Stakeholder Webcast
Transcript
January 21, 2009

¶¶
>> Welcome to the department of health and human services grants.gov quarterly stakeholder meeting.

I'm Michael Pellegrino, grants.gov outreach coordinator.

thank you for joining us.

we have a full ageneral da for the webcast.

first I'll give you an update and then discuss current system issues in the RSS feed.

next we'll talk about our transition to Adobe, then discuss the enhancements in system build 2008-03.

finally we will discuss with you the request for proposal regarding cloud computing.

let's get started.

joining me today in the studio is Vince Sprowls, grant.gov program advisor.

welcome, Vince.

I would like to remind you you can email questions during the broadcast.

the address is grants.gov-webcast at HHS.gov.

we will be answering questions after the presentation.

after the session we will compile all the questions that come in and place them with the answers on the grants.gov site.

As a reminder you're seeing the charts on today's broadcast but you can also access them from the grants.gov home page by clicking on the stakeholder bullet under what's new this week.

so today we want to talk first -- of course I would like to remind you you can email the questions once again to grants.gov-webcast@HHS.gov.

first the number.

You can see our submissions have increased 7%.

These numbers are through the first quarter of fiscal year '09 which ended December 31st.

Our AOR growth is up 35%.

AORs are authorized organization representatives.

Those representatives have the authority to make grants on behalf of the organization.

our contact center volume is up to 41,000 through December 31st.

you can see this is decrease of 4 1/2% over the same time period in fiscal year '08.

We can't pinpoint the specifics for why the decrease but some general things.

you remember from our last webcast we mentioned we changed the integrated voice response which is when you call the 877 number to better assist customers.

we have also updated the home page of the ebb website around eligibility.

the main calls the number we usually get about 33, 37% of our calls normally for people looking for personal financial assistance.

since we have made these changes for the last recording period, personal financial assistance calls are down to 18%.

of course we have been around since 2002 so people are becoming a little bit more familiar with grants.gov.

this chart shows you the number of hits per month.

in December number of hits being the number of times people come to grants.gov.

you can see in December there were 815,000 hits on the website.

the next chart shows you the page views.

so of those 815,000 people when they come to grants.gov, there are over 2.3 million pages meaning when they clicked around and where they go within the site.

The next chart does a comparison of November to December.

so in December you can see although I did mention we have been around since 2002, people are becoming more and more familiar, you can see that 70% of our website hits are for unique visitors.

So we're still have a large number of people coming for information on the site are unique.

you can see by the numbers the average page hits, the page views, that's number of time on average people bounce around within the site and you can see the people on an site for an average of one minute and 48 seconds.

This information just gives you a better feel how much volume grants.gov gets.

The next chart we want to talk about current system issues.

as always you can look to the website, the blogs, we post information, all these topics are up there, have posted information about them and we'll continue to provide you with that.

the first bullet, erroneous email notifications.

what's happening in the Adobe system is approximately 18% of the time when somebody submits an application package, they are receiving an email, the rejection email with error.

then within 15 minutesthey receive the email valid pay which means your application has been successfully validated.

now, what's happening is grants.gov, we have a script that is reprocessing applications.

we do not know the root cause of the issue but these erroneous emails are coming out.

of course we're continuing to work on resolutions and fixing this.

but at this time, the walk away is if you do, once you get that valid pass email, your application is successfully in the grants.gov system.

you can always call our help desk to create a customer service ticket to get on record that you experienced the issue.

help desk number is (800)518-4726.

also our testing environment which is known as AT -- 07 for those that test in our environment has been unstable.

we at this point it is currently offline, you cannot access it.

continuing to work on the issues there to bring it up, make it stable so that people can utilize it.

the main focus is for the system community as well as agency.

speed and reliability initiatives.

we've discussed this on our last webcast.

speed and reliability was scheduled to be concluded October 31st, 2008.

what the speed and reliability was, is and was, is we added additional servers to our system.

right now we have 5 T 1,000 servers.

the goal was to increase the capacity of the number of applications we could receive on a daily basis from 2000 up to 10,000.

what happens is in each of those five servers there's different components.

there's a component from system to system, component for Adobe, there's an component for pure edge and one for static, the front end of our website, our user guides, et cetera.

the main part of the speed and reliability was to what's called cluster all five of those servers so they interact and work together.

the one missing piece of that which is still not finalized, there's issues we're working towards resolution is the Adobe portion clustering the Adobe part of that.

once that's done we'll notify everyone it is official and complete.

also I'll talk more in a second about the build 2008-03.

that was scheduled to be deployed on January 10th.

what happened is in our first round of testing, grants.gov program management office has an IVNV team.

independent verification and validation, they do all of our testing.

we identified a number of issues within that build and send it back to the system integrator who made some changes.

