

# HRSA ELECTRONIC SUBMISSION USER GUIDE

## INSTRUCTIONS ON HOW APPLICANTS AND GRANTEES REGISTER AND APPLY THROUGH GRANTS.GOV AND THE HRSA ELECTRONIC HANDBOOKS

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## 1. Introduction

### 1.1. Document Purpose and Scope

The purpose of this document is to provide detailed instructions to help applicants and grantees submit new competing, competing continuation, and competing supplements applications electronically to HRSA through Grants.gov (and HRSA EHBs, when applicable). All applicants must submit in this manner. This document is intended to be the comprehensive source of information related to the electronic grant submission processes and will be updated periodically. This document does not replace program guidance provided in funding opportunity announcements.

 NOTE: To view, complete and submit an application package, you will need to download the compatible version of Adobe Reader software. All applicants must use the Adobe Reader version 8.1.1 or later version to successfully submit an application.

### 1.2. Document Organization and Version Control

This document contains the following seven sections:

Section		Description
1.	Introduction	Describes the document's purpose and scope.
2.	Process Overview - New Competing Application Through Grants.gov (no verification required within HRSA EHBs)  - New Competing, Competing Continuation, and Competing Supplement Applications (submitted using both Grants.gov and HRSA EHBs; with HRSA EHBs Verification)	Provides detailed instructions to applicant organizations and institutions submitting a new competing application using Grants.gov that does <b>not</b> require HRSA EHBs verification.  Provides detailed instructions for those grantees submitting new competing, competing continuation, and competing supplement applications through Grants.gov and HRSA EHBs that <b>require</b> HRSA EHBs verification.
3.	Registering and Applying through Grants.gov	Provides detailed instructions to enable applicants/grantees to register and apply electronically using Grants.gov in the submission of grant applications.
4.	Validating and/or Completing an Application in the HRSA Electronic Handbooks	Provides detailed instructions and important guidance on registering an individual and/or organization, verifying the status of applications, validating grants.gov application in EHB, managing access to the application, checking and correcting validation errors, completing and submitting the application.
5.	General Instructions for Application Submission	Provides instructions and important policy guidance regarding application format requirements and submission.
6.	Customer Support Information	Provides contact information to address technical and programmatic questions.
7.	Frequently Asked Questions (FAQs)	Provides answers to frequently asked questions by various categories.

## 2. Process Overview

### 2.1 New Competing Applications (Entire Submission Through Grants.gov; No Verification Required Within HRSA EHBs)

**NOTE:** Use the funding opportunity announcement to determine if verification in HRSA EHBs is required. If verification is required, you should refer to Section 2.2. If verification is not required, continue reading this section.

Following is the process for submitting a new competing application through Grants.gov:

1. HRSA will post all new competing funding opportunity announcements on Grants.gov (<http://www.grants.gov>).
2. Once the funding opportunity announcement is available, applicants should search for it in Grants.gov under *Find Grant Opportunities* ([http://www.grants.gov/applicants/find\\_grant\\_opportunities.jsp](http://www.grants.gov/applicants/find_grant_opportunities.jsp)) or *Apply for Grants* (<http://www.grants.gov/Apply>).
3. Download the application package and instructions from Grants.gov. The funding opportunity announcement is also part of the instructions that must be downloaded.
4. Save a copy of the application package on your computer and complete all the forms based on the instructions provided in the funding opportunity announcement.
5. Submit the application package through Grants.gov (requires registration).
6. Track the status of your submitted application using *Track My Status* at Grants.gov until you receive email notifications that your application has been received and validated by Grants.gov and received by HRSA.

### 2.2 New Competing, Competing Continuation, and Competing Supplement Applications (Submitted Using Both Grants.gov and HRSA EHBs; Verification Required Within HRSA EHBs)

**NOTE:** You should review the funding opportunity announcement to determine if verification in HRSA EHBs is required. If verification is NOT required, you should refer to Section 2.1 above. If verification is required, continue reading this section.

Following is the process for submitting a competitive application through Grants.gov with verification required within HRSA EHBs:

1. HRSA will post all competing continuation and competing supplemental funding opportunity announcements on Grants.gov (<http://grants.gov/search>). Announcements are typically posted at the beginning of the fiscal year, however, they are not generally available until later. New competing applications that require verification within EHBs are posted throughout the year. For more information, visit <http://www.hrsa.gov/grants>.
2. When a funding opportunity announcement becomes available, applicants should search for the announcement in Grants.gov under *Apply for Grants* (<http://www.grants.gov/Apply>). Since eligibility for competing continuation and competing supplemental funding is limited to current grantees, those announcements will not appear in Grants.gov under *Find Grant Opportunities*.
3. Download the application package and instructions from Grants.gov. The funding opportunity announcement is also part of the instructions that must be downloaded. Note the Announcement Number as it will be required later in the process.
4. Save a copy of the application package on your computer and complete all the standard forms based on the instructions provided in the funding opportunity announcement.
5. Submit the application package through Grants.gov (requires registration). Note the Grants.gov Tracking Number as it will be required later in the process.

6. Track the status of your submitted application using *Track My Status* at Grants.gov until you receive email notifications that your application has been received and validated by Grants.gov and received by HRSA.
7. HRSA EHBs software pulls the application information into EHBs and validates the data.
8. HRSA notifies the Project Director (PD), Authorizing Official (AO), Business Official (BO) and application Point of Contact (POC) by email to check HRSA EHBs for results of HRSA validations and enter supplemental information required to process the competing continuation or supplemental application. Note the HRSA EHBs tracking number from the email.
9. The application in HRSA EHBs is validated by a user from the grantee organization by providing three independent data elements: Announcement Number, Grants.gov Tracking Number, and HRSA EHBs Tracking Number.
10. The AO verifies the pending application in HRSA EHBs, fixes any validation errors, and makes necessary corrections. Supplemental forms are completed. AO submits the application to HRSA.

