

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.

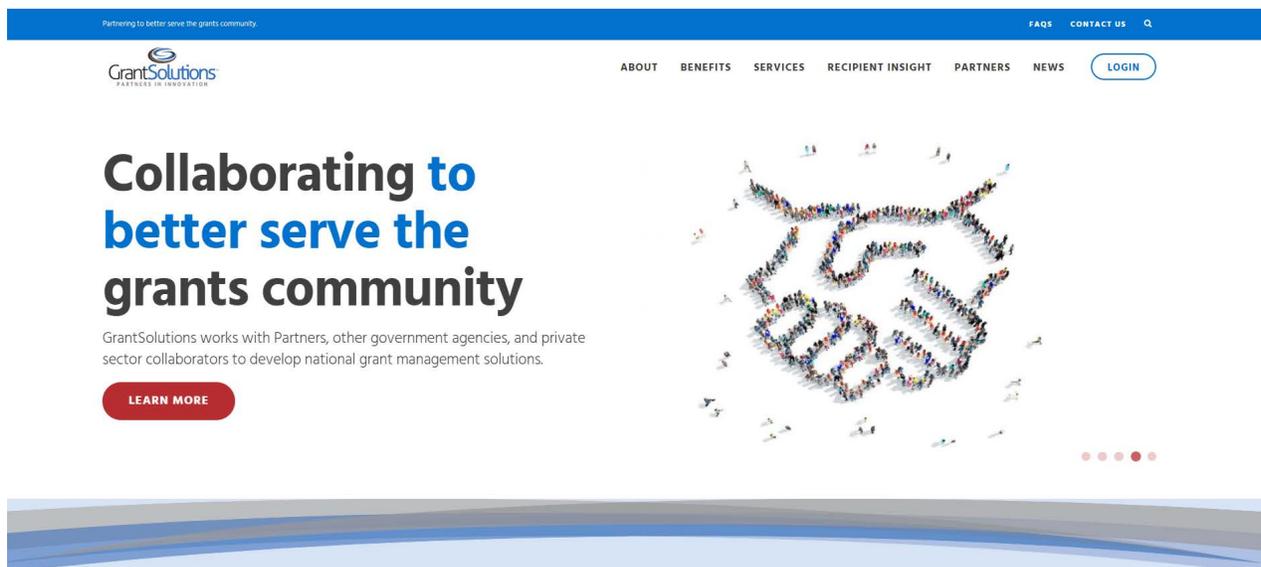


Figure 1: GrantSolutions public website

This website contains useful information, including:

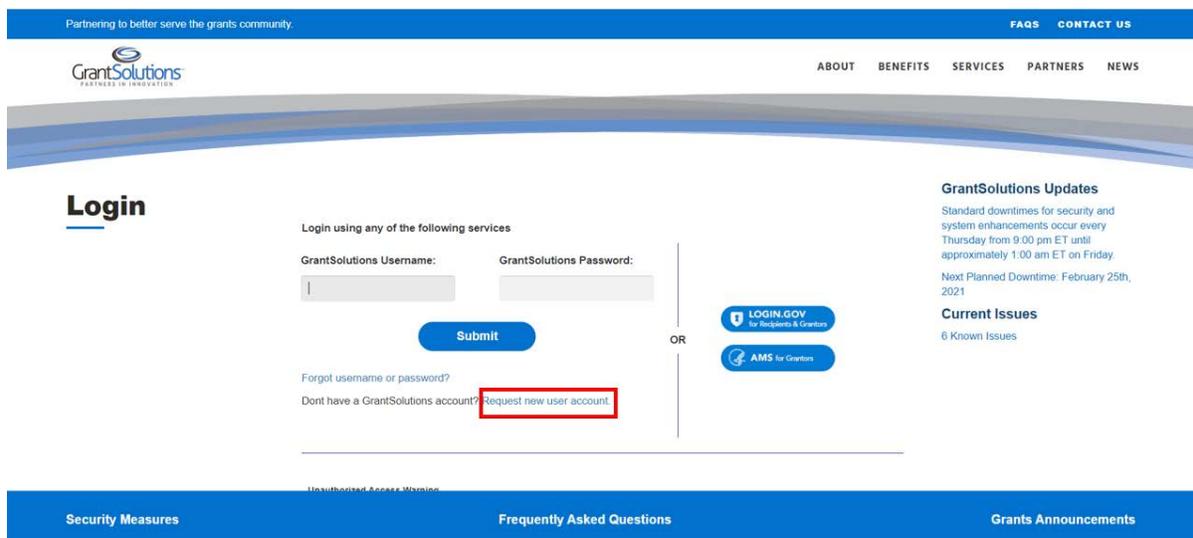
- Login button to GrantSolutions
- Help Desk contact information and hours
- Frequently Asked Questions
- GrantSolutions Recipient training videos
- User Account Request Forms

