

Frequently Asked Questions

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Department of Water Resources
Project Services Office



Contents

I. Introduction	on2
A. Pu	rpose2
B. Sc	ope2
C. Su	pported Web Browser
II. Frequentl	y Asked Questions
1)	How do I log in to GRanTS?2
2) foll	When I try to access GRanTS using Internet Explorer version 10 or 11, why do I get the owing message?4
3)	I am using IE version 10 or 11, how do I turn on Compatibility View to access GRanTS?.5
a)	Click Tools and then click on Compatibility View Settings
b)	Under Add this website, enter ca.gov, and then click on the Add button5
4)	How do I get an account on GRanTS?6
5)	How do I add my Organization on GRanTS?9
6)	How do I become an Authorized User when I join an existing Organization?11
7)	How do I authorize new users joining my Organization?
8)	What do I do if I forget my Password?
9)	How do I become the Organization Administrator for my Organization?16
10)	How do I add another user as an Administrator for my Organization?16
11)	How do I allow other users to see my Organization's proposals?19
12)	What do I do if I get locked out of GRanTS and cannot log in?21
13)	How do I unlock accounts of the locked users of my Organization?21
14)	How do I start a proposal for a Proposal Solicitation Package (PSP)?23
15)	How do I submit a proposal?28
16)	How can I access all the attachments associated with a PSP?30
17)	How do I submit a document to DWR?
18)	I have been assigned as project manager for a project, how do I view my projects?35
19)	I have been assigned as contract manager for a contract, how do I view my contracts?36
20)	What do I do if my attachment file exceeds the file size limit?37
21)	Will multiple personnel be able to access the proposal for a specific Organization?37
22)	How does the Admin function work for users outside of DWR?38
23)	How does a consultant work on proposals for several clients?38
24) Org	How does an Organization Admin remove a user that is no longer a part of their anization?
25)	What is the character limit for the answer boxes?

Frequently Asked Questions

- 26) Sometimes my page won't save when I try to save, what do I do?.....41
- 27) Will I receive an automatic e-mail notification that my proposal has been submitted?42

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I. Introduction

A. Purpose

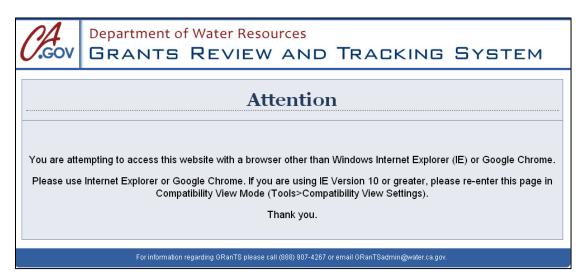
The purpose of this document is to answer the most commonly asked questions about the Grants Review and Tracking System (GRanTS) in a simple step-by-step manner.

B. Scope

This document provides a brief step-by-step process for doing the most commonly executed tasks in GRanTS. Please refer to the GRanTS Public User Guide for more detail and information.

C. Supported Web Browser

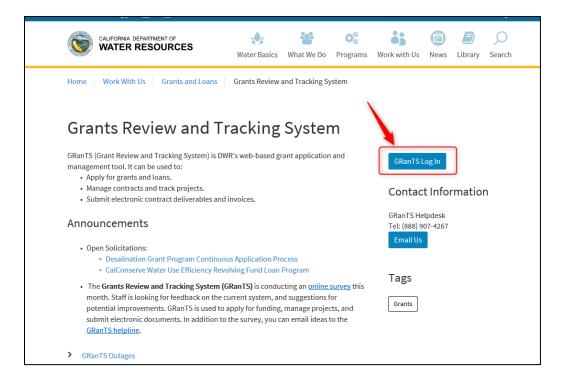
GRanTS runs best on Internet Explorer or Google Chrome. If you are using Internet Explorer and the version is greater than 9, please turn on Compatibility View. Currently, GRanTS does not support other internet browsers like Mozilla Firefox or Safari and you will get the following message for non-supported browsers:



II. Frequently Asked Questions

1) How do I log in to GRanTS?

a) Navigate to http://www.water.ca.gov/grants/ and click on the **GRanTS Log In** button.



b) Log in with your **username** and **password**.



2) When I try to access GRanTS using Internet Explorer version 10 or 11, why do I get the following message?

Attention

You are attempting to access this website with Internet Explorer (IE) 10 or 11. Please re-enter this page in Compatibility View Mode. To turn on the Compatibility View Mode, please follow the instructions given below:

- a) Tap or click the Tools, and then click Compatibility View settings.
- b) Under Add this website, enter "ca.gov", and click Add.
- c) Then click Close.

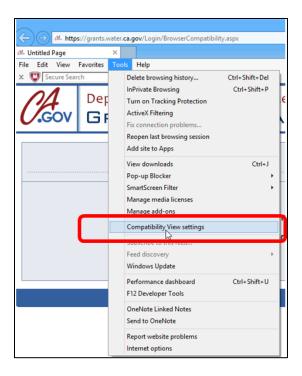
Please click here for detailed instructions with screen captures.

Please note that changing Compatibility View settings in Internet Explorer 11 to improve functionality of GRanTS may affect functionality for other web applications that have a ".ca.gov" extension. If that happens, remove the ".ca.gov" setting from the Compatibility View settings when using that web application.

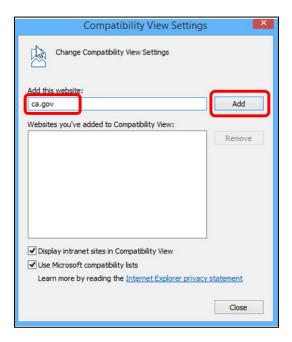
Please follow the instructions shown in FAQ 3 to turn on Compatibility View.

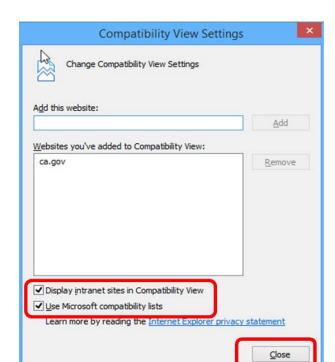
3) I am using IE version 10 or 11, how do I turn on Compatibility View to access GRanTS?

a) Click Tools and then click on Compatibility View Settings.



b) Under Add this website, enter ca.gov, and then click on the Add button.





Make sure all the check boxes are checked and click on the **Close** button.

4) How do I get an account on GRanTS?