### 3. Registering and Applying Through Grants.gov

Grants.gov requires a one-time registration by the applicant organization and annual updating. **If you do not complete the registration and update it annually, you will not be able to submit an application.**

The five-step registration process must be completed by every organization wishing to apply for a HRSA grant opportunity. The process will take anywhere from five business days to one month. **Therefore, first-time applicants or those considering applying in the future should register immediately.** Registration with Grants.gov provides the representatives from the organization with the required credentials necessary to submit an application.

#### 3.1. REGISTER – Applicant/Grantee Organizations Must Register With Grants.gov (if not already registered)

If an applicant/grantee organization has already completed Grants.gov registration for HRSA or another Federal agency, skip to the next section.

For those applicant organizations still needing to register with Grants.gov, detailed registration information can be found on Grants.gov under *Get Registered* ([http://www.grants.gov/applicants/get\\_registered.jsp](http://www.grants.gov/applicants/get_registered.jsp)). These instructions will walk you through the following five basic registration steps:

##### **Step 1: Obtain a Data Universal Number System (DUNS) Number**

A DUNS number is a unique number that identifies an organization. It has been adopted by the Federal government to help track how Federal grant money is distributed. Ask your grant administrator or chief financial officer to provide your organization's DUNS Number. If your organization does not have a DUNS Number, you may request one online at <http://fedgov.dnb.com/webform> or call the Dun & Bradstreet hotline at 1-800-705-5711 (for the US and US Virgin Islands) or 1-800-234-3867 (for Puerto Rico) to receive one free of charge. Once you have completed the registration, your DUNS Number will be available the same day. Note: A missing or incorrect DUNS number is the primary reason for applications being "Rejected for Errors" by Grants.gov.

##### **Step 2: Register with the Central Contractor Registration (CCR)**

The CCR is the central government repository for organizations working with the Federal government. Check to see if your organization is already registered at the CCR Web site. If your organization is not registered, identify the primary contact who should register your organization. Visit the CCR Web site at <http://www.ccr.gov> to register online or call 1-888-227-2423 to register by phone. CCR Registration must be renewed annually. Before registering, applicants and recipients should review the Central Contractor Registration user guide at <https://www.bpn.gov/ccr/doc/UserAccount.pdf>. If after having registered in

CCR, you experience any registration problems, you can get help from the Federal Service Desk at <https://www.fsd.gov>.

You must designate the organization's E-Business Point of Contact (E-BIZ POC) who will create the organization's CCR Marketing Partner ID Number (MPIN) password. The E-BIZ POC will use the MPIN to designate Authorized Organization Representatives (AORs) through Grants.gov. The CCR Registration must become active before you can proceed to step 3.

### Step 3: Creating a Username & Password

- To submit a grant application on behalf of an organization, you must be registered as an AOR.
- AORs must create a short profile and obtain a username and password from the Grants.gov Credential Provider.
- AORs will only be authorized for the DUNS number registered in the Grants.gov profile.

### Step 4: AOR Authorization

- The E-Business POC uses the DUNS number and MPIN to authorize your AOR status.
- Only the E-BIZ POC may authorize AORs.

### Step 5: Track AOR Status

- Using your username and password from Step 3, go to Grants.gov under *Applicant Login* to check your AOR status at <https://apply07.grants.gov/apply/loginhome.jsp>.

Allow for extra time if an applicant does not have a Tax Identification Number (TIN) or Employer Identification Number (EIN). The CCR validates the EIN against Internal Revenue Service records, a step that will take an additional one to five business days.

Additional assistance with the registration process is available at Grants.gov at [http://www.grants.gov/applicants/get\\_registered.jsp](http://www.grants.gov/applicants/get_registered.jsp). A variety of support options is available through the online Help feature, including Context-Sensitive Help, Online Tutorials, FAQs, Training Demonstrations, User Guides (<http://www.grants.gov/assets/ApplicantUserGuide.pdf>), and Quick Reference Guides.

Please direct questions regarding Grants.gov registration to the Grants.gov Call Center at: 1-800-518-4726. Call Center hours of operation are 24 hours a day, 7 days a week, excluding Federal holidays.

 **NOTE:** It is highly recommended that this registration process is completed at least two weeks prior to the submittal date of your organization's first Grants.gov submission.

## 3.2. APPLY - Apply through Grants.gov

Grants.gov includes a simple, unified application process to enable applicants to apply for grants online. The information applicants need to understand and execute the steps can be found at Grants.gov under the *For Applicants* section under *Apply for Grants* ([http://www.grants.gov/applicants/apply\\_for\\_grants.jsp](http://www.grants.gov/applicants/apply_for_grants.jsp)). Step 2, Complete the Grant Application Package, includes a narrated online tutorial on how to complete a grant application package using Adobe. The site also contains an *Applicant User Guide* at <http://www.grants.gov/assets/ApplicantUserGuide.pdf>.

### 3.2.1. Find Funding Opportunity

If you are submitting a new competing application, search for the announcement in Grants.gov under *Find Grant Opportunities* ([http://www.grants.gov/applicants/find\\_grant\\_opportunities.jsp](http://www.grants.gov/applicants/find_grant_opportunities.jsp)) and select the announcement for which you wish to apply. Refer to the funding opportunity announcement for eligibility criteria.

 NOTE: All new competing announcements should be available in Grants.gov FIND! When funding opportunities are released, announcements are made available in Grants.gov APPLY.

