

Illinois Department of Public Health

EGrAMS FAQs and Common Error Message Guide

Please note that the answers and solutions provided below may vary depending on the grant program.

Frequently Asked Questions	
GETTING STARTED IN EGrAMS FAQs	EGrAMS USER PROFILE AND PERMISSIONS FAQs
<p>1. I want to apply for a grant on EGrAMS. What do I do first? (Please also refer to “Getting Started in EGrAMS: An introductory Guide for Grantees”)</p> <ul style="list-style-type: none"> • The first step is to visit EGrAMS at https://idphgrants.com/ • Select ‘Validate Workstation’ from the menu bar → click the Validate button → ensure all three criteria are resolved before proceeding • Select ‘Register your Agency’ from the menu bar → select ‘Grantee’ from the Agency Class lookup → complete the screen entering your agency’s information • Select ‘Create User Profile’ from the menu bar → complete the screen → enter your Role Code as ‘Grantee’ to locate your Parent Agency. • You will receive an email notification once your User Profile has been activated <p>2. What is a Parent Agency?</p> <ul style="list-style-type: none"> • Your Parent Agency is the organization that you belong to or the organization that you are applying on behalf of. This is the organization name that will appear on the application and award information <p>3. Do I have to register my agency first?</p> <ul style="list-style-type: none"> • User Profiles require that the parent agency has already been created. If you are unsure if your organization has been registered, visit the ‘Register your Agency’ page → select ‘Grantee’ → click the ‘Check if agency is already registered’ lookup tool <p>4. I can’t find my Agency when I try to create my user profile?</p> <ul style="list-style-type: none"> • Be sure that you have selected ‘Grantee’ as your Role Code and then search for your Parent Agency. • If you still cannot locate your agency, check if your agency has been registered by following the steps listed above for question 3. <p>5. When registering, what does Agency Class mean?</p> <ul style="list-style-type: none"> • Agency Class is your organization’s role in the IDPH grants process. If you are an applicant and intend to receive funding from the Department, your Agency Class is ‘Grantee’. <p>6. What training materials are available of EGrAMS?</p> <ul style="list-style-type: none"> • A training webinar and instructional guides are available at the idphgrants.com landing page as well as after login on the menu bar under the ‘Training Materials’ section. 	<p>1. How long does it take to activate a User Profile?</p> <p>All User Profile requests submitted on weekdays will be approved within 48 hours.</p> <p>2. How do I become a Project Director for a grant application/program?</p> <ul style="list-style-type: none"> • The first individual to initiate a grant application is automatically given Project Director rights for the grant program. A Project Director can also assign other users as Project Directors. <p>3. How do I assign others to work on the grant program?</p> <ul style="list-style-type: none"> • A Project Director for each grant program has the ability to assign other users rights to the program. • To assign users permissions in EGrAMS the Project Director can go to Project Director → Assign Agency Users • Select the grant program using the lookup tool → click Find → click Assign • Assign Permission Codes and Application reading/writing privileges for each user <ul style="list-style-type: none"> ➤ To allow or restrict reading/writing rights, check the box under ‘Appl.’ → click the ‘Category’ lookup tool → adjust read and write permissions → click OK ➤ Check the ‘Perm. Status’ box for each user who will have access the grant ➤ Click ‘OK’ to save the settings
COMPLETING A GRANT APPLICATION FAQs	
<p>1. How do I find a copy of the RFA?</p> <ul style="list-style-type: none"> • The RFA and application documents are available on the idphgrants.com home page as well as after login <ul style="list-style-type: none"> ➤ From the landing page, select the applicable grant program under ‘Current Grants’ <ul style="list-style-type: none"> ○ Select the Program ○ Click ‘Show’ next to User Documents ○ Click on the document name to open ➤ After login, when in the Enter Grant Application screen, select ‘Show Documents’ located on each page of the application 	

COMPLETING A GRANT APPLICATION FAQs (Continued)

2. When I go to Grant Application → Enter Grant Application, I don't see the grant program. How do I start entering my grant application?