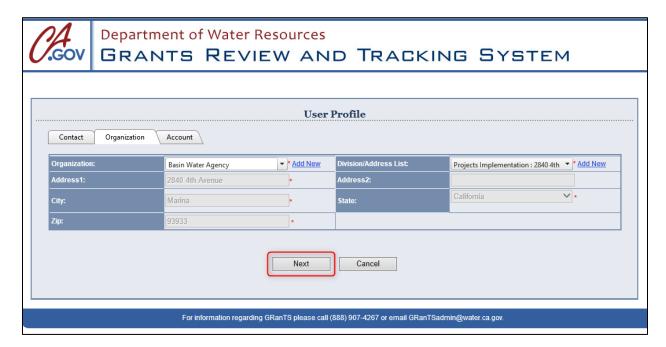
a) Click on the **Registration** hyperlink on the GRanTS home page.



b) Enter the required information on the **Contact** tab and click on the **Next** button.



c) Select **Organization Name** and **Division** from dropdown lists then click on the **Next** button. If your Organization is not in the dropdown field, then add your Organization (see **FAQ 5**).



d) Enter the required information on the **Account** tab and click on the **Save** button.



e) You get the message showing that you are successfully registered with GRanTS.



5) How do I add my Organization on GRanTS?

Adding a new organization is mainly done during the registration. Every account must have an associated organization. When your organization is not in the Organizations dropdown menu, you must add your organization into the dropdown menu. You become the organization administrator.

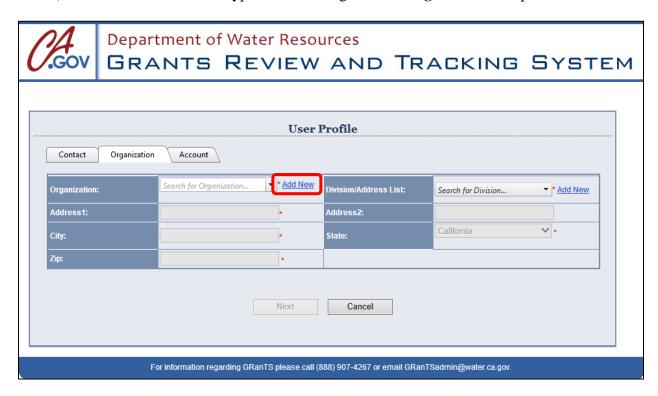
a) Click on the **Registration** hyperlink on the GRanTS home page if you have not registered yet.



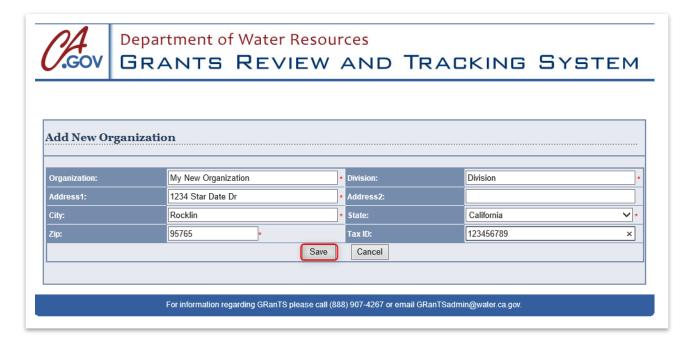
b) Enter the required information on the **Contact** tab and click on the **Next** button.



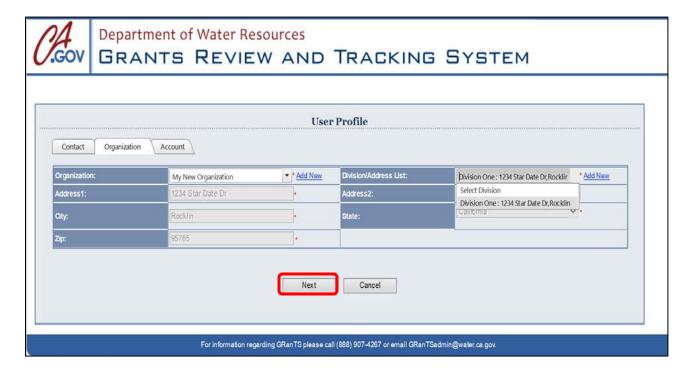
c) Click on the **Add New** hyperlink to the right of the **Organization** dropdown field.



d) Enter the required information and click on the **Save** button.

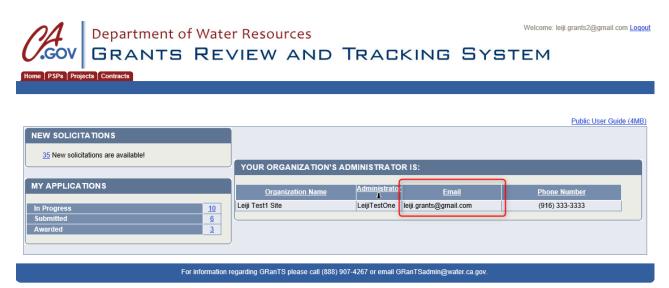


e) Select the Organization and Division you just added in the previous step from the dropdown menus then continue to the **Account** tab by pressing the **Next** button at the bottom.



6) How do I become an Authorized User when I join an existing Organization?

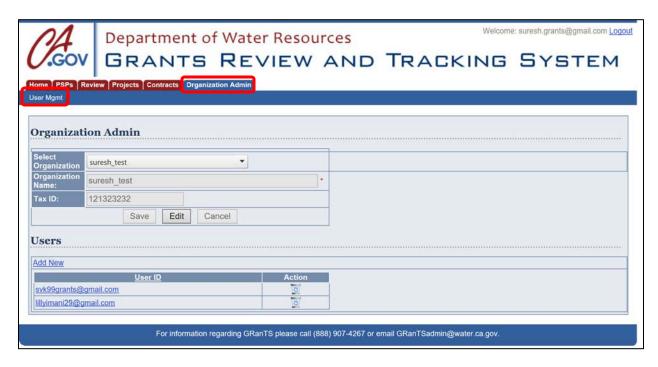
a) Navigate to the **Home** module and you will see the email address of your Organization Administrator.



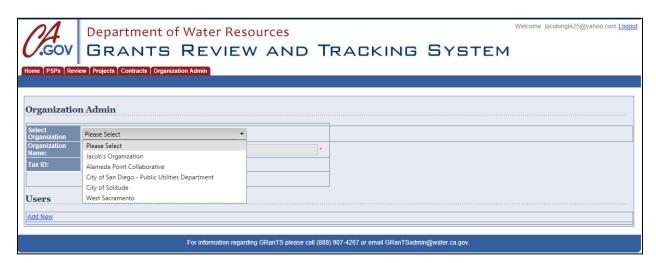
b) Send an email to the Organization Administrator asking him/her to authorize your GRanTS account.

