Entity Management
Roles and Resources
Virtual Q&A Session

NOVEMBER 2, 2020
Agenda

- Etiquette and Technical Support
- Session Information and Objectives
- Roles
- Entity Onboarding
- Demonstration
- Resources
- Q&A Section

For more information on how use JustGrants, please check out the Justice Grants website (the hub for JustGrants information and resources) at https://justicegrants.usdoj.gov.
Etiquette & Technical Support

- Submit any questions you might have during the session via the WebEx Q&A function. Please address the question to “All Panelists”.
- If you need technical assistance with WebEx please let us know via the WebEx chat.
Session Information

• Please remember to stay muted in order to limit background noise.
• The video feature is disabled for all participants.
• Please add your questions to the Q&A section any time during the session.
• The JustGrants website provides additional resources, including answers to common questions: https://justicegrants.usdoj.gov
Session Objectives

During this session we will:

• Take a closer look at the JustGrants system, which officially launched on October 15.

• Revisit information about User Roles and Training Resources for additional learning.

• Answer your questions about Roles and Resources.
Roles Overview
Six foundational roles have been created to ensure Entity Users have the authority and ability to carry out specific requirements and tasks.

**Entity Administrator**
Manages Entity Users and their roles, information about the organization, and assignments of users associated with different Applications and Awards.

**Application Submitter**
Submits complete Applications on behalf of an organization, including Entity Assurances and Certifications.

**Authorized Representative**
Enters into an agreement on behalf of the Entity and binds it to the Award terms and conditions.

**Grant Award Administrator**
Manages and submits programmatic requirements of Awards, including submission of performance reports, on behalf of an Entity.

**Alternate Grant Award Administrator**
Supports the Grant Award Administrator in carrying out many of the programmatic requirements of Awards.

**Financial Manager**
Certifies and submits financial information and all federal financial reports on behalf of an Entity.

For more information on roles in JustGrants, please see the “Entity Management” page on the Justice Grants website: [https://justicegrants.usdoj.gov/training-resources/justgrants-training/entity-management](https://justicegrants.usdoj.gov/training-resources/justgrants-training/entity-management)
Demonstration
Entity Onboarding
New Systems

- Grants Management System (GMS)
- NexGen
- Automated Standard Application for Payments (ASAP)

OJP = Office of Justice Programs (OJP)
OVW = Office on Violence Against Women (OVW)
COPS = Office of Community-Oriented Policing Services

If you need assistance using ASAP, you can contact the ASAP Help Desk by email at ASAPHelpDesk@fiscal.treasury.gov or by phone at 855-868-0151.
Onboarding Checklist

START

Entity Administrator invites users in DIAMD

Assigns JustGrants roles to each user in DIAMD

✓ Register in DIAMD
✓ Login to JustGrants

Users receive email from DIAMD

E-Biz POC = Entity Administrator (for onboarding)

Entity Administrator assigns users to awards in JustGrants

✓ Assigns Grant Award Administrators to individual awards
✓ Assigns Financial Managers to individual awards
✓ Assigns Authorized Representative to Grant Award Package

FINISH

Users can now access and edit awards

Note: Users will not be visible in JustGrants until they have successfully logged into JustGrants.
Invitations to **JustGrants** (via DIAMD) and **ASAP** were emailed to every entity’s Electronic Business Point of Contact (E-Biz POC), as listed in SAM.gov. If you are an E-Biz POC did not receive an email, follow these steps:

To check your E-Biz POC designation in SAM.gov:

1) Visit SAM.gov.
2) Select “Search Records” and enter your entity’s information.
3) View Details, including “POCs” (including E-Biz POC) within the Entity Profile.

Have your E-Biz POC check their SPAM folder for onboarding enrollment invitations.

If the invitations isn’t in the SPAM folder the E-Biz POC should:

**EMAIL:**
- JustGrants.Support@usdoj.gov (JustGrants)
- Ask.OCFO@usdoj.gov (ASAP)

To inquire about the status of your invitation emails.

*For more information on resolving technical questions with JustGrants, please see the Justice Grants website’s User Support page: [https://justicegrants.usdoj.gov/user-support](https://justicegrants.usdoj.gov/user-support)*
A range of self-guided training materials may help you work through any challenges you experience. [https://justicegrants.usdoj.gov/training-resources/justgrants-training/grants-management-lifecycle](https://justicegrants.usdoj.gov/training-resources/justgrants-training/grants-management-lifecycle)

Explore a range of self-service support tools which address many frequent support needs, including:

- Password resets
- Locked accounts
- Replacing the Entity Administrator
- Inviting new members to an entity
- Adding or removing roles from a member
- Removing members from an entity
- Receiving a code via SMS during login
- Accepting awards in JustGrants
- Requesting payments in ASAP
Help the ‘Help Desk’ Help You

Items to have handy when reaching out to the Help Desk:

- A clear statement of the issue
- DUNS
- Active Award Number
- A screen shot of your entity profile that contains your entity information
- The roles they have in JustGrants
- A screen shot of the issue you are facing that captures the entire browser and where you are in the application
- The steps you took to get there
- Date time of when issue occurred
- Operator ID
- Browser Version
### Self-Service Support

- [https://justicegrants.usdoj.gov](https://justicegrants.usdoj.gov)
- Self-service options
- Most common user support-related questions
- Links to step-by-step instructions

Explore a range of self-service support tools which address many frequent support needs (e.g., password resets).

