Frequently Asked Questions (FAQ)

NOTE: *Changes to the eGrants system can occur anytime. For the latest version of this and other eGrants documents, click the* [*Updates*](#) *link on the eGrants home page.*

Contents

Introduction

The Office of the Governor (OOG) provides this list of frequently asked questions to assist you in finding the answers to commonly asked questions about eGrants.

Help Desk

Help Desk staff are available during normal working hours and will respond to your inquiry within 1 day (except on weekends and holidays). You can contact us by email at eGrants@gov.texas.gov or by phone at (512) 463-1919.

Accept the Award

How do I accept the grant award for a project?

o   You must be logged in as the Authorized Official to accept the grant award.

o   Go to your 'My Home' tab, click on the 'Grant' column to open that project, click on the 'Accept Award' tab, then scroll down to the 'Accept' button to accept the award.

Apply Online

How do I apply online?

o   Log into eGrants, click on the 'Apply' tab, search for a funding opportunity, then click on the 'Apply' button to begin the process.

Where do I find the date my application is due to OOG?

o   Deadlines for certifying one or more applications in eGrants can be located by clicking the navigational bar titled 'Calendar' from the eGrants home page (https://eGrants.gov.texas.gov).

o   If your funding opportunity is not listed here, follow the instructions given to you by OOG staff regarding specific deadlines during the application process.

What is the cutoff time for certifying my application to OOG?

o Your application is due and must be certified by your Authorized Official by 11:59.59 PM on the date the application process for one or more funding opportunities closes in eGrants.

How do I find my State Payee ID?

o Contact your organization's financial representative (e.g., County Auditor, Board Treasurer, etc.) to obtain that 9 or 14-digit number.

Assign a Grant Official

Why am I not seeing one or more projects on the 'My Home' tab?

o You must be assigned to each project individually by your Authorized Official.

o If the project has not been activated and your Authorized Official logged into eGrants is still unable to make this change, contact the eGrants Help Desk (eGrants@gov.texas.gov) for assistance.

o If the project has been activated, your Authorized Official must be logged into their user account to make this change in eGrants.

o Once OOG approves the grant adjustment (go to the 'Budget/Request Adjustment' tab to create an adjustment) assigning you as an official to the project, the project will appear on your 'My Home' tab.

How do I assign myself as our organization's Authorized Official on one or more projects?

o You must be assigned to each project individually by your Financial Officer.

o If the project has not been activated and your Financial Officer logged into eGrants is still unable to make this change, contact the eGrants Help Desk (eGrants@gov.texas.gov) for assistance.

o If the project has been activated, your Financial Officer must be logged into their user account to make this change in eGrants.

- o Once OOG approves the grant adjustment (go to the 'Budget/Request Adjustment' tab) assigning you as an official to the project, the project will appear on your 'My Home' tab.

What do I do if no one in our organization is able to log into eGrants because they do not know their password?

- o Email the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in resetting the password for each user account.

What do I do if our organization has replaced all 3 grant officials and no one is able to log into eGrants?

- o Register each new grant official for a new user account, then email the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in identifying which projects need to be reassigned to the new grant officials.

Decline the Award

How do I decline the grant award for a project?

- o You must be logged in as the Authorized Official to decline the grant award.

- o Go to your 'My Home' tab, click on the 'Grant' column to open that project, click on the 'Accept Award' tab, then scroll down to the 'Decline' button to decline the award.

Delete a Grant Adjustment

How do I delete a grant adjustment and start over with a fresh request?

- o You must be logged in as the Authorized Official, Financial Officer, or Project Director to delete a grant adjustment.

- o Go to the 'Budget/Request Adjustment' tab, scroll down and click the 'Delete' button to start over with a fresh request.

Email Communication

No one in my organization is receiving emails from eGrants, what do I do?

- o You should check your spam folder to make sure it wasn't placed there instead of your Inbox.

- o Check with your organization's network person next to make sure the email sent automatically from eGrants 'eGrants.governor.state.tx.us' was not quarantined by your network as spam.

- o If your network person determines that the emails are NOT being sent to your organization, go to What is My IP Address website (http://whatismyipaddress.com/) and forward the information displayed onscreen to the eGrants Help Desk (eGrants@gov.texas.gov) so further assistance can be provided.

