

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

Q#	Question	Answer
1)	<p>I cannot submit my PR/RFR, is there something wrong with eGrants. The only option I have is to Cancel.</p> <p>Where can I find the Date Due for my PR/RFR?</p> <p>I missed the Date Due can I get an extension?</p> <p>If I missed the Date Due for my PR/RFR, what do I do?</p> <p>Do I have to submit the PR before the RFR?</p> <p>When is the last RFR due?</p>	<p>You need to check the Date Due of the PR/RFR. As per the Grant Agreement, all PR/RFRs are due 30 days from the end of the reporting period (<i>Not the end of the month</i>). General/STEP/CMV; is 30th of every month (except FEB and Final RFR). Mobilizations Date Due vary each year but are still due 30 days from end of the Post Media End Date.</p> <p>The Date Due is located on every PR/RFR under the Details Section. The Date Due is displayed in the Subgrantees My Tasks and changes Red on the Date Due.</p> <p>If the PR/RFR is not submitted by the Date Due, the option to change status to Submit is no longer available and the only option is to Cancel. It is BTS Policy to not give extensions. eGrantsHelp cannot give or request extensions. Any extensions and only under extreme circumstances must be requested by Project Manager to the BTS Section Director to approve.</p> <p>If the PR/RFR is not Submitted by Date Due, then the Subgrantee Administrator must change status to Canceled and Submit the missed PR/RFR reports / expenditures in the next available PR/RFR.</p> <p>The RFR can only be approved if the corresponding PR is submitted. The PR does not need to be submitted before the RFR, just before the Date Due.</p> <p>Note: If RFR was submitted and PR was not submitted then the RFR must be rejected by the Project Manager.</p> <p>A PR/RFR cannot be Canceled once it is Submitted, it must be Rejected by the Project Manager.</p> <p>Note: Every year. The last RFR is 45 days or Nov 14th.</p>
2)	<p>Subgrantee says they don't have the option to Submit the PR/RFR.</p>	<p>Check the Date Due. Is it past due? Can't submit if it is past due. Check to make sure user(s) are assigned to the document. If they were added to their organization and not the current documents, they will not be able to submit the document and it will not appear in their My Tasks.</p> <p>Check if user is assigned the role as Subgrantee Staff. Only Subgrantee Administrator can submit or change status. Subgrantee Staff can only save pages but cannot create or submit. If Staff, the option to change status is not available.</p> <p>Only Subgrantee Administrators can assign users to documents. Users cannot assign their self or change their own role. Subgrantee Administrators are responsible for managing their users. TxDOT Staff cannot create or add subgrantee users.</p> <p>If a User completes a New User Request in eGrants then we assign them as Subgrantee Staff. We cannot assign them as Subgrantee Administrator. Subgrantee Administrator(s) receive notification that a user has requested to be added to their organization and they are informed that they were added as Subgrantee Staff and the email contains instructions and guidance on how to change that user's role and add them to the current documents.</p> <p>eGrants doesn't auto add them to any document that were created prior to them being added to the Organization.</p> <p>Review Add/Edit User Instructions located on the eGrantsHelp webpage. It details the process of adding or editing users and</p>

