



Grants Online

User Account Guidelines (Federal User)

Authorized Account Approvers (AAA)

The AAA is a Grants Online Program Management Office role designated to an individual authorized to make updates or request updates to Federal user accounts. The AAA sends an email to the Grants Online Help Desk to request updates to a current user accounts or the creation of a new user account. The Help Desk creates a ticket and provides the corresponding ticket number to the AAA.

Reference the chart below to identify the appropriate AAA:

User Category	Authorized Account Approvers*
NOAA Program Office users	NOAA Line Office GMAC Representative
NOAA Grants Management Division users	NOAA GMD Branch Chief
NOAA External Client users	External Client GMAC Representative
EDA Regional Office Users	Regional Office Director
All Others	Contact the Grants Online Help Desk for more information

* Authorized Account Approvers may designate a backup as needed. The person assigned as the backup will operate with the same level of authority as the lead AAA.

Request Role(s) in Multiple Line or Regional Offices:

If an individual needs Grants Online roles for more than one Line Office (term used by NOAA and other agencies) or Regional Office (term used by EDA), the request sent to the Grants Online Help Desk ***must include*** the email thread from each AAA involved in the process. The email thread must convey AAA approval of the requested user roles.

Request a new User Account:

When requesting a new Grants Online account for Federal personnel the AAA must provide the following information:

- Name
- Email address
- Office mailing address
- Role(s) needed in Grants Online
- Signatory Authority (required for Budget Officer or Grants Officer role)
- Threshold amount (required for Budget Officer or Grants Officer role)



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Reference the following guidance document for information about the tasks that can be performed by each Grants Online user role:

http://www.corporateservices.noaa.gov/grantsonline/Documents/GrantsOnline_User_Role_Spreadsheet.pdf

NOTE: When requesting a new user account, the AAA may provide the Help Desk with a current active user account that can be replicated for the new user. If the AAA provides the profile of an existing user account; it must be *exact replica* of the new user account that is to be created; there must be a one-to-one correlation between the user roles.

Obtain Login Credentials:

When the ticket for a new user account is complete, the Help Desk sends the AAA who submitted the original request a Kayako-generated email. The AAA should contact the new user and provide them the Kayako ticket number. To obtain a username and password, the new user should call the Help Desk. The Help Desk will only provide a username and password to those who can reference the correct Kayako ticket number.

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

Unlock a User account

Current Federal users should contact the Grants Online Help Desk directly to request an account unlock. To have an account unlocked, the user must provide correct responses to his/her security questions.

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

Scenario 1: The GMAC for the NESDIS Line Office requests a Grants Online account for a Federal user assigned to the OAR Line Office. The GMAC for the NESDIS Line Office contacts the Grants Online Help Desk **before** receiving a written statement from the GMAC for the OAR Line Office.

Scenario 2: A request is received from the GMAC that does not include the Program Office, the Signature Authority (yes or no response), nor the threshold amount for the Budget Officer (Authorizing Official).

Scenario 3: The Federal User contacts the Help Desk to request an account before contacting the GMAC for his/her Line Office; GMAC authorization must be obtained prior to requesting a Grants Online user account.

Grants Online Help Desk Contact Info:

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