GrantSolutions
PARTNERS IN INNOVATION

DOI Training Group A – Recipient Training FAQ Summary

GrantSolutions Grants Management Module
August 17, 2020

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Purpose of Document

This document contains questions and answers collected from the three GrantSolutions Grants Management Module (GMM) Recipient training sessions held May 13-14, 2020. The questions and answers are segmented by topic as follows:

- Introduction and Login
- Manage Amendments
- Federal Financial Reports
- Performance Progress Reports
- Non-Competitive and Single Source Announcements

Recipients should contact the Grants Management Specialist (GMS) assigned to your award directly with any additional questions.

A. Introduction and Login

1. **Question: Will this grantee recipient training or other guided walkthroughs be available through the training portal for new staff?**
   Answer: You can view this training and other resources by going to
   https://www.doi.gov/grants/grantsolutions.

2. **Question: When I review this recorded presentation, can I see the chat activity also?**
Answer: The chat will not be available from the recording.

3. **Question: How do we know who the authorizing official is for our organization?**
Answer: The Authorized Official (ADO) is the individual named by the recipient organization who is authorized to act for the recipient and to assume the obligations imposed by the Federal laws, regulations, requirements and conditions that apply to grant applications or awards. This person could also be the CEO, President, or another ranking official within the organization.

4. **Question: Can the Principle Investigator/Program Director (PI/PD) and the Financial Officer (FO) be the same person?**
Answer: Yes, GrantSolutions allows a user to have both the PI/PD and FO system roles.

5. **Question: Can multiple people be assigned to the same role?**
Answer: Yes.

6. **Question: Is the User Account Request form PDF fill in friendly?**
Answer: Yes, the User Account Request form is a fillable PDF.

7. **Question: Do you host FWS contracts on this site as well?**
Answer: No, GrantSolutions GMM is used for grants and cooperative agreements.

8. **Question: Will all of our current ASAP & Grants.gov users receive credentials automatically, or do we need to submit request forms for each of them?**
Answer: ASAP and Grants.gov users will not automatically receive account credentials. Each user must submit a User Account Request Form.

If your organization has an existing award with the FWS there is someone already in your organization that has ASAP roles unless you are requesting payment using an SF 270/271 (individuals and foreign recipients). If your organization is registered in Grants.gov with your organization officials those remain the same. FWS is asking that all applicants/recipients use GrantSolutions to submit applications and communicate through GrantSolutions regarding awards.

9. **Question: On the form, it asks for grants numbers. What if we have more than one? We have about 100.**
Answer: You only need to list one grant for your organization. However, if your organization has more than one DUNs, you will need to list at least one grant per DUNs as GrantSolutions considers each DUNs a unique organization.

10. **Question: How does an agency prevent multiple users from acquiring the Grantee Authorizing Official (ADO) role initially? We only want one person for the agency to have approval authority.**

    Answer: Although GrantSolutions allows more than one person from an organization to have the ADO role, it is up to the organization to control what roles are assigned to users. Organizations should ensure the appropriate organization official has the ADO role in GrantSolutions. As additional organization officials are added the ADO is required to sign the GrantSolutions User Account Request form. GrantSolutions will verify that the person signing the form is the ADO listed in GrantSolutions for your organization.

11. **Question: What does the PIV button mean?**

    Answer: The Personal Identify Verification (PIV) card is used by Federal staff. It does not apply to Recipients.

12. **Question: Can your roles be different for different Grants?**

    Answer: Users can have more than one role in GrantSolutions GMM. User roles are associated with your organization except for the PI/PD. The PI/PD is associated with the organization and a specific award.

13. **Question: What is the difference between the project period and the budget period?**

    Answer: The project period indicates the duration of the award. The budget period can have the same dates as the project period, or it can be shorter than the project period.

14. **Question: Will you need to fill out request form if already registered?**

    Answer: If you already have GrantSolutions GMM access for another agency, you will not need to complete another User Account Request form unless you need another role.

