Mitigation eGrants Internal System

Frequently Asked Questions

General

Q: What is the FEMA Mitigation eGrants system?

A: The Federal Emergency Management Agency's eGrants system was developed as a part of the eGovernment initiative to reduce the time and paperwork involved in managing the entire grant lifecycle.

The eGrants system consists of two parts:

- External System for Grant and Subgrant Applicants, available on the Internet; and
- Internal System for FEMA users, available inside the firewall on the FEMA intranet.

The eGrants Internal System allows FEMA Mitigation Program Managers and staff, and Assistance Officers, to manage the review and processing of those pre-disaster Hazard Mitigation Assistance grants via the FEMA intranet. The following HMA program applications are processed in the eGrants system:

The Pre-Disaster Mitigation (PDM); Flood Mitigation Assistance (FMA); Severe Repetitive Loss (SRL): Repetitive Flood Claims (RFC). FMA, SRL and RFC are known as the "flood programs." PDM has both a competitive program: PDMC and a legislative component: LPDM.

Q: What is the submission and review process for the eGrants application?

A: The application process in eGrants follows a specific workflow.

- Initially, a Subgrant Applicant creates a subgrant application and submits it to the appropriate Grant Applicant for review.
- Next, a Grant Applicant official reviews the subgrant application. If revisions are requested by the Grant Applicant, then the Subgrant Applicant may revise the subgrant application and resubmit it.
- Once the subgrant application is reviewed and approved, the Grant Applicant may include it in a larger grant application that is submitted to FEMA.
- Grant Applicants may also create their own subgrant applications and include them in their grant application to FEMA.
- Next, FEMA reviews the application. If revisions are requested by FEMA, then the Grant Applicant may revise the application and resubmit it.
- Once the subgrant applications are reviewed by FEMA, FEMA awards a grant to the Grant Applicant—now the Grantee—to include the approved subgrant applications.
- The Grantee then reports to FEMA on the progress of the grant in Quarterly Reports. If FEMA requests revisions, then the Grantee may revise the report and resubmit it.

Q: What is the largest file that can be attached in *e*Grants?

A: 4 GB (gigabytes).

Q: Are there any limitations to the types of files that can be attached?

A: No. You can attach any file, but each user is responsible for being able to view that file. For example, if you attach a Microsoft Word document, a user must have Microsoft Word installed on their machine to successfully view that file.

Q: Does *e*Grants automatically send e-mails? If so, when are they sent and to whom?

A: Yes. The following actions generate e-mails:

- Processing Grant Applicant user registrations sends an e-mail to the approved Grant Applicant user. (E-mails are not sent for user registrations that are denied/revoked.)
- Forwarding from Receipt and Delegate queue sends an e-mail to the Grant Applicant contacts notifying them that FEMA has received their grant application. An email is also sent to the FEMA program coordinator selected to perform the eligibility and completeness reviews by the user that completed the Receipt and Delegate queue
- Submitting Grant revision requests sends an e-mail to the Grant Applicant contacts.
- Submitting Subgrant revision requests sends an e-mail to the Grant Applicant contacts.
- Submitting Quarterly Report revision requests sends an e-mail to the Grant Applicant contacts.
- Submitting Award Packages for Grantee review sends an e-mail to the Grant Applicant contacts.
- Accepting/rejecting an Award Package (by the Grantee) sends an e-mail to the user that completed the Create/Amend Award Package queue.
- Accepting/rejecting a financial transaction (by IFMIS (Integrated Financial Management Information System)) sends an e-mail to the user that completed the Assistance Officer Review queue.

Q: How do I get help with eGrants?

A: The **Mitigation eGrants Internal System Quick Reference Guide** available on the FEMA web was developed as a resource for FEMA users to introduce the eGrants Internal system and help users process applications.

The FEMA-Enterprise-Service-Desk is available to respond to inquiries regarding the MT eGrants system: FEMA-Enterprise-Service-Desk@fema.dhs.gov or 1-888-457-3362.

System Access

Q: How do I access the eGrants system?

A: You can access the Internal System from the FEMA intranet at: https://portal.fema.net.

