2022-2023 eCivis Grants Portal Applicant Troubleshooting Guide

(revised 2/21/2023)

Questions regarding your application or a CAL FIRE grant program?

Contact your CAL FIRE Region or Program, or email calfire.grants@fire.ca.gov.

Experiencing technical issues with your eCivis Grants Portal account?

Submit a help ticket via https://ecivis.atlassian.net/servicedesk/customer/portal/17.

1) Create a help ticket account; 2) Login; 3) Click on "Portal Request"; 4) Select request type; 5) Submit all relevant details of your issue and include any helpful screenshots; 6) Click "Send".
The eCivis team will reach out to you directly.

Login Issues

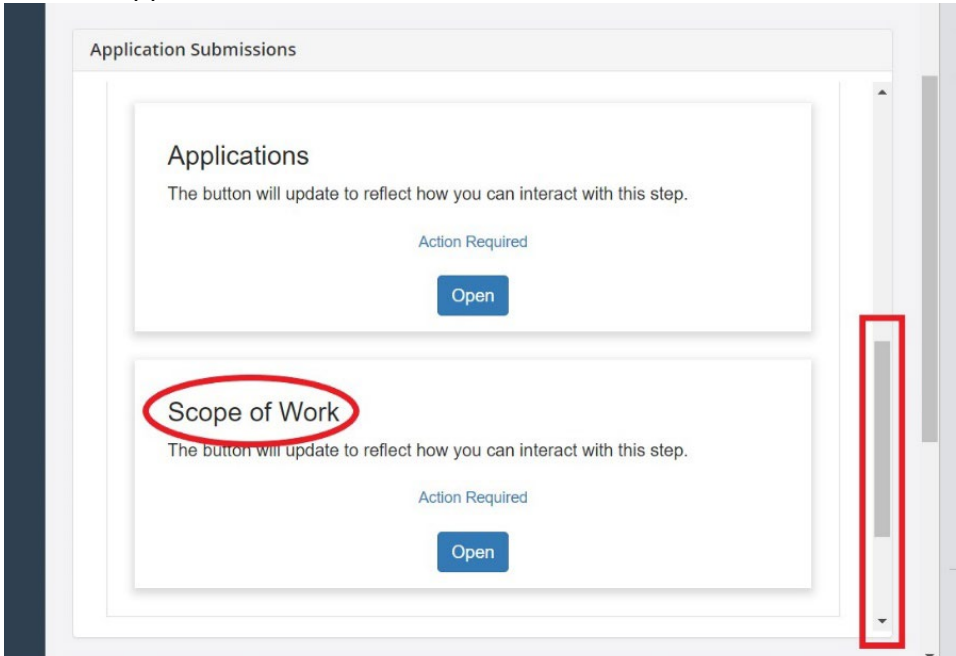| Problem	Solution
"I can't access Grants Portal."	- Try clearing your internet browser's cache before logging in again. - Try a different web browser before logging in again. Safari web browser is not always compatible, while Chrome web browser is the most compatible.
"When trying to log into Grants Portal, I get a second login verification error."	Go to 'Settings' in your web browser and enable Cookies before logging in again.
"How do I avoid potential login issues when applying on behalf of multiple organizations using different login credentials?"	Open a new "private" browser window each time you log into each organization's application with different login credentials. If using Chrome web browser, this is called an "Incognito" window.

Application Issues

Problem	Solution
"I don't see an option to add multiple team members to my application. How do we collaborate on answering application questions?"	- Every individual application can only be accessed by <u>**one**</u> (1) login/email address. There are three (3) options to allow collaboration on a single application: - Use a generic group email when creating your Grants Portal account so that all team members can use the same login credentials when accessing the application. - Preview/print the application questions to collaborate with others before filling out the online application (see pages 10-11 of the *Applicant Submittal User Guide*).

	i. **Please note:** To have conditional questions appear in the Preview/Print view, a response **must** first be provided for that question in the online form before previewing/printing. It may take multiple attempts to get all application questions to preview/print correctly. 3. Export the Budget template in Excel to collaborate with your team members (see page 19 of the *Application Submittal User Guide*). Be sure to submit the completed Budget in Grants Portal following the instructions on pages 11-18 of the *Application Submittal User Guide*. The online budget form must be used for submission. **Excel versions will not be accepted**.
"I can't find the Scope of Work (SOW) section."	• From your account dashboard, navigate to your application draft and make sure to log in again (if prompted). Open your application draft. Under the "Application Submissions" section, use the *inner* scroll bar (highlighted by the red rectangle outline below) to scroll to the "Scope of Work" tile just below the "Applications" tile.