15. **Question: Does every user need to fill out the user account request form even if we were asked and previously submitted names/roles to DOI-FWS previously?**

    Answer: GrantSolutions GMM is a new system. Therefore, you are required to follow the process to request credentials.

16. **Question: Can one organization have more than one ADO?**

    Answer: Yes.

17. **Question: Is there a way to see all the personnel from our company and what their assignments are?**

    Answer: No, there is no report to view all personnel with access to GrantSolutions GMM.

18. **Question: Will old awards migrate to the new system? Grants awarded prior to the new GrantSolutions module.**

Answer: Only open awards will be migrated and available in GrantSolutions GMM. Closed awards will not be available in GrantSolutions GMM.

19. **Question: The Account Request Form seems to indicate everyone requesting access needs a HSPD-12 ID #. We are a local agency we don't have these.**
Answer: Recipients do not need HSPD-12 cards. This is only for Grantors.

20. **Question: Are expired grants cleared out after 3 years?**
Answer: No, you will still be able to access expired awards beyond 3 years.

21. **Question**: **How do we request a GrantSolutions account?**
Answer: To ensure you receive system access in a timely manner, please follow these steps:
   - Download the GrantSolutions [Recipient User Account Request Form](#)
   - Complete the form, including all signatures
   - Email the signed form to help@grantsolutions.gov, or fax it to (301) 998-7272

22. **Question: Will GrantSolutions GMM also be used for competitive grant awards?**
Answer: Recipients will apply for competitive awards through Grants.gov, unless instructed to apply through GMM. Once awarded, the competitive grants will be managed in GrantSolutions GMM.

   FWS requests that applicants use GS-GMM to submit applications rather than Grants.gov.

23. **Question: What is the recommended browser for logging into Grant Solutions?**
Answer: The latest versions of Microsoft Internet Explorer (IE), Mozilla Firefox, and Google Chrome are supported for use with GrantSolutions. However, these web browsers undergo frequent changes and updates, so it is recommended you have the latest version when using GrantSolutions. Legacy versions of these web browsers may be functional, but you may experience issues.

   GrantSolutions no longer provides support for Microsoft Internet Explorer 9 or below.

24. **Question: Did the speaker just say there is only one account per DUNS number, so effectively only one account per organization?**
Answer: You can have one DUNs number per account. However, you can multiple users with different roles to access the account. Different roles may have different views based on what the organization decides.

25. **Question: How does one user access multiple DUNS numbers?**
Answer: In a case where a recipient organization has more than one DUNS number (for example, a large university), if a user needs to access awards from both DUNS, the user will need two different GrantSolutions accounts.

26. **Question: How long does it take for a user to get added to the system after the go live date?**
    Answer: If you responded to the email and submitted the Rules of Behavior form, you will get access to your account on May 18, 2020. After the Go Live date, the help desk processes requests as they are received. The length of time it takes to create an account depends on the number of other help submissions.

27. **Question: What should I do if I don't recall getting the Rules of Behavior email from DOI?**
    Answer: Notifications regarding GS were sent to the recipient's SAM.gov government point of contact. The Rules of Behavior form was sent to the recipient authorizing official and PI/PD for each award.

28. **Question: I received an email back in March about creating an account, but it was kicked back by the helpdesk saying that they weren't creating accounts yet. I recently got an email about submitting the Rules of Behavior Form, which I completed and submitted. The emails seemed a little out of order, so just checking, should I receive an email on May 18th with credential information? We have task agreements with FWS and NPS.**
    Answer: Yes, you should receive an email on May 18th with credential information.

29. **Question: Can an organization create accounts for staff and assign roles or does each staff person need to create their own individual account?**
    Answer: Each staff person needs to complete the Rules of Behavior form to receive an account prior to go live or create the Recipient User Account Request form after going live.

30. **Question: If multiple people in our organization will be working in this system, will we see all awards for our organization or only the ones we manage?**
    Answer: Unless you have the PI/PD role, you will see all awards for your organization that are available in GrantSolutions GMM. Users with the PI/PD role only see their assigned awards.