7) How do I authorize new users joining my Organization?

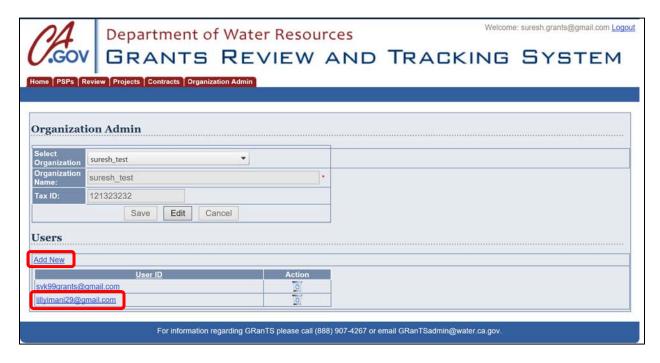
a) Click on the **Organization Admin** module and click on **User Mgmt**.



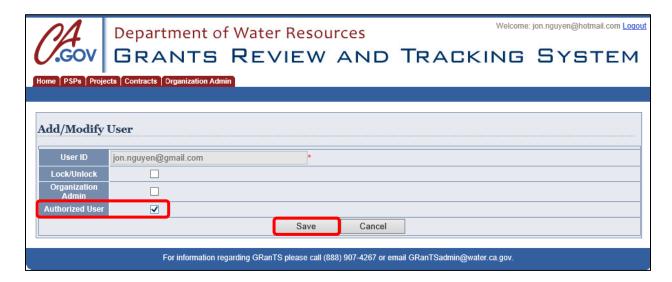
b) Select your Organization from the dropdown field.



c) Click on the hyperlinked User ID if they are registered in the selected Organization. If you do not see the desired user's email, click on the **Add New** hyperlink to add them to this Organization.

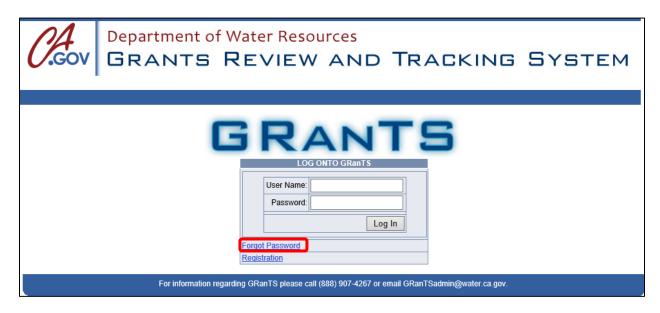


d) Check the **Authorized User** checkbox then click on the **Save** button.

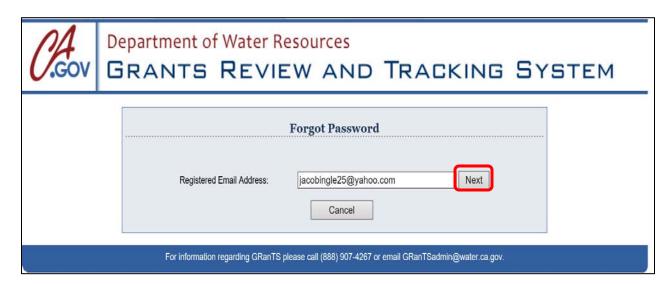


8) What do I do if I forget my Password?

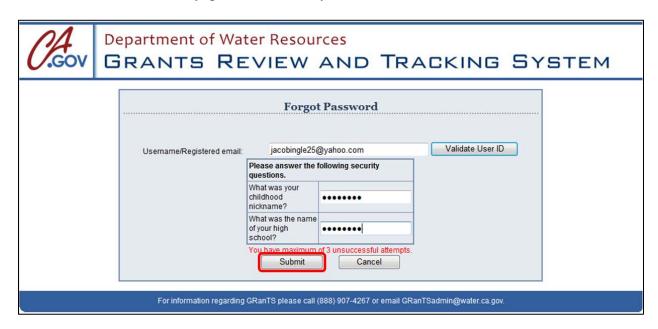
a) Click on the **Forgot Password** hyperlink on the GRanTS home page.



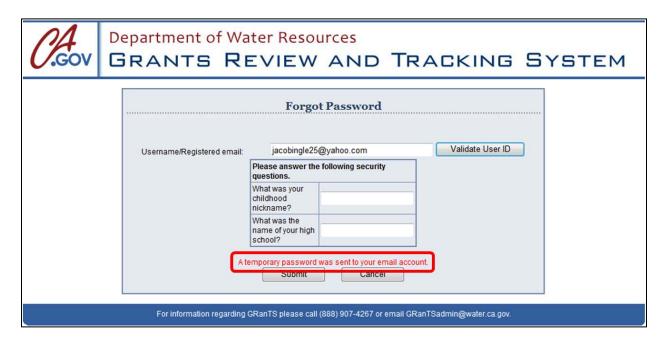
b) Enter your registered email ID and click on the **Next** button.



c) Answer the security questions correctly and click on the **Submit** button.



d) An email will be sent to you with your temporary password.



If you answer your security questions incorrectly three times, your account will be locked, and you will need to contact the DWR GRanTS Administrator by emailing grantsadmin@water.ca.gov or calling 1-888-907-4267 to get your account unlocked.

9) How do I become the Organization Administrator for my Organization?

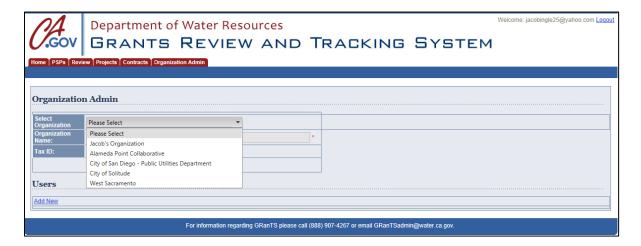
- a) If you added a new organization when you are registering as a new user, you automatically become the organization administrator.
- b) If your Organization is already in GRanTS then it already has an Admin. Contact your Organization Admin to add you as one or contact a GRanTS Administrator.

10) How do I add another user as an Administrator for my Organization?

- a) Log in to GRanTS with your Organization Admin username and password.
- b) Click on the **Organization Admin** module and click on **User Mgmt**.