Right now that build is currently with our IV and V team for round two of testing.

at this time we do not have an estimated date for deployment.

we will of course let you know soon.

it will not be this weekend.

we can tell you that.

one other thing that's not on this chart is we are currently experiencing an issue retrieving information from CCR.

central contractor registration which is obviously step 2 of the registration process.

what is happening, this is another one we're obviously continuing to work on the issue.

but for those AORs who have either registered with CCR or modified their CCR registration, as of December 31st, that updated information, new or updated information, is not in the grants.gov system.

so what's happening when you go CCR you see that you are actively registered but when you come into grants.gov and put in your user name and password, you can't get in.

You're having an issue.

in that case call our help desk, create a customer service ticket.

they will ask you for eight pieces of information.

your D,NS number, your DUNS plus four.

your M pin.

of course they'll ask for your name, phone number, email address.

what we are doing is manually every day entering your into our grants.gov system.

once it's escalated to our system integrator who does that manual entry, they then come back to the contact center telling them you are okay now and can can log in and submit.

we will contact you via phone and if you not there, we'll leave you a voice message telling you you're now okay, use your user name and password.

That one is not on here but we posted it on a blog as well.

at this point I want to turn it over to Vince.

he's going to talk about broken pipe, the RSS feed and transition to Adobe.

>> Thank you, Michael.

first I want to touch opt broken pipe issue.

Adobe version 1, 8.13 if you use that you will submit successfully without receiving the broken pipe error message, error problem any more.

use 8.13 has resolved the broken pipe issue.

if you have to use 8.11 or 8.12 or 9.0 the workaround, you have to use that because you' not allowed to down road the 8.13 where you are using because where you're at because the system's limitation.

if you submit with inside the browser then you will almost guarantee you will not receive the broken pipe.

but if you submit outside the browser you may with those three versions you may receive the broken pipe.

that's why we suggest if at all possible to submit within -- submit using version 8.1.3.

that's -- next, please.

okay.

the RSS feed.

in the next build we are expanding some of the definitions to the RSS feed so you'll be able to find out with the RSS feed which opportunities are new and which ones have been modified.

We do get a lot of questions into grants.gov about which RSS feed to use.

reader.

that's really a preference.

there are many out there, I use Internet explorer 7.0.

I find that to be pretty easy.

it gives you on the right hand side tells me all the agencies which have posted grants.

there are many other ones out there, you can find one which fits your need but there are many out there.

so decide and play around and I think you'll find one that by and large will meet your needs.

this will be again in the next build.

another big issue that I think that will make the community happy is that we are not doing away with the daily email notification.

that will remain in place.

so you have two ways now to receive notification of upcoming grants, grant opportunities.

one would be either the RSS feed or the email notification.

so we're trying to expand what you can use to get what opportunities are being announced.

according to our modify.

next area I would like to touch upon is the Adobe transition.

first item I think is of relevance is NIH has migrated as of the end of December.

by most other opportunities, there will be a handful of opportunities that we will be migrating for them next week.

but by and large, most of them are in Adobe.

also I think you need to be -- if you're in an NIH applicant you need to be hooked up to some of their list serves and go on to their websites because they have a lot of information that's very useful about what they are doing with all their upcoming opportunities.

their next big proposal, the RO-1 which is due on February 5th will again be in Adobe.

so if you're going to submit that RO-1 on February 5th it will be in Adobe so please remember that.

and if -- of course NIH always asks to try to submit as early as you can.

if by chance on that February 5th date you haven't submitted -- and you are submitting on that date and you are having any type of difficulty they request that you please contact the grants.gov help desk.

You can call the help desk or you can email them but they like to make sure that you contact the help desk so you get a record that you were trying to submit and had some type of issue.

that's very important.

next, the other agencies that will be migrate.