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

		<p>explains step by step how Subgrantee Administrators can complete this process https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf</p> <p>Review eGrants Subgrantee User Guide https://www.txdot.gov/apps/egrants/documentation/txdot/eGrants_Subgrantee_Manual.pdf</p>
<p>3)</p>	<p>I already Submitted the PR/RFR but eGrants is now showing it has not been Submitted and the only option is to Cancel. Can you fix this?</p> <p>How do I check the current status of the PR/RFR?</p> <p>How do I view the recorded Status Changes and history of the PR/RFR?</p>	<p>If the Current Status of the PR/RFR is not “Submitted”, then it was not submitted. eGrants does not change the status of a PR/RFR after a user changes the status. eGrants records every status change by users and it is documented in each PR/RFR Status History. The PR/RFR is considered Submitted only after the status has been changed by the Subgrantee to “Submitted” and the current status of the PR/RFR displays as “Submitted”.</p> <p>Check the status of the PR/RFR by going to the PR/RFR and look under the Details Section. If the Current Status of the PR/RFR is “In Progress” then it was not submitted.</p> <p>To View Status History of the PR/RFR. On PR/RFR Menu. Click View Management Tools then Status History.</p> <p>eGrants records every PR/RFR Status change including the Status, Date/Time and User.</p> <p>If Subgrantee changed the Status to “Submitted”, it would be recorded here. If the only Status is “In Progress” then the Subgrantee never submitted the PR/RFR.</p>
<p>4)</p>	<p>The PR/RFR/Proposal/Supplemental is not appearing in My Tasks nor can I search for it when logged in, other subgrantees for the Organization can see them. What is wrong?</p> <p>I submitted my Grant/PR/RFR/etc., now it is not in My Tasks.</p>	<p>Verify user is assigned to the current Document</p> <p>If user was recently added to their organization and not the current documents, they will not be able to view/search those documents and they will not appear in their My Tasks.</p> <p>Only Subgrantee Administrators can change roles and assign users to documents. Users cannot edit their roles or assign themselves to documents.</p> <p>Review Add/Edit User Instructions located on the eGrantsHelp webpage. It details the process of adding or editing users and explains step by step how Subgrantee Administrators can complete this process https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf</p> <p>Review eGrants Subgrantee User Guide https://www.txdot.gov/apps/egrants/documentation/txdot/eGrants_Subgrantee_Manual.pdf</p> <p>Items in My Tasks are those that require action by the user and only appear in My Tasks in certain status’ (ie PR in Progress, RFR in Progress). The My Tasks section only appears when there are active documents that require a user to act. Once the user completes the action on the document then the document is removed from the My Tasks section. To view document after the action is complete, the user must use the search tabs or view Examine Related items section of the Grant.</p> <p>Note: If there are no active documents for a user then the My Tasks section will not appear on the Home page.</p>

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

5)	The forms in eGrants do not display a SAVE button. I cannot save any of the pages.	<p>Check that user was added to document.</p> <p>Go to the Document Menu then View Management Tools then Add Edit People</p> <p>If user is not on document; The subgrantee administrator will need to check and add them to any Proposals, Grants, Performance Reports and Request for Reimbursements created prior to their addition to your organization.</p> <p>Review Add/Edit User Instructions located on the eGrantsHelp webpage. It details the process of adding or editing users and explains step by step how Subgrantee Administrators can complete this process https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf</p> <p>Review eGrants Subgrantee User Guide https://www.txdot.gov/apps/egrants/documentation/txdot/eGrants_Subgrantee_Manual.pdf</p> <p>Check the status of the document. The SAVE button will only appear when the document is in the correct status. Please review appropriate instructions related to the document on the eGrantsHelp webpage https://www.txdot.gov/apps/eGrants/eGrantsHelp/index.html</p>
6)	eGrants will not allow the Subgrantee to submit PR/RFR because of Errors found?	eGrants will not allow documents to be submitted if there are <u>user errors</u> found. After a page is saved, if an error is found by eGrants an error message will be displayed that explains what the error is and how the user can correct it. All errors must be corrected before documents can be submitted. Note: The error messages are alerting the user of an error in their entries and not errors in the eGrants system itself. These errors cannot be corrected by eGrantsHelp, only the user can correct.
7)	The PR/RFR was accidentally submitted, can you please return it back?	Once a PR/RFR has been submitted eGrantsHelp cannot change the status; however, the Project Manager can return the PR/RFR back to be modified by the Subgrantee by placing it in Modification status. After Submitting a document, users have a chance to Cancel the submission (they must hit 2 buttons) so it can't be submitted by accidentally clicking the submit button.
8)	The PR/RFR was accidentally canceled, can you reset or delete the PR/RFR or put it back so I can work on it?	<p>We cannot Delete PR/RFRs. If the Date Due has not passed the Subgrantee Administrator can change the status of the PR/RFR that was Canceled back to "In Progress" and then submit before the Date Due.</p> <p>After the Date Due has passed the only option is to Cancel the PR/RFR and can no longer be submitted.</p>
9)	Budget information was entered into a budget category, but the totals are not reflected in the RFR Budget Summary?	The Subgrantee needs to resave the Budget Summary page any time they make any changes to a budget category page. This resave will force the Budget Summary page to recalculate and reflect the new numbers.
10)	When I went to save the page in eGrants it did not save the information entered and now the information is lost. Can you get it back?	There is a 15-minute time out limit in the eGrants system. This time out is reset only when you save pages or navigate within the system. It does not reset by typing entries into fields nor does it autosave. To avoid being timeout and losing data typed, please save pages often. Another tip is to complete narratives offline in programs such as Word and copy paste the info into eGrants and then save the page.

