



Grants Online

User Account Guidelines (Grant Recipient)

Grant Recipient (Grantee) Users

Grantee access to the Grants Online system is provided only after an Award has been made. The Federal Program Officer (FPO) identifies the Recipient Authorized Representative (RAR) or Authorized Organization Representative (AOR) who signed the cover sheet of the Application for Federal Assistance (SF-424) package. The RAR or the AOR may be an existing Grants Online user; or the FPO may create a new user account. The newly-created user account must include the following data elements: first name, last name, work address, phone number, and email address(es)*. The RAR or AOR is responsible for using Grants Online to review and accept an Award.

* The system will store two email addresses for each user account; at least one email address is required. Preferably, the primary email address is the user's a direct (personal) email address. A group or generic email address can be the user's secondary email address.

Instructions to access Grants Online are included with the email notification. To obtain a Grants Online username and password, the recipient must forward the New Award Notification to the Grants Online Help Desk. The Grants Online Help Desk email address is grantsonline.helpdesk@noaa.gov.

Important Notice for New Grantees

The only Grantees authorized to receive a new Grants Online account from the Help Desk is the person who received the New Award Notification –**and**– whose name is on the notification. This Grants Online Program Management Office security policy is strictly enforced. Any exceptions must be requested by the Federal Program Officer** associated with the Award. Failure to adhere to this policy prevents the Grants Online Help Desk from providing a username and password.

** If the person who contacts the Help Desk does not have the New Award Notification, or if they are not listed on the New Award Notification, the Grants Online Help Desk requires an email from the FPO requesting a Grants Online username and password on behalf of that person. The following data elements must be included in the email: first name, last name, phone number, work address, city, state, country, and a non-generic email address.

Unlock a User account

For locked accounts, Grantees should contact their organization's Grants Online Recipient Administrator for assistance. The Grants Online [Recipient Administrator](#) is responsible for implementing and executing their organization's internal policy regarding the following activities: creating new accounts, unlocking accounts, disabling (disassociating) accounts, resetting passwords, and adding/modifying roles on a users' Grants Online account.

If a Grants Online Recipient Administrator is not available, the Grantee may contact the Grants Online Help Desk to have the user's account unlocked or the password reset. The Grantee must correctly answer all three security questions on their account; otherwise the Grants Online Help Desk will refer them to their Federal Program Officer (remember, the Recipient Administrator was not available).



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The Grants Online Help Desk will not email, leave a voicemail, or text a Grants Online username and password.

Examples that Prevent or Delay Receipt of a New Grants Online Grantee Account

Scenario 1: The Grantee contacts the Grants Online Help Desk and the Grantee's name is not on the Award.

Scenario 2: The Grantee contacts the Grants Online Help Desk and the Grantee's name is on the Award, but the Grantee is unable to provide the New Award Notification.

Scenario 3: The Grantee contacts the Grants Online Help Desk and indicates that another person in their organization (their boss, colleague, assistant, intern, etc.) authorized them to receive a username and password on behalf of the authorized agent.

Response to all three scenarios: The Grants Online Help Desk should refer the Grantee to the Federal Program Officer with a request that the Federal Program Officer send the Grants Online Help Desk an email to set-up the alternate account.

Grants Online Help Desk Contact Info:

Phone: 240-533-9533

Email: grantsonline.helpdesk@noaa.gov