Why am I receiving emails from eGrants?

- o You are assigned to one or more projects in eGrants and OOG uses email as a standard form of communication with your organization's grant officials.

- o Typically, an email is sent to you when action is required on your part; and when OOG confirms that an action has been taken by you or OOG.

Financial Status Report (FSR)

How do I delete an FSR and start over with a fresh report?

- o If the FSR has not been submitted to OOG, then go to the 'Budget/Financial Status Report' tab, scroll down and click on the 'Delete' button.

- o Once that FSR has been deleted, click on either 'Create a New Financial Status Report' or 'Report No Expenditures' button to start over with a fresh report.

I reported 'no expenses' on my last FSR, can it be returned to me so I can report more expenses and request reimbursement?

- o Yes, OOG staff can return the most recent 'no expense' type FSR to you as long as another subsequent FSR has not been approved by OOG.

Find a Project

Where do I find one or more projects in eGrants?

- o Log into eGrants and go to your 'My Home' tab, click on the 'Grant' column to open that project.

How do I close one project and open another project in eGrants?

- o When you have a project open onscreen, click on the 'Close' tab.

- o Go to your 'My Home' tab and click on the 'Grant' column to open another project in eGrants.

Find Funding

Where can I find a description for available funding opportunities?

- o Go to eGrants home page (https://eGrants.gov.texas.gov) and click on the navigation link titled 'Calendar' to find a list of funding opportunities for the current cycle.

Where do I find available funding opportunities?

- o Go to eGrants home page (https://eGrants.gov.texas.gov) and register for a new user account.

- o Once you are successfully registered, log in, click on the 'Apply' tab, to perform a search.

When are available funding opportunities posted?

- o OOG posts available funding opportunities on the 'Calendar' page (https://eGrants.gov.texas.gov) beginning in November of each year.

Find Identifying Information

Where do I find my application/grant number?

- o Log into eGrants, navigate to your 'My Home' tab and the number will be displayed in the Grant column on this tab.

Where do I find the OOG Grant Manager assigned to my project?

o   Log into eGrants, navigate to your 'My Home' tab and the assigned staffer's name and email address will be displayed in the 'Grant Manager/Email' column on this tab.

Where do I find a project's assigned grant officials?

o   Log into eGrants, navigate to your 'My Home' tab, find the Grant column, and then click on the link to open this project.

o   Click on the 'Profile/Details' tab and scroll down until you see the section titled 'Grant Officials Information'.

Where do I find my Dun and Bradstreet (DUNS) number?

o   Log into eGrants, navigate to your 'My Home' tab, find the Grant column, and then click on the link to open this project.

o   Click on the 'Profile/Grant Vendor' tab and scroll down until you see the section titled 'Vendor Identifying Information'.

Where do I find my System for Award Management (SAM) Expiration Date?

o   Log into eGrants, navigate to your 'My Home' tab, find the Grant column, and then click on the link to open this project.

o   Click on the 'Profile/Grant Vendor' tab and scroll down until you see the section titled 'Vendor Identifying Information'.

Where do I find my organization's direct deposit vendor information?

o   Log into eGrants, navigate to your 'My Home' tab, find the Grant column, and then click on the link to open this project.

o   Click on the 'Profile/Grant Vendor' tab and scroll down until you see the box titled 'Applicant Agency's State Payee Identification Number'.

Where can I find what type of funding my organization has applied for or is receiving?

o   Log into eGrants and go to your 'My Home' tab, click on the 'Grant' column to open that project, click on the 'Profile/Details' tab, and then look at the header ribbon.

o   On the far right-hand side of the ribbon, you will see the 'Fund Source' title and a 2-letter designation followed by a description of the type of funding.

Where do I find the Start, End or Liquidation Date for my project?

o   Log into eGrants, navigate to your 'My Home' tab, find the Grant column, and then click on the link to open this project.

o   Click on the 'Profile/Details' tab and scroll down until you see the section titled 'Identifying Information'.

o   If your project has not been activated, your Liquidation Date will be blank.

o   If OOG approves an extension to the End Date for your project, your Liquidation Date will also change.

