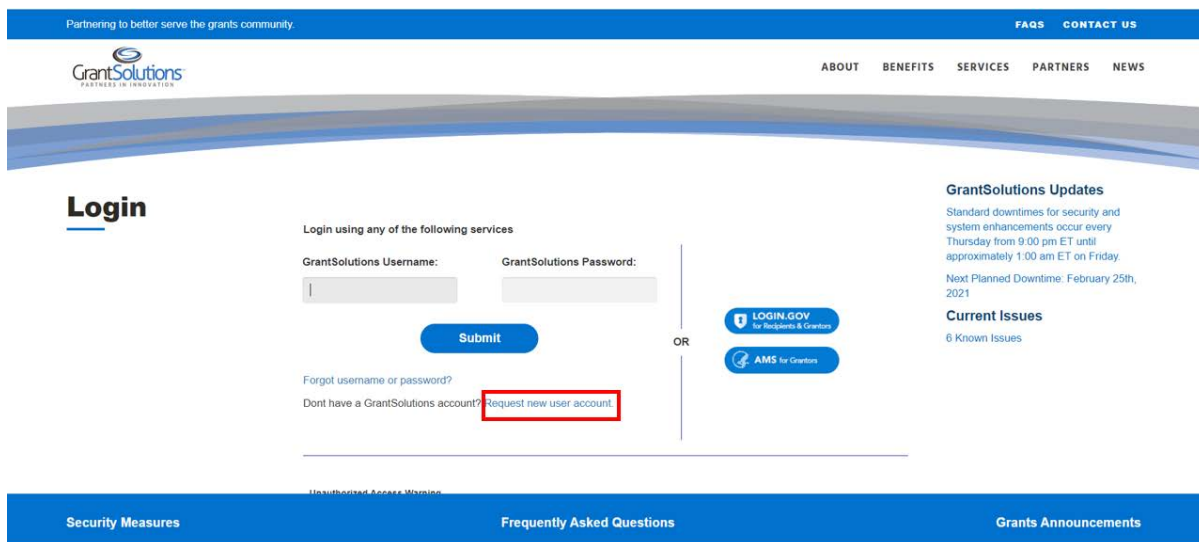
- Login button to GrantSolutions
- Help Desk contact information and hours
- Frequently Asked Questions
- GrantSolutions Recipient training videos
- User Account Request Forms

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 Login Page and click the link **Request a New User Account**.



The screenshot shows the GrantSolutions Login Page. At the top, there is a blue header with the GrantSolutions logo and the tagline "Partners in Innovation". To the right of the logo, there are links for "ABOUT", "BENEFITS", "SERVICES", "PARTNERS", and "NEWS". Further right, there are links for "FAQS" and "CONTACT US". Below the header, the main content area is divided into two columns. The left column is titled "Login" and contains a login form. The form has two input fields: "GrantSolutions Username:" and "GrantSolutions Password:". Below these fields is a blue "Submit" button. To the right of the "Submit" button, there is a link that says "Request new user account." which is highlighted with a red rectangle. To the right of the login form, there is a section titled "GrantSolutions Updates" which contains information about system downtime. Below the updates, there is a section titled "Current Issues" which lists "6 Known Issues". At the bottom of the page, there is a blue footer with three links: "Security Measures", "Frequently Asked Questions", and "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**.

Getting Started – Request a User Account

Federal User

All 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
3. 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

All account requests must be made by the prospective user's supervisor or other authorized organization official.

1. The requester must complete and sign the first section of the [Recipient 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)
3. 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.

Figure 3: Getting Started – Request a User Account screen

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 NOT case sensitive. Passwords ARE 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