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

11)	The previous RFR was not submitted by the Date Due last month and now the new RFR lists the previous expenditures from last RFR even though I did not submit that RFR, Can you fix this?	<p>This happened because the previous RFR was not Canceled before the new RFR was created. eGrants will add the non-canceled missed RFR(s) data to the current RFR Budget Summary page amounts (Gray Section: Total and Prior Budget & Expenditures). eGrantsHelp cannot correct this, however, it will not affect the current RFRs Current Expenditures (Yellow Section) and payment of the current RFR.</p> <p>To correct. Cancel the missed RFR (even if it past due). eGrants will then correct itself in future RFRs and Budget Totals (Gray Section) will be corrected and not include the Canceled RFRs Budget totals.</p>
12)	There are no items to enter in a particular budget category on the RFR, now there are errors and RFR pages can't be deleted and the RFR cannot be submitted without entering data on that page and saving. Can this page be deleted by eGrantsHelp so I can submit the RFR?	<p>eGrants will not allow pages to be Deleted once the RFR page is saved. eGrantsHelp does not have ability to delete the pages. The workaround is to enter zero(s) and NA in the required fields and upload a blank document if required and save the page to get rid of the errors and allow RFR to be submitted. This will not affect the accuracy of budget of the RFR in any way.</p> <p>In the future, if there are no items to claim in a particular budget category then you should not save the page and leave blank. There is no need to enter zeros. Not all RFR Budget categories must be completed.</p>
13)	Can I enter information for the current reporting period now before the reporting period ends? Can you create my PR/RFR now so I can enter?	The PR/RFR are not available until after the end of the reporting period for General/STEP/CMV and after the Post Media dates for Mobilizations. Ex. The OCT PR/RFR will be created in NOV.
14)	I am adding multiple attachments to eGrants, but it is not saving them. When I attach the second attachment, eGrants deletes the first attachment. eGrants erased all other attachments that were uploaded and saved and now only the last attachment uploaded is visible.	<p>Each Attachment page is allowed one attachment per page. A new Attachment page is not being added for each additional attachment by clicking the ADD button and creating a new blank Attachment page for the additional attachment(s). The user is saving the same page each time after uploading a new attachment; therefore, copying over the previous attachment so only the latest attachment is displayed.</p> <p>After the 2nd Attachment page is created, there will be a new drop down in upper right-hand corner that displays the new attachment names, to navigate between Attachment pages, select the attachment from drop down, then select GO.</p> <p>Users can add up to 99 attachments pages.</p>
15)	I can't upload any attachments. I keep getting a system error message.	<p>The file size of the attachment is too large. Each attachment uploaded in eGrants must be less than 4MB in file size.</p> <p>Multiple attachments cannot be uploaded at the same time.</p>
16)	I am trying to upload attachment(s), but the attachments are large file sizes over 4MB, how do they upload them into eGrants?	Attachment over the file size limit in eGrants of 4MB will need to split into multiple files each being less than 4MB in size. The first file can be uploaded. Click ADD button to create a new attachment page. Upload the second file. Repeat the ADD page process until all files are uploaded. There is a 99 Attachment page limit.
17)	I am trying to attach two documents on the attachments page.	Each Attachment page is allowed one attachment per page. You cannot add multiple attachment to each Attachment page. Add attachments by clicking the ADD button to get a new blank attachment page. Repeat for as many files as needed to attach.

