

## Frequently Asked Questions- Supporting Applicants in the eCivis Portal

### Overview

The eCivis Portal is where all applicants and subrecipients manage their application and post-award tasks. This FAQ document is intended to help Grantors troubleshoot common Portal challenges for their applicants. If an issue persists, applicants can email [doa.grants@doa.ri.gov](mailto:doa.grants@doa.ri.gov) for technical assistance.

### Frequently Asked Questions and Helpful Hints:

#### Accessing Portal

##### How to Applicants access the eCivis Portal?

To apply to your specific grant application, the user must click the gray apply button on your grant solicitation:

## Rhode Island- DEMO

### RI COVID-19 Vaccine Distribution

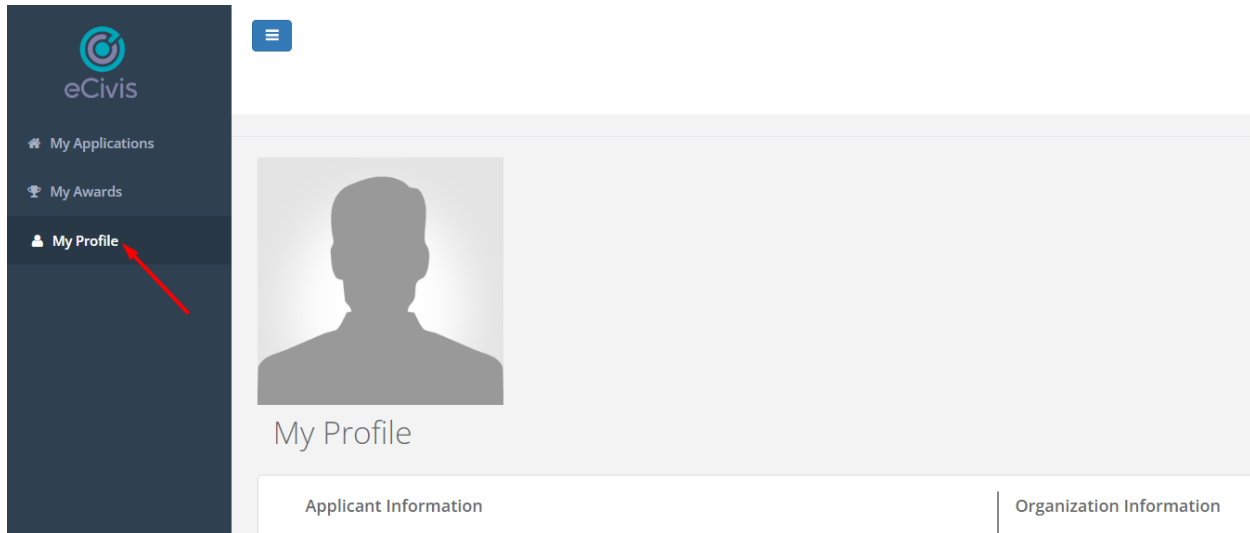


After that initial action, they should log directly into Portal and see their applications, by going to the link: <https://portal.ecivis.com/#/login>

## Completing Applications

### **Application Profile information is not “auto-filling”.**

Applicants should ensure the “My Profile” section of Portal is completely filled out and up to date. This will ensure that all corresponding fields are auto populated to each application’s profile form.



### **Applicant is applying on behalf of more than 1 organization and applications are getting “mixed” up between their multiple log in’s.**

Response: Applicants should clear their cookies and cache then sign in again. If the issue persists, applicants should log in utilizing an incognito browser.

## Applicant cannot find where to submit their Application Budget and Goals

On the Application Submissions page, the Budget and Goals are below the application narrative portion.

Application Submissions


Please click the "Open" button to begin. You can save and return to this page to edit your Profile until completed. You can view your Profile by clicking "Edit".  
You cannot move forward until you have completed your Profile.

Profile Complete Edit


To begin, click the "Application Process" button below. When you return to this Homepage, you can see the status of your submission by the colored status bar below the submission card.

- If the status bar is gray, your submission is under review, and no action needs to be taken.
- If the status bar is blue, there is an action required. Click on the Submission Card to complete.
- If the status bar is red, there is an error. Please reach out to the Administrator of this program.

Untitled
YMCA Vaccine Distribution Project
Providence Vaccine Distribution

Applications Budget 

Show: 10 entries Search:

Project Title	Create Date	Status	Total Requested	Actions
N/A	04/05/2022	Draft	\$0.00	
Providence Vaccine Distribution	04/05/2022	Under Review	Under Review	Edit Budget >

## Applications Budget and Goals is not updating with Project Titles


The Project Title autofill's based on the Project Title entered in application narrative. If the applicant just completed the Application narrative section, have them refresh the page and the Applications Budget and Goals section below should update.