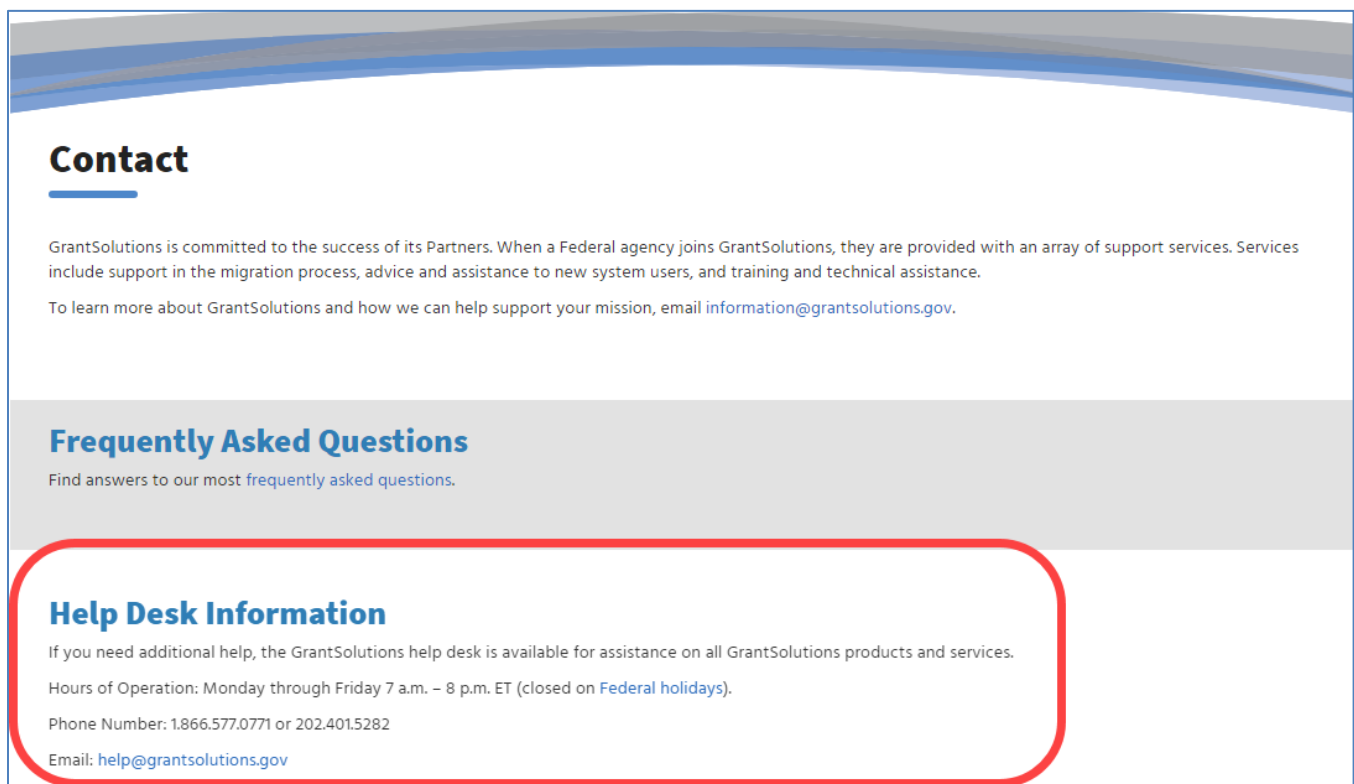


Figure 4: GrantSolutions Contact page – Help Desk Information

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

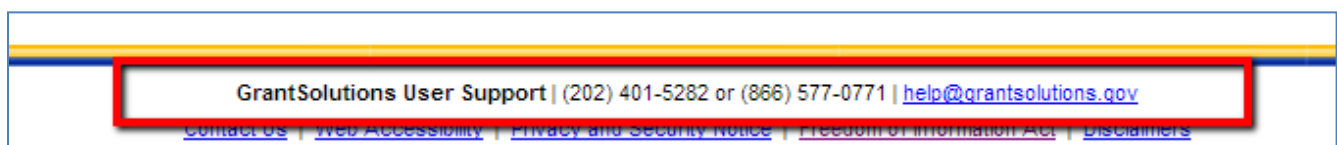


Figure 5: My Grants List screen - Footer

Frequently Asked Questions