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

18)	I completed a New User? request and have not received a login yet or activation notice?	The appropriate way is for the Subgrantee Administrator to add any new users to their organization following the Add/Edit User Instructions located on eGrantsHelp webpage https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf If the user filled out a New User? Form on eGrants login page, eGrantsHelp will activate the new user within 3 business days. When activated they will receive an email from eGrants that their account was activated. If the user was activated as Subgrantee Staff, then an email will be sent out to all active Subgrantee Administrators on how to update their role and add to current organization documents.
19)	Can eGrantsHelp change the roles of a user to Subgrantee Administrator please?	Management of users is the responsibility of the Subgrantee Administrator(s). Only subgrantee administrators can change users' roles from subgrantee Staff to a higher security such as subgrantee administrator or reduce their roles and deactivate user. This is our Traffic Safety policy.
20)	How do I change my password, User ID, or other contact information?	Users may change their personal information including Username, Password, email address, phone # and other contact information by logging into eGrants and clicking the Profile section. They can update and save the page. It is the user's responsibility to keep their contact information updated so that the eGrants system can contact them with system messages such as status changes and RFP information.
21)	I forgot my password; can you send me a new password?	We do not have access to passwords. If you forgot your password, you need to use the Forgot Password? feature found on the eGrants Login page. Please follow these instructions located on the eGrantsHelp webpage to get a new temp password emailed https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/ForgotPasswordInstructions.pdf Check your Spam/Junk folder if you don't receive the new temp password. Once you get the new password DO NOT copy and paste the new password into eGrants. Type the new Password into the login page. Once logged in to eGrants you can then change your password to anything you want by visiting your Profile page and updating password.
22)	How can Subgrantee/User check their User Role?	Subgrantees can check their user roles by clicking on the Organization link, Organization Members and viewing the assigned role. Users cannot change their own role. That must be done by another Subgrantee Administrator(s) The Project Manager can check any user role in eGrants by Viewing the users Organization Page and viewing the user's role. Project Manager: Click Administration, then Organizations Administration, Search for Organization name. Click the Organization then Organization Members to view all Members of the Organization and their assigned user roles.
23)	Where do I enter my Grant Delivery meeting? I don't see how to create it in eGrants.	The Grant Delivery is part of Subgrantee Monitoring Report created by the Project Manager. The Project Manager can complete Grant Delivery Meeting section of the Monitoring Report.

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

24)	I need help on a traffic safety grant. Do you have a resource(s) for me?	<p>There is an entire webpage open to the public with no log on required that contains all of Behavioral Traffic Safety resources for Grant Management, Request for Proposals and Funding Resources. It includes detailed step-by-step instructions, User Guides, FAQ, Tools and Manuals for the Subgrantee and the Project Manager to assist in managing grants.</p> <p>https://www.txdot.gov/apps/eGrants/eGrantsHelp/index.html</p>
25)	My personal information has changed, please update this for me.	<p>All personal information must be updated by the user. Users can update their personal information such as name, phone number, email, password by clicking the Profile link after they login and making needed updates and saving their Profile page.</p>
26)	The Subgrantee Administrator for their organization left, can the new Subgrantee Administrator just use the old users ID and password?	<p>No. It is against Behavioral Traffic Safety and TxDOT IT policy to use someone else’s Username or UserId even if they gave you permission. eGrants records every action including the Users action, Name, Time, and Date so for security and auditing purposes users cannot use another’s users ID even if they just change the Name associated with that ID. Each user must have their own unique ID in eGrants. Any active Subgrantee Administrator for the organization can create their Username and assign them to the grants</p> <p>Review Add/Edit User Instructions located on the eGrantsHelp webpage. It details the process of adding or editing users and explains step by step how Subgrantee Administrators can complete this process</p> <p>https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf</p> <p>Review eGrants Subgrantee User Guide</p> <p>https://www.txdot.gov/apps/egrants/documentation/txdot/eGrants_Subgrantee_Manual.pdf</p>
27)	Will you please explain to me the differences in the roles of Subgrantee Administrator and Subgrantee Staff?	<p>Subgrantee Staff can only save pages in Documents (Proposals, PR/RFR etc.). Staff cannot create or submit items such as Proposal/PR/RFR/Supplemental. Subgrantee Administrators can save pages and create and submit documents such as Proposal/PR/RFR/Supplemental.</p> <p>Review eGrants Subgrantee User Guide</p> <p>https://www.txdot.gov/apps/egrants/documentation/txdot/eGrants_Subgrantee_Manual.pdf</p>
28)	<p>A user no longer works for the organization, can you deactivate them in eGrants?</p> <p>How can they be deactivated or removed from our organization?</p>	<p>The user must be deactivated from eGrants and not just removed from the Organization (unchecked). If a user is just removed from the Organization (unchecked) the user will still have access to eGrants</p> <p>An active Subgrantee Administrator(s) will need to Deactivate the user from eGrants. Go to the Organization page, Organization Members. Click on the Users Name. On the users Profile page in the Date Inactive field enter the date the user needs to be deactivated (Note this date can be postdated). Save the Page. This Deactivates the user, and they will no longer be able to access (Login) to eGrants after this date.</p> <p>Important: For Audit and security purposes the user must be left on the Organization and deactivated using the above process and not be unchecked from the Organization. They must remain on the organization for history and audit.</p>

