E-Authentication User Guide
for Grants.gov

Authentication — SECURE GOVERNMENT ACCESS | ONLINE

GRANTS.GOV℠

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ABOUT THIS GUIDE

The E-Authentication federation provides credentials (i.e. usernames and passwords) that may be used to access a number of Federal information systems, including Grants.gov. On the evening of August 30, 2006, Grants.gov will begin accepting Level 1 (or higher) E-Authentication credentials for verifying the identities of its agency users. This change will provide a number of benefits, including single sign-on across systems participating in the federation.

Existing Grants.gov profiles will remain intact, but the credentials previously issued by Grants.gov to agency users will no longer be valid. Current users of Grants.gov will need to obtain new credentials and associate them with their existing Grants.gov profile.

The procedure for obtaining credentials from the E-Authentication federation and using them with Grants.gov is not complicated, but it involves a number of choices and a one-time registration process. This guide will help you understand your choices and get started.

This guide is in four parts. Part one will walk you through the steps of obtaining a new credential. Part two will show you how to use your E-Authentication credential at Grants.gov as either a new or existing user. Part three will explain how to use some advanced features of E-Authentication. Part four addresses frequently asked questions.

PART ONE – OBTAINING A NEW CREDENTIAL

You may obtain a new credential from any Credential Service Provider in the E-Authentication federation, including Employee Express, ORC, or USDA E-Authentication. The process for obtaining a credential is slightly different for each CSP, but all credentials work the same with Grants.gov. Your choice of CSP should be based on which best serves your agency or other systems that you use. Your credential will be validated directly by the CSP: your password is never passed to or through Grants.gov under any circumstances. If you already have a credential from one of these CSPs, you may use it and skip to Part Two.
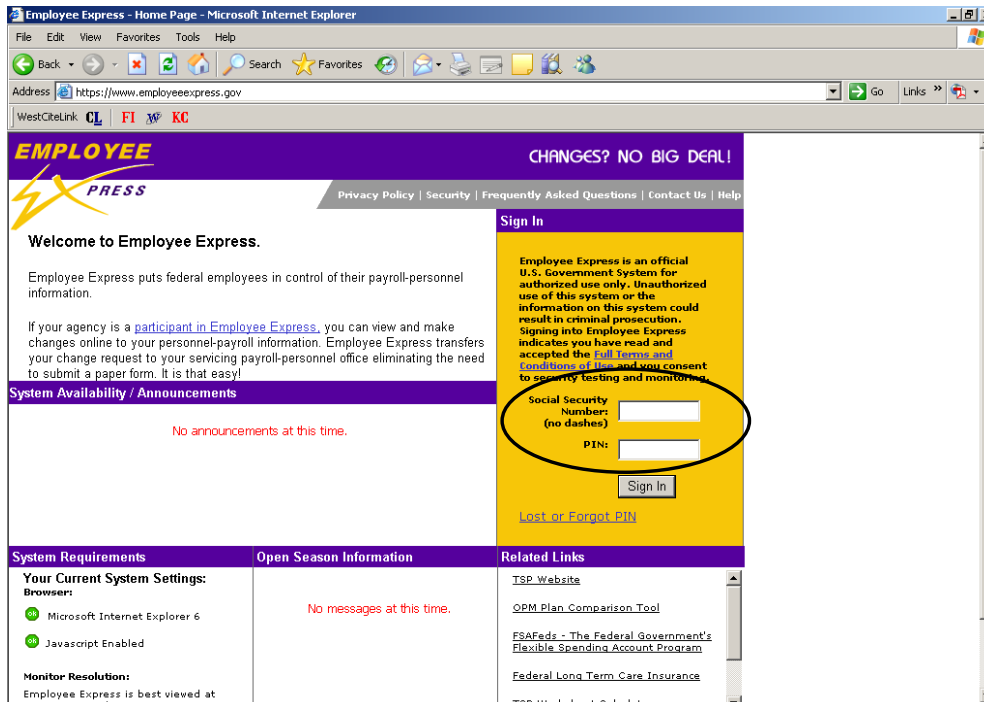
All Grants.gov users MUST obtain credentials from one of the CSPs listed below. Your first decision must be to decide which CSP option is right for you, and the following sections describe each CSP and the specific steps you need to take to obtain credentials. At the end of each section, we have included information about where users can go for Help Desk services.

Option 1: Employee Express

Employee Express is an automated system that Federal employees use to make their personnel and payroll transactions electronically. There are 55 Federal agencies and offices that utilize Employee Express. Employee Express is open ONLY to participating agencies, and no new sign up is permitted. PINs are mailed to new employees by the Office of Personnel Management (OPM) about two weeks after an employee enters duty.

> STEP 1: To see if your agency is a member, go to the Employee Express Homepage: https://www.employeeexpress.gov/
>
> STEP 2: Go to the Employee Express website in Step 1 and login.