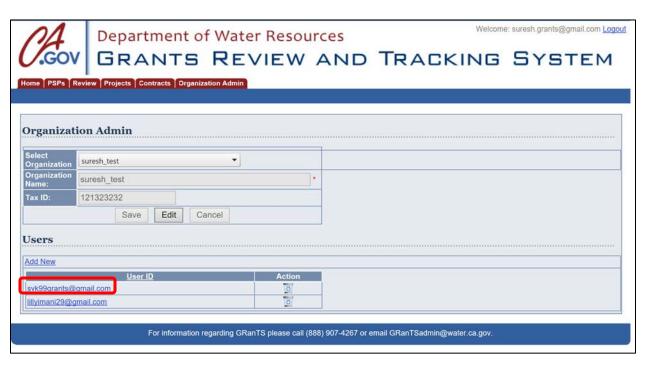
c) Select the Organization from the dropdown field.



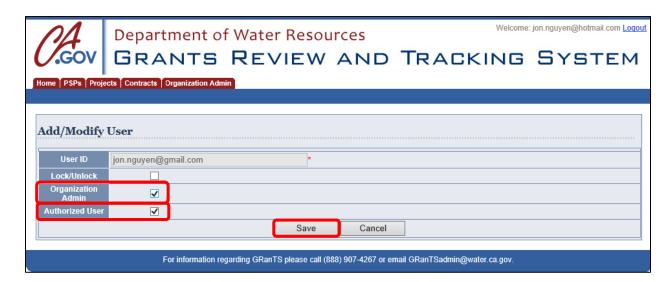
d) If the user is registered to the Organization that you selected then their hyperlinked email will appear in the Users section of this page. Click on the user's hyperlinked email to open the **Add/Modify User** page.

STOP

If you don't see the user's email in the Users section skip to **Step** (f).

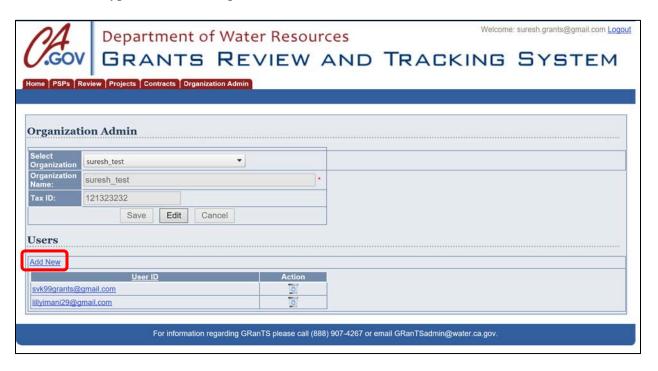


e) Check the **Organization Admin** and **Authorized User** check-boxes then click on the **Save** button.

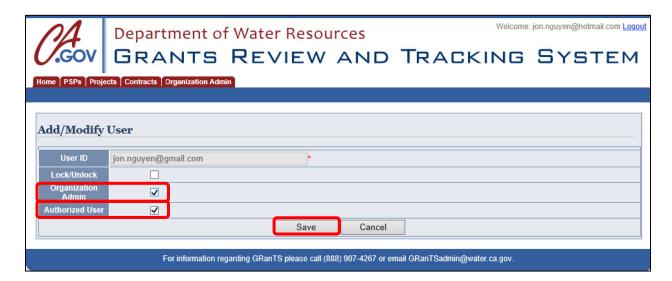


f) If you do not see the user's hyperlinked email then they are not registered to the Organization that you chose. Click on the **Add New** hyperlink to add them to the Organization.

The user needs to have an account in GRanTS. You cannot add a new account by clicking on **Add New** hyperlink in this step.

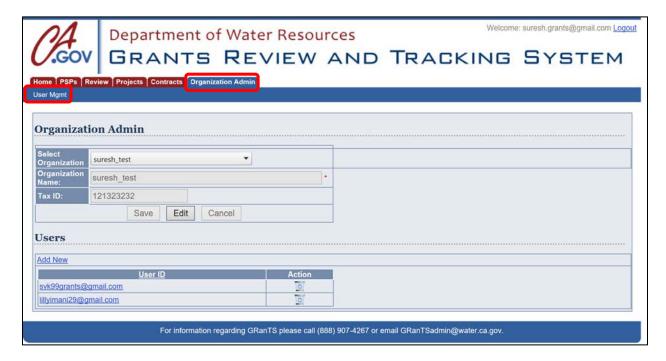


g) Enter the user's email then check the **Organization Admin** and **Authorized User** check-boxes then click on the **Save** button.

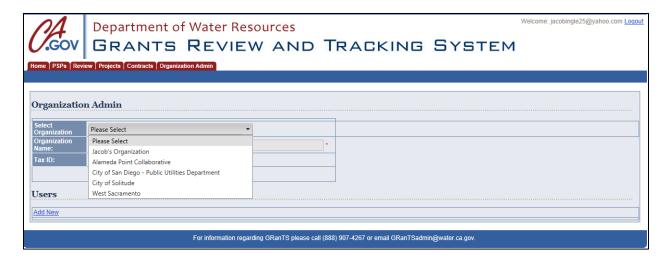


11) How do I allow other users to see my Organization's proposals?

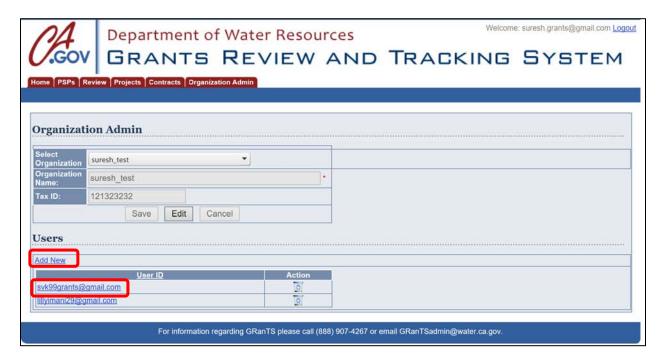
- a) Log in to GRanTS with your Organization Admin username and password.
- b) Click on the **Organization Admin** module and click on **User Mgmt**.



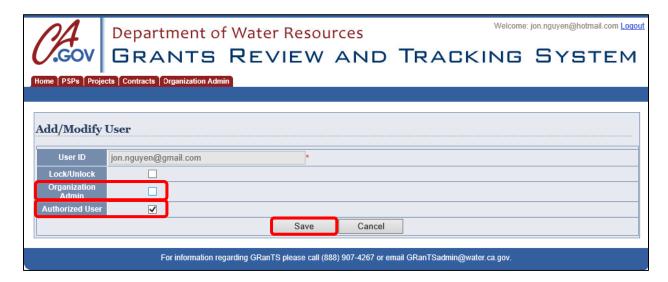
c) Select the Organization from the dropdown field.



d) Click on the hyperlinked User ID or click on the **Add New** hyperlink and enter the email of the user you wish to share your proposals with.



e) Check the **Authorized** checkbox but DO NOT check the **Organization Admin** checkbox then click on the **Save** button.