First, USDA to our knowledge, grants.gov, looks like their last opportunity will be in -- pureedge will be in February and from then on all the other opportunities will be in Adobe.

they already do have because it's a big agency, it's currently I think the R and R agencies using pure edge.

the non-RNR within USDA has gone to Adobe.

the department of energy, as of I think the beginning of March will be their last opportunity in pure edge, from there, hopefully they will then also be going into Adobe.

the grants.gov PMO is actively working with NSF to determine when they will be migrating but they will be migrating shortly too over to the Adobe mechanism and we'll keep you informed of that date.

one specific item of interest, this is basically only for the grantor community.

with this next build, the 2008-03 you will then lose the ability to create any new opportunities from pure edge.

from then on you have to only post in Adobe.

from then on that will be it.

Michael, I they's all off -- that's all I have to say for the Adobe transition.

>> One thing with NIH's first, obviously everybody was great at NIH, now in Adobe.

that's one of the questions we had.

the first closing was the beginning of January.

any specific issues.

>> Yes.

there was one specific issue that did come up.

the first -- it was somewhat -- I think it was successful.

.

we didn't hear anything -- a lot of negative feedback.

it seemed from the applicant community.
one feedback from NIH was their PHS modular budget, the grantor PDF
generated from that, there has been some issues that it's not replicating exactly
what the applicant put in.
we at grants.gov are working on that issue.
we hope to have it resolved by the end of next week.
I know that NIH has sent out an issue -- sent out this issue on their list serve and
alerted the community about this.
so we have been actively working with them regarding this problem.

>> Just for everybody, this form is just specifically for NIH, right?

>> Yes, it's only the NIH PHS modular budget.
we have looked at all of our other budget forms and no one -- none of those are
having an issue.
just this one particular budget form is having this issue.

>> Just to reiterate for everybody, just that one PHS modular subject form for
NIH F you're utilizing that, there maybe issues on the calculation, on the back
end.
you go to the comments and see if in fact that issue did occur.
we're working.
a couple of key points Vince mentioned with the RSS feed, we're continuing on
that, expanding on it but we originally were going to terminate the daily email
notifications on January 31st.
so based on a lot of feedback we received from the community, we will not be
terminating that server.
that's the -- server.
that's the one up to 670,000 emails a day, the posting of new grant opportunities.
just one more time, we talk about a lot, the latest version of Adobe reader is 8.1.3
which will not receive the broken pipe.
so moving Alok, we'll talk about -- along, we'll talk about the next bill scheduled
originally for January 10th.
once we have a target date for deployment and production we will let you know,
Post-It on the blog.
but right now we are in round 2 of testing which is tentatively scheduled to be
concluded tomorrow.
couple of the main things occurring in this build.
we are putting the grants.gov tracking number first in the subject line of all the
email notifications that we send out.

which are the agency retrieval emails so grants.gov tracking number will be first for those of you who do receive a number of grants.gov emails a day you can sort by that.

Vince mentioned in this build once it's put into place we will terminate, this is for agencies, of course good for applicants to know.

in this build we are terminating the ability of functionality for agencies to create pure edge opportunities.

so almost all Adobe at this point.

Vince mentioned the RSS feed itself.

what it is going to do, this build is going to be able to separate new opportunities versus opportunities that are modified.

it is important to reiterate what Vince said, there's a number of readers out there, we use i.e.-7 on our computers but some of our agency counter points, their IT team doesn't let them upgrade.

so it's a matter of which you use, which you find most common and which you like to use.

another thing, the main focus as we talked about back in October, of this build is to reconfigure the light weight directory access protocol, otherwise known as LWDA.

you heard this before for the regular viewer our system today once we reach 360 concurrent users begins to slow down.

by reconfig figuring the LDAT in this build we will increase our number of concurrent users up to 2000.

last but not least, another major change as part of this build at grants.gov, we are changing set 3 of the registration process.

-- step 3 of the registration process.

so the process itself to submit a grant remains the same in that -- for those who are new, you need a DUNS number, takes one day, then go to CCR.gov, central contractor registration, register with CCR.

that takes one to two days.

When you go to CCR you'll need your DUNS number, your key pin which is your tact partner identification number you get from the IRS.

you need your electronic fund transfer information in case you do receive awards, funds will be electronically transferred.

also I'm reiterating this for the new people because we were asking to, is when you register with CCR you identify what's called an ebusiness point of contact.

that ebusiness point of contact in essence is the gatekeeper for the organization who gives others in the organization the authority to submit grants to become AOR.

authorized organization representatives.

when they establish when the ebusiness point of contact establishes themselves as the ebusiness, what they do is also create an MPIN, marketing partner identification number.

that in essence is a secret code.