HELP at Employee Express:

A. If you forget your PIN or want to change it, call the Employee Express Help Desk at 478-757-3030 and choose the PIN option. Help Desk business hours are Monday through Friday, 7:00 AM to 7:00 PM Eastern Standard/Daylight Time. Call 478-757-3030 or email eexhelp@opm.gov for assistance.

B. Use Employee Express on the Web and make a PIN request on-line by choosing the PIN option on the Employee Express menu.

Option 2: ORC, Inc.

ORC, Inc. provides credentials for several agencies and all Grants.gov applicants, i.e. Authorized Organizational Representatives (AORs). ORC offers the ability to upgrade a basic (Level 1) credential to a higher (Level 2) credential by signing and notarizing a copy of your registration information. To enter Grants.gov, however, you need a Level 1 credential.

STEP 1: To get your username/password go to: https://csp.orc.com/
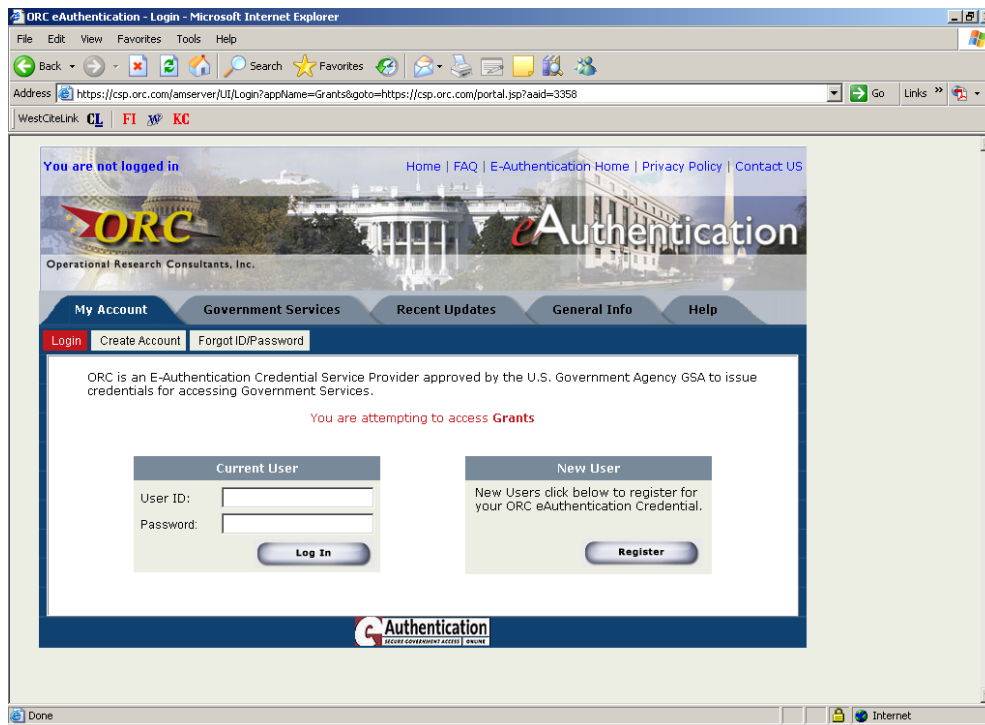
STEP 2: The My Account tab should display; if it doe not, click on the "My Account" tab followed by the Create Account sub-menu item. At the User Information Data Entry page, enter your registration data in the required fields and click Submit.

STEP 3: At the User Confirmation page, follow the instructions and click Submit.

STEP 4: At the User Successfully Added page, you can print a Registration Success confirmation for your records.

STEP 5: Activate your account by following the security link provided in an email message from EAuthra@orc.com. You have successfully registered when you see the page displayed below.

NOTE: Those users who need a Level 2 credential for use on other systems must print the Registration Success confirmation, have it signed and notarized, and return it to ORC for Level 2 access to be activated. Prior to activation, your credential will have Level 1 access.

HELP at ORC:

A. ORC Help Desk: https://csp.orc.com/main.jsp?tag=5&sub=help

B. If you have trouble reaching a Government Service Representative, contact the GSA E-Authentication Help Desk via email at Eauth.portal.help@gsa.gov.

C. For All Other Help: Call 866-551-2813 between 7:30 AM and 6:00 PM Eastern Standard/Daylight Time, or contact the Help Desk via email at csphelp@orc.com.

Option 3: USDA eAuthentication

USDA offers credentials to both USDA employees and to Federal employees of other agencies. Please note that USDA's National Finance Center is NOT the same as USDA eAuthentication.

STEP 1: Get your username/password by going to: https://eauth.sc.egov.usda.gov/eAuth/selfRegistration/selfRegLevel1Step1.jsp

STEP 2: The Create an Account screen (shown above) should display. Enter your registration data in the required fields and Continue.

STEP 3: At the User Confirmation page, follow the instructions and click Submit.

STEP 4: At the Print and Check Email page, print the confirmation for your records.