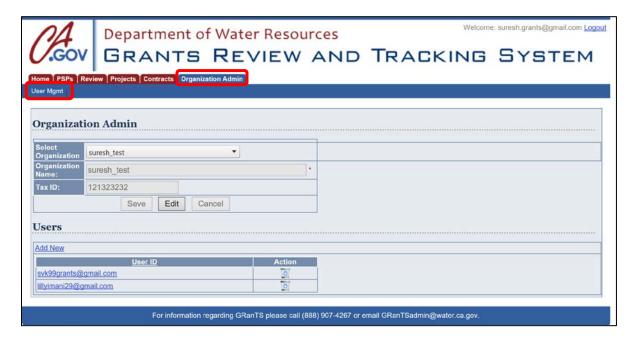


12) What do I do if I get locked out of GRanTS and cannot log in?

- a) If you are an Organization Administrator, contact GRanTS Admin at grantsadmin@water.ca.gov or 1-888-907-4267.
- b) Other Users can call or contact their Organization Administrator as well.

13) How do I unlock accounts of the locked users of my Organization?

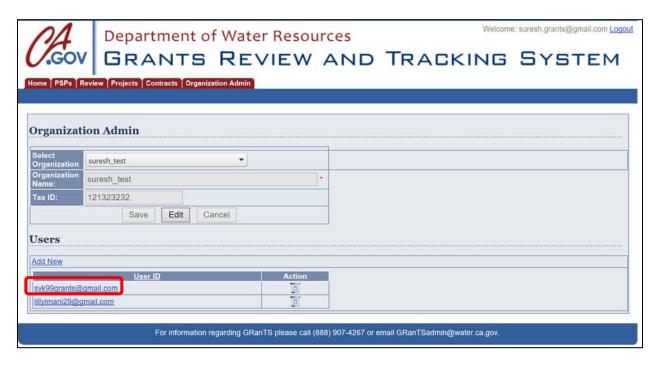
- a) Log in to GRanTS with your Organization Admin username and password.
- b) Click on the **Organization Admin** module and click on **User Mgmt**.



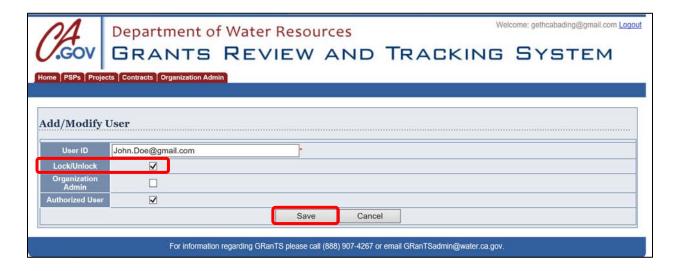
c) Select the Organization from the dropdown field.



d) Click on the locked user's email ID from the list of User IDs displayed.

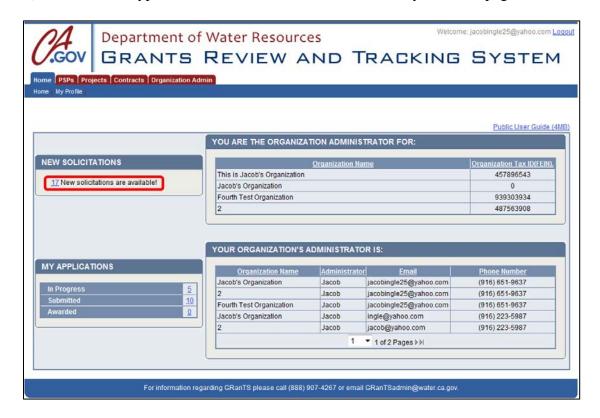


e) Uncheck the **Lock/Unlock** checkbox then click on the **Save** button.

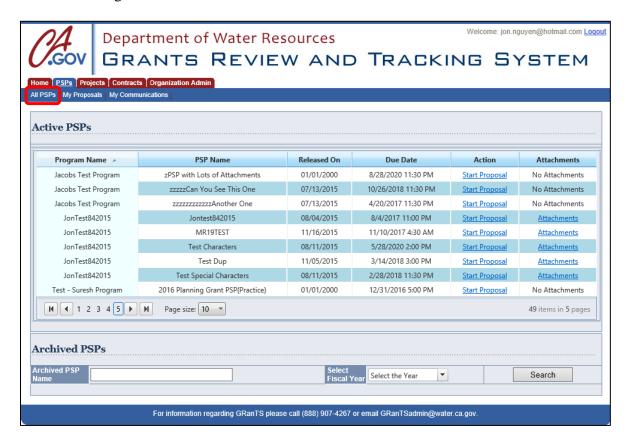


14) How do I start a proposal for a Proposal Solicitation Package (PSP)?

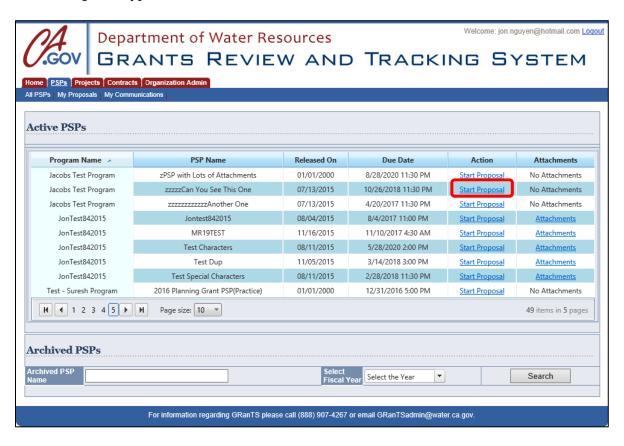
- a) Log in to GRanTS with your username and password.
- b) Click on the hyperlinked number of new solicitations on your home page.



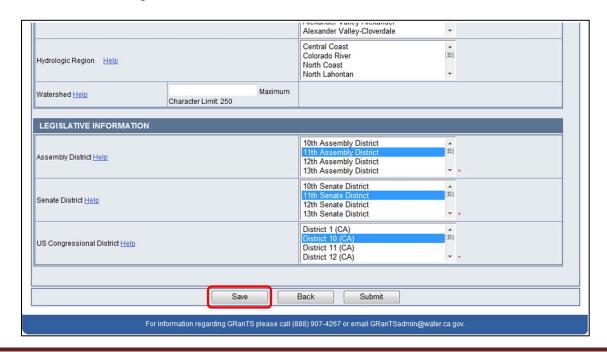
OR navigate to the All PSPs sub-module under the PSPs module.