Secret code they use to give the AORs the authority to submit grants when they request them.

so DUNS and CCR stays in place.

today we utilize grants.gov a third party service provider who maintains our user names and passwords for grants.gov.

that functionality is overseen by an office called eauthentication.

eauthentication is sun setting which means going away.

so grants.gov we must change so we made the decision to take the registration in-house.

so we'll maintain it in-house.

the first part of this is just for the applicant user names and password.

the second part which would be in our next build which is tentatively we're looking at April and May of this year, that's when we'll bring in the changes to the grantor registration process.

right now let's just talk about the applicant.

so what's going to happen?

We have some screen shots of a couple of charts.

We'll reiterate this again.

what is going to happen is an AOR existing AOR you will be migrated into the grants.gov database, you're already there but you will be migrated to new functionality.

what happens is the first time you log in to the grants.gov user interface which means you log in through grants.gov, through the quick link or left NAV going through the apply process, when you log in through the user interface the first time, first and only time what will happen is a screen will pop up with your profile.

has your name, phone number, address, this is an opportunity to edit that information.

but what it will also do, as you can see, you'll see it in another chart, is it will ask you for a secret question and secret answer.

you must fill that out.

the secret question and answer are not drop-down menus.

You can put in a personalized presentation I gave last week was, you know, what team will win the superbowl?

At that time I said eagles.

That's not going to happen.

you put in a question, what team will win the superbowl?

Your answer will be I don't care.

but you'll put that in and it's not case sensitive.

that's another walk away.

and the character limits are 100.

you have a field up to 100.

but once again, if you're an existing AOR and you log in through the user interface you'll be prompted with this.

you must establish a speaker question and speaker answer.

the reason you're establishing that is in case you do forget your user name and password moving down the line.

if you are an existing AOR used to submitting by going to your save application package on your computer, you just go in, open your application package, your save and submit button, highlight it, click on that, put in your user name and password and submit, you will not be prompted with that profile screen.

so grants.gov recommends for all existing AOR, once we do this build you should go into the user interface and log in, update your profile, establish a secret question and secret answer.

now, for new people, once we put this build into production, for new people who are becoming new AOR, what you'll do is be prompted with the profile screen.

you will be able to establish your own user name and own password.

once again you'll establish your secret question and secret answer.

then you submit and you will be updated -- I'm sorry, once you submit then what happens is an email goes back to that ebusiness point of contact asking them if they want to give you the authority to become an AOR to submit grants.

using that N pin they will give you the authority, or they may not give you authority.

everything I talked about today like the first two builds we did build 1 and build 2, we do a detailed communication around the changes.

we push that communication out via one of the email list serves that we'll talk about at the very end today so we'll put this all out there in a communication build.

so one more time just to reiterate the screenious ear looking at now.

if you forgot your user name, what you would do is put in your email address and your DUNS number.

our system will send it to you.

you don't have to call our help desk any more.

now, if you forgot your password, you would put in your user name, you would put in your secret question, who is going to win the superbowl, put this your answer, I don't care.

then we will send you the password automatically.

so again, these changes are takes place.

We must make these changes.

This is just for the applicant.

next go around we'll be doing the grants.gov.

what we would like to do now is discuss -- for those who read your blogs have seen our efforts to move to cloud computer.

so we -- cloud computing.

I want everybody to be aware, any change in management process the process itself is we inform, educate, train, implement and monitor.

we're in step 1, inform.

what we know now, we're going to tell you.

next time we're discussing this in April we'll tell you more.

the more we know, the more we'll tell you.

so just some general things.

Cloud computer is a mixture of utility, grid computer and -- computing and server utilization.

for those viewing on the website, these are hyper links, meaning you can read information on wikipedia.

everybody has a serve.

so you can look at everything as a service, you have a neighborhood.