If you are submitting a competing continuation or competing supplement application, search for the announcement under *Apply For Grants* (<http://www.grants.gov/Apply>). Enter the announcement number provided in the field, Funding Opportunity Number. (Example announcement number: HRSA-11-025)

 NOTE: Announcements with restricted eligibility are not available under the Find Grant Opportunities function in Grants.gov.

### 3.2.2. Download Application Package

Download the application package and instructions. Application packages are posted in Adobe Reader format. To ensure that you can view the application package and instructions, you should download and install the Adobe Reader application.

For more information on using Adobe Reader, refer to Section 7.1.2.

 NOTE: Please review the system requirements for Adobe Reader at [http://www.grants.gov/help/download\\_software.jsp](http://www.grants.gov/help/download_software.jsp).

### 3.2.3. Complete the Grant Application Package

Complete the application using both the built-in instructions and the instructions provided in the funding opportunity announcement. Ensure that you save a copy of the application on your computer. For assistance with program related questions, please contact the program officer listed on the funding opportunity announcement.

 NOTE: Competing continuations and competing supplements should provide their 10-digit grant number (box 4b from NGA) in the Federal Award Identifier field (box 5b in SF424 or box 4 in SF424 R&R). **You may complete the application offline – you are not required to be connected to the Internet.**

### 3.2.4. Submit Application

Once you have downloaded the application package, completed all required forms, and attached all required documents—click the “Check Package for Errors” button and make any necessary corrections.

- In Adobe Reader, click on the “Save and Submit” button when you have done all of the above and are ready to send your completed application to Grants.gov.

Review the provided application summary to confirm that the application will be submitted to the program for which you wish to apply. To submit, **the AOR** must login to Grants.gov and enter their username and password. Note: the same DUNS number, AOR username, and password must be used to complete and submit your application. Once you have logged in, your application package will automatically be uploaded to Grants.gov. A confirmation screen will appear once the upload is complete. Note that a Grants.gov Tracking Number will be provided on this screen (GRANTXXXXX). Please record this number so that you may refer to it for all subsequent help.

Please direct questions regarding application submission to the Grants.gov Call Center at: 1-800-518-4726. Call Center hours of operation are 24 hours a day, 7 days a week, excluding Federal holidays.

 NOTE: The AOR must be connected to the Internet and must have a Grants.gov username and password tied to the correct DUNS number in order to submit the application package.

### 3.2.5. Verify Status of Application in Grants.gov

Once Grants.gov has received your submission, Grants.gov will send email messages to the PD, AO, and the POC listed in the application advising of the progress of the application through the system. You should receive up to four emails. The first will confirm receipt of your application by the Grants.gov system (“Received”), and the second will indicate that the application has either been successfully validated (“Validated”) by the system prior to transmission to the grantor agency or has been rejected due to errors (“Rejected with Errors”). An application for HRSA funding must be both received and validated by Grants.gov by the application deadline.

If your application has been rejected due to an error, you must correct the application and resubmit it to Grants.gov before the closing date. If you are unable to resubmit because the opportunity has since closed, you must **contact the Director of the Division of Grants Policy at HRSA** within five (5) business days from the closing date, via email at [DGPWaivers@hrsa.gov](mailto:DGPWaivers@hrsa.gov) and provide a detailed explanation. Your email must include the HRSA Announcement Number, the name, address, and telephone number of your organization, and the name and telephone number of the project director, as well as the Grants.gov Tracking Number (GRANTXXXXXX) assigned to your submission, along with a copy of the “Rejected with Errors” notification you received from Grants.gov. HRSA is very strict in adhering to application deadlines and electronic submission requirements. Extensions for competitive funding opportunities are only granted in the rare event of a natural disaster or validated technical system problem on the side of either Grants.gov or the HRSA EHBS that prevented a timely application submission.

You can check the status of your application(s) anytime after submission by logging into Grants.gov and clicking on the *Track My Application* link on the left side of the page. This link will also be included in the confirmation email that you receive from Grants.gov.

If there are no errors, the application will be downloaded by HRSA. Upon successful download to HRSA, the status of the application will change to “Received by Agency” and the contacts listed in the application will receive a third email from Grants.gov. Once your application is received by HRSA, it will be processed to ensure that the application is submitted for the correct funding announcement, with the correct grant number (if applicable), and applicant/grantee organization. Upon this processing, which is expected to take up to two to three business days, HRSA will assign a unique tracking number to your application. This tracking number will be posted to Grants.gov and the status of your application will be changed to “Agency Tracking Number Assigned.” You will receive the fourth email in which Grants.gov will provide the Agency Tracking Number. Note the HRSA tracking number and use it for all correspondence with HRSA.

## 4. Validating and/or Completing an Application in the HRSA Electronic Handbooks (EHBs)

For assistance with registering, verifying data, validating information, or using HRSA EHBs, contact the HRSA Call Center at 1-877-464-4772 between 9:00 a.m. to 5:30 p.m. ET or email [callcenter@hrsa.gov](mailto:callcenter@hrsa.gov).

### 4.1. Register - Project Director and Authorizing Official Must Register with HRSA EHBs (if not already registered)

To access a competitive continuation or a competitive supplement in HRSA EHBs, existing grantee organizations must register within the EHBs. The purpose of the registration process is to collect consistent information from all users and allow for the unique identification of each system user.

- **Registration within HRSA EHBs is required only once for each user.**
- **HRSA EHBs now allow a single username to be associated with more than one organization.**

Registration within HRSA EHBs is a two-step process. In the first step, individual users from an organization who participate in the grants process must create **individual** system accounts. In the second step, the users must associate themselves with the appropriate grantee organization. **To find your organization's record, use the 10-digit grant number from the Notice of Grant Award (NGA) belonging to your grant.** For all existing grantee organization records are already in EHBs, there is no need to create a new one.