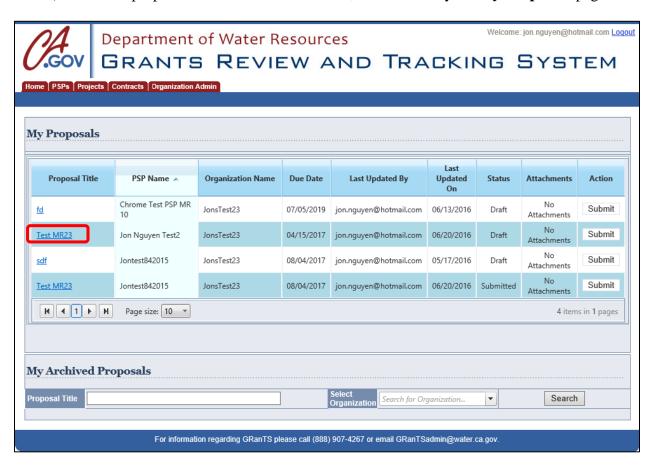
c) Choose the PSP you are interested in from the available list and then click on the **Start Proposal** hyperlink in the Action column.



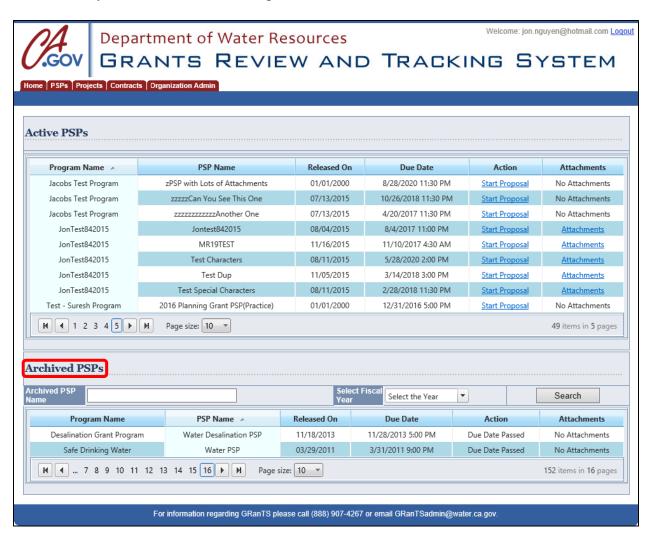
d) Fill out the required information on the first tab and then click the **Save** button.



e) Once the proposal is saved for the first time, it is added to your **My Proposals** page.



f) The next time you log in you can continue preparing your proposal by navigating to the My Proposals sub-module under the PSPs tab and clicking on the hyperlinked Proposal Title. Once a PSP's due date has passed it will be moved to the Archived PSPs section and you cannot start a new Proposal for that PSP.

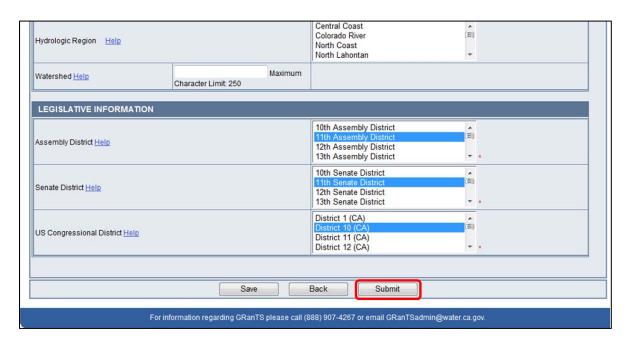


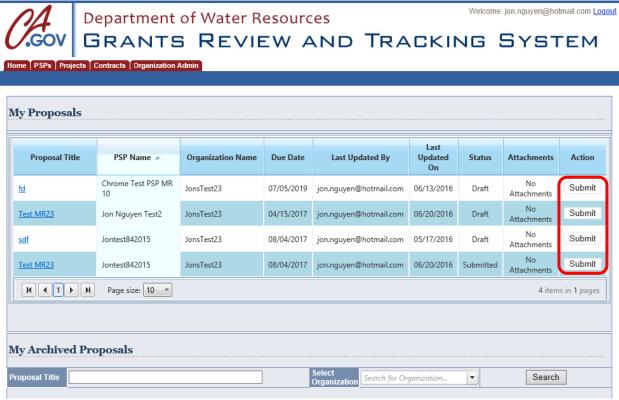
15) How do I submit a proposal?

- a) Follow the steps in **FAQ 14** to start preparing a proposal and complete it.
- b) Make sure you have filled out all the tabs and required questions marked with a red asterisk (*) before submitting. The system will not allow you to submit it unless all required fields are filled in.



c) Once your proposal is complete, click on the **Submit** button on the bottom of any of the tabs in the PSP or click on the **Submit** button in the **My Proposals** sub-module under the **PSPs** module.





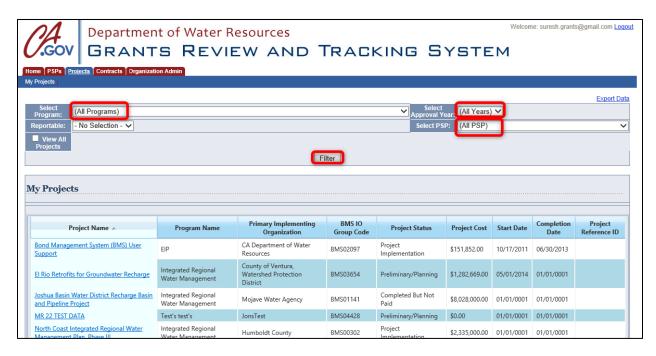
16) How can I access all the attachments associated with a PSP?

- a) Log in to GRanTS with your Organization Admin username and password.
- b) Click on the All PSPs sub-module under the PSPs module.
- c) On the list of all Active PSPs you can select the PSP of your choice and click on the **Attachments** hyperlink in the Attachments column to go to the attached files.

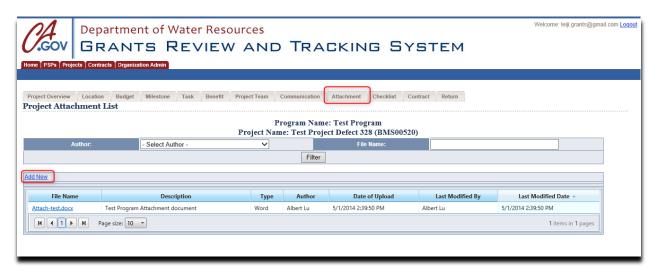


17) How do I submit a document to DWR?