"I can't find the Budget and Goals section."	- From your account dashboard, navigate to your application draft (make sure to log in again, if prompted). Open your application draft. Under the "Application Submissions" section, you will see the "Applications" tile. Click on the '**Open**' button. - Use the *outer* scroll bar (highlighted by the red box outline below) to scroll down to the Budgets and Goals section (see page 11 of the *eCivis Grants Portal – CAL FIRE Grantee User Guide*). - Click on the three-line stack icon (circled in red below) under the "Actions" column to edit your budget and/or goals.

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"I just finished applying for a grant with [Grant Program A] and now want to apply for a grant with [Grant Program B]. When I used the 'Create New Application' button in my account it just created *another* application for [Grant Program A]. How do apply for [Grant Program B]?

- Each grant program has their own separate solicitation, and it sounds like you tried creating a second application within the same [Grant Program A] solicitation. To apply for [Grant Program B]'s solicitation:
    1. Navigate to [Grant Program B]'s webpage from https://www.fire.ca.gov/grants/.
    2. Make sure [Grant Program B]'s solicitation period is *open* and they are accepting applications.
    3. Click on the solicitation link provided on their webpage.
    4. This link will take you back to your Grants Portal dashboard where it will ask you to log in (if you are not already logged in).
    5. From there, you should verify the solicitation name matches the grant program you are interested in applying for (highlighted by the red box outline below). Click on the green '**Create New Application**' button.
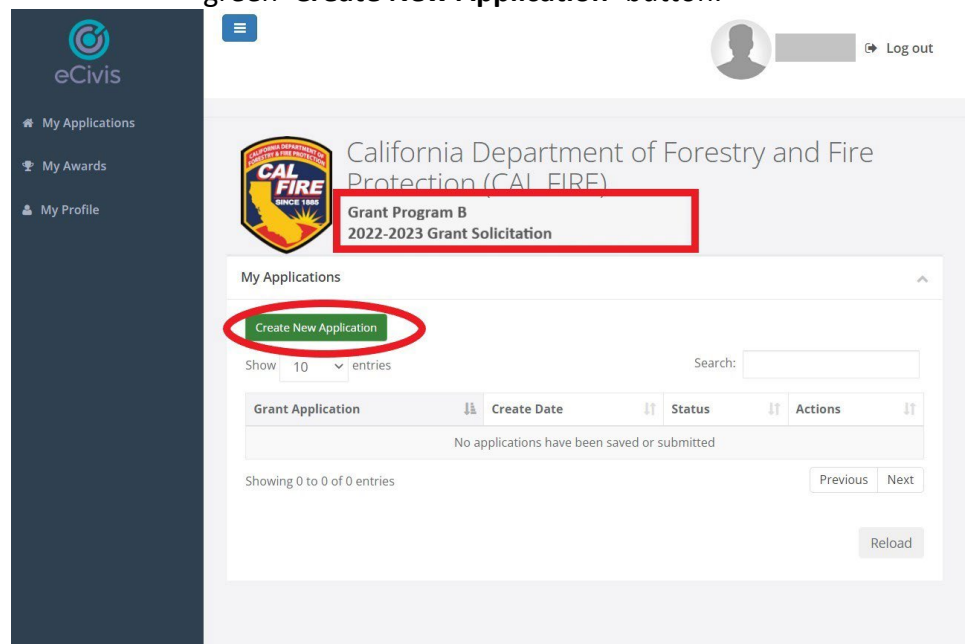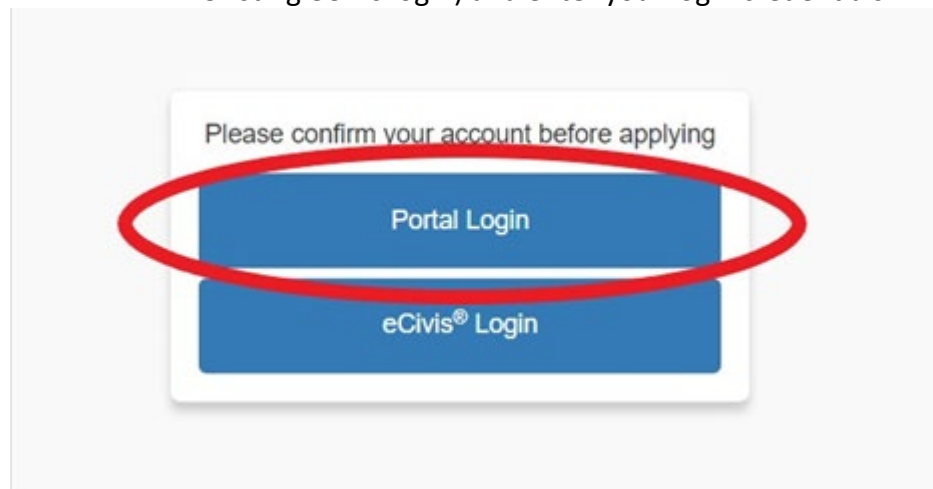

