CFDA: Frequently Asked Questions

General Public Questions

Q1. Where can I get help about CFDA?

A1. For questions about CFDA, you can contact the Federal Service Desk by clicking on the For Help: Federal Service Desk link on the bottom left of every page or by visiting the Federal Service Desk at (https://www.fsd.gov). Users may call the Federal Service Desk by dialing 1-866-606-8220 (national) or 1-334-206-7828 (international) from 8:00 a.m. to 8:00 p.m.

Q2. Do I need to register for an Agency User account to use the system?

A2. No. CFDA Agency User accounts are only for Federal government staff managing the CFDA program data. You do not need an account to search the CFDA catalog or to view Federal assistance programs. This information is freely available to any interested party. You can search by keyword, by agency, by program number as well as fine tune your search requests using the advanced search feature.

Q3. Why was my account request rejected?

A3. CFDA system accounts are only for Federal government staff managing the CFDA program data. If your account request was rejected, that means that the Agency Coordinator was unable to confirm your status as a government staff member. If you feel this decision is in error, please contact us via the Federal Service Desk.

Q4. Is there a User Manual?

A4. The public user manual is available on the homepage (www.cfda.gov) in PDF format. There is also a link to it at the bottom of every page.

Agency User Questions

Q1. I forgot my Password, what should I do?

A4. If you know your username, go to **www.cfda.gov** and click on the "Password Reminder" link located in the Agency Log-In section. Enter your username and select "go." You will then receive an email with instructions for resetting your password on your account. If you do not know your username, please contact us via the Federal Service Desk and they can process the password reminder for you.

Q2. I registered for an account, and followed the steps to verify my email address, why am I still unable to log-in?

A2. All government agency user account requests must be activated by the designated Agency Coordinator to be able to log-in to the system. Once approved, you will receive email confirmation from the system. Please contact your Agency Coordinator for a status update on your account request. If you do not know who your Agency Coordinator is, or you would like to be approved as an Agency Coordinator, please contact us via the Federal Service Desk.

Q3. Why am I unable to edit programs?

A3. Program Submitter accounts must be assigned the right to edit existing programs. If you believe you should have this right in the system, please contact your Agency Coordinator and request that they modify your profile to include the right to edit existing programs.

Q4. Why am I unable to create new programs?

A4. Program Submitter accounts must be assigned the right to create new programs. If you believe you should have this right in the system, please contact your Agency Coordinator and request that they modify your profile to include the right to create new programs.

Q5. How do I change a program title?

A5. Locate the desired program and click on the "View" icon. Click on the drop-down box under the heading "Program Actions" and select "Request Title Change." Enter a note which will be tracked with the change request, and click submit. The request will then be submitted to the CFDA Analyst for review.

Q6. How can I delete a program?

A6. Locate the desired program and click on the "View" icon. Click on the drop-down box under the heading "Program Actions" and select "Request Deletion." Enter a note which will be tracked with the change request, and click submit. The request will then be submitted to the CFDA Analyst for review.

Q7. How do I transfer my program to another agency?

A7. Locate the desired program and click on the "View" icon. Click on the drop-down box under the heading "Program Actions" and select "Request Agency Change." Enter a note which will be tracked with the change request, and click submit. The request will then be submitted to the CFDA Analyst for review.

Q8. Why does my draft program not have a program number assigned to it?

A8. The system will automatically assign a Program Number when you submit the program to the Analyst for review.

Q9. Why am I not able to choose my program's number?

A9. The system is designed to automatically assign a Program Number upon submission. Contact your Agency Coordinator if you think you should be able to manually assign numbers. They will need to contact the GSA Program Management Office to process the request.