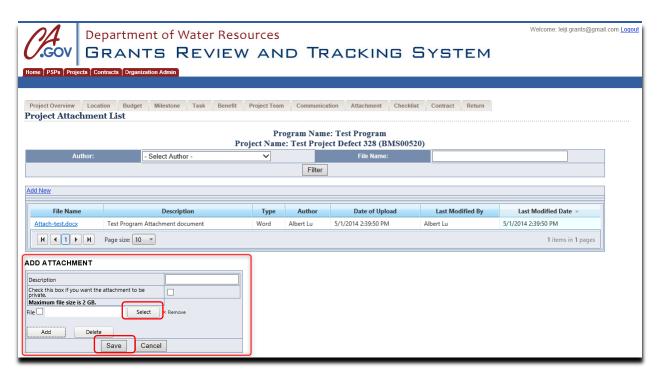
- a) Log in to GRanTS with your username and password.
- b) You can submit any of the following:
 - i) A project related document.
 - ii) A contract related document.
- c) For a project related document:
 - i) Click on the My Projects sub-module under the Projects module. Next, select the project you want to add the document to by selecting the program and the year then click on the Filter button. Now find the project you want and click on the hyperlinked Project Name.



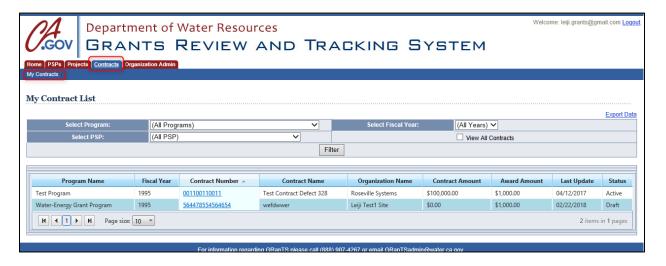
ii) Click on the **Attachment** tab then click on the **Add New** hyperlink.



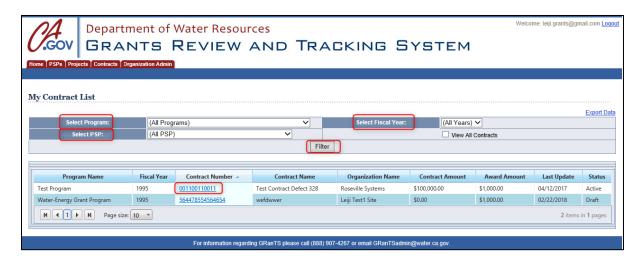
iii) Another small window will show up. Click on the **Select** button and attach your document and then click on the **Save** button.



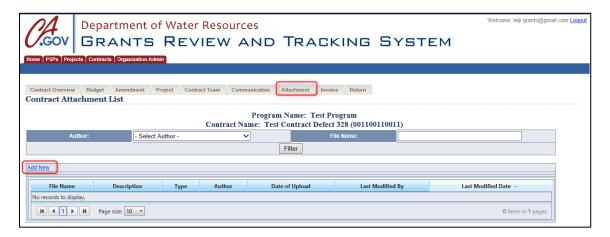
- d) For a contract related document:
 - i) Click on the My Contracts sub-module under the Contracts module.



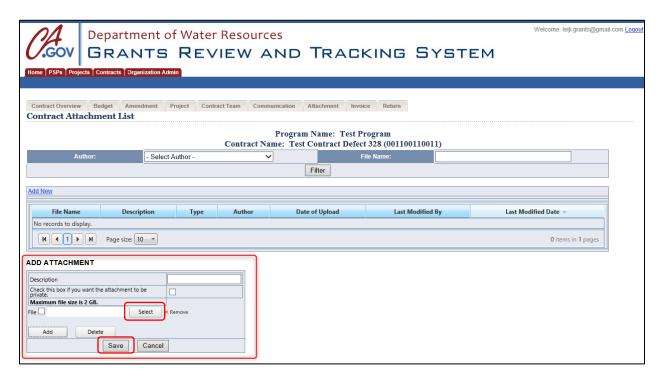
ii) Select the Contract you want to add the document to by selecting the program, PSP, and the year. Click on the **Filter** button then click on the hyperlinked Contract Number.



iii) Click on the **Attachment** tab and click on the **Add New** hyperlink.



iv) Another small window will show up. You click on **Select** button and attach your document and then click on the **Save** button.



18) I have been assigned as project manager for a project, how do I view my projects?

- a) Log in to GRanTS with your username and password.
- b) Navigate to the My Projects sub-module under the Projects module.
- c) Select the program, year, and PSP from the dropdown fields and click on the **Filter** button.



- d) All the projects associated with that program and year will be displayed.
- e) You can also view all projects by selecting **All Programs** and **All Years** from the dropdown fields and clicking on the **Filter** button.

19) I have been assigned as contract manager for a contract, how do I view my contracts?

- a) Log in to GRanTS with your username and password.
- b) Navigate to the **My Contracts** sub-module under the **Contracts** module.
- c) To Narrow down the list, you can use the **Filter**.
- d) Select the program, PSP, and year from the dropdown fields and click on the **Filter** button.



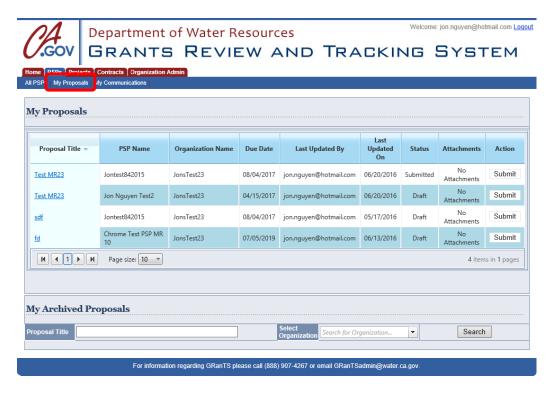
- e) All the Contracts associated with that program and year will be displayed.
- f) You can also view all Contracts by selecting **All Programs**, **All PSP** and **All Years** from the dropdown fields, check **View All Contracts**, and click on the **Filter** button.

20) What do I do if my attachment file exceeds the file size limit?

- a) There are two options for you in this case:
 - i) First, you can zip (compress) the file if the file is not far over the limit.
 - ii) Second, if the file far exceeds the file size limit, you can split the file into multiple files and attach them separately.
- b) If neither of these options will work for your files, please contact the appropriate program staff for further direction.

21) Will multiple personnel be able to access the proposal for a specific Organization?

