Trouble Shooting SmartSimple

I am not finding my organization to register

Tell them to read the instructions on how to input their organization information. They are to enter ONE category of information. If it's the EIN, no dashes "-." They can also enter part of their name (for example Dearborn Historical Museum could enter "Dearborn) and then scroll through the organization list.

It could be they can't find their org because they are in the non-profit/cultural section and they are actually part of a city (Library for example). The city must register as the org and then the entity is the applicant. Make sure they check the city isn't already registered because another city entity applied last year. **You can ask me to check on this.**

I did the above and I still can't find my Organization

Have them register as the K-12 School/Municipality category. Adam W. will approve and then can proceed filling out the Org Profile as a non-profit.

I'm a new organization and my non-profit status is relatively new or pending

Have them register as the K-12 School/Municipality category. Adam W. will approve and they can proceed filling out the Org Profile as a non-profit.

The system won't let me submit; I get a "user profile information incomplete" error message.

10/10 times, the applicants User/Personal Profile is incomplete. They didn't select their county or answers the reviewer questions. The system won't let them submit without a complete user profile. They need to answer all the questions and click update. SmartSimple will display an error message with what is missing and the applicant can click on the error and go directly to the section.

The system won't let me submit; I get "organizational profile information incomplete" error message.

The user manager will need to go into the Organization Profile and review for updates and then click "update" on the profile. **THIS IS WHERE THE UEI NUMBER MIGHT BE THE HOLD UP.** A UEI is **REQUIRED** for submission.

SmartSimple will display an error message with what is missing and the applicant can click on the error and go directly to the section.

It is in the guidelines to Update/Complete the User/Personal Profile and Update/Complete the Organizational Information.

I am not seeing the Grant Opportunity under "My Opportunities"

Tell them to check in the Organizational Profile the Organization and/or Applicant Status. 10/10 they didn't fill out the Organization Info section completely and the system needs that

information to generate the grant opportunities. Or, the org didn't select the correct status in the Org Info section.

I am not seeing the MG opportunities under "My Opportunities"

Tell them to check that they selected a county in their org or user profile. 10/10, they did not select a county or they selected "Out of Michigan."

The Authorizing Official didn't get the assurances doc (also happens with grant agreement/Final Report certification)

This is a DocuSign that is autogenerated when they begin the application. It needs to be signed and uploaded before they can submit. They **CAN NOT** submit this via an attachment or sending it to you.

99.9% of the time, this is user error that the Authorizing Official/Individual. The system automatically generates the DocuSign email with instructions on how to sign and upload. The email is good for 5 days. It comes from the macc@michigan.org email. Tell them to check the junk/spam folder. You can resend the assurances doc. See screen shot below.
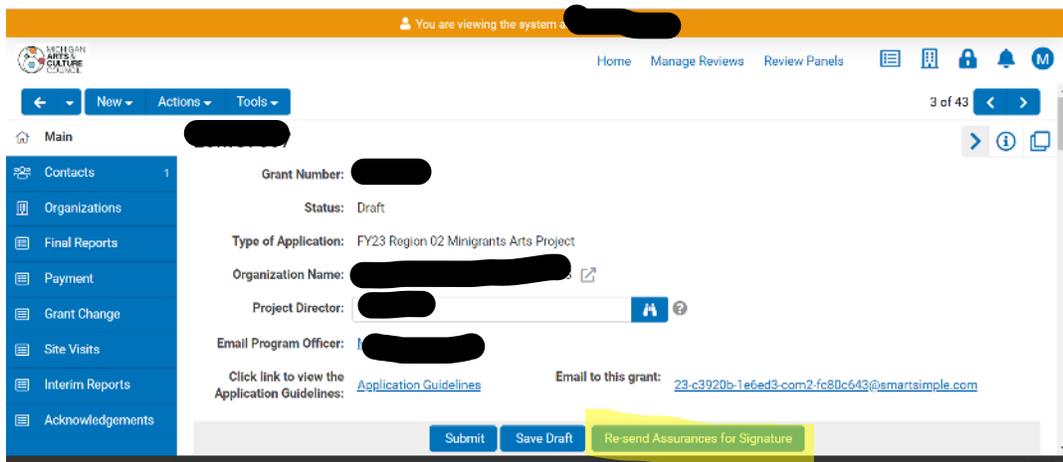
I'm having trouble obtaining a UEI

First, check they are on Sam.gov and that their application process was roughly five minutes. Anything longer they were in the wrong application. For any other issues, direct them to the help desk phone number 866-606-8220. Direct them to the instructions in the guidelines AND embedded in SmartSimple.

An application is an MG POD but it's asking for $4000 and really should be an MG Arts Project.

User error on the applicant's end. They started applying in the wrong category. If it's caught ahead of the deadline, we (MACC) have the ability to change it over so just let us know and we can make the switch. If it's after the deadline, the application cannot be moved and will be reviewed in the category it was submitted.

How did some applications end up in the wrong region?

The applicant may have a personal profile with a region separate from the one the org is located in and didn't click something correctly. If you notice an application in your region that does NOT belong, let me know ASAP.