    6. You will be asked to re-enter your login credentials. Click on the blue '**Log in with your credentials again to access your application's account**' button.
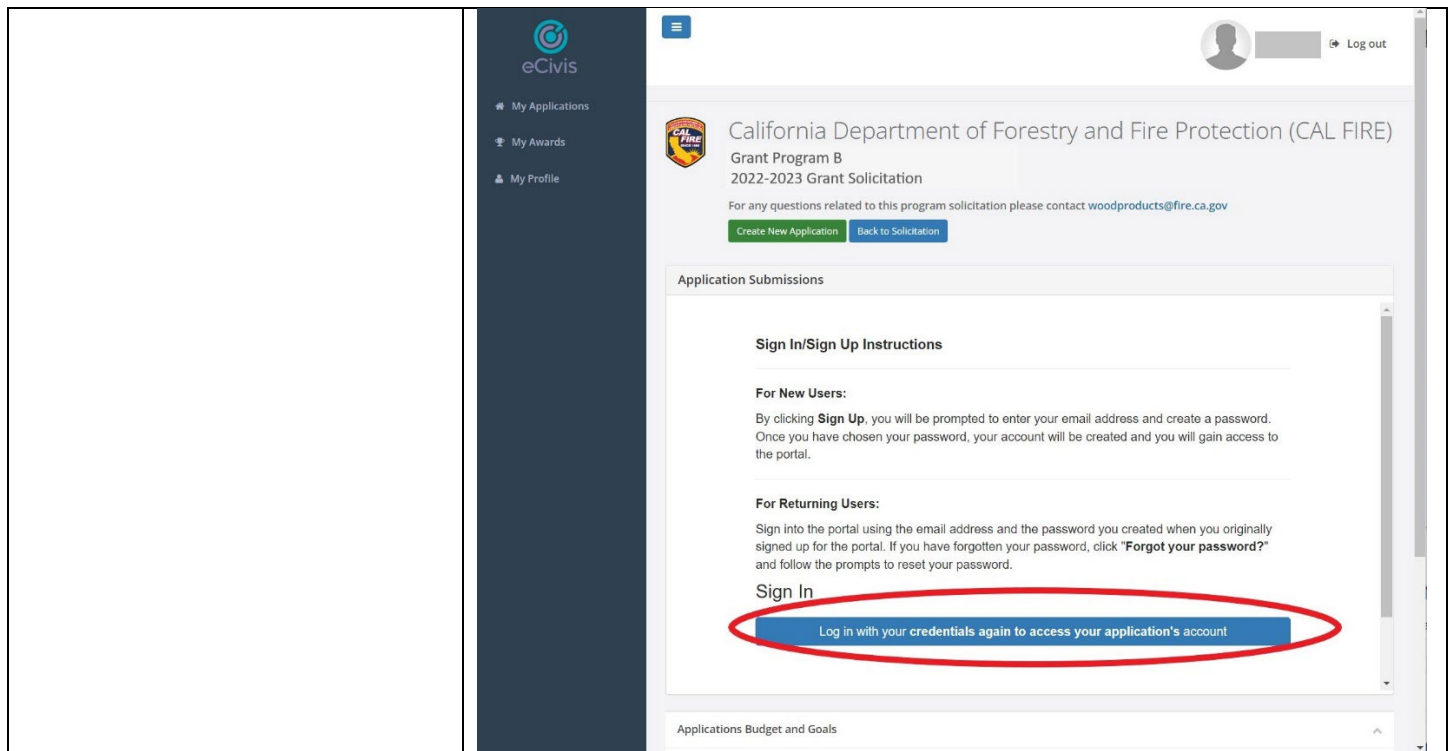
7. Click on the '**Portal Login**' button (unless you have an existing eCivis login) and enter your login credentials.

8. This new application will require you to create a new user profile. Click the blue '**Open**' button and enter your contact information.

9. Once you complete your profile, an application tile with a unique application ID number should appear. Click on the blue button (highlighted by the red circle outline below) to start your new application for [Grant Program B].