



ezFedGrants Frequently Asked Questions





Agenda



- Introduction
- Frequently Asked Questions
- Q&A Session
- Summary



Introduction



- Name
- Role
- Presentation Purpose





The purpose of this session is to provide an opportunity to address frequently asked questions, as well as any recurring topics or issues related to the ezFedGrants system.

- 80% of issues that don't require technical support are typically resolved in one business day or less.
- Handles ezFedGrants related inquiries.
- For eAuthentication password/account issues, contact the eAuth helpdesk at www.eauth.usda.gov/helpdesk.
- For questions on specific awards/agreements, including questions related to policy, contact your agency representative.



Objectives



- Gain an understanding of some of the frequently asked questions received by the ezFedGrants Helpdesk
- Explain tips and tricks for working within the ezFedGrants system





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Frequently Asked Questions





Question: What is the difference between ezFedGrants and Grants.gov? Why are there two systems?

Answer: Grants.gov is intended to be a central point for all grants related information across the entire federal government. ezFedGrants currently is USDA specific. USDA agencies may still request that you submit applications through Grants.gov, but these can be pulled into ezFedGrants. Grants.gov also only covers a portion of the grants-making life cycle (mainly the pre-award stages), while ezFedGrants can cover the entire grants life cycle.



Question: How do I register for ezFedGrants?

Answer: In order to register to ezFedGrants you **must** obtain an eAuthentication Login.gov account. Once established, navigate to the ezFedGrants website and click “Role Assignment.” Once the role request has been submitted it will be sent to your organization’s Grants Administrative Officer (GAO) for approval.



Question: How do I obtain an eAuthentication or login.gov account?

Answer: In order to obtain an eAuthentication or Login.gov account please follow the steps below:

- **Go to:** www.eauth.usda.gov or directly to <https://secure.login.gov/> (for Public Citizens) then **click** *Create an Account*.
- On the Account Registration screen, **choose** *the appropriate user type* and click Continue.
- **Enter** your email address, then click Submit and wait for a confirmation email.
- **Follow** the directions in the confirmation email.
- **Complete** the form and submit it.
- The final step in gaining an account is identity verification.



Question: When trying to submit an access request, I can't find my organization.

Answer: Please enter the UEI number for your organization into the search criteria field and click the search button. If your organization is already in the system, it should show in the search results. If no results are found, please contact the ezFedGrants help desk at ezFedGrants-cfo@usda.gov.



Question: My PC froze while accessing my actionable items list. When I logged back in to open the actionable item, I received a message that the item is in “read only” mode because it is locked by me. How do you unlock the item?

Answer: This typically occurs if your computer freezes suddenly, or if you walk away from your desk and the computer logs you out automatically or goes into sleep mode. To fix it, log out of the system and wait 15 to 20 minutes before logging back in. This should release the transaction lock.



Question: When I access my Actionable Items list, I am seeing duplicate work items. How do I fix this?

Answer: If you see duplicate work items when accessing your Actionable Items list, complete one of the items and the duplicate should disappear. Contact the ezFedGrants helpdesk at ezFedGrants-cfo@usda.gov for additional information.



Question: Why am I seeing all of the work items and agreements for my organization within my actionable items?

Answer: To reduce the number of reassigning reports or reports being inaccessible because another user has one open, all reports will route to a centralized organizational workbasket. All reports will be accessible by all individuals within that organization that have an active ezFedGrants account. Please be sure to take advantage of the filter options available to locate your agreement-specific reports.



Question: How do I cancel a claim?

Answer: Claims can be cancelled by the Certifying Official (CO). Submit the claim to the Certifying Official, who will then need to access the claim from their actionable items list. On the 'Please Select an Option' dropdown located on the final page of the Claim under review, they will need to click the 'Cancel' option.



Question: I need to upload/submit a report, how can I do that?

Answer: Reports are generated in the system automatically and do not need to be uploaded. Please refer to 'Submit Financial or Performance Reports Job Aid' in ezFedGrants' Job Aid for details on submitting reports through ezFedGrants.



Question: Can emails auto-generate to my organization's Grants Administrative Officer (GAO) when items are ready for review/signature/submittal?

Answer: Emails are auto generated to the appropriate personnel (GAOs, Certifying Officials, Grants Processors, etc.) based on their place in the workflow. For example, once a Grants Processor submits an application, the Signatory Official for that organization will receive an email notification, as well as an actionable item in ezFedGrants, alerting them that the application is awaiting their review and approval.



Question: How do I edit my previously created application/claim/report, once it has been returned to me?

Answer: Once an item has been returned to you by a reviewer as part of the ezFedGrants automated workflow, the only way to edit it is to access that item through your actionable items list. Once you make the necessary changes, you will need to resubmit the item for additional review.



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Topics to consider for questions may include:

- eAuthentication
- User Roles
- Applications
- Workflows
- Reports
- Claims



"My project is simply this. I want to find out once and for all whether there's any truth in the belief that money can't buy happiness."



Questions?



SO ... DO YOU HAVE ANY
QUESTIONS FOR ME?





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- Monthly FAQ
- Agency Representative
- For ezFedGrants related issues contact the ezFedGrants helpdesk at ezFedGrants-cfo@usda.gov