To complete the registration quickly and efficiently, you need the following information readily available:

1. Identify your role in the grants management process. HRSA EHBs offer the following three functional roles for individuals from applicant/grantee organizations:
  - Authorizing Official (AO),
  - Business Official (BO), and
  - Other Employee (for Project Directors, assistant staff, AO designees and others).

For more information on functional responsibilities, refer to the HRSA EHBs online help.

2. Locate the 10-digit grant number from the latest NGA belonging to your grant (Box 4b on the NGA). You must use this number to find your organization during registration. All individuals from the organization working on the grant must use the same grant number to ensure correct registration.

To access a competitive continuation or a competitive supplement application, the Project Director and other participants must register the specific grant and add it to their respective portfolios. This step is required to ensure that only authorized individuals from the organization have access to grant data. **Project Directors will need the latest Notice of Grant Award (NGA) to complete this additional step. This is a one-time requirement.**

The Project Director must give the necessary privileges to the AO and other individuals who will assist in the submission of grant applications using the administer feature in the grant handbook. The Project Director should also delegate the "Administer Grant Users" privilege to the AO.

Once you have access to your grant handbook, use the appropriate link under the deliverables section to access your application.

Note that registration with HRSA EHBs is independent of Grants.gov registration.

For assistance in registering with HRSA EHBs, call the HRSA Call Center at 1-877-464-4772 between 9:00 am to 5:30 p.m. ET or email [callcenter@hrsa.gov](mailto:callcenter@hrsa.gov).

**IMPORTANT:** You must use your HRSA EHBs Tracking Number or your 10-digit grant number (box 4b from NGA) to identify your organization.

## 4.2. Verify Status of Application

HRSA will send an email to the PD, AO, POC, and the BO (listed on the submitted application) to confirm that the application was successfully received. The PD listed on the most recent NGA, if different from the PD listed on the application, will also receive an email notification. Therefore, it is important to ensure that email addresses are correct.

**NOTE:** Grantees should check HRSA EHBs within two to three business days from submission within Grants.gov for availability of your application.

### 4.3. Validate Grants.gov Application in the HRSA EHBs

The HRSA EHBs include a validation process to ensure that only authorized individuals from an organization are able to access the organization’s competing applications. The first user who seeks access to any competing application will need to provide the following information:

Data Element	Source	Example
Announcement Number	From submitted Grants.gov application	HRSA-11-061 or 11-061
Grants.gov Tracking Number	From submitted Grants.gov application	GRANT00059900
HRSA EHBs Application Tracking Number	From email notification sent to PD, AO, BO, and POC listed on application.	25328

Note that the source of each data element is different and knowledge of the three numbers together is considered sufficient to provide that individual access to the application.

To validate the grants.gov application, log in to the EHBs and click on the *View Applications* link and then click on the *Add Grants.Gov Application* link. (This is only visible for grant applications that require supplemental forms.)

You will now need to complete a form using the numbers specified in the table above to validate your grants.gov application.

 NOTE: The first individual who completes this step should use the “Peer Access” feature to share the application with other individuals from the organization. It is recommended that the AO complete this step.

### 4.4. Manage Access to the Application

You must be registered in HRSA EHBs to access the application. To ensure that only authorized individuals from the organization gain access to the application, you must follow the process described earlier.

The Project Director (PD), using the Administer Users feature in the grant handbook, must give the necessary privileges to the AO and other individuals who will assist in the submission of applications. Project Directors must also delegate the “Administer Grant Users” privilege to the AO so that future administration can be managed by the AO.

The individual who validated the application must use the “Peer Access” feature to share this application with other individuals from the organization. This is required if you wish to allow multiple individuals to work on the application in HRSA EHBs.

Once you have access to your grant handbook, use the appropriate link under the deliverables section to access your grant application.

### 4.5. Check Validation Errors

HRSA EHBs will validate the application received through Grants.gov. All validation errors are recorded and displayed to the applicant. To view the validation errors use the *Grants.gov Data Validation Comments* link on the application status page in HRSA EHBs.

## 4.6. Fix Errors and Complete Application

Applicants must review the errors in HRSA EHBs and make necessary corrections. If noted in the funding opportunity announcement, applicants must also complete the detailed budget and other required forms in HRSA EHBs and assign an AO who must be a registered user in the HRSA EHBs. HRSA EHBs will show the status of each form in the application package and the status of all forms must be “Complete” in the summary page before the HRSA EHBs will allow the application to be submitted.

## 4.7. Submit Application in HRSA EHBs

**4.7.1. New Competing, Competing Continuation, and Competing Supplement Applications Submitted Using Both Grants.gov and HRSA EHBs** - After the Grants.gov application is pulled into EHBs and validated, the AO verifies the pending application in HRSA EHBs, fixes any validation errors, and makes necessary corrections. Supplemental forms are completed. The application must then be submitted by the AO assigned to the application within HRSA EHBs. (The designee of the AO can also submit the application.) The completed application must be submitted to HRSA by the due dates listed within the funding opportunity announcement.

 **NOTE:** You must submit the application by the due date listed within the funding opportunity announcement. There are two deadlines within the guidance – one for submission within Grants.gov and the second for submission within HRSA EHBs.

**Performance Measures for All Competitive Applications** - Many HRSA funding opportunity announcements include specific data forms and require performance measure reporting. If the completion of performance measure information is indicated in this guidance, successful applicants receiving grant funds will be required, within 30 days of the Notice of Grant Award (NGA) to register in HRSA’s Electronic Handbooks (EHBs) and electronically complete the program specific data forms that appear in this guidance. This requires the provision of budget breakdowns in the financial forms based on the grant award amount, the project abstract and other grant summary data, and objectives for the performance measures.