31. **Question: Does this replace doing submissions through Grants.gov?**
    Answer: No, this system does not replace Grants.gov.

32. **Question: Will we be able to search for an award, or do you have to scroll through the note cards to find an award?**
    Answer: You must scroll through the note cards to locate an award.

33. **Question: As a small nonprofit with federal grants, is there a role that can do all the functions, or do you have to maintain separate accounts with different roles to do all the different tasks?**
    One user can be assigned more than one role. User with the ADO and PI/PD roles can perform all tasks in the system.

34. Question: Is there a summary for user roles available to be shared.
Answer: Please see chart below

Role	Actions
Grantee Authorizing Official (ADO)	Enter and Submit Applications/Amendments Enter and Submit Reports View Awards View and Create Notes
Principal Investigator/Program Director (PI/PD)	Enter and Submit Applications/Amendments Enter and Submit Reports View Awards View and Create Notes
Grantee Support Staff (GSS)	Enter Applications/Amendment Enter Reports but Cannot Submit View Awards View and Create Notes
Financial Officer (FO)	Enter Applications/Amendments Enter and Submit Federal Financial Reports View Awards View and Create Notes
Financial Support Staff (FSS)	Enter Applications/Amendments Enter Federal Financial Reports but Cannot Submit View Awards View and Create Notes

35. Question: Do all Authorizing Official/Authorizing Representatives who have this role for my institution see all our awards?
Answer: Yes, they can view all awards available in GrantSolutions GMM for their organization.

36. Question: And if you don't select "correspondence" when adding a Grant Note, where does the note go?
Answer: When adding a Grant Note, correspondence is the only Note Type option. This cannot be deselected.

37. **Question: Do all DOI proposals now need to be submitted via GrantSolutions or can they still be submitted via Grants.gov?**
Answer: Competitive applications are still submitted through Grants.gov.

38. **Question: Is there a way to change your assigned role?**
Answer: To change your assigned role, please submit the Recipient User Account Request for to the GrantSolutions Help Desk at help@grantsolutions.gov. This is considered an account change.

39. **Question: Does the Authorized Official have to register for an account at GrantSolutions? This wasn't a requirement at Grants.gov.**
Answer: Yes.

40. **Question: If I have a current award, will my organization information already be within the system?**
Answer: Yes, your organization's open award will be moved to GrantSolutions GMM.

41. **Question: Do we submit payment requests through this system?**
Answer: No, continue using the existing process through ASAP.

42. **Question**: **Going forward, are our communications with funder supposed to go through notes instead of email? Ditto their communication to us? Or is it mostly for transferring documents?**
Answer: Grant Notes can be used to communicate with your funding office as well as email.

43. **Question: Is there a way for Company Compliance Coordinator to view ALL grants and reporting for the organization?**
Answer: Yes, you can request an account for the company compliance coordinator and assign either the Grantee Support Staff or Financial Support Staff role (depending on your need).

44. **Question: Is the list of open funding opportunities that an organization can apply for going to be the same list as found on Grants.gov?**
Answer: All competitive funding opportunities for DOI can be found on Grants.gov.

45. **Question: What if you have a large organization with offices in every state throughout the U.S.? Would everyone with an account be able to view all the awards?**
Answer: Most Recipients with GrantSolutions access can view all awards for their organization (an organization is associated with one DUNs). However, users with the PI/PD role can only view awards assigned to them in GrantSolutions.

B. Manage Amendments

1. **Question: Can the signatures on this be digital on SF-424?**

Answer: When the recipient completes the online SF-424 form, the electronic signature is captured on submission.

2. **Question: To request an amendment, is the resume required?**
   Answer: No. Each amendment type has a different set of required forms and documents. Please reach out to your Financial Assistance POC with any questions.

3. **Question: Do you need to include resume for each personnel change and if so, why?**
   Answer: If you are required to upload a resume for a personnel change, please contact your agency POC for an explanation.