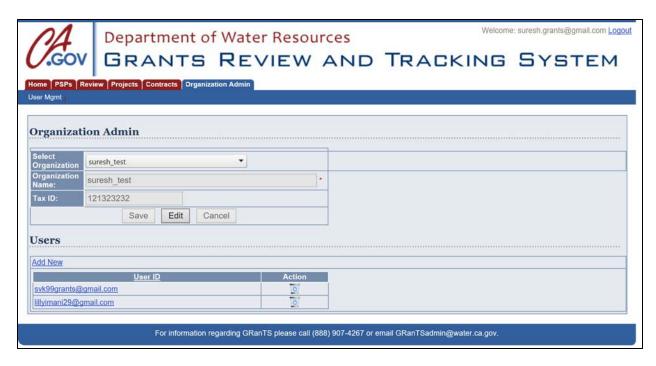
- a) Yes, all the authorized registered members of an Organization have access to all proposals associated with that Organization.
- b) By going to the **My Proposals** sub-module under the **PSPs** module any member of that Organization will be able to edit, save, and submit the proposal on behalf of the Organization.



c) It is important to ensure that two users do not access the same proposal at the same time. Should that occur, work may be overwritten in the event two versions are saved by two users.

22) How does the Admin function work for users outside of DWR?

a) **Organization Admin** is a module in GRanTS that allows an Organization Admin to add and authorize users to fill out applications on behalf of their Organization.



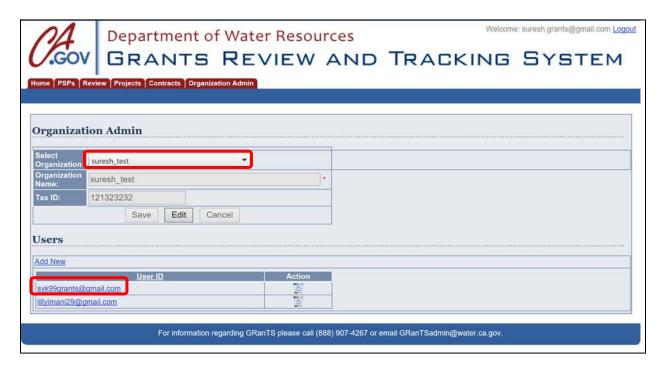
b) For users that are no longer associated with an Organization, you can uncheck the Authorized User box in the Add/Modify User screen.

23) How does a consultant work on proposals for several clients?

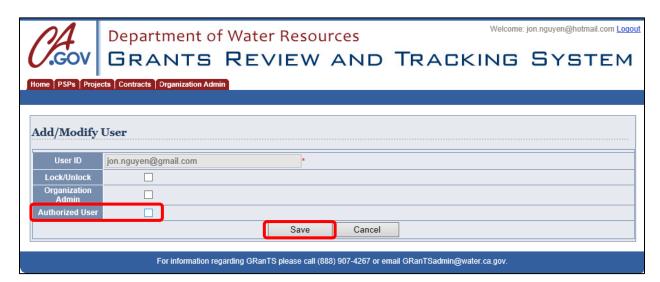
- a) The consultant will need to get each Organization Admin to add their account to that Organization's authorized user list.
- b) Consultants must be registered in GRanTS before another Organization can add them as a user.
- c) The consultant will need to be authorized by each Organization they are assisting.

24) How does an Organization Admin remove a user that is no longer a part of their Organization?

a) The Organization's GRanTS Administrator will go to the **Organization Admin** module in GRanTS and select their Organization in the dropdown field.

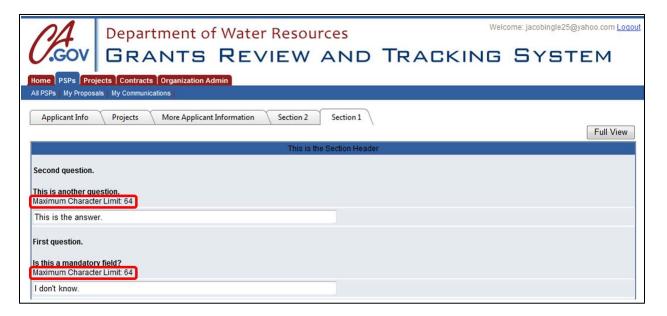


b) The Administrator can then select an individual's account and make appropriate changes by removing their authorization.



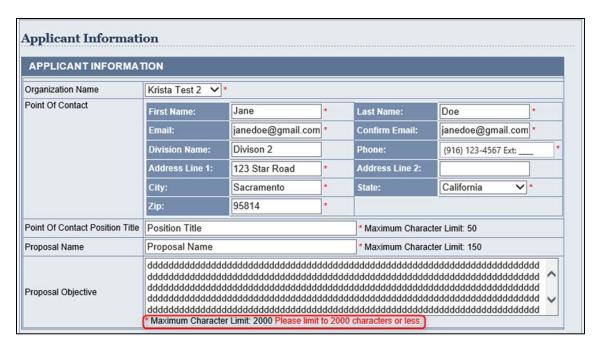
25) What is the character limit for the answer boxes?

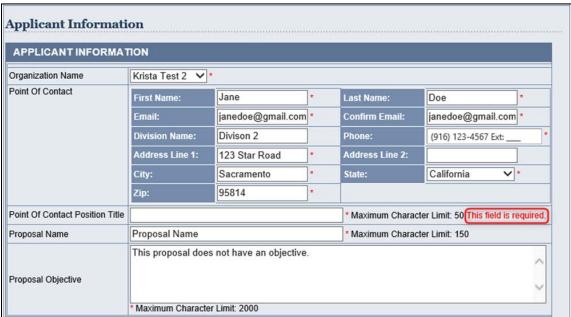
- a) A small indicator in the lower left-hand corner will indicate the number of characters allowed in the box.
 - i) Please remember characters include letters, numbers, spaces, and punctuation.
 - ii) Also, if you are importing a file from MS Word or another word processor, hidden characters can import and cause you to exceed your expected count.



26) Sometimes my page won't save when I try to save, what do I do?

a) Most often there is an answer that has exceeded the character limit; or an answer is required (noted by an *) that hasn't been completed.





b) Go back over the questions carefully and be sure they are complete and that the character limits have not been exceeded. If you think you are close to the limit, remove a few words to account for possible hidden characters due to formatting.

27) Will I receive an automatic e-mail notification that my proposal has been submitted?

- a) Yes. The system generates an e-mail notification when you submit your proposal.
- b) The e-mail will be sent to the e-mail address that was used to log in to GRanTS at the time the proposal was submitted.
- c) Also, you will see a status change on your home page that the proposal has been submitted.