## 5. General Instructions for Application Submission

The following guidelines are applicable to all submissions unless otherwise noted. Failure to follow the instructions may make your application non-compliant. Non-compliant applications will not be given any consideration and the particular applicants will be notified. It is mandatory to follow the instructions provided in this section to ensure that your application can be printed efficiently and consistently for review.

### 5.1. Narrative Attachment Guidelines

#### 5.1.1. Font

Please use an easily readable font, such as Times Roman, Arial, Courier, or CG Times. The text and table portions of the application must be submitted in not less than a 12- point font and 1.0 line spacing. Applications not adhering to 12-point font requirements may be returned. For charts, graphs, footnotes, and budget tables, applicants may use a different pitch or size font but not less than 10 pitch or size font. It is vital that the charts are legible when scanned or reproduced.

Please do not submit organizational brochures or other promotional materials, slides, films, clips, etc.

### 5.1.2. Paper Size and Margins

For duplication and scanning purposes, please ensure that the application can be printed on 8 ½” x 11” white paper. Margins must be at least one (1) inch at the top, bottom, left and right of the paper. Please left-align text.

### 5.1.3. Names

Include the name of the applicant and 10-digit grant number (if competing continuation or competing supplement) on each page.

### 5.1.4. Section Headings

Put all section headings flush left in bold type.

### 5.1.5. Page Numbering

Do not number the standard OMB approved forms. Number each attachment page sequentially. Reset the numbering for each attachment. (Treat each attachment/document as a separate section.)

### 5.1.6. Allowable Attachment or Document Types

The attachment types listed below are supported in HRSA EHBs. Although grants.gov allows you to upload other types of attachments, **HRSA only accepts the following types of attachments. Files with unrecognizable extensions may not be accepted or may be corrupted, and will not be considered as part of the application.**

#### **File Attachment Types** (acceptable by HRSA)

.DOC - Microsoft Word  
.RTF - Rich Text Format  
.TXT - Text  
.WPD - Word Perfect Document  
.PDF - Adobe Portable Document Format  
.XLS - Microsoft Excel

#### **File Attachment Names**

- Limit the file attachment name to under 50 characters.
- Do not use any special characters (e.g., -, %, /, #, ) or spacing in the file name or word separation. (The exception is the underscore ( \_ ) character.)

**Your application will be rejected by Grants.gov if you use special characters or attachment names greater than 50 characters.**

## 5.2. Application Content Order (Table of Contents)

HRSA uses an automatic numbering approach to ensure uniformity of all applications when printed for objective review.

HRSA uses two standard packages from Grants.gov.

- SF 424: service delivery programs
- SF 424 R&R: research and training programs

As indicated in the funding opportunity announcement, HRSA has defined a standard order of forms. The announcement also provides applicants with explicit instructions where to upload specific documents.

### 5.3. Page Limit

When your application is printed, the narrative documents may not exceed 80 pages in length (unless specifically stated in the funding opportunity announcement). The narrative documents include the abstract, project and budget narratives, and any other attachments such as letters of support required as a part of the guidance. **This 80 page limit does not include the OMB approved forms.** Some program funding opportunity announcements may require submission of OMB approved program specific forms as attachments which will not be included in the 80 page limit.

Applicants must follow the instructions provided in this section and ensure that they print out all attachments on paper and count the number of pages before submission.

 NOTE: Applications that exceed the specified limits will be deemed non-compliant. Non-compliant competing applications will not be given any consideration and the particular applicants will be notified. Non-compliant noncompeting applications will have to be resubmitted in order to comply with the page limits.

## 6. Customer Support Information

### 6.1. Grants.gov Customer Support

Direct all questions regarding Grants.gov to the Grants.gov Call Center at: 1-800-518-4726. Call Center hours of operation are 24 hours a day, 7 days a week, excluding Federal holidays.

For additional support with the Grants.gov Web site, visit <http://www.grants.gov/help/help.jsp>.

### 6.2. HRSA Call Center

For assistance with HRSA EHBs, call 1-877-464-4772 between 9:00 a.m. to 5:30 p.m. ET, email [callcenter@hrsa.gov](mailto:callcenter@hrsa.gov), or select the **Help** link at <https://grants.hrsa.gov/webexternal/home.asp>.

### 6.3. HRSA Program Support

For assistance with program related questions, contact the program contact listed on the funding opportunity announcement. Do not call the program contact for technical questions related to either Grants.gov or HRSA EHBs.