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

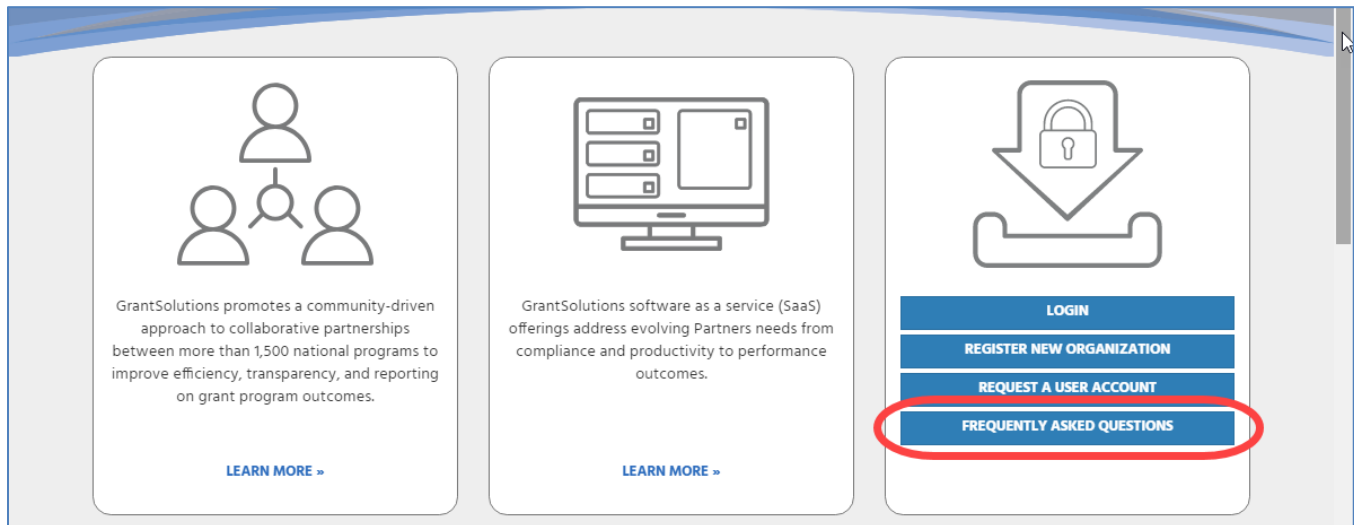


Figure 6: Home page - Frequently Asked Questions link

Search for questions and answers.

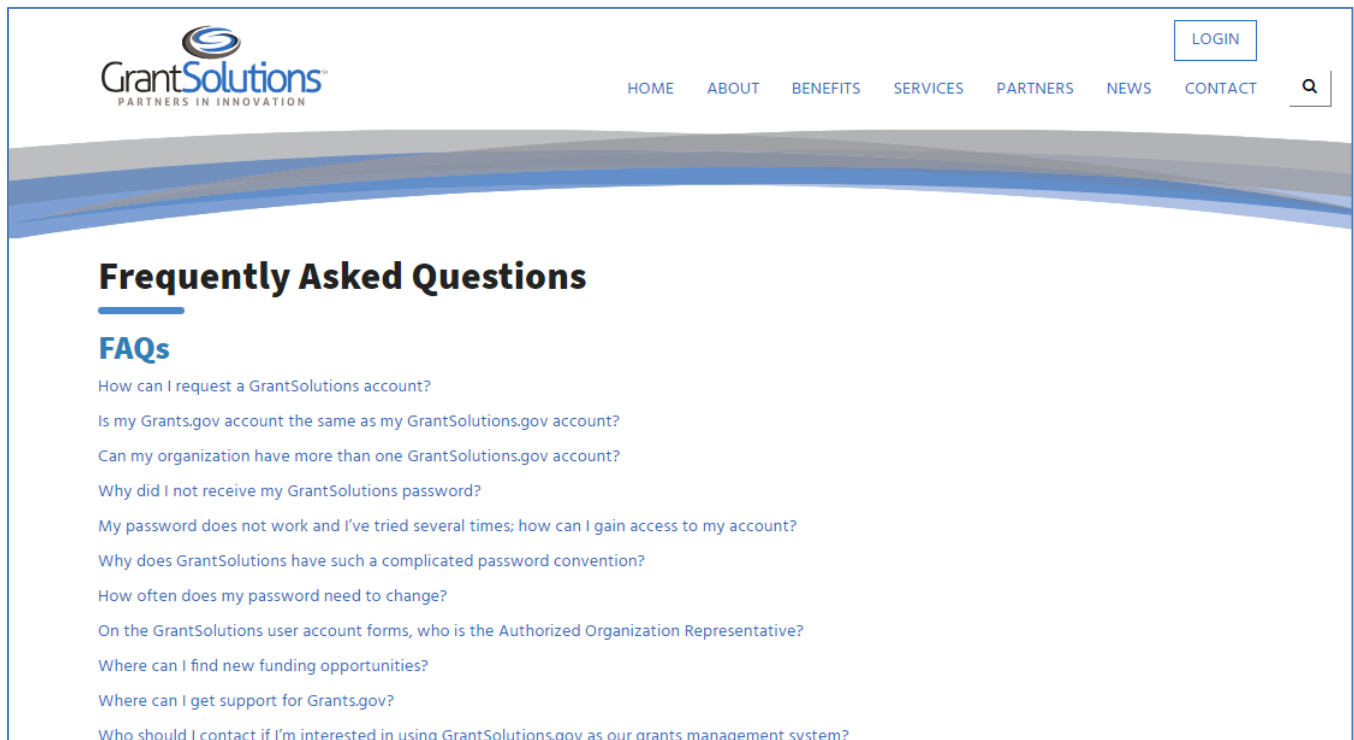


Figure 7: Frequently Asked Questions page