- Before you can enter the application you must initiate the grant application
- Go to Project Director → Initiate Grant Application
- Select the Grant Program using the lookup tool → click 'Ok' to submit

3. When I go to the Grant Application, I am unable to write into the application.

- Please make sure that you are going to Grant Application → Enter Grant Application to enter content.
- You will not be able to type in the Grant Application Preview screen

4. How many contact information pages do I need to enter?

- You only need to enter the contact information for the Project Director of the grant program
- The application will provide another blank page if you would like to add other contact persons to the grant. This is optional, click the arrow button to skip this additional page.

5. Do the character limits include spaces?

- Yes

6. How do I upload an attachment?

- To upload a document where requested
 - Click the upload arrow
 - Click Browse to search for the file on your computer
 - Select the file and click Open → click Save → click Close on the pop up window
 - Click 'Save' or 'Save →' to save the attachment

7. Does the Application save as I complete it? Do I have to enter the entire application at one time?

- EGrAMS will prompt you to save each page of the application before proceeding. The application can be completed at any time, in any order, or by multiple users prior to the grant deadline.

8. I'm validating my application. How do I know which pages the errors are on?

- Click on the 'Error' button on each section of the application. In the pop-up Error window click on the checkbox next to each error and it will take you to the page where that error occurs.

9. The Application Status says 'Applicant Certification Pending or WIP', does this mean it is submitted to IDPH?

- No, your application is still in the Certification stage and has not yet been submitted to IDPH.
- Go to Grant Application → Enter Grant Application → select the grant program
- Navigate to the Certification tab → enter the requested information → click Save → click Close
- Go to Grant Application → Grant Application Preview → click Validate → click Submit

10. The application will not allow me to type in the Certification section.

- Please make sure that you are going to Grant Application → Enter Grant Application to enter content.

11. I've submitted the application, now what?

- Once you have successfully submitted your application, it will be advanced to the review process
- You will not be notified of the status of your application until it is denied, sent back for revisions or approved.
- To review the status of your application in EGrAMS go to Project Director → Application Status → select the grant program → click Find
- Please refer the 'IDPH Grants Application Stages and Status Key' for additional reference

12. I'm still having problems completing the application.

Who can I contact?

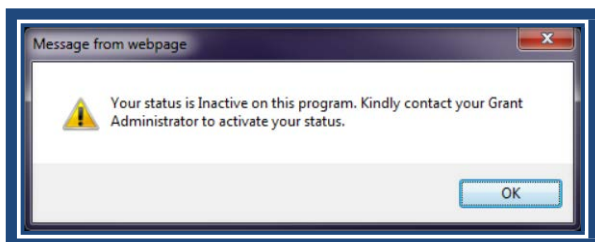
- Questions regarding EGrAMS should be directed to DPH.GrantReview@illinois.gov
- Questions specific to the grant requirements or grant deliverables should be directed to the grant contact person(s) or your grants administrator.

EGrAMS Common Error Messages

Please refer to the following tips when viewing errors in the 'Errors and Warnings' pop up window

- Click the to be directed to the page where the error occurs
- Click the + under 'Info' to display additional information about the error
- Check the "Print Causes and Solutions" checkbox and click the 'PDF Preview' button to generate a PDF document with the causes and solutions for each of the displayed errors.

Accessing a Grant Application or Program



CAUSE

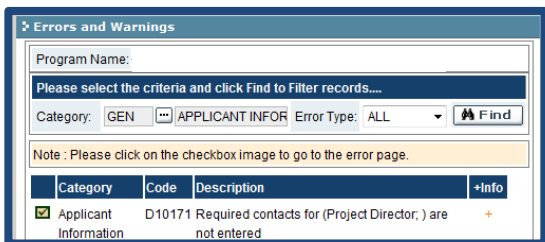
Your user profile no longer has permission to view this grant application or program. The 'Perm. Stat' box has been unchecked under your permissions settings.