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 navigation bar with the text "Partnering to better serve the grants community" on the left and "FAQS CONTACT US" on the right. Below this is the GrantSolutions logo and a secondary navigation bar with links for "ABOUT", "BENEFITS", "SERVICES", "PARTNERS", and "NEWS". The main content area is titled "Login" and features a login form with fields for "GrantSolutions Username:" and "GrantSolutions Password:", a "Submit" button, and a "Forgot username or password?" link. Below the password field, there is a link "Dont have a GrantSolutions account? Request new user account." which is highlighted with a red box. To the right of the login form, there are two buttons: "LOGIN.GOV for Recipients & Grants" and "AMS for Grants". On the far right, there are sections for "GrantSolutions Updates" and "Current Issues". At the bottom, there is a blue footer bar with links for "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**.

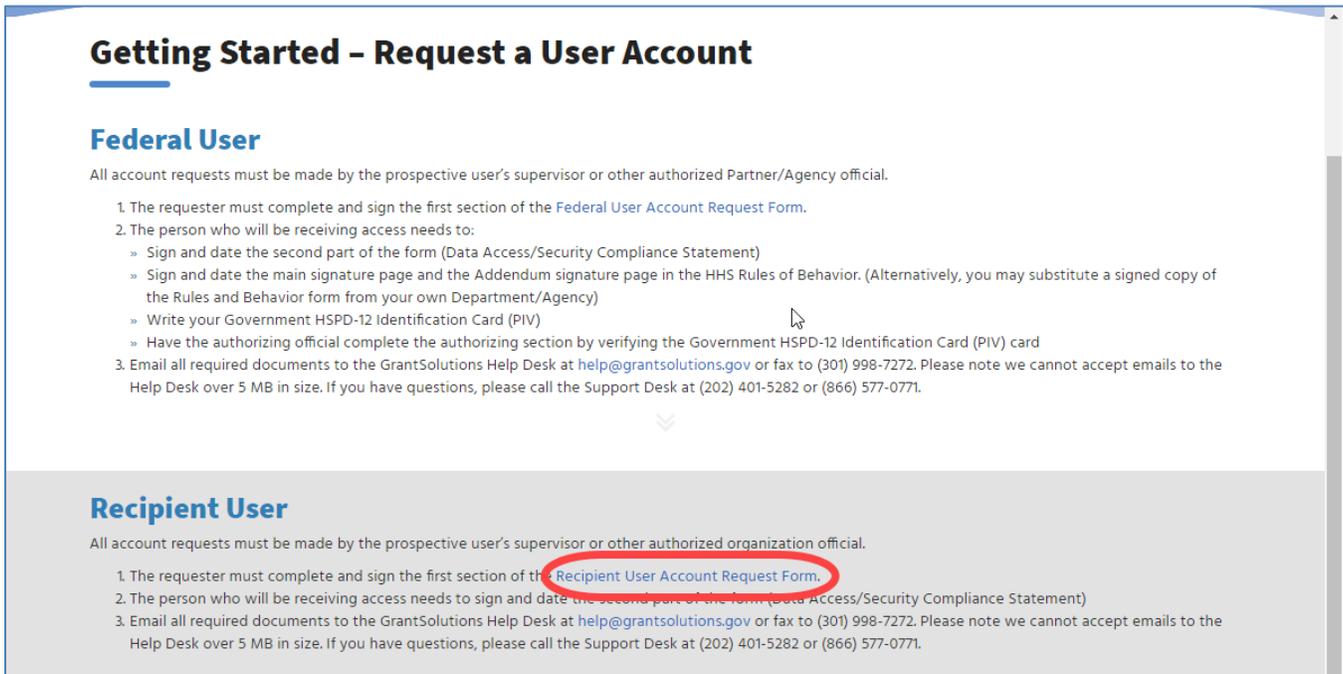


Figure 3: Getting Started – Request a User Account screen

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

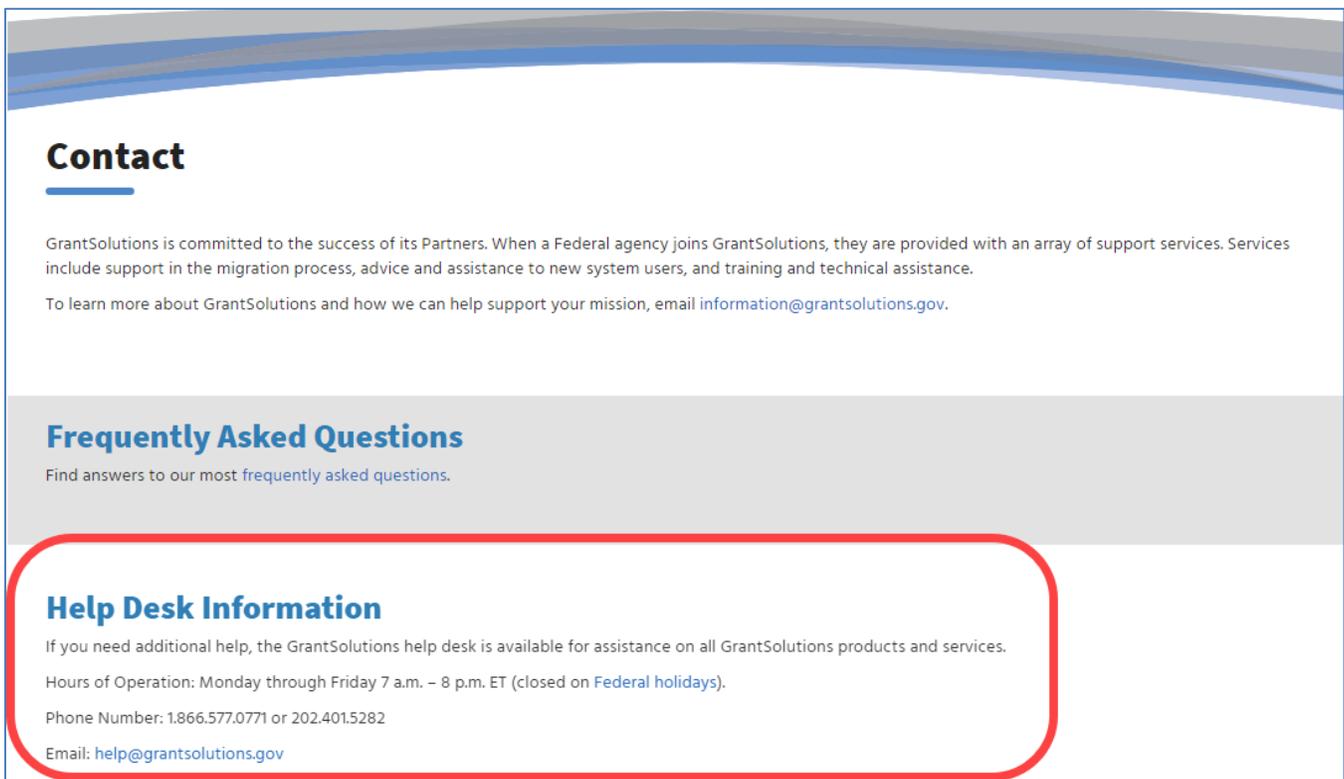


Figure 4: GrantSolutions Contact page – Help Desk Information

- 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.