STEP 5: Activate your account by following the security link provided in an email message from eAuthHelpDesk@USDA.gov. You have successfully registered when you see the following page.
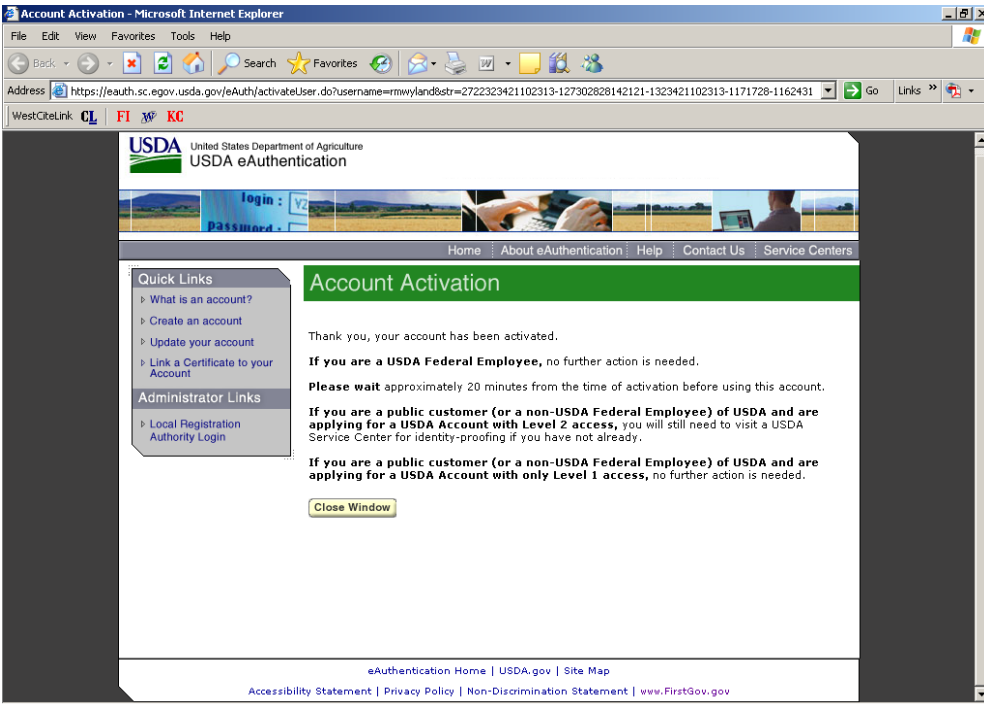
HELP at USDA eAuthentication:

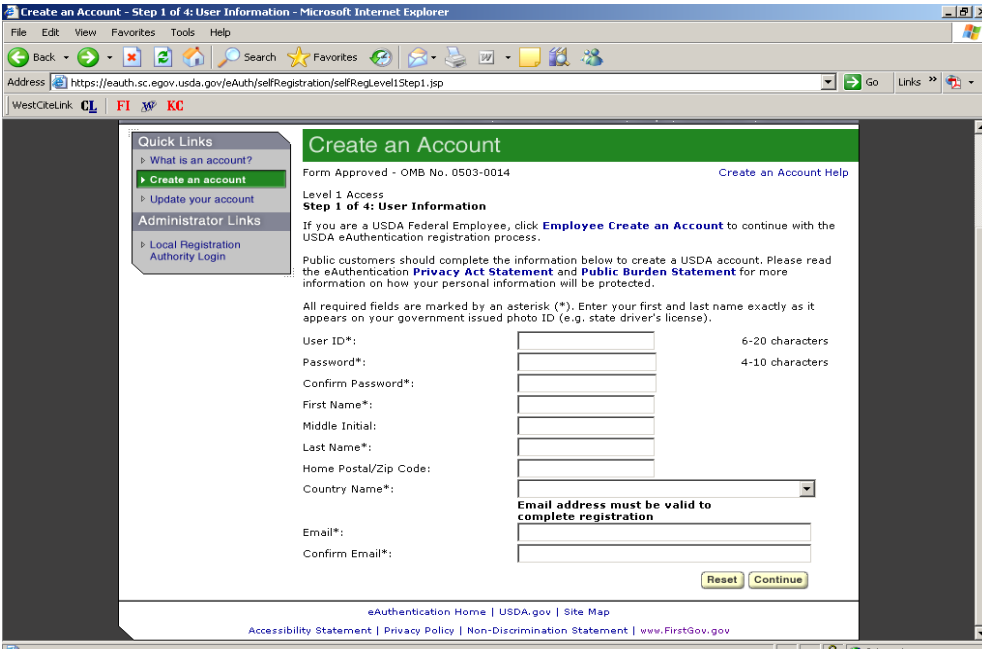A. For USDA eAuthentication help, contact the ITS Service Desk at eAuthHelpDesk@ftc.usda.gov or call 800-457-3642.

B. If you have trouble reaching a Government Service Representative, contact the GSA E-Authentication Help Desk via email at Eauth.portal.help@gsa.gov.