SOLUTION

A user with Project Director status can change your settings in EGrAMS by going to Project Director → Assign Agency Users → select the grant program → click Find → click Assign → check the 'Perm Status' box next to the affected user profile → click 'OK' to save

Applicant Tab

ERROR CODE: D10171



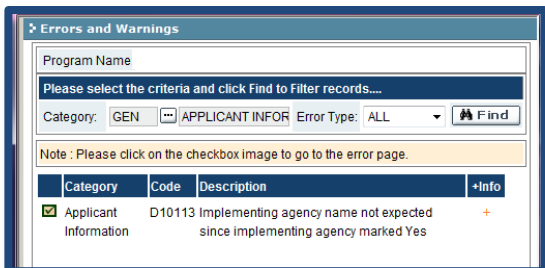
CAUSE

Each grant program requires a certain number of mandatory contacts. Your application does not include all the mandated contacts

SOLUTION

Click the next to the error → Enter the mandated contacts as identified in the error message in the contacts section

ERROR CODE: D10113



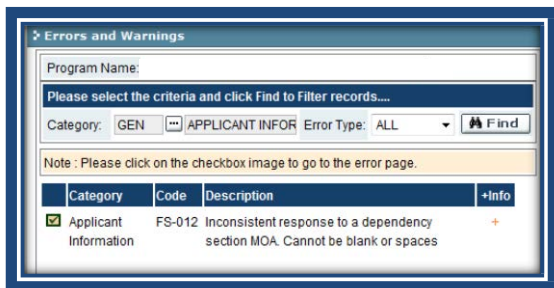
CAUSE

You have responded 'No' to the question 'Is Implementing Agency Same'. If your response is 'No', the system expects you to enter the name of the implementing agency

SOLUTION

Click the next to the error → Enter the implementing agency name OR change your response to 'YES' if your agency is going to implement the project.

ERROR CODE: FS-012



CAUSE

You have responded 'Yes' to the question 'Will subcontractors be used'. If your response is 'Yes', the system expects you to enter the subcontractors information and MOA

SOLUTION

Click the next to the error to be directed to the respective error page → Enter the subcontractors' information and MOA OR change your response to 'No' if your agency will not use subcontractors

EGrAMS Common Error Messages *continued*

Budget

ERROR CODE F001, F005, F006

The screenshot shows the 'Errors and Warnings' window with the following table:

Category	Code	Description	+Info
<input checked="" type="checkbox"/> Grant Budget	F001	Funds requested or Project cost is zero or not entered	+
<input checked="" type="checkbox"/> Grant Budget	F005	Funds requested 0.00 does not equal budget amount 24,000.00	+
<input checked="" type="checkbox"/> Grant Budget	F006	Project cost 0.00 does not equal budget + match amount 24,000.00	+

CAUSE

In the face sheet section under the 'Project / Service Information', the amount of funds requested and/or the project cost are either zero or do not match the amount listed in the budget.

SOLUTION

From the Grant Application select the Applicant tab → use the arrow button to navigate to the 'Project Information' page → enter the correct Project Cost and Funds Requested amounts

ERROR CODE: F101

The screenshot shows the 'Errors and Warnings' window with the following table:

Category	Code	Description	+Info
<input checked="" type="checkbox"/> Grant Budget	F101	Narrative expected for budget category Personal Services (Incl Salary & Wages)	+

CAUSE

The identified budget category expects a narrative or descriptive justification for the expense.

SOLUTION

Click the next to the error to be directed to the respective error page → Click on the 'Narrative' envelope icon in the right hand corner (just above the instructions pane) and enter the required narrative → click 'Ok' in the narrative box to save. (Clicking the X on this box will not save the text you have entered)

ERROR CODE: F011

The screenshot shows the 'Errors and Warnings' window with the following table:

Category	Code	Description	+Info
<input checked="" type="checkbox"/> Grant Budget	F011	Additional description not entered Personal Services (Incl Salary & Wages) - Others	+

CAUSE

The 'Others' line item requires you to specify an additional description against the line item.

SOLUTION

Click the next to the error to be directed to the respective error page → Enter additional description in the text box below the 'Others' line item.

ERROR CODE: F112

The screenshot shows the 'Errors and Warnings' window with the following table:

Category	Code	Description	+Info
<input checked="" type="checkbox"/> Grant Budget	F112	Attachment not submitted for Personal Services (Incl Salary & Wages) - Others	+

CAUSE

The identified section requires an attachment.

SOLUTION

Click the next to the error to be directed to the respective error page → Please upload the required attachment by clicking the blue arrow or paperclip next to the respective line item