Q: How do I get eGrants roles?

A: NACS, the NEMIS Access Control System, is used to manage security for all internal systems used by FEMA. NACS is where your account is created and assigned various positions/roles. Your supervisor will need to request and approve NACS positions for you.

Q: What roles do I need for eGrants?

A: Each queue in the eGrants Internal system workflow may be performed only by users with the appropriate eGrants roles. The **Mitigation eGrants Internal System Quick Reference Guide** provides NACS tables that map the NACS positions and roles to the eGrants roles and illustrate the relationship between eGrants roles and the eGrants workflow queues.

Q: How do I know what roles I have in eGrants?

A: Every screen in *e*Grants has a myRoles link on the left. Clicking this link will open another browser window listing your user name, full name, and roles.

Q: How do Grant and Subgrant Applicants access the eGrants External system?

A: The eGrants External system can be accessed through the DHS ISSACS login page at https://portal.fema.gov. Grant and Subgrant Applicants must register for access to the Mitigation eGrants system in the FEMA Access Management Systems (FAMS). Once registered, they request access to the Mitigation eGrants system with an Access ID. The FEMA Regional Office provides the Grant Applicant the Access ID for their State/Tribe/Territory as well as the Access IDs for the locals or tribes. Grant Applicants manage their Subgrant Applicants' registrations in eGrants.

Q: Who approves Grant Applicants' registrations for eGrants access?

A: Users with certain eGrants roles are permitted to process Grant Applicant user registrations:

- Assistance Officer:
- FMA Coordinator: Can approve/deny access for FMA, RFC & SRL only.
- PDM Coordinator: Can approve/deny access for PDM-C and LPDM only.
- HQ PDM Coordinator: Can approve/deny access for PDM-C and LPDM only.

Q: How do I authorize access to one Grant Applicant user's applications to another Grant Applicant?

A: Click the Reassign Applications icon on the Registrations Screen. Registrations must be processed and not pending in order for you to reassign applications. Reassigning applications to another user does not mean that the original owner cannot access them; it simply allows another user to access them as well. Reassignment is permanent.

Q: What does "Your session has expired" mean?

A: The FEMA Office of Cyber Security has established 20 minutes as the maximum amount of time a web-based system can be idle. If no activity has occurred within a 20-minute timeframe, the user is disconnected from the system and must log in again to resume processing. This measure is taken to reduce the risk of on-line security threats. You will receive a warning to alert you that your session will expire.

Eligibility Reviews

Q: What is the review process for applications in eGrants?

A: The application review process follows a specific workflow in the eGrants Internal System. The Pre-Award Eligibility, Awards and Quarterly Reports Workflows are part of the overall eGrants workflow. The eGrants Workflow Diagrams show the steps in the process of managing the review of applications submitted to FEMA, preparing grant awards and amendments, and monitoring grant implementation through review of Quarterly Reports.

The eGrants Pre-Award Eligibility Workflow for PDMC; eGrants Pre-Award Eligibility Workflow for FMA, SRL, RFC, and LPDM; Awards Workflow; and Quarterly Reports Workflow are available in the **Mitigation eGrants Internal System Quick Reference Guide** as well as in the eGrants Internal system.

Q: **How do I know if I have any work waiting for me?**

A: Log into *e*Grants and select a grant program from the eGrants Home Page to navigate to the Inbox. You can also see how many Inbox entries you have for a Grant program on the Home Page.

Q: What is the Inbox?

A: The Inbox displays all of the work that can be processed by you based on your eGrants roles.

Q: What is the difference between Inbox and All Grants?

A: The Inbox displays all of the work that can be processed by you while All Grants displays all of the Grants/Subgrants in the system (based on your NACS roles). All Grants is helpful when you want to look at a Grant/Subgrant/Award Package/Quarterly Report that is not in your Inbox.

Q: How do I get back to the Inbox from any screen?

A: Click "myGrants" in the main menu at the top of the screen.

Use *e*Grants' search feature.

Q: What does a red "p" next to a subgrant # mean?

A: The subgrant is a paper application. The Subgrant Applicant submitted a paper application to the Grant Applicant, and the Grant Applicant had to enter it into *e*Grants on their behalf.