Additional Help

If you have any other questions, you should contact your Agency Point of Contact or Grants.gov Program Advisor.
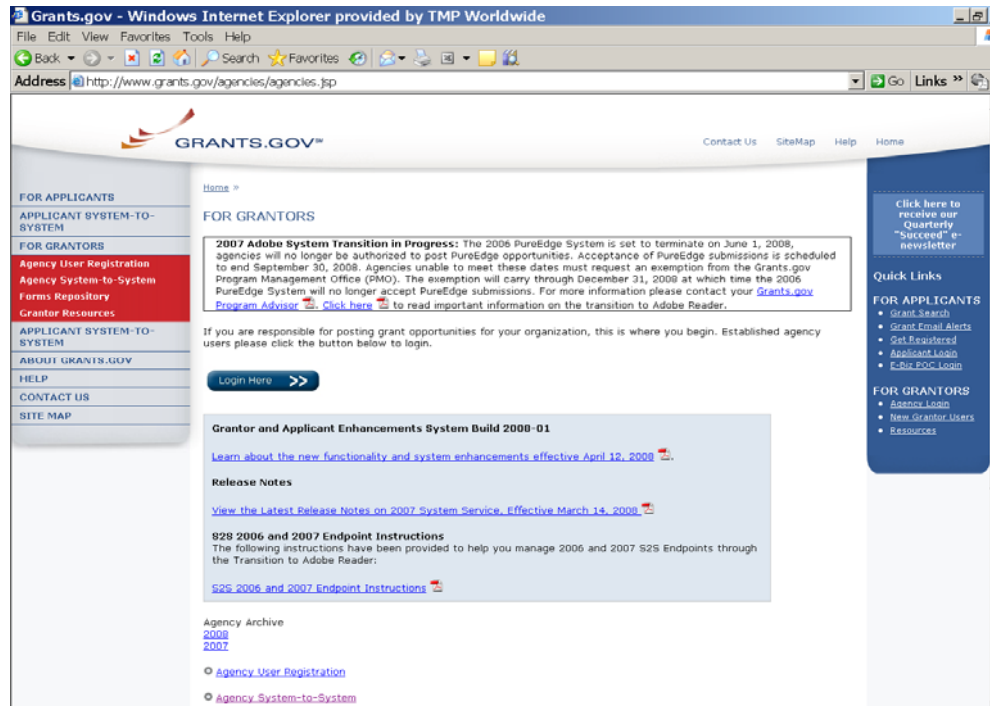
Additional support provided through the Grants.gov Contact Center at 1-800-518-4726 and at support@grants.gov. The Contact Center hours of operation are Monday-Friday, 7 a.m. to 9 p.m., Eastern Standard/Daylight Time.

PART TWO – USING YOUR NEW CREDENTIAL AT GRANTS.GOV

Now that you have successfully acquired your E-Authentication credential, you are ready to return to your Grants.gov work. Beginning August 31, 2006, you will need to start at the For Grantors page on the Grants.gov website, located at: http://www.grants.gov/agencies/agencies.jsp.

>   STEP 1: Click on "Login Here"

>   You will be redirected to the E-Authentication portal (see below).

>   HINT: You can go to the E-Authentication portal at any time using the "Agency Login" quick link located on the right navigation area.
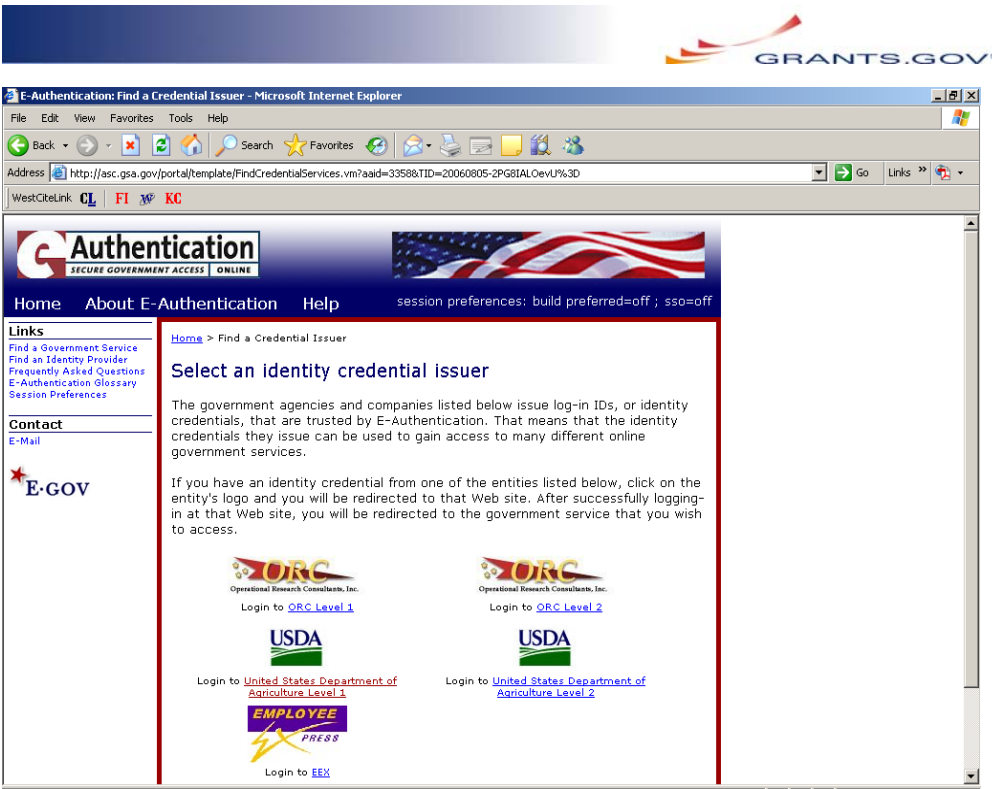
STEP 2: Choose the CSP that issued the credential you secured in the steps above. You will be redirected to your CSP site.