## Applicant can't figure out how to enter line items into the Budget

Applicant may email "I cannot fill out the budget – the Ext. Cost and Direct Cost are grayed out and there is nowhere to add my budget line items"

Make sure the applicant is clicking the Budget Category Title to open the section to add line items:

Budget Items

	Ext Cost	Direct Cost	Ind Cost	Cost Share
1. Personnel 	\$0.00	\$0.00	\$0.00	\$0.00

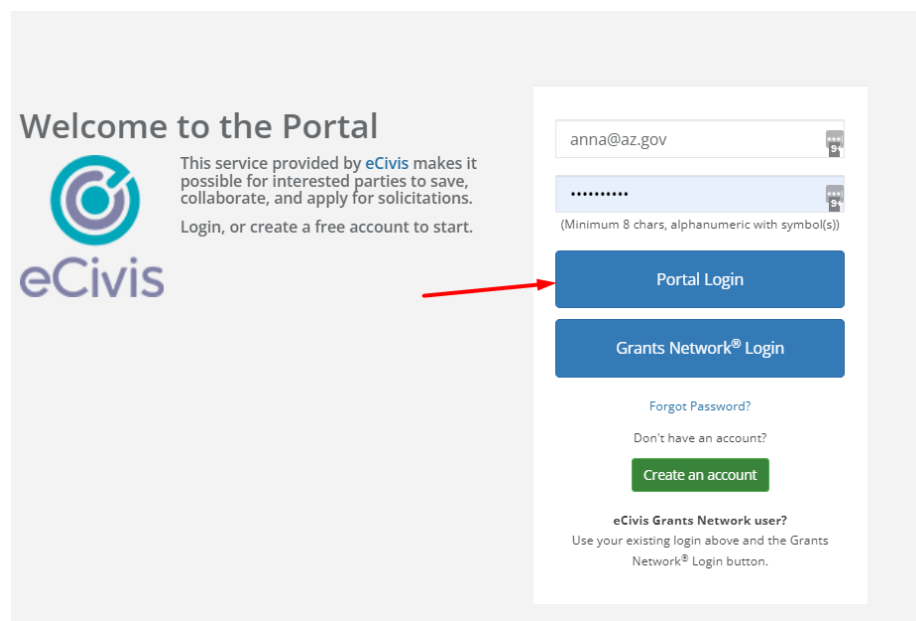
After they do this, the applicant will have the option to enter the budget into the rows:

Personnel Totals:					\$0.00	\$0.00	
Title	Description	Units	Unit Cost	Extended Cost	Cost	GL Code	Item Type
		0.00	\$0.00	\$0.00	\$0.00		Direct Cost

## Log In/Password Issues

### Log in/password does not work

Ensure the applicant is clicking “Portal” log in on each log in page:

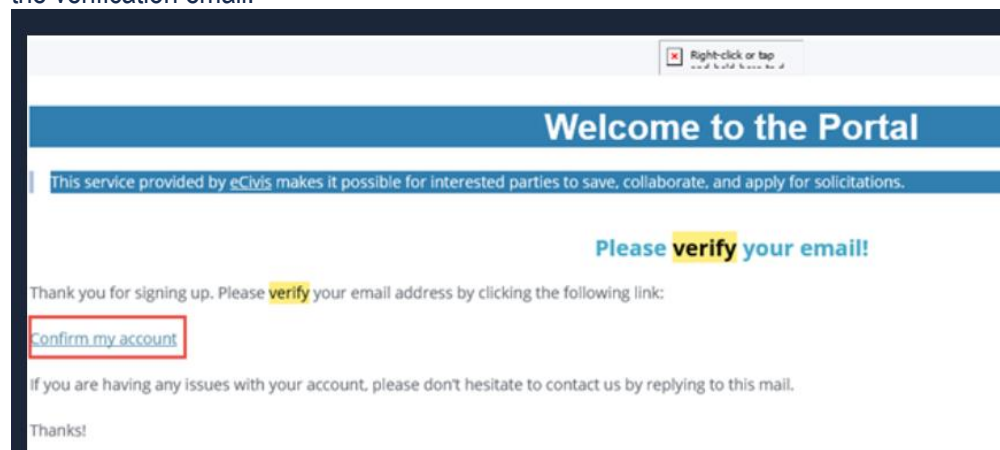


### Applicant/Subrecipient reset my password but still cannot log in

The applicant likely didn't use the link in the reset email. Portal passwords will not be correctly reset unless they use the link in the email to get to Portal to reset their password.

### Applicant created an account but cannot log in.

When an applicant creates a Portal Account, a verification email is sent to the email utilized. The applicant must click on the link provided in the verification email. Ask the applicant to check their spam/junk folder for the verification email.



6. Applicant received the below error message when trying to click “Forgot Password”:



This means the applicant has not created or verified their Portal Account. Instruct them to click “Create Account” when they log into: <https://portal.ecivis.com/#/login>