Internet Browser

What browsers are supported?

o   The eGrants website supports Microsoft Internet Explorer, Google Chrome, and Mozilla Firefox.

o   Email the eGrants Help Desk (eGrants@gov.texas.gov) for any browser-related issues.

Login / Password Help

Why have I not received an email with my password after registering for a new user account?

o   You should have received an email immediately after you registered successfully in eGrants (barring any delay relaying that message to you from your organization's network).

o   You should check your spam folder to make sure it wasn't placed there instead of your Inbox.

o   You may have entered your email address incorrectly when you registered.

o   Check with your organization's network person as a last resort to make sure the email sent automatically from eGrants 'eGrants@governor.state.tx.us' was not quarantined by your network as spam.

Should I let Windows save my user name and password if I'm prompted?

o   No, you should never let Windows save your login information.

o   Always click the 'Cancel' button if prompted.

Why can't I login?

o   You might not be able to login if you forgot your user name or password, or 90 calendar days has passed since your last login.

Why do I keep receiving an error message - The webpage cannot be found - when I type in the home page address as: http://eGrants.governor.state.tx.us or http://www.eGrants.governor.state.tx.us?

o   The website uses Secure Socket Layer (SSL) technology to ensure safe web browsing in eGrants.

o   Make sure you type an "s" after the "http" portion of the web address; and, do not use "www" in the web address.

o   The correct address for eGrants is https://eGrants.gov.texas.gov.

Why does the temporary password not work?

o   You may have entered the password into the box incorrectly.

o   Try to copy/paste the temporary password from your email message into the box instead.

What do I do if my password has expired?

o   Your password expires 90 calendar days from the last date you last changed your password.

o   Once your temporary password is received, resetting it will start the 90 day ticker again.

How do I change my email address in eGrants?

o   In most cases, you will need to register for a new user account in eGrants.

o   Once registered with your new email address, you can be assigned to one or more projects using this new information.

Does the temporary password expire?

o   The temporary password expires 48 hours after the date/time it was emailed to you from eGrants.

My organization changed their domain name, how do I make this change in eGrants?

o   Send an email to the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in getting your domain name updated.

How do I retrieve my password?

o   From the eGrants home page (https://eGrants.gov.texas.gov) click on the 'Forgot your Password' link.

o   Enter your User Name and Email Address you registered with in eGrants.

o   Then, you will be prompted for the answer to your Security Question.

o   Once verified, a temporary password will be emailed to the person listed on the account.

How do I retrieve my user name?

o   Go to eGrants home page (https://eGrants.gov.texas.gov) and click on the 'Forgot your Username' link.

o   Enter your email address to retrieve your user name.

Why can't I change my email address in eGrants?

o   OOG uses your email address as a unique identifier for each user account.

o   In most cases, you will need to register for a new user account in eGrants if you decide to use a different email address.

o   Once registered with your new email address, you can be assigned to one or more projects using this new information.

Why can't I change my last name in eGrants?

o   OOG uses your last name as a unique identifier for each user account.

o   In most cases, you will need to register for a new user account in eGrants if your last name changes.

o   Once registered with your new last name, you can be assigned to one or more projects using this new information.

What do I do if my account has been suspended?

o   Email the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in getting your user account unlocked.

Make Project Changes

How do I unlock a tab or item for editing in a pending application?

o   If the application has been created or submitted the item(s) should be unlocked for editing to either the Authorized Official, Financial Officer, or Project Director.

o   If the application has been certified by the Authorized Official and is being reviewed by OOG staff, then your OOG Grant Manager (go to your 'My Home' tab to locate this person) has to release the application back to your organization for revisions before the tab or item is unlocked.

Why can I change some items in my application but not others?

o   Once OOG reviews your application and determines there are one or more items needing clarification, etc., the project is returned to your organization for revision.

o   If you need additional tabs or items unlocked contact your grant manager or the eGrants Help Desk (eGrants@gov.texas.gov) for assistance.

Why can't I change any items for the project even though I'm assigned as the Grant Writer?

o   You must be logged in as either the Authorized Official, Financial Officer, or Project Director to make ANY changes after the project has been submitted initially to our office.

o   Reference the 'Guide to Grants' located on the 'Updates' page (https://eGrants.gov.texas.gov) for more information about grant officials and their authority in eGrants.