STEP 3: Login as instructed. If you experience problems logging in, use the help resources for your CSP (noted above).

STEP 4: When you have successfully entered your username and password, you will be redirected back to Grants.gov.

STEP 5: If this is the first time you have entered Grants.gov using your new E-Authentication credential, you must "associate" that credential with either a new Grants.gov profile (i.e. you're a new user to Grants.gov) or an existing Grants.gov profile. Read the menu and decide which situation applies to you.

Menu Choice 1. "I have a Grants.gov profile but never associated it"

If you worked on the Grants.gov system prior to August 30, 2006, you have an existing profile in our database. This profile includes information such as your agency/sub-agency designation, the roles assigned to you by your agency Super User, and your login information. It currently has your old Grants.gov username and password. You must now replace the old username and password with your new E-Authentication credential.

STEP 1: Choose "1. I have a Grants.gov profile but never associated it with an E-Authentication credential"

STEP 2: You will be asked to enter your existing Grants.gov Username and Password. Click Submit. You should end up on the "For Agencies" landing page. Your roles should appear on the left side navigation area.
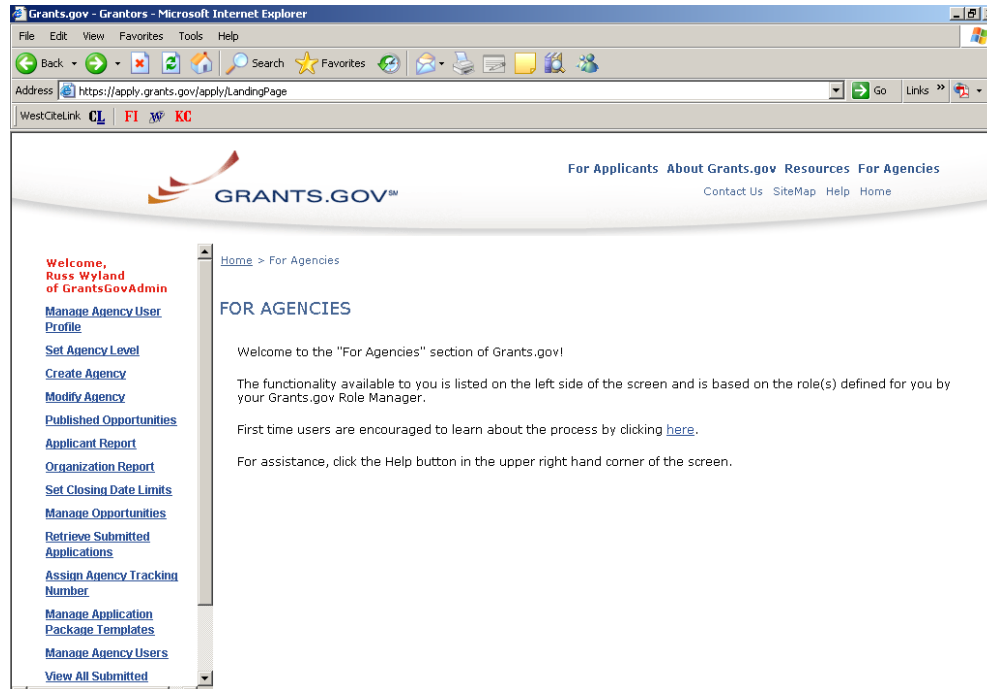
STEP 3: You will receive at least one email from Grants.gov. Everyone receives an email message with an Activation Token. If you ever want to associate another credential with this profile, you'll need the Activation

Token. Users who have been assigned the Manage Synopses role will receive a second email message with a user ID and password for use with the Grants.gov Email XML Synopsis service. For more information, see Part Three below.

You are now free to begin your work. From this point forward, your existing E-Authentication credential will automatically bring you to the "For Agencies" page.