I live in Alexandria.

you have infrastructure as a server.

so within Alexandria there maybe an apartment building, that's infrastructure.

communication has a service within that apartment building you would have that would be your phone, your cable.

monitoring as a service would be your fire alarm.

so that's just to give you a real life example of overall cloud computing.

so within cloud computing itself there's this whole everything has a service out there.

that's not necessarily what grants.gov, what we're looking for.

we are looking for, we'll talk about this in a few charts, but we're looking for scalability.

we're looking to get out of hardware and software business.

currently we own the hardware.

government-furnished equipment.

when I say scalability, we're looking at a system that on weekends when there's no submissions and there's only a few, the system can track.

we're not being charged for it.

on large closing days like Vince was discussing the NIH closings, our system would just expand naturally.

we would be charged at the expansion.

so couple of other examples, talk about utility computing.

utility computing, you want to just picture back to the neighborhood example is you're paying for your electric bill.

you're not paying for the telephone poll and all that, you're paying for a service.

so next example itself on the computing, that would be in essence if you were paying for the telephone pole and all that.

so grid computing would be a number of computers throughout various locations.

server utilization is similar to that.

you have a number of computers focused on one issue, processing applications but you're paying for those servers themselves.

You're not paying for the scalability.

either way, what grants.gov, we're looking for scalability, looking to create --

efficient resources, looking to better enhance customer service.

for example, real life examples today is contact center has 484 solutions built into the knowledge base.

for our 72 customer support reps to assist you.

if you call with a question that's not within those 484, specifically more than likely it's an it question, you're having a problem, the contact center creates a customer service ticket in our system called feeble.

but we escalate that through outlook to our system integrator.

they answer it, respond to the contact center via outlook and that question is answered.

We go back to the applicant.

well, using that example with new functionality moving to the cloud, what we would have, that would be one system.

and we'd have business rules put into place.

for example, if somebody called today and their grant opportunity closes today at 5 p.m., in the system that would be given high priority if it was escalated.

So our system integrator would get it, they realize we need to respond to this quickly because the grant opportunity closes today.

also in grants.gov in the program management office I oversee the contact center so we could have a business rule in there such as say if an escalation is not answered within 48 hours, an email pops up into my computer.

whether it's outlook or via the system.

that hey, this hasn't been answered in 48 hours.

I need to step in and find out why.

we're looking at better customer service.

what is our approach here?

The approach itself as we discussed before, we went out with a request for information which was just that, information itself from the technology experts out in the field.

we receive 24 submissions, a lot of information, very useful.

we learned a lot.

So the next step is to issue an RFP.

request for proposal.

where we are specifically with that today is we the PMO have developed an RFP.

it is actually open now for federal agency review through Friday for those agencies who are participating on the webcast today so this communication went out through the grants executive board.

what's happening is the agencies have the opportunity to come here in health and human service and we're calling the reading room, read, make comments and/or changes and submit them back o the grants.gov program management.

at that time what we'll do is we'll consolidate all the feedback, finalize the request for proposal with our contracting office, and then put it out on the street.

what will then happen is before the request for proposal closes we'll hold what's called a bidder's conference.

we'll hold a session here, health and human services and another location where potential bidders third party providers come in and ask questions, review any documentation they need to to better assist them in their proposal.

all that is in progress.

next is once the RFP is awarded, where does grants.gov approach after that? Three phases.

Phase 1 is what we want to do is take the existing system and get it so to speak in the cloud as soon as possible so that we can begin to reap the early benefit from cloud computing.

so what will happen, whoever wins the RFP, there maybe parts of the existing system that need to be modified or changed to in fact get it into the cloud to work. and we will do that.

but we will not redesign the system as part of phase 1.

once phase 1, a key component of phase 1 is once we verify the stability and functionality of the grants.gov system in the cloud, then we will terminate the existing architecture of grants.gov.

now, moving into phase 2.

that's when we're going to begin to make some enhancements.

as you know, some of you know, we have enhancement forum on our website where we receive a request, we hold monthly user group meetings, we talk to agencies and applicants on a regular basis, daily, sometimes hourly.

so we get a lot of feedback.

we create what's called system change request.

so we have all this feedback, all potential enhancement in a database at system change request.

in phase 2, that's when we'll begin to look at some of these, look at all of them.

so for instance, I do the presentation, my little pet peeve is when you move the forms from left to right you have to open a form you have to click on the open form dialogue box.

we'll look to change that, you should be able to double click or single click to open it at this point.

those are things we'll look at in phase 2.

in phase 2 is when we'll also begin to implement the key performance indicators and SQIs, service quality indicators.

those will be the system monitoring devices to let us know when issues occur.

if the system even though we're going to have 2000 concurrent users when we move to the cloud that makes sense but using the example today if the system begins to slow down, there will be system monitoring devices that let us know and alert us.

also if somebody gets a for example page 404, page not displayed error, systematically that will be brought to our attention.

an issue and resolution, a ticket will be created.