Q: How do I view the actual Grant/Subgrant application submitted by the applicant on-line?

A: Access to the actual Grant and Subgrant applications submitted by the Grant Applicant are available by clicking the Grant # link or Subgrant # link from the Inbox or All Grants screens.

In addition, there are "Grant Application" and "Subgrant Application" links on the left sidebar menu of a queue-related screen. The "Grant Application" link is available on all screens that apply to Grant, Subgrant, Award, or Quarterly Report queues. The "Subgrant Application" link is available on all screens that apply to Subgrant queues.

Q: What is Check Out/In?

A: Check Out/In is a feature used to ensure multiple users are not working on the same task. You must check out a queue before you can process that queue. A good analogy is checking out a book from the library. Once you find a book (queue) in the library (*e*Grants) you want, you check it out. Nobody can take that book (queue) while you have it checked out. When you are finished, you check in the book (queue) at the library (*e*Grants). The only difference between the library and *e*Grants is that other *e*Grants users with appropriate privileges can view the queue while you have it checked out. In addition, a user with the Grants Administrator role can check in a queue for you as necessary.

Q: How do I Check Out/In a queue?

A: Click the Check Out box in the Select column next to the Grant/Subgrant that you want to work on and then click the Check In/Out Button. When you have checked out an application, you may click the appropriate link in the Queue column to work on it. If you do not check out an application before you click the link in the Queue column, you will be able to view the queue as read-only.

Q: What can I do if another user has checked out an application and is unavailable to perform the review due to travel or extended leave?

A: A user with the Grants Administrator role can use the Check In Tool to check in a queue checked out by another user. The Check In Tool is available under myGrants and it shows all queues that are currently checked out. The Grants Administrator has the authority to check in any of the queues listed which allows other users to check them out.

Q: Does a workflow queue ever get automatically checked back in?

A: Queues are automatically checked in after successfully forwarding. This automatic check in is done because you are done with the queue since you've passed all validation and forwarded to the next queue. Automatic check ins are not done when requesting revisions or rework because the work will be returned to you (i.e., in your Inbox and checked out by you).

Q: What is the difference between Revise and Rework?

A: Revise is used to send an item (Grant, Subgrant, or Quarterly Report) back to the Grant Applicant for revision. Rework is used to send an item (Grant, Subgrant, Award Package, or Quarterly Report) back to an internal user in a previous queue for another review. Basically, Revise is used between FEMA and the Grant Applicant; Rework is used between FEMA personnel.

Q: How do I delete an application?

A: Once submitted to FEMA, applications cannot be deleted, as they are considered official records and must be handled in accordance with the record retention policy. However, it the Grant Applicant would like to withdraw the application, it can be removed from further processing in the Internal system so that it will not remain pending review in the Inbox. To remove an application from further processing, it must be either disapproved in a workflow queue that will halt further processing or removed from further review by a HQ user.

Q: There is an error in a review queue that was processed. What can I do to correct it?

A: If an error was made in a review queue, and it was forwarded, there are several options to correct the error depending on the situation.

The Initial Review queue can be Reset by a user with HQ PDM or FMA Coordinator role if it was approved with errors. Reset returns the application to the Inbox to allow the queue to be processed again. If the Initial Review queue was disapproved, it can also be Restored by a HQ Coordinator. Restore returns the application to the queue in which it was disapproved for reprocessing.

The Cost Review, Cost Effectiveness Review and Planning Review queues can be Reworked for FMA, FRC, SRL and LPDM from the Pre-Award Review queue. Rework returns the application to the Inbox to allow the queue to be processed again.

For PDMC, Cost Review, Cost Effectiveness Review and Planning Review queues can be Reset or Restored by a user with HQ PDM or FMA Coordinator role.

Q: How do I search for an application?

A: The Search function allows you to search for Grants/Subgrants/Awards/Quarterly Reports.

- Click the Search tab at the top left of any screen;
- Select the type of search from the sidebar menu;
- Enter your search criteria:
- Click the search button.

Any data matching your search criteria will be displayed. You can export the results if desired.