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

29)	Why does the grant show a status of “Grant Amendment Request in Progress”?	<p>The Subgrantee changed the status of the Grants; eGrants will not change status for them.</p> <p>This can be verified by going to Grant Menu, then View Management Tools then Status History. The Status History will show what user changed the status and when it was completed.</p> <p>The Subgrantee can cancel the Amendment Request, it will then go back to “Grant Awarded” status and not appear in their My Tasks anymore.</p>
30)	A Grant Amendment Request or Amendment was started but is no longer needed. Can you delete this request?	<p>eGrantsHelp cannot delete the request or change the status. If the Amendment is in the status of “Grant Amendment Request in Progress” subgrantee will need to change the status to “Grant Amendment Request Canceled”. If status is “Grant Amendment Request Submitted”; Project Manager will change the status to “Grant Amendment Request Denied”. If status is “Grant Amendment in Progress” The subgrantee must change status to “Grant Amendment Canceled”. If status is “Grant Amendment Submitted”, Project Manager will change status to “Grant Amendment Denied”. After these changes the status revert to “Grant Awarded”.</p>
31)	eGrantsHelp sent an email saying that the has said there is an issue with our PIN# or Mail Code that affects payment of the RFR. Can you give the correct PIN# and Mail Code to use?	<p>It is the subgrantees responsibility to provide in eGrants and maintain with Traffic Safety the correct payment information for their Organization. TxDOT personal should not be providing or entering this information into the eGrants system for subgrantees. For more information, please refer to the PIN # Instructions and tutorial on the eGrants Help webpage https://www.txdot.gov/apps/eGrants/eGrantsHelp/index.html</p> <p>If there are issues with a payment eGrantsHelp will contact the Subgrantee and Project Manager with instructions on how to resolve the issue</p>
32)	We used to receive checks can you change the payments to Direct Deposit, or can you send check to a different address than you did last month?	<p>All payments are based on the PIN# / Mail Code entered by Subgrantee on the Legal Name page of their Organization in eGrants. The method of payment (Check/Address or Direct Deposit/Banking Information) is based on how the PIN#/Mail Code is set up with TxDOT Finance and State Comptroller’s office. If Subgrantees need to change the method of payment or have a new PIN#/Mail Code they must contact eGrantsHelp to get direction on how to complete our required forms for TxDOT finance. Project Managers and Subgrantees must not contact TxDOT finance on their own and must only go thru eGrantsHelp and complete our approve forms. If there are issues with a payment eGrantsHelp will contact the Subgrantee and Project Manager with instructions on how to resolve the issue.</p>
33)	Multiple supplemental reports were created and some need to be deleted, but that option is not available in the change status area. Can you delete the supplementals?	<p>Once a supplemental has been created it cannot be deleted from eGrants. It must be Canceled or Submitted. If already submitted the Project Manager can Deny or Reject.</p>
34)	There is a discrepancy in eGrants on my Grant or RFR and eGrants is calculating incorrectly. It is not matching my spreadsheet or numbers I have.	<p>eGrants is the official File of Record and its calculations and final totals are what must be used, there is no way to override the calculation in eGrants. eGrants calculates based on what is entered by the user but its calculation can be different than what is entered on a user’s spreadsheet because of rounding and formatting issues on the spreadsheet vs how eGrants rounds and displays data when multiple budget entries are entered (such as on an RFR) but eGrants calculations must be used since it is the</p>