4. **Question: Do you mean that we can only amend one grant at a time? What if we want extensions on two grants with the same end date?**
   Answer: You will need to submit an amendment request for each grant.

5. **Question: When you need an amendment for two main purposes (e.g., time extension and budget mod), are you saying we should not submit those multiple amendments at once?**
   Answer: It is highly recommended as a best practice that Recipients do not bundle amendment actions. Each amendment action submitted by the recipient will be independently received, reviewed, and if complete, processed by Federal staff. This minimizes the potential for GMM user errors and correction errors in the system.

   Recipients should contact the Grants Management Specialist (GMS) assigned to the award for which an amendment is requested directly with any questions.

6. **Question: When amending a supplement, does the SF-424A preload the originally submitted financial information?**
   Answer: No. You will need to enter the new supplemental budget information in the SF-424A.

7. **Question: Will you be able to select multiple amendment types?**
   Answer: You can only select one amendment type at a time.

8. **Question: What is the difference between sending a message and Grant Notes? Looking on the Manage Amendments screen.**
   Answer: The Send Message hyperlink is no longer used in GrantSolutions GMM. Always use Grant Notes.

9. **Question: Are we able to just upload forms like the SF-424 as PDFs instead of retyping the data in the online form?**
   Answer: GrantSolutions allows attachments to the application packages. Reach out to your Financial Assistance POC for additional guidance.

10. **Question: If one user begins an amendment, can another edit and submit the amendment application?**
    Answer: Yes, if one user begins an amendment, another can edit and submit the amendment application.

11. **Question: What is this "supplement" category we are in? Can you give an overview of this again?**
    Answer: Recipients should use this job aid when requesting additional funds during the current budget period to support an expansion of approved activities, a change in scope of activities, or an unexpected increase in costs.

12. **Question: Which amendment type would you choose for rebudget?**
    Answer: The table below lists the amendment action types that are available for financial assistance Recipients in GrantSolutions GMM.

Amendment Type	Workflow	Description
Change in Key Personnel	Non-Monetary	A Change in Key Personnel is the replacement or change in status (such as an absence for any continuous period of 3 months or more, or reduction of time devoted to the project by 25 percent or more from the level in the approved application) of the Principal Investigator/Project Director (PI/PD), Authorized Organizational Representative (AOR) or other key personnel as specified on the Notice of Award (NoA) or approved application.
Change in Scope	Non-Monetary	Occurs when the recipient proposes to change (or changes) the objectives, aims, or purposes identified in the approved application.
Period of Performance Adjustment	Non-Monetary	Recipients should use this amendment type when requesting an adjustment or extension of the period of performance that does not include additional funds.
Supplement	Monetary	Recipients should use this amendment type when requesting additional funds during the current budget period to support the expansion of approved activities, a change in scope of activities, or unexpected increase in costs.

C. Federal Financial Reports (FFR)

1. **Question: Can you upload a filled-out SF-425 report instead of entering data?**
   Answer: You must enter the data in the fields. But you can upload additional attachments.

2. **Question: If our uploads in the system don't end up uploading, are we notified of that somehow?**
   Answer: You will see an errors message on the screen if the file did not upload.

3. **Question: Financial reports are due after the project period ends. For existing grants that are expiring in June, will we be able to see them as Live Grants to submit final progress and financial reports?**
   Answer: To view grants where the project period end date has passed, select the Expired Grants hyperlink located above the first award note card.

4. **Question: How many indirect cost rates can be entered in this area? We have multiyear grants.**
   Answer: There is no limit to the number of indirect costs rates that can be entered.

5. **Question: Can someone in the PI/PD role submit both regular progress reports and financial reports, or do you have to be one of the 'financial' roles to submit the financial reports?**
   Answer: The PI/PD role can submit both the PPR and the FFR.

6. **Question: Does the ADO have to approve the report once it is submitted by the PI/PD or FO?**
   Answer: No.