### Technical Support:

**JustGrants.Support@usdoj.gov**  
Or  
**(833) 872–5175**

- Monday – Friday between the hours of 5:00 AM and 9:00 PM, EST
- Saturday, Sunday, and Federal holidays from 9:00 AM to 5:00 PM EST.

If you’re not able to resolve the issue using the Self-Service Support section, please contact JustGrants Support.
For **grant-related** support, **contact** the grant manager listed on the award, or the appropriate funding office:

- **COPS**
  - Email: askcopsrc@usdoj.gov
  - Phone: (800) 421-6770

- **OJP**
  - Email: JustGrants.Support@usdoj.gov
  - Phone: (833) 872-5175

- **OVW**
  - Email: OVW.JustGrantsSupport@usdoj.gov
  - Phone: (866) 655-4482

Questions **related to an open solicitation** should be directed to the point of contact listed in the solicitation.
For questions related to use of or training on the ASAP system, please contact the Department of the Treasury via the information on their Contact Us page.

Please note that all DOJ-related ASAP accounts will be suspended for the last 3 business days of every month for required account reconciliation. Funds will be available again on the first of the month.

- For more information about requesting funds in Automated Standard Application for Payment (ASAP), please refer to the user guide.

- If you haven’t received your ASAP enrollment email invitation or need assistance in completing the ASAP enrollment, contact Ask.OCFO@usdoj.gov.

Please be sure to provide your organization’s DUNS.
Known Support Needs

What JustGrants tasks do users need the most support with?
Additional Resources
Training and Resources

**JustGrants Training**
Training materials include self-guided eLearning videos, which are supplemented by job aid reference guides and infographics that provide further clarification, definitions, or visual representations of unique system processes or information.

**ASAP Training & Resources**
The Department of the Treasury organizes ASAP webinar trainings on a regular basis. Please refer to the [ASAP website](https://justicegrants.usdoj.gov/training-resources) for more information on ASAP-related training and resources.

**Funding Resources**
Financial guides and resources about DOJ financial directions as well as each individual office guidance and requirements.

Visit the Justice Grants site for more information on training opportunities and additional resources [https://justicegrants.usdoj.gov/training-resources](https://justicegrants.usdoj.gov/training-resources).
### Key Dates for OJP, COPS and OVW

#### Federal Financial Reports: Quarterly

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### Full Reports

- **OJP Full Report**
- **COPS Full Report**
- **Office of Violence Against Women (OVW) Full Report**
JustGrants Access Points

Justice Grants Information Link

**JustGrants Login**
Click the tile above to log in to the Justice Grants System (JustGrants).

https://justicegrants.usdoj.gov

Direct JustGrants Login

https://diamd-auth.usdoj.gov/

For more information on how use JustGrants, please check out the Justice Grants website (the hub for JustGrants information and resources) at https://justicegrants.usdoj.gov.
Reminders

Tools to help you get ready:

• Check your emails for updates.
• If you are not receiving update emails visit the JustGrants website for previous communications. Plus you will find:
  » Checklists
  » Training Videos
  » FAQs
  » User Support
  » Additional resources

For more information on how use JustGrants, please check out the Justice Grants website (the hub for JustGrants information and resources) at https://justicegrants.usdoj.gov.
Topic Resources

• Recordings of **Virtual Q&A Sessions**

• Topic Resources
  o **Entity Management Training**
  o **Application Submission**
  o **Award Acceptance**
  o **Award Management**
  o **Grant Award Modifications**
  o **Financial Reporting**
  o **Performance Reporting**
  o **Closeout**

*Visit the Justice Grants website for more information on training opportunities and additional resources* [https://justicegrants.usdoj.gov/training-resources](https://justicegrants.usdoj.gov/training-resources).
Frequently Asked Questions

- General
- Getting Ready/Transition Period FAQs
- Justice Grants System (JustGrants) FAQs
- JustGrants Self-Service Support
- JustGrants Training FAQs
- JustGrants Entity User Onboarding FAQs
- Automated Standard Application for Payments (ASAP) FAQs
- ASAP Payment Requests
Questions & Answers
Question #1

I never received the invitation to set up JustGrants, what do I do now?
Check your spam folder; If your DIAMD email is not in your spam folder, reach out to the JustGrants User Support Desk at either:

JustGrantsSupport@usdoj.gov or

(833) 872-5175
Question #2

I was able to get in the system, but I don’t remember my username and password. How do I reset it?
Your username will always be your email address. You can reset your password at the DIAMD website:

https://diamd-auth.usdoj.gov
Question #3

Who receives a notification of an award package that is ready for review and acceptance?
Award notifications are sent to the Authorized Representative, the Application Submitter, and the Entity Administrator.
Question #4

What roles should I apply to each grant?
For each award, the Entity Administrator needs to assign the Financial Manager and Grant Award Administrator prior to award acceptance.
What do I do if my Entity Administrator is on vacation or medical leave?
The Entity Administrator must appoint someone else as the Entity Administrator in the system prior to any extended absence to prevent disruption in inviting and managing entity users in JustGrants.

*Remember:* You can only have one (1) Entity Administrator at a time.
Question #6

Which roles must be assigned in the system by the Entity Administrator for users to act on awards?
Note that the following roles MUST be assigned to every award by the Entity Administrator:

Authorized Representative, Grant Award Administrator, and Financial Manager

If any assignments are missing, action CANNOT be taken on an award.
Question #7

I have multiple DUNS; can I see all my awards?
Each DUNS is a unique entity in JustGrants. An entity with multiple DUNS will need to be enrolled and managed separately.

**ONE DUNS = ONE Entity**

**ONE User = One Entity = One E-mail**
Thank You!