It team will work to resolve that and will communicate it with you.

that will all occur in phase 2.

last but not least is phase 3.

Phase 3 will be to stabilize, maintain the existing phase 2, the existing structure of where we are.

it will address any remaining issues, clean up any necessary documentation itself, so I know everybody is asking what the time frames are for all this.

again, the more details we will let you know as we move forward.

but the time frame in general is to have depending on how much feedback we get from the agency over the next couple of days our target was to have the RFP on the street, when I say on the street through fed BIZOP in February with an award by June.

that's all tentative.

so at this point in time, that's all we really know on cloud computers.

>> When can the applicant expect to see the methods class computing?

>> The first benefits of course will be in phase 1.

that's when we get into the cloud.

structural costs.

Hardware software maintenance.

the main benefits are seen in phase 2 when we look to redesign the system, we put in the performance indicator, the FQI so when we receive issues such as the broken pipe, we're immediately on it identifies an area to focus on.

Phase 2 will be the meat of it.

so what we'll do now is the previous chart was as always you have the news letter you can sign up for, you have our blog at grants.gov update that, is when I mention sending out the communication build.

that's the email list serve what you see here.

that is up 28,000 people.

the grants.gov news letter you received yesterday, up to 48,000 people.

always look to our blog.

our blog is the program management office, we have real time access.

I can go upstairs and post something on there now, we have real time access for that.

you can always call our contact center Monday through Friday 7 a.m. to 9 p.m. Eastern Time.

(800)518-4726.

you can email us 24/7 at support@grants.gov.

so at this time we would like to take the remaining time to answer any questions you may have.

just as a reminder, once again you can email your questions to grants.gov-webcast@HHS.gov.

once we get all the questions and we answer them we'll post them on the site and you can see the answers to them.

tell me again which version of Adobe reader will not receive broken pipe?

8.1. rate.

For your IT people 8.1.3.

Adobe reader version 8.1.3 will not receive broken pipe.

Vince you talked about the modular budget forms so when do you expect the modular budget form issue to be correctd?

>> Presently we are -- our forms team is working on this issue and we're hoping to have it fixed and tested next week so hopefully the end of next week it should be fixed.

that's what we're shooting for.

>> So for -- we're looking at next week so you can look to our blogs but also ERA

so look for that hopefully next week.

Vince, since you're the S 2S guy, for S 2S certificate do you track the expiration date?

>> No, we do not, Michael.

we get this all the time.

we install certificates for agencies and of course for applicants.

but nowhere do we put in the expiration date.

we don't track that.

once it expires that's -- it's no longer good so you can no longer submit.

so it's really important that for both the agencies and the applicants that you track your expiration date and when you get them to me at least two weeks before they're expired a new certificate so we can install the new certificate that.

Is so important.

every couple of weeks I will get either an agency or more so an applicant who needs that new certificate installed right away.

try the best we can but please track those certificates.

We get so many more certificates now than we used to in the past.

it's a big workload, so please track it.

Very important.

good question.

thank you for submitting that.

>> For those of you know as Vince said it's very important, like anybody we have -- there's resource constraints so everybody's resources are prioritized but usually it takes upwards of 72 hours to update the certificates.

when we get the ones like you really need to do this today, I need to get my submissions in, we have to try and meet your need and reconfigure priorities so please let us know.

when do you expect the RFP to go public?

Depending on the agency feedback that we get over the next several days, the target is to have that out through BIZOP sometime in February.

here is another easy one.

to confirm the daily email notifications will continue?

Yes, they will.

how soon will we know information on OBAMA's available grant program?

>> I'll take that.

we really have no more knowledge in the general public at this point.

we have -- we don't really know.

or to even try to speculate would be not a good thing to do at this time by us.

we check find where we put our announcements and the newspapers, whatever but we have no more knowledge than the general public at this point.

>> We work with the agencies so obviously we'll be in tune with them and we'll know and if we get information about that, we'll Post-It on the site on the blog.

>> Are there usually a number of grants available for individuals/small businesses?