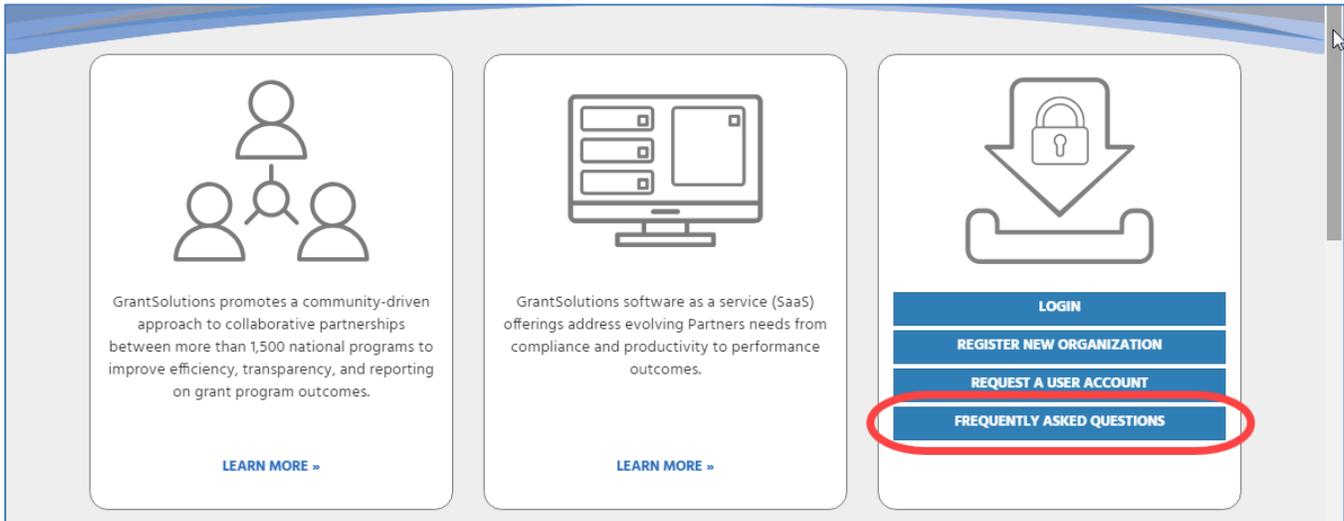


Figure 6: Home page - Frequently Asked Questions link

Search for questions and answers.

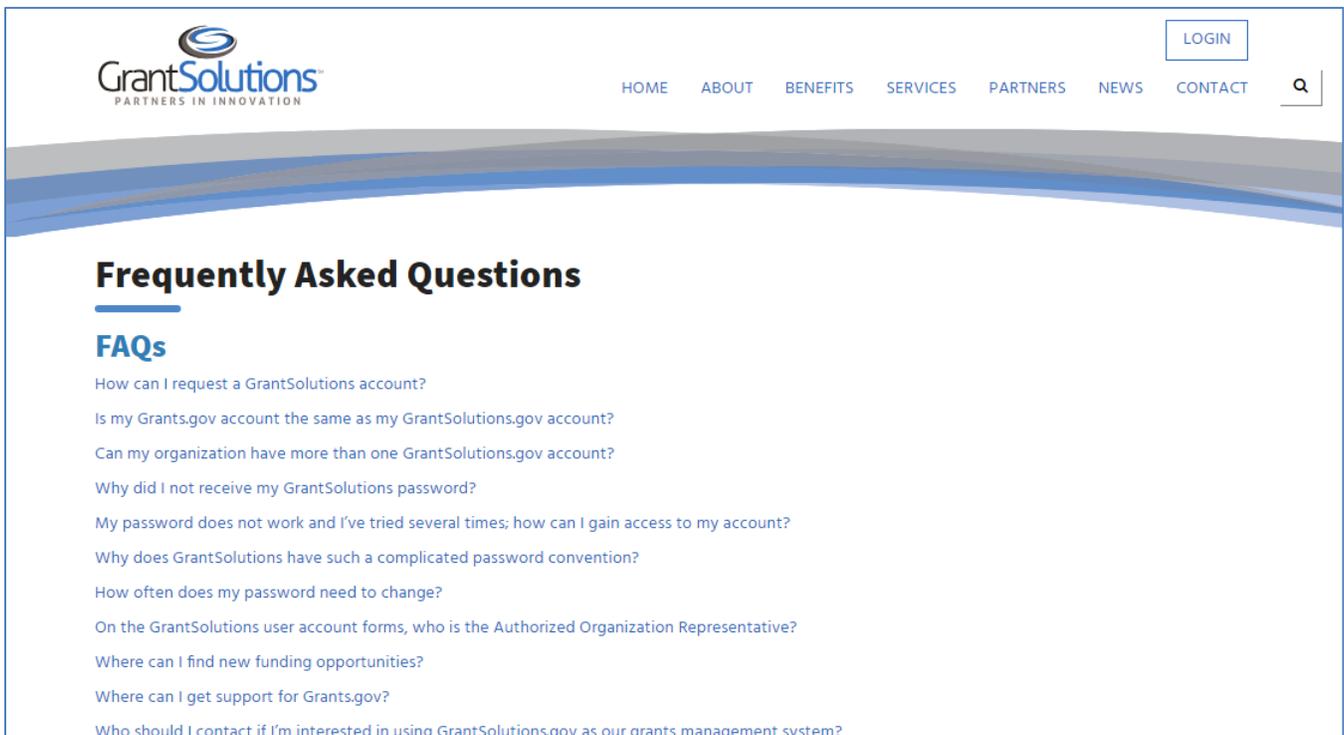


Figure 7: Frequently Asked Questions page