## 7. FAQs

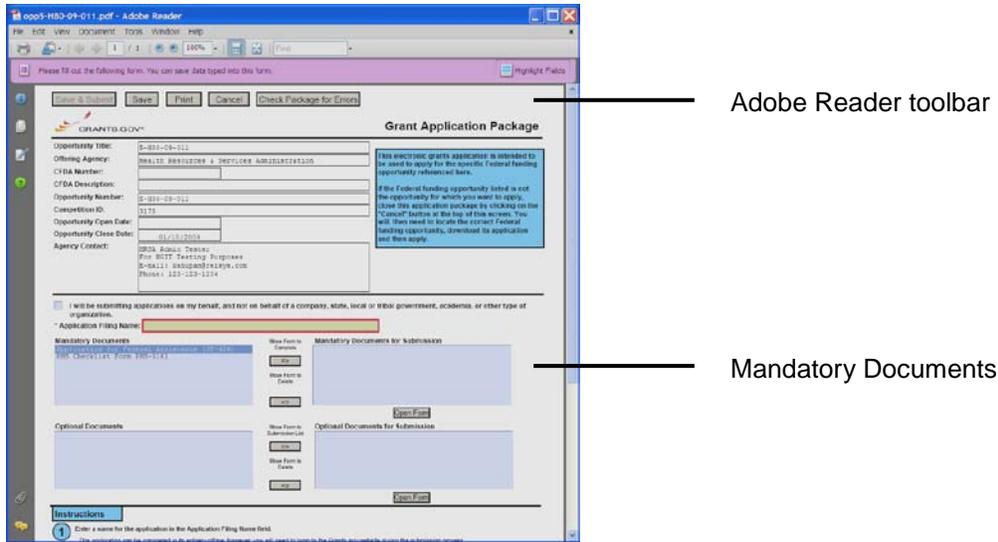
### 7.1. Software

#### 7.1.1. What are the software requirements for using Grants.gov?

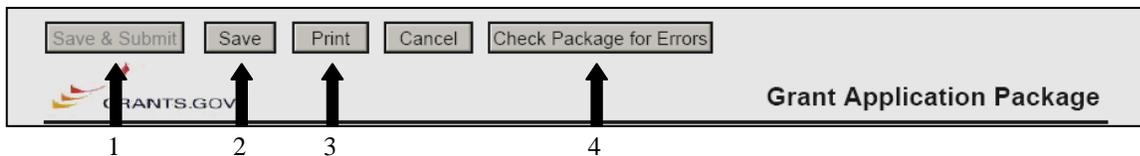
Applicants will need to download Adobe Reader. For information on Adobe Reader, go to [http://www.grants.gov/help/download\\_software.jsp#adobe811](http://www.grants.gov/help/download_software.jsp#adobe811).

#### 7.1.2. Adobe Reader

The Adobe Reader screen is shown in Figure 1 below.



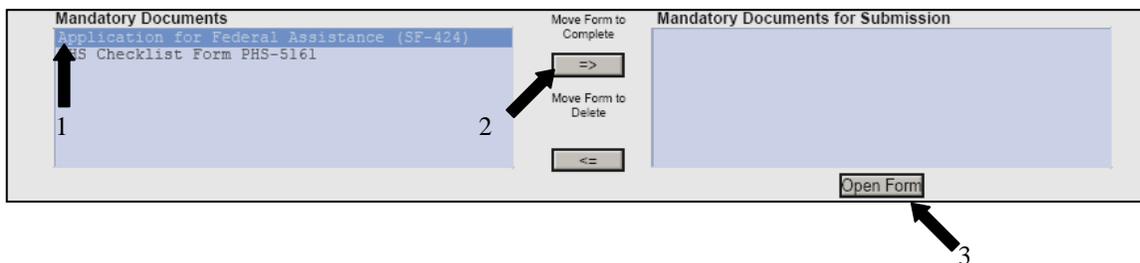
**Figure 1: Adobe Reader Screen**



**Figure 2: The Adobe Reader Toolbar**

1. Submit – Click to submit the application package to Grants.gov. (This is not available until all mandatory documents have been completed and the application has been saved.)
2. Save – Click to save the application package to your local computer.
3. Print – Click to print the application package.
4. Check Package for Errors – Click prior to submitting the application package to ensure there are no errors.

Documents that you must include in your application package are listed under Mandatory Documents. Refer to Figure 3 below.

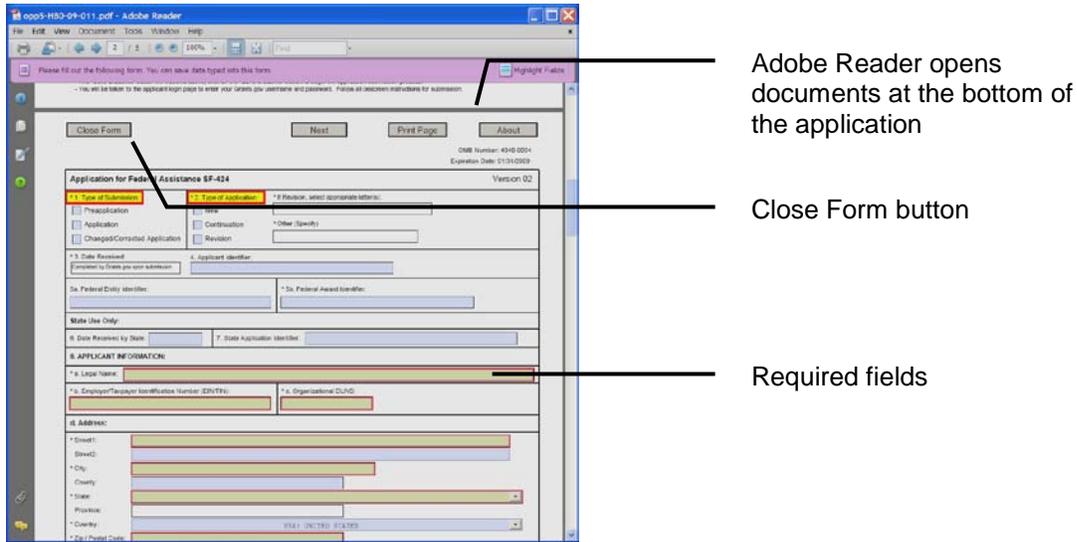


**Figure 3: Working with Mandatory Documents (Adobe Reader)**

1. Under Mandatory Documents, select the document you want to work on.
2. Click on the *Move Form to Complete* button.

3. Select the document under Mandatory Documents for Submission and click on the *Open Form* button. (Note: depending on your version of Adobe Reader, the forms may open automatically when you click on the document name.)

When you open a document for viewing or editing, Adobe Reader opens the document at the bottom of the main application page. Refer to Figure 4 below.