The short answer to that is no.
there's few if any individual grants on grants.gov for individuals.
but you can look to them every once in a while.
there are the example, the one I usually use is there was public broadcasting system at one time they had a jazz, there was a grant opportunity for jazz musicians and individuals could submit to that.
anything to add?

>> Small businesses -- the small business administration, if you're a small business that's probably the best place to look, small businesses.
I think the arts community, NEH, NEA do the most for the individuals, I don't know if you want to narrow it down.

>> Just in general maybe want to look at the NEH, NEA national endowment of arts.
look to them.
is there a way to narrow the RSS feed announcements from grants.gov?
To my knowledge, no.
we've asked this before.
I'll ask it again.
but when you say narrow, that means if you just want to set it -- I'm assuming it means you want to set it up just so you receive emails from say -- not emails, RSS feeds for Department of Education.
the answer to that is you can't just set it up for Department of Education but I can tell using i.e.-7 all the agencies on the right hand side so you click on the Department of Education and it will tell you.
does grants.gov send out Kayly email requests for proposal?
Do you know what that means, is that a grant -- if it's grant opportunities, yeah.
I think that's what that means for the email --
>> I'll answer this question.
do we send out daily email notifications for grant opportunities?
Yes.
if you meant something else by the question please file a clarification.
there's a longer one, after submission of an application, why do we receive an awkward HTML formatted page with the confirmation notice embedded in a hard-to-find place instead of just the confirmation notice that we used to receive?
That's a new one for me.
I don't know.
do you know?

>> Yeah.

the only -- maybe the erroneous email, where you get some odd-looking emails, but I'm not 100% sure.

whoever sent that in, if they could send us the actual screen shot of what they saw, maybe we could further look at it and give them a more detailed answer.

>> So for that question, whoever sent that in, if you have a screen shot or more detail, you can send it to the -- this email address and we'll pick it up and we'll look into it and give you more information.

this one is a general question that we get from time to time.

can you tell me what grants are available for a woman who is widowed and has a current income of $332 a month to start her home based business?

Honestly there aren't grants available for that.

we get these all the time.

we reference people look at GOVbenefits.gov.

see if you're eligible.

for small businesses you get small business administration.

why are Adobe based application packages scratch crashing?

What is grants.gov doing about it?

The packages are crashing when users are entering data, savings the package, et cetera.

the et cetera is the key here.

any time you -- any time you experience something like this, the more detail is what we need.

we need screen shots, day, time, user name, password, et cetera.

but in all hon necessity, I haven't heard of packages themselves crashing.

I assume that's when they open the package, safe it and try to throw it out, it's crashing, means it goes from the screen -- again, I'm not sure what the person exactly is asking.

if you experience an issue like this, my experience as a program advisor, best bet is to call contact center or help desk whatever you want to refer them and they can walk you through the issue.

normally from my experience if you experience something like supposedly crashing or the Adobe not working correctly, first thick you need to do is call the help desk and they will assist you.

and if there is an issue they'll of course expedite it to our system integrators to resolve it but I haven't heard specifics other than things we already know about that's on our Adobe tips.

>> That's the first time I have heard that as well.

so like Vince mentioned, any time you experience anything all like that, call our help desk when more detail is needed and work towards a resolution.

here is a long one but it starts off by a comment.

comment on erroneous email N. some cases applications are being reprocessed multiple times.

when it takes multiple times to reprocess, you might be looking at several hours' delay between receiving the first rejection notice and the validation.

this has been critical on grants deadlines.

I'll take that for what it's worth.

to my knowledge it usually happens within 15 minutes but if it is experiencing over a couple of hours, then once again contact the contact center, create a customer service ticket, tell them over three hours I received these five rejection emails.

, you know, dates and time, send it to us, capture the customer service ticket.

we do all that in case the agency calls and asks for if information because -- the information because you missed your deadline.

many P.I.s using MACs are having problems with the new Adobe form.

even using 8.1.3.

the program crashes frequently particularly within the non-modular budget module.

will this be addressed in future builds? Have you seen this one?

>> First I have heard of that.

I mean, I haven't heard there being a problem with the MAC and Adobe read arers.

>> This is one, I mean I'm not trying to sound like we're coming out here, these are new.

we hear a lot of things but when they are new, once you just brought that to our attention, we'll research it and get an answer for you.

but in a case like that, don't wait for a webcast, contact the contact center.

worst case scenario,k say send it to Michael Pellegrino and we'll restart check it and work it.