7. **Question: Will notifications be sent regarding report due dates? if so, who do those go to?**
   Answer: Email notifications are sent:
   - 14 days before the FFR is due
   - One day after it is past due
   - On submission
   - When returned by the Grantor for changes
   - Email notifications are sent to the following staff:
   - Grantee Authorizing Official assigned to the Recipient organization
   - Principal Investigator/Program Director assigned to the award
   - Financial Official assigned to the Recipient organization
   - Financial Support Staff assigned to the organization

8. **Question: Can you download the finished but unsubmitted SF-425?**
   Answer: Yes, you can download the SF-425 once is has been started.

9. **Question: Can one employee fill in all the details of the report and a second employee sign and submit the report?**
   Answer: Yes, one employee can fill in all the details of the report and a second employee can sign and submit the report.

10. **Question: Is there a way of downloading a list of all FFRs due in the current month?**
    Answer: No, there is not a report that covers all awards.

11. **Question: If the SF-425 is autosaved under one user, will it show auto-saved data for all users that can work on this report?**
    Answer: Yes, if the SF-425 is autosaved under one user, it will show the auto-saved data for all users that can work on this report.

12. **Question: Doesn't look like there is a way to revert to previous versions of a report while you're working in it?**
    Answer: No, although all submitted versions of a report are tracked in the Status - FFR Reporting Workflow History window, you cannot revert a report back to a previous version. However, when a report is returned by the Grantor, all data is retained.

13. **Question: Is the Federal share of indirect costs auto populated? We typically have $0 Federal.**
    Answer: This field is not auto populated.

14. **Question: When you resubmit, can you remove one uploaded document and then add a new one?**
    Answer: Yes, you can make any changes as needed. The original submitted version is tracked as a PDF from the Status - FFR Reporting Workflow History window.

15. **Question: Is it possible to view a PDF of the SF-425 prior to submitting?**
    Answer: Yes, you can download the report as a PDF by selecting the Download icon.

16. **Question: If Indirect reporting is required by the agency, will this be clear in the special terms and conditions or the reporting section of the agreement.**
    Answer: Yes, the terms and conditions should specify reporting requirements.

17. **Question: Do we use GrantSolutions for final reports for a 2015 grant award with a final report due June 2020?**
    Answer: Recipients should contact the Grants Management Specialist (GMS) assigned to your award directly with any questions.

18. **Question: Can the ability to submit financial reports be removed from the PI/PD?**
    Answer: No, this authority cannot be removed.

D. Performance Progress Reports (PPR)

1. **Question: The presenter just said only the Authorizing Official and the PI/PD can submit the report. But the roles slide said the Financial official can submit it. Please clarify.**
Answer: The Financial Official (FO) can edit and submit. The Financial Support Staff (FSS) can edit and view. It's two different roles in the system.

2. **Question: Will the Authorizing Official get a notification that they need to sign the report?**
Answer: Recipients that can edit and submit the PPR receive email notifications from GrantSolutions in the following instances:
   - 14 days before the PPR is due
   - One day after the PPR is due if the report was not submitted
   - When the PPR is submitted
   - When the Grantor returns the PPR for changes
   - When the Grantor accepts the PPR

   However, the ADO will not receive notification through GrantSolutions GMM when other users complete data entry and they need to submit.

3. **Question: There are no notifications for PPR to support staff, only financial support staff?**
Answer: That is correct.

4. **Question: If we try to upload files more than total 5GB, will we receive a notification stating that there is a max upload limit of 5GB?**
Answer: Yes.

5. **Question: How do you submit supporting documents that are more than 5GB? I'm thinking of our existing engineering and design files that are always large.**
Answer: You can submit additional document attachments using Grant Notes as there are no file size limits. Please reach out to your Financial Assistance POC for guidance.

6. **Question: If one staff member has multiple roles, will they receive duplicate emails for every notification?**
Answer: No. If they only have one account with multiple roles, they will not receive duplicate emails.