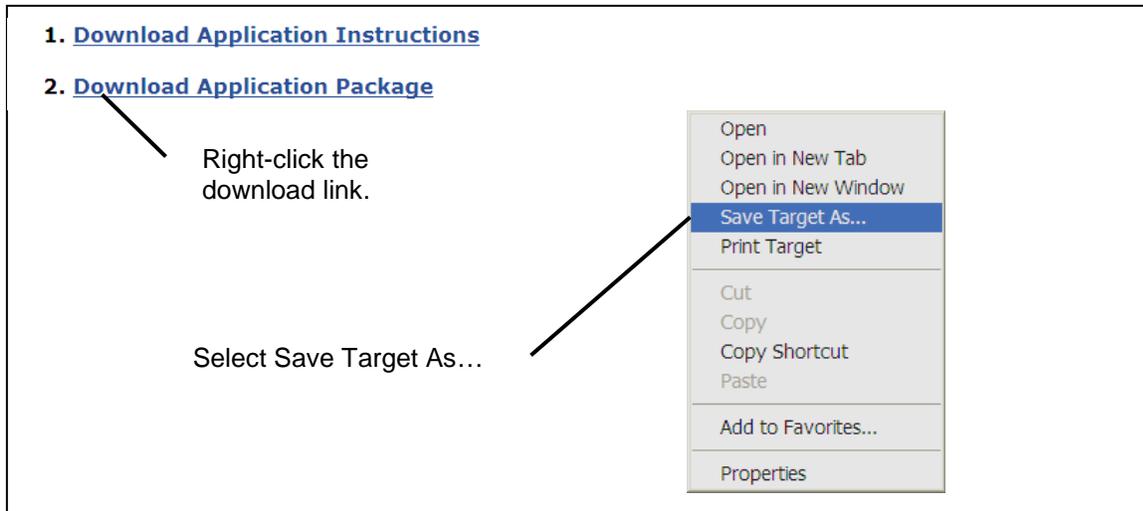
**Figure 4: An Open Form in Adobe Reader**

Note that the buttons are attached to the top of the page and move with the page. Click on the *Close Form* button to save and close the form.

**Special Note: Working with Earlier Versions of Adobe Reader**

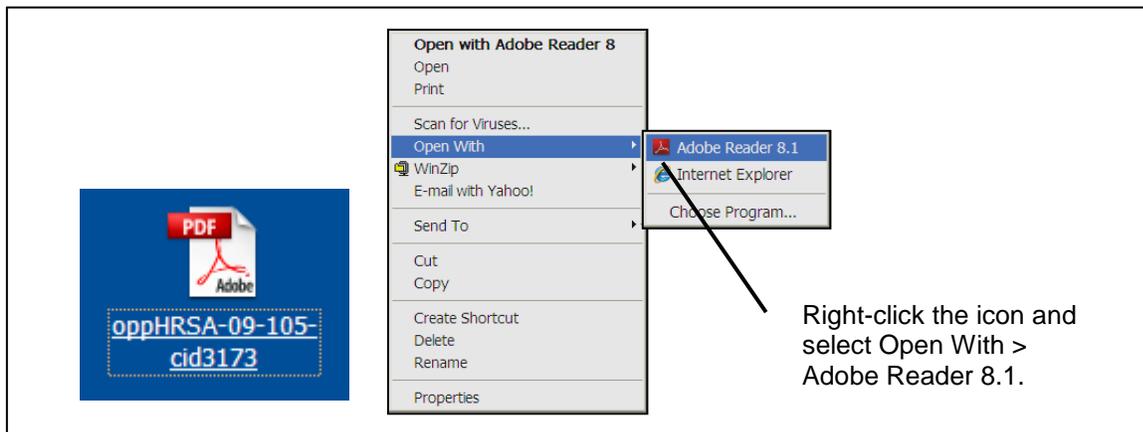
It is highly recommended that you remove all earlier versions of Adobe Reader prior to installing the latest version of Adobe Reader. Do this by using *Add or Remove Programs* from the Control Panel in Windows.

If you need to keep older versions of Adobe Reader on your computer, you should be aware that the program will unsuccessfully attempt to open application packages with the earlier, incompatible version. Use the following workaround to avoid this problem.



**Figure 5: Downloading from Grants.gov**

1. From the Grants.gov download page, right-click on the *Download Application Package* link and select **Save Target As...** from the menu.
2. Save the target on your computer (preferably to the Desktop) as an Adobe Acrobat Document.



**Figure 6: Selecting Open with Adobe Reader**

3. Right-click the icon.
4. Select *Open With > Adobe Reader 8.1* from the menu.

### 7.1.3 Can I download Adobe Reader onto my computer?

There are software applications that allow you to successfully navigate the Grants.gov pages and complete your application. These applications can be found at: [http://www.grants.gov/help/download\\_software.jsp#811#adobe811](http://www.grants.gov/help/download_software.jsp#811#adobe811). However, depending on your organization's computer network and security protocols you may **not** have the necessary permissions to download software onto your workstation. Contact your IT department or system administrator to download the software for you or give you access to this function.

### 7.1.4. Is Grants.gov Macintosh compatible?

Yes, visit [http://www.grants.gov/help/general\\_faqs.jsp](http://www.grants.gov/help/general_faqs.jsp).

### 7.1.5. What are the software requirements for HRSA EHBs?

HRSA EHBs can be accessed over the Internet using Internet Explorer (IE) v5.0 and above and Netscape 4.72 and above. IE 6.0 and above is the recommended browser. HRSA EHBs are 508 compliant.

HRSA EHBs use pop-up screens to allow users to view or work on multiple screens. Make sure that your browser settings allow for pop-ups. In addition, to view attachments such as Word and PDF, you will need the appropriate viewers.

