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A NEWSLETTER

MANAGING PARTNER

Fulfilling the President's Management Agenda

NEW HELP FEATURE FOR GRANTS.GOV – IPORTAL

Grants.gov now offers you even more help with finding and applying for federal grants. The self-help web portal (iPortal): https://grants-portal.psc.gov/Welcome.aspx?pt=Grants, is yet another entry point to live 24-hour assistance for Grants.gov. Visit the Grants.gov homepage or Contact Us page to access the self-help portal. This new feature includes the top 10 requested help topics, a searchable knowledge base (400 answers to common issues), self-service help ticket generation, live one-on-one help via web chat as well as alerts and important updates.

Top 10 FAQs

The top 10 FAQs offer an at-a-glance view of the top requested help topics around:

1. Finding the proper funding for your needs (on Grants.gov or via other federal websites if you are looking for personal financial assistance.);
2. Contact information for grant offering agencies;
3. Using the Advanced Search feature; obtaining small business grants;
4. Locating who within your organization is eligible to submit grant applications (Authorized Organization Representative (AOR));
5. Or getting set-up as an AOR;
6. Student aid information;
7. Reporting grant fraud;
8. CCR registration and contacting the CCR Helpdesk
9. Verifying your registration status
10. General questions about Grants.gov AOR registration

Searchable Knowledge Base

You now have direct access to the information used by the Contact Center customer service representatives (CSRs) within a searchable knowledge base available 24 hours a day/7 days a week. Here you will be able to find detailed responses to the 400 most common issues facing applicants at any given time. Solutions within the knowledge database are created and updated frequently through continuous interaction with grant applicants just like you. When applicant issues are reported to the Contact Center and solved those solutions are then stored within the searchable knowledge database for future use.

Self-Service Ticketing

Track the status of your issue resolution ticket via the portal. Tickets are generated when you create one using the "Click Here to Submit a Ticket" button (accessed by using the Contact Us link) or when you call into the Contact Center (1-800-518-4726). If your issue requires further research, the status of your request will be available here by entering your ticket number. Use the Contact Us link, if you have misplaced or do not remember your ticket number, a CSR will be able to provide further assistance.

Live Web Chat

Here you will also be able to initiate a live web chat session with a knowledgeable CSR, to quickly get answers to your questions while you work on your application. Use the Contact Us link at the top of the screen to access the live chat option.

As always, you can call the Contact Center 24 hours a day/7 days a week by dialing 1-800-518-4726.

HEALTH CARE REFORM FUNDING AND GRANTS.GOV

The Affordable Care Act signed into law on March 23, 2010, allocated $500 million for fiscal year 2010 to improve the American healthcare system and provide affordable health-care coverage to millions. On June 18, 2010 U.S. Department of Health and Human Services Secretary Kathleen Sebelius announced a new investment of $250 million to fund Prevention and Public Health initiatives.

The new investment to the Act provides funding to increase primary care residency programs ($168 million), support physician assistant primary care training ($32 million), increase the number of trained nurse practitioners ($30 million), creating new clinics led by nurse practitioners ($15 million) and state planning to expand the healthcare professional workforce ($5 million).

To find and apply for Health Care Reform funding, visit Grants.gov and use the Find feature to enter keywords, a Funding Opportunity Number (FON) or a Catalog of Federal Domestic Assistance (CFDA) number.

If you are an individual looking for health care benefits, visit the official site for Health Care Reform at http://www.healthcare.gov/, this type of personal financial assistance information is not available on Grants.gov.

RECOVERY FUNDING ON GRANTS.GOV

There are still multiple open Recovery Act Funding opportunities available on Grants.gov. Of the $787 billion of the Recovery funds, $275 billion is allocated to contracts, grants and loans. Grants awarded to date (as of June 16, 2010) is around $172

billion. To search for Recovery Act opportunities provided on Grants.gov, go to: http://www.grants.gov/recoveryact. You can also search Recovery Act funding opportunities by using the "Find Grant Opportunities" tab in the left navigation and "Search By Category." Recovery Act opportunities are identified by their opportunity titles, which are required to contain the words "Recovery Act" or the letters "RA."

As with any funding opportunity, you do not have to register to view the opportunity, but you must register in order to apply for the opportunity. If you have not registered, it is recommended you allow yourself four weeks to register in the event you experience any issues. The added time will help ensure that you can complete the process in time to meet the closing deadline of the grant opportunity.

SUBMITTING APPLICATIONS – SOFTWARE UPDATE ADOBE READER 9.3.2

Testing for Adobe Reader version 9.3.2 is complete and is compatible with Grants.gov. The compatible versions of Adobe Reader are available to download for free on the Grants.gov website on the Download Software page. For more information on Adobe Reader, please visit the updated Adobe Reader FAQ section on the site.