7. **Question: When submitting reports, are they submitted directly to DOI? Or is there a workflow to be reviewed by agency "authorized official" before submission to DOI?**
Answer: Submit means that the report has been sent to DOI for review. Internal reviews must be managed by the organization.

8. **Question: Did the presenter say that the authorizing official will get a notification to sign the SF-424?**
   Answer: No. A notification will be sent back to the Grantee Authorizing Official if the application is returned for changes.

9. **Question: Can you cut and paste a narrative?**
   Answer: Yes, you can cut and paste from a MS Word document.

10. **Question: How can a grantee prove to an auditor that you submitted all your reports when there is no actual report to upload - just an online fill-in system?**
    Answer: You can download your report as a zip file (report PDF and any attachments) by using the Download icon.

11. **Question: Which roles can submit the performance report?**
    Answer: Grantee Authorizing Official, Principal Investigator/Program Director assigned to the award, and the Financial Officer can submit the report.

12. **Question: If you are a sub-awardee of the grant, do you still fill your reports on GrantSolutions?**
    Answer: Reporting is submitted to DOI at the recipient level, not subrecipient.

13. **Question: Are we required to submit all reports, whether for a formula or competitive grant award, through this portal?**
    Answer: FWS, BOEM and BSEE will be using GrantSolutions to collect all post-award financial and performance reporting.

14. **Question: Is "See attached" sufficient for the Narrative?**
    Answer: Recipients should contact the Grants Management Specialist (GMS) assigned to your award directly with any questions.

15. **Question: If you need an extension to an FFR or PPR report, do you request this by a Grant Note?**
    Answer: If the Recipient requests an extension, the GMS can edit the settings from the Manage Reports screen if it has not been started. To change dates, select Program Report Settings and change the date if needed. If the FFR is late, the recipient can still submit the report.

16. **Question: How will I know which supporting documents I will need to upload? Where will I find that specific info for my grant?**
    Answer: Recipients should contact the Grants Management Specialist (GMS) assigned to your award directly with any questions.

E. Non-Competitive and Single Source Announcements

1. **Question: Can we also upload a completed SF-424A form rather than filling this out online?**
   Answer: You can upload the budget information as an Excel file; however, please refer to your Financial Assistance POC for guidance on what is required for your grant.

2. **Question: Is there a limit to the number of characters available in the Project Title field?**
   Answer: 300 characters.

3. **Question: Does this mean that we will no longer be required to submit applications in Grants.gov?**
   Answer: Please contact your point of contact regarding where you will apply for your specific grant. Submitting applications to Grants.gov depends on the grant program. Only competitive announcements will be posted to Grants.gov. If you are applying to an announcement for a formula grant it would be submitted through GrantSolutions GMM.

4. **Question: Can you search for funding opportunities by opportunity number?**
   Answer: No, you cannot.

5. **Question: Can several people work in the same grant when entering it?**
   Answer: Yes.

6. **Question: Will notes be the preferred form of communication with the grantor going forward?**
   Answer: The grants office for your grant program will determine how Grant Note is used.

7. **Question: Where do we submit compliance docs like NEPA?**
   Answer: Recipients should contact the Grants Management Specialist (GMS) assigned to your award directly with any questions.

8. **Question: We will continue to pull funds through ASAP.gov, correct?**
   Answer: For all the questions related to using ASAP.gov, for U.S. Fish & Wildlife Service awards, you will continue to use ASAP. Nothing will change for payments.

9. **Question: Is the SF-424-B, Construction Budget, available, or can be added?**
   Answer: The SF-424B is available and will be added to application packages as needed.

10. **Question: Is there a limit on attachments to an application package like there is when submitting reports?**
    Answer: There is no limit on the number of attachments added to an application package.

11. **Question: Will grant agreements and modifications be signed in the Grants Solutions system?**
    Answer: Contact your respective bureau lead for more information.

12. Question: Where do we enter the amount under each federal sub-program when there is more than one?
Answer: Contact your respective bureau lead for more information.