### 7.1.6. What are the system requirements for using HRSA EHBs on a Macintosh computer?

Mac users are requested to download the latest version of Netscape for their OS version. It is recommended that Safari v1.2.4 and above or Netscape v7.2 and above be used.

Note that Internet Explorer (IE) for Mac has known issues with SSL and Microsoft is no longer supporting IE for Mac. HRSA EHBs do not work on IE for Mac.

## 7.2. Application Receipt

### 7.2.1. When do I need to submit my application?

Applications must be submitted to Grants.gov by 8:00 p.m. ET on the due date. An application for HRSA funding must be both received and validated by Grants.gov by the application deadline.

For applications that require verification in HRSA EHBs, refer to the funding opportunity announcement. Verification must be completed and applications submitted in HRSA EHBs by 5:00 p.m. ET on the due date found in the guidance. This supplemental due date is different from the Grants.gov due date.

### 7.2.2. What is the receipt date (the date the application is electronically received by Grants.gov or the date the data is received by HRSA)?

The submission/receipt date is the date the application is electronically received by Grants.gov. An application for HRSA funding must be both received and validated by Grants.gov by the application deadline.

For applications that require verification in HRSA EHBs (refer to the funding opportunity announcement), the submission/receipt date will be the date the application is submitted in HRSA EHBs.

### 7.2.3. Once my application is submitted, how can I track my application and what emails can I expect from Grants.gov and HRSA?

You can check the status of your application(s) anytime after submission by logging into Grants.gov and clicking on the *Track My Application* link on the left side of the page. This link will also be included in the confirmation email that you receive from Grants.gov.

When you submit your competing application in Grants.gov, it is first received and then validated by Grants.gov. Typically, this takes a few hours but it may take up to 48 hours during peak volumes. You should receive four emails from Grants.gov.

The first will confirm receipt of your application by the Grants.gov system ("Received"). The second will indicate that the application has either been successfully validated ("Validated") by the system prior to transmission to the grantor agency or has been rejected due to errors ("Rejected with Errors"). An application for HRSA funding must be both received and validated by Grants.gov by the application deadline.

Subsequently, the application will be downloaded by HRSA within minutes of successful validation of your application by Grants.gov. The status of the application will then change to “Received by Agency” after successful validation and you will receive a third email from Grants.gov.

HRSA will process the application to ensure that it has been submitted for the correct funding announcement, along with the correct grant number (if applicable) and grantee/applicant organization. This may take up to three business days. HRSA will assign a unique tracking number to your application which will be posted to Grants.gov. The status of your application will then be changed to “Agency Tracking Number Assigned” and you will receive a fourth email from Grants.gov.

For applications that require verification in HRSA EHBs, you will also receive an email from HRSA confirming the successful receipt of your application and asking the PD and AO to review and resubmit the application in HRSA EHBs. Please check the respective systems if you do not receive any emails within the specified timeframes.

 NOTE: Refer to FAQ 7.2.5 below for a summary of emails.

#### 7.2.4. If a resubmission is required due to technological problems encountered using the Grants.gov system and the closing date has passed, what should I do?

You must **contact the Director of the Division of Grants Policy at HRSA**, within five (5) business days from the closing date, via email at [DGPWaivers@hrsa.gov](mailto:DGPWaivers@hrsa.gov) and provide a detailed explanation. Your email must include the HRSA Announcement Number, the name, address, and telephone number of the Organization, and the Name and telephone number of the Project Director, as well as the Grants.gov Tracking Number (GRANTXXXXXXXX) assigned to your submission, along with a copy of the “Rejected with Errors” notification you received from Grants.gov. Extensions for competitive funding opportunities are only granted in the rare event of a natural disaster or validated technical system problem on the side of either Grants.gov or the HRSA Electronic Handbooks (EHBS) that prevented a timely application submission. An application for HRSA funding must be both received and validated by the application deadline.

#### 7.2.5 Can you summarize the emails received from Grants.gov and HRSA EHBs and identify who will receive the emails?

Submission Type	Subject	Timeframe	Sent By	Recipient
Application (without verification in HRSA EHBs)	“Submission Receipt”	Within 48 hours	Grants.gov	AOR
	“Submission Validation Receipt” OR “Rejected with Errors”	Within 48 hours	Grants.gov	AOR
	“Grantor Agency Retrieval Receipt”	Within hours of second email	Grants.gov	AOR
	“Agency Tracking Number Assignment”	Within 3 business days	Grants.gov	AOR

Submission Type	Subject	Timeframe	Sent By	Recipient
Application (with verification in HRSA EHBS)	"Submission Receipt"	Within 48 hours	Grants.gov	AOR
	"Submission Validation Receipt" OR "Rejected with Errors"	Within 48 hours	Grants.gov	AOR
	"Grantor Agency Retrieval Receipt"	Within hours of second email	Grants.gov	AOR
	"Agency Tracking Number Assignment"	Within 3 business days	Grants.gov	AOR
	"Application Ready for Verification"	Within 3 business days	HRSA	AO, BO, SPOC, PD

### 7.3. Application Submission

#### 7.3.1 How can I make sure that my electronic application is presented in the correct order for objective review?

Follow the instructions provided in Section 5 to ensure that your application is presented in the correct order and is compliant with all the requirements.

### 7.4 Grants.gov

For a list of frequently asked questions and answers maintained by Grants.gov, please visit the following URL: [http://www.grants.gov/applicants/applicant\\_faq.jsp](http://www.grants.gov/applicants/applicant_faq.jsp).

Grants.gov offers several tools and numerous user guides to assist applicants that are interested in applying for grant funds. To view the many applicant resources available through grants.gov please visit the following URL: [http://www.grants.gov/applicants/app\\_help\\_reso.jsp](http://www.grants.gov/applicants/app_help_reso.jsp).