When will the forms be version -- be ready for download and test?

Any update on --

>> Are those additional R and R forms that need to be released and I hope they will be released shortly.

I don't have the exact date.

I don't know what the other part of the question was.

>> To go back to that, there's additional R and R forms and we have a forms team so we will get a status on that and put it in the answer.

that's an agency specific question.

at this point in time we don't have a date for it.

When will AT-87 be back on line?

Same thing.

we don't have a specific time line on that.

but the more information, the first place you look is the blog.

our it team led by Dima Smirnoff who is usually here is looking into that issue, work on the issue.

Once AT-70 is back online we'll let you know but honestly we don't have the time right now.

registration process step 3 change?

No.

when submitting a grant to grants.gov does each AOR have their own user name and password or do all grants for a certain organization have to use the same user name and password?

When an AOR -- if you're a grant writer, this came from a grant writer F. you're a grant writer submitting on behalf of multiple organizations, you must have an AOR -- you must be an AOR for each of those offers.

So you may have -- say you're submitting for five organizations, you will have five user names and passwords.

And you must ensure that when you submit that application on behalf of the organization, you are using the correct user name and password as registered with the correct DUNS number.

because if that is not matched to the DUNS number in the application packet it will get kicked back with an error.

that's the most common.

actually I don't know if I answered the second part of that.

did you see the second part of that question?

>> I thought you did.

>> Did I?

Okay.

I answered it.

is or does NASA plan to use grants.gov exclusively for applicants submitting proposals to the agency?

If so, when?

I realize announcements from posted on grants.gov, however we have had to submit packages due to NASA and spire systems.

I don't know if you have any information on this.

>> To my knowledge, this issue came up also last week federal administration project meeting out here in D.

I don't know what the final resolution of that is.

that is something that is strictly up to NASA.

I don't know what their decision is, to be honest.

We can look into that further.

>> We'll take this question and circle back with NASA to see what their plans are.

I forget that herb can see the question.

who do you want to win the superbowl?

As I said I'll say for the third time now, I don't care.

I have pure edge installed.

Should I delete it?

If not, when?

>> If you submit grants for anybody other than NSF, USDA or department of energy, you can delete it.

If you submit for NSF USDA, department of energy, they are the only agencies at this point who are still using pure edge, do not delete it.

either way, pure edge will be on our site on the download software page until we fully transition to Adobe and clean up the website when I say clean up meaning take away the pure edge reference FAQs, the pure edge download software.

can you go over the problems with the central contractor registry again or post the information on your website?

Yes, we will.

we have it on the site, we have it on the blog.

what it is, it's not a CCR problem.

let me make that clear.

what it is is each night grants.gov does a data extract, we pull information from CCR.

there were changes in some file naming conventions.

so what's happening is December 31st and after, that's when they changed their file name.

December 31st or after, after any new CCR registrants or anyone who has gone in and modified their CCR information, they will not be able to log in to grants.gov.

the reason being is we're not pulling that updated information.

as we sit here the it team is working on that, that's one of our bigGIES as well as number of them.

we'll repost that to the blog as well.

what is the time frame on the changes in the awe eauthentication build, when would AOR expect to see this change occur?

That's all dependent on when the build is is put into place so I can tell you it's not this weekend, not sure if it's the following weekend, depends if there's closing, depends, if we have to finish round two of testing and we have round 3 of testing on the bill.

once that happens, that's when we're going to put it into production.

how do we sign up for daily notifications on email with grants.gov?

You can click on the RSS and it will take you to another page but you can on the right hand side you can click on grant email alerts and it will take you to the page where we have the information.

what you can do is you can sign up to receive all notifications, which means every time -- you'll get it once a day but so today if 26 agencies posted a grant you get an email the next day with each of those opportunities.

so you can what do is if you know you want to sign up for education you can sign up for education.

but the quickest way to access that is on the right hand side by going to the grant email alerts.

that's the last question we have.

so we're out of time unfortunately.

we hope you have found this discussion helpful.

we'd like to thank you for joining us.

for continued updates visit our website at grants.gov F. you miss some information and would like to view that webcast again, please go to our home page and click on the bullet for the webcast which takeious to the page where you can download the presentation as well as view the archive.

thanks again, we'll see you on the next webcast which is April 15th.

thanks for your time.

¶¶