

Grantee Frequently Asked Questions – *GrantSolutions* January 27th, 2014

1. What is *GrantSolutions*?

[GrantSolutions](#) is a grants management system that, as of October 1st, 2013, **all ACL discretionary grantees** must use to:

- Submit program and financial reports
- Request non-monetary amendments (like no cost extensions, carryovers, etc.)

2. Are **all ACL discretionary** grantees required to submit their reports and non-monetary amendment requests through *GrantSolutions*?

Yes. Individual programs may also have additional reporting requirements/practices. Please contact your ACL Project Officer or Grants Management Specialist if you have any questions about reporting requirements.

3. What is the address of the *GrantSolutions* Homepage?

<https://www.grantsolutions.gov/gs/>

4. I do not have a username and/or password for *GrantSolutions*. How do I get one?

Complete and submit the [Grantee User Account Request Form](#). You should receive a response within 3-4 business days, which will be either: two emails from *GrantSolutions* (one with your username and one with your temporary password); or a request for additional information or corrections to your Account Request Form.

If you do not receive a response within 3-4 business days, please contact the *GrantSolutions* Help Desk at (202) 401-5282 or (866) 577-0771 or help@grantsolutions.gov.

5. My username and/or password are not working. Who should I contact for help?

The *GrantSolutions* Help Desk at (202) 401-5282 or (866) 577-0771 or help@grantsolutions.gov.

6. When I log into *GrantSolutions* I cannot see one or more of the grants I should have access to in “My Grants List”. Who should I contact?

Your ACL Grants Management Specialist by phone and/or email. It is likely that you have not been assigned the proper role authority in *GrantSolutions* (ex: Authorized Organization Representative, Project Investigator/Project Director, Grantee Support Staff, etc..).

7. Where can I find out how to use *GrantSolutions*?

The [ACL GrantSolutions Grantee Resource webpage](#) has materials that can assist grantees with issues such as: requesting a user account; logging in; navigating the system; submitting program and financial reports as Grant Notes; requesting grant amendments; and requesting *GrantSolutions* Help.