How do I unlock a tab or item for editing for a project that has been activated?

o   Once a project has been activated, your Authorized Official, Financial Officer, or Project Director (some restrictions apply) can create a grant adjustment (go to the 'Budget/Request Adjustment' tab) to make changes to the project.

o   Creating the adjustment unlocks that tab or item for editing.

Why can I change some items in my activated project but not others?

o Based on one or more items selected or filled in on the 'Budget/Request Adjustment' tab, those areas or items are unlocked for editing or revision.

How do I fix my State Payee Identification number?

o When your organization applies for funding in eGrants this fiduciary information is collected during the initial stage.

o To reduce data entry errors, OOG locks the 'Profile/Grant Vendor' tab from this point forward.

o To update or correct any item on this tab send an email to eGrants Help Desk (eGrants@gov.texas.gov) with the updated or corrected information and our staff will make those changes.

When I click on a button - where the button text is grayed out - nothing happens, what do I do?

o When a button is visible but grayed out this means you do not have permission to perform that action.

o Reference the 'Guide to Grants' located on the 'Updates' page (https://eGrants.gov.texas.gov) for more information about grant officials and their authority in eGrants.

Why is a button not displaying onscreen?

o You must be logged in as the correct grant official to perform ANY action in eGrants.

o Reference the 'Guide to Grants' located on the 'Updates' page (https://eGrants.gov.texas.gov) for more information about grant officials and their authority in eGrants.

Open Multiple Projects

How do I open more than one project at a time?

o When you have a project open onscreen and need to open another project, click on your 'My Home' tab, then click on the 'Grant' column to open the 2nd project.

o You can toggle back and forth between one or more open screens until you click the 'Close' tab.

Reconcile Budget

I'm trying to certify a grant adjustment but a message is displaying that says my budget doesn't reconcile with my sources of match figures, what do I do?

- o Click on the 'Budget/Details' tab and make note of the 'Cash Match', 'In Kind Match', or 'GPI' totals; then click on the 'Budget/Source of Match' tab and verify that those totals match the figures on the previous tab.

- o If not, change the amounts until they display exactly the same on both tabs.

I'm trying to certify a grant adjustment but a message is displaying that says my sources of match doesn't reconcile with my budget figures, what do I do?

- o Click on the 'Budget/Source of Match' tab and make note of the 'Cash Match', 'In Kind Match', or 'GPI' totals; then click on the 'Budget/Details' tab and verify that those totals match the figures on the previous tab.

- o If not, change the amounts until they display exactly the same on both tabs.

I'm trying to certify a grant adjustment but a message is displaying that says my total project amount does not match my original project amount, what do I do?

- o Click on the 'Budget/Details' tab and increase or decrease one or more budget line items until both amounts match exactly.

Upload File

I'm trying to upload a file but I keep getting an error message, what do I do?

- o Check to make sure your file extension (e.g., ".pdf", ".doc", ".xls", etc.) is in lowercase letters.

- o eGrants will not allow you to upload ANY file where the extension is displayed in uppercase letters.

- o If so, you will need to first save the file extension in lowercase letters to upload it to eGrants.

- o Contact eGrants Help Desk (eGrants@gov.texas.gov) for assistance if you are unable to save the file in this format.

What do I do if I accidently uploaded a file and I want to delete that file?

- o Email the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in getting the file deleted from eGrants.

Withdraw Application

How do I withdraw an application from funding consideration?

- o If the application has been created or submitted - but not certified by the Authorized Official - it can be withdrawn.

- o Go to your 'My Home' tab, click on the 'Grant' column to open that project, click on the 'Submit Application' or 'Certify Application' tab, then scroll down to the 'Withdraw Application' button to withdraw the application from consideration.

- o If the application has been returned to you for corrections – it can be withdrawn.

- o Go to your 'My Home' tab, click on the 'Grant' column to open that project, click on the 'Submit PRR' tab, then scroll down to the 'Withdraw Application' button to withdraw the application from consideration.

What do I do if I accidently withdrew my application?

- o Email the eGrants Help Desk (eGrants@gov.texas.gov) for assistance in returning the application to you in eGrants.

- o It is very important that you contact our office as soon as possible when you withdraw your application in error because it may delay the review and approval process.