Behavioral Traffic Safety Section – eGrantsHelp Frequently Asked Questions

	<p>Can you fix this so eGrants matches my spreadsheet?</p>	<p>official File of Record. eGrantsHelp doesn't have the ability to override eGrants calculations.</p> <p>eGrants allows numeric field entries to many decimal points (2, 3, %) in fields and calculates in the background to the full amounts. The final totals on each Budget page and Totals on the RFR Summary page are displayed to 2 decimals. The Current Expenditures TxDOT and Match Totals are displayed to 2 decimal places and this total is what is paid to subgrantee.</p>
<p>35)</p>	<p>eGrants usually saved my Username and Password when I logged in, I changed my password, now it is not saving it and I am getting an Incorrect Password Error?</p>	<p>This is a feature of your Internet Browser (Chrome, Edge, Safari etc.) not eGrants. Your Browser was saving your Username/ Password on your device.</p> <p>If you changed your login information then you must type in your new information when logging in to eGrants, if the browser asks to save/update this information you may update.</p>
<p>36)</p>	<p>I was locked out of eGrants and eGrants is telling me eGrantsHelp needs to reset my account, can you reset my account?</p>	<p>Ignore the system message you don't need to have your account reset by us. eGrants locks you out for 15 minutes if you enter incorrect information 3 times in a row. Wait 15 minutes and try again. If you used the Forgot Password feature; make sure you DO NOT copy and paste the new password, type it in. We don't have access to passwords and cannot reset passwords; users have to use the Forgot Password feature in eGrants. Review the Forgot Password Instructions on eGrantsHelp page: https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/ForgotPasswordInstructions.pdf</p>
<p>37)</p>	<p>Is there anyway eGrantsHelp can tell me if a user is assigned to their Organization? Can you tell me who are members of my organization?</p>	<p>eGrants Users can check this themselves.</p> <p>Subgrantees can view their Organization Page and then Organization Members.</p> <p>TxDOT staff can view by selecting Administration then Organization Administration then search for the Organizations name.</p> <p>Once on the Organization Members section of the Organization Page all users can be viewed including active and inactive.</p>
<p>38)</p>	<p>I keep getting an error when they try to log on to eGrants. Is eGrants down?</p>	<p>Make sure to log using the correct URL https://www.txdot.gov/apps/egrants</p> <p>Add this as a Favorite/Bookmark to your Internet Browser and use it anytime there is a logon issue in eGrants.</p>
<p>39)</p>	<p>I am attempting to complete the Grant Agreement Authorization form and electronically sign my grant. I don't see the Grant Agreement Section and I don't have the option to SAVE to sign the Grant on the Electronic Grant Agreement Signature Page.</p>	<p>Follow the Grant Electronic Signature Agreement instructions on the eGrantsHelp Webpage or follow link in the "Proposal Approved" email you received. https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/eSignature.pdf</p> <p>Only Subgrantee Administrators (Not Subgrantee Staff) listed on the Grant can sign the Grant. Change Status to "Subgrantee Electronic Signature in Progress". The Grant Agreement Section will appear and the signature process of can proceed.</p> <p>To Add a new Subgrantee Administrator. Review: https://www.txdot.gov/apps/eGrants/eGrantsHelp/Instructions/AddEditUsers.pdf</p> <p>It details the process and explains step by step how Subgrantee Administrators can complete this process</p>