NOTE: Remember to click "Logout" when you have completed your Grants.gov. To delete your existing E-Authentication session, you must close your internet browser completely.

Menu Choice 2. "I have a Grants.gov profile already associated"
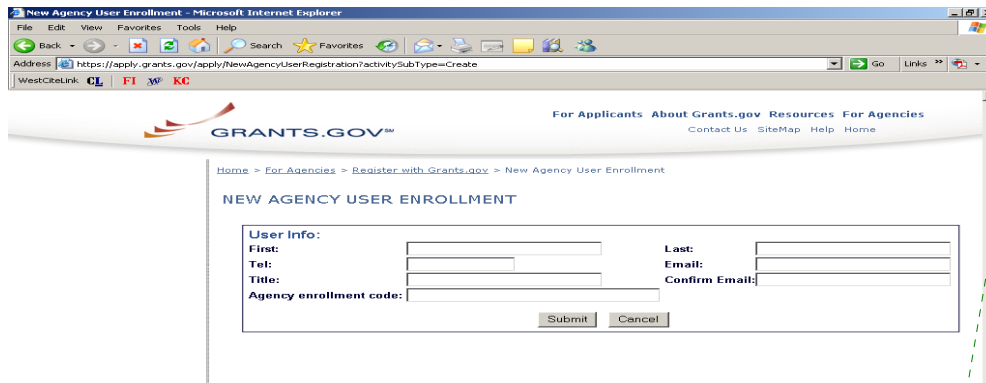
This menu choice allows you to add additional CSP credentials to your existing Grants.gov profile. This feature is treated in Part Three – Advanced Features of this user guide.

Menu Choice 3. "I am a new user without a Grants.gov profile"

If you have never worked on the Grants.gov system, you must create a profile in our database. This profile includes information such as your agency/sub-agency designation, the roles assigned to you by your agency Super User, and your login information. When you create your profile, you E-Authentication credential will be added to it.

STEP 1: Choose "3. I am a new user without a Grants.gov profile"

STEP 2: Enter the information requested and press Submit. You should end up on the "For Agencies" landing page. Because you are a new user, your roles have not yet been assigned to you by a Super User.

Comment [m1]: Does this still exist?

STEP 3: You will receive an email from Grants.gov with an Activation Token. If you ever want to associate another credential with this profile, you'll need the Activation Token.

New users are strongly encouraged to learn about the Grants.gov process by following the link in the "For Agencies" area. Your Agency Super User has been sent an email message requesting that he/she assign new roles to your profiles. From this point forward, your existing E-Authentication credential will automatically bring you to the "For Agencies" page.
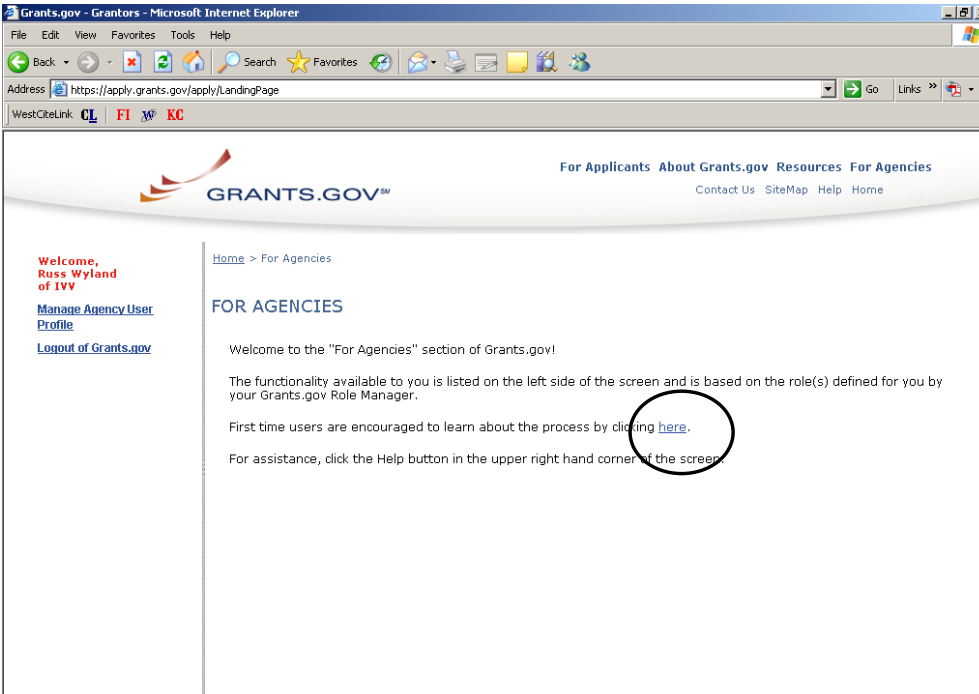
HINT: Remember to click "Logout of Grants.gov" when you have completed your Grants.gov session. To delete your existing E-Authentication session, you must close your internet browser completely.