If you are currently using a Grants.gov compatible software version it is not necessary to update your software, however use of the latest compatible software version is recommended. Adobe Reader software updates are released when potential security vulnerabilities are identified. There are limited security risks in the usage of Adobe Reader for completion of Grants.gov application packages. To ensure your package is free of viruses, do not accept files from unknown sources.

For more information on compatible software and free downloads visit the Download Software page: http://www.grants.gov/adobe

GRANTS.GOV RESOURCES TO THE COMMUNITY

Grants.gov features a variety of resources to make finding and applying for grants easier, such as animated tutorials. Animated tutorials have been created highlighting every

aspect of the initiative. Tutorials include understanding the purpose of Grants.gov to finding grants, registration and submitting an application with step-by-step instructions. Visit the Applicant Resources page: http://www.grants.gov/animatedtutorials to view animated tutorials and find other helpful resources.

In addition to resources found on Grants.gov, webinars have been made to specifically address areas of interest for potential Grants.gov applicants. Such as the webinars created for the Maryland Governor's Grants Office and available on their website: http://grants.maryland.gov/Pages/find.aspx. These resources are offered free of charge and address:

- The Grants.gov Process for Federal Grants
- The Central Contractor Registry (CCR) Process
- The D&B D-U-N-S Number in the Federal Grant Process
- The Foundation Center: Research Private Grants
- Recession-Proof Your Grantwriting
- Tracking Where Recovery Dollars Flow
- Recovery Act Reporting Requirements

To request a complimentary Grants.gov presentation (subject to availability) on the Find and Apply process or if you have an upcoming event you would like Grants.gov to attend, fill out and email support@grants.gov with the completed Grants.gov Presentation Request Form: http://www.grants.gov/presentationrequest

WHAT'S NEW WITH GRANTS.GOV — SYSTEM ENHANCEMENTS)

The July 2010 System Build provides functionality to enhance your experience while at Grants.gov. New features such as improved Central Contractor Registration (CCR) information management via your Grants.gov profile with credential verification and checks during application submission; will help ensure that your applications are processed in the most timely manner.

Improved Information Verification (CCR) - Applicants
The E-Business Point of Contact (E-Biz POC) representing the applicant organization will now be able to verify the

information on file is current.

The user interface for the E-Biz POC profile has been updated to include "View E-Biz Profile Information", which displays the E-Biz POC Business Name, Business DUNS, email information and a link to the Central Contrator Registration (CCR) website. This feature allows the E-Biz POC to verify the information on file with CCR without leaving Grants.gov.

Improved Credential Verification - Applicants

The applicant experience will also be improved with the implementation of immediate AOR credential verification, which will alert the applicant if the credential information they have entered (login ID and password) is valid and matches what is on record at Grants.gov, prior to submission of an application package.

UPCOMING CHANGES – WHAT TO EXPECT NEXT

In order to continue providing secure e-grants data exchange between applicants and the 26 federal grant-making agencies, Grants.gov is currently assessing system security. The security assessment will evaluate current information administration in accordance with present regulation to ensure sensitive data is properly handled. Confidentiality and integrity of data exchange are critical for ensuring program continuity, compliance with regulations and protection of individual or organizational assets.

The confidentiality and integrity of data is maintained primarily by preventing unauthorized access. Protecting sensitive information begins with the system user, for this reason Grants.gov will be implementing new account handling and maintenance guidelines. The new guidelines will address applicant authentication and security controls as well as information storage and handling, and will take effect following the Security System Build tentatively scheduled for October 2010.

Upcoming Changes:

- Implement password complexity rules for all non-certificate (System to System (S2S)) accounts
- Implement 90-day password expiration policy for all non-certificate (System to System (S2S)) accounts

- Implement account lock-out procedure
- Change automatic session inactivity timeout period from 60 minutes to 15 minutes
- Enhance Forgot and Change Password options
- Enhance CCR file update process
- Implement Account Status to prevent Grants.gov accounts from being reused
- Implement Account deactivation procedures triggered by one year of account inactivity
- Identify and resolve gaps in access control and account maintenance for audit tracking and reporting
- Implement Security controls for E-Business Point of Contact (E-BIZ POC) account
- Authorized Organization Representative (AOR) applicant enhancements to enable E-BIZ POC functionality

For details on the upcoming security changes to the system, view the Security Build Overview documentation:

http://www.grants.gov/assets/SecurityBuildOverview.pdf.

HAVE GRANTS.GOV UPDATES SENT RIGHT TO YOUR INBOX

Receive updated information about critical issues, new tips for users and other time-sensitive updates as information becomes available. To sign up visit:

http://www.grants.gov/applicants/email_subscription_signup.jsp

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