Security and moving within the E-Authentication federation

The idea behind E-Authentication is that users will have the ability to authenticate in one place and move throughout the E-Authentication federation, those agencies and services that accept E-Authentication credentials.

Users should be aware, therefore, that once logged in to a particular CSP, they can visit other participating services and enter without going through the drudgery of re-authenticating. For example, a user at the Department of Transportation might login

to Grants.gov using her Employee Express credential. In the same browser session, that user could visit Employee Express to check her personnel information.

By the same measure, Grants.gov agency users need not start at Grants.gov. A Department of Defense official might login to ORC to examine contract information before coming directly into Grants.gov to create a synopsis.

E-Authentication is a powerful tool. Such tools, however, demand that users take responsibility for their security. When you leave your workstation, please ensure that your Internet browser is closed completely. While your E-Authentication session will time out if unused, properly closing your browser is the only way to ensure that you are secure.

PART THREE – ADVANCED FEATURES OF E-AUTHENTICATION

Parts One and Two of this User Guide must be followed by all users, and most users need not go beyond Part Two to begin working in Grants.gov. There are, however, advanced features of E-Authentication.

Requesting a new Activation Token
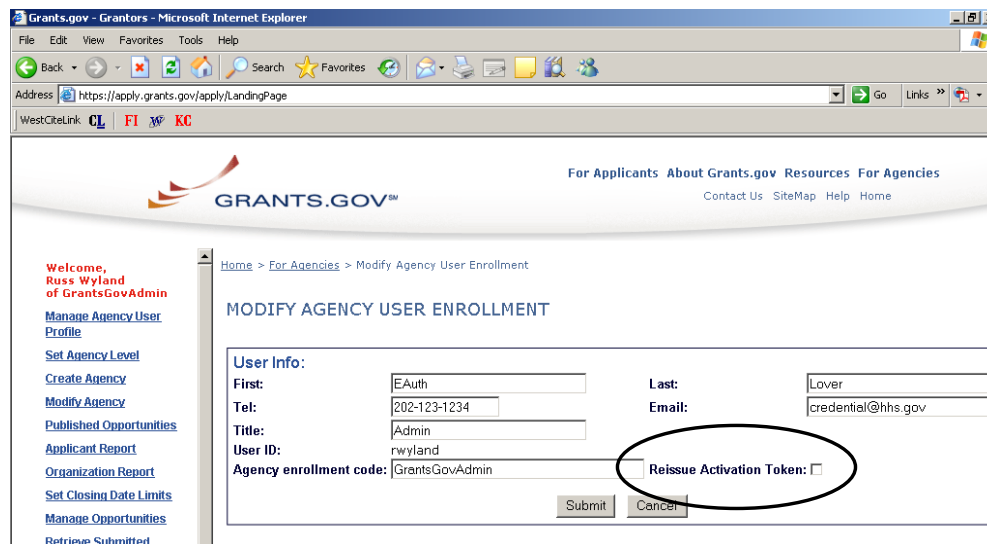
After you associated your credential with your Grants.gov profile, you should have received an email with an Activation Token. This token is part of your profile, and it allows you to add additional credentials to your profile.

Because the Activation Token is rarely used, Grants.gov has provided a way for you to request that it be re-sent to you.

STEP 1: Login to Grants.gov using your existing CSP.

STEP 2: From the "For Agencies" page, choose "Manage Agency User Profile"

STEP 3: Click in the box marked "Request New Activation Token" and click "Submit"

Your new Token will automatically be sent to your email account by Grants.gov under the sender name "OS Support."

Associating multiple credentials to one Grants.gov profile

Grants.gov allows users to have multiple credentials from different CSPs and/or multiple credentials from the same CSP.

Why would you want additional credentials? There are many reasons. For example, you might have initially registered for an ORC credential. Subsequently, your agency decided to use the personnel services of Employee Express, and you were, therefore, required to have an Employee Express credential. For simplicity, you might want to be able to use your new Employee Express credential with your Grants.gov profile.

> STEP 1: To associate a new credential, you must have your Activation Token. This token was sent to you by email when you first associated your E-Authentication credential with your Grants.gov profile (see Part Two above). If you do not have this Activation Token, request one using the steps immediately above.

> STEP 2: Login to the CSP account you want to associate to your existing profile. Because the system does not recognize your new login information, you will be delivered to the following menu.

> STEP 3:   Choose "2. I have a Grants.gov profile already associated with an E-Authentication credential."

> STEP 4: Enter your Activation Code and click "Submit"

You are redirected to the "For Agencies" landing page, and you can now use either credential when using Grants.gov.

Using the Grants.gov XML Email Service for submitting synopses

Many agencies use Grants.gov's Email XML Synopsis service. That service requires that the submitter include a username and password in their XML. For most agencies, XML codes—including username and password—will NOT change. Some agencies, however, might have opted for a configuration that will require them to make a slight change to the <password> field.

STEP 1: Determine if you need to make a change. Focus on the user profile used for submitting the synopsis email. Is that user profile used for ANY reason other than submitting the Email XML Synopses? If you answered "no" to this question, then you need not make changes to your XML. Many agencies have already established an account/profile solely for the XML synopses service. This account/profile might be linked to a live human user who does nothing but submit these email messages, or this account/profile might be linked to a system (nonhuman) user that submits automatically.

STEP 2: If your agency submits synopses using a profile that is used for multiple functions (usually tied to an individual user), then you need to change your XML.

STEP 3: The user should follow the instructions for associating their E-Authentication credential with their Grants.gov account (detailed in Parts 1 and 2 above). At the end of that process, the user will receive two email messages. The first will include an Activation Token. This token will serve as your new <password>. The second, sent only to those with Manage Synopses privileges, provides you with a new <username>.

```
From: support@grants.gov [mailto:support@grants.gov]
Sent: Tuesday, August 08, 2006 10:39 AM
To: E-Auth User
Subject: Publishing Access Granted

Dear Grants.gov Agency User:

You are now authorized to publish synopses on Grants.gov. If you plan
to publish through the XML interface, you need two pieces of
information: a username and your activation token.

Your <username> for XML submissions is: XXXX-XXXX

Your activation token <password> for XML submissions is: sent under
separate cover.

XML code received by email is validated directly with Grants.gov and
does not get submitted to E-Authentication. Therefore, please do not
enter the username and password you would normally enter at your CSP's
website.

If you have any questions, please contact your Agency Point of Contact
or the Grants.gov Program Advisor.

Thank you,

Grants.gov Project Management Office
info@grants.gov
202-205-1223
```

STEP 4: Insert the new username in the <UserID> field, and Activation Token in the <password> field of the XML.

Sample New Funding Opportunity Synopsis
```
<?xml version="1.0"?>
<!DOCTYPE FundingOppSynopsis SYSTEM "GrantFundingSynopses.dtd">
<FundingOppSynopsis>
<PostDate>02122004</PostDate>
<UserID>EDuser</UserID>
<Password>EDpass</Password>
<FundingInstrumentType>G</FundingInstrumentType>
<FundingActivityCategory>ED</FundingActivityCategory>
<OtherFundingCategoryExplanation></OtherFundingCategoryExplanation>
```

STEP 5: Submit email according to existing service instructions.

PART FOUR – FREQUENTLY ASKED QUESTIONS

1. *How long does it take to acquire a credential?* Grants.gov requires that you have a username and password with a Level 1 assurance rating. A Level 1 credential from ORC, Inc. or USDA eAuthentication takes under 30 minutes to acquire. Grants.gov also honors Level 2 credentials, but these take significantly longer to obtain.

2. *How much does it cost to acquire a credential?* It's FREE. The best things in life usually are.

3. *What is the lowest security level credential required to use Grants.gov?* Level 1 is required.

4. *I am a not a Federal employee but I work for an agency that has approved me to work on Grants.gov. Am I permitted to use E-Authentication?* Yes. Grants.gov's E-Authentication solution is open to all agency personnel working on Grants.gov. Both Federal and non-Federal agency users must convert choose a CSP and convert their existing Grants.gov profiles.

5. *My agency uses USDA's National Finance Center for its payroll and personnel management. Will my USDA-NFC credential work on Grants.gov?* No. The National Finance Center is completely separate from the USDA eAuthentication project. The two credentials are not interchangeable.

6. *I have several profiles on Grants.gov. Can I associate one E-Authentication credential with all of my Grants.gov profiles?* No. Each Grants.gov profile is recognized as one unique user, and each user must have a distinct credential. Therefore, someone with multiple Grants.gov profiles MUST obrtain at least one E-Authentication credentials for each.

7. *I have a certificate registered with a profile to pull files using system-to-system (S2S). Do I need to secure an E-Authentication credential for that certificate?* No. S2S does not require E-Authentication.

8. *I have a "pretend" user set up only to submit XML Email Synopses. Do I need to secure an E-Authentication credential for that "user"?* No. If your XML Email Synopses submitter does nothing else on Grants.gov (i.e. isn't a user with other responsibilities), no change is required.

9. *In what way does E-Authentication make my work on Grants.gov easier?* The honest answer is that E-Authentication will make no difference to your work on Grants.gov: it won't make it easier or harder. What will become easier, however, is that you can sign in to Grants.gov with your new credential and then move to other applications within the E-Authentication federation without needing to login

again. For example, you can login to Employee Express to check your leave record and then come directly into Grants.gov without logging in again.

10. *I am an Agency Super User. How will my responsibilities change with E-Authentication?* Your responsibilities do not change because of E-Authentication. You will continue to be responsible for assigning roles to new users and will be prompted to do so by an email from Grants.gov. Likewise, you will continue to be responsible for assigning and changing roles for existing users as well as managing the users at your agency.