



Grants Management Connection

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HELP! Where to Find It

Confused about who to call for assistance when working with Funding Applications, Reimbursement Requests and Completion Reports? Not sure if the challenge is programmatic or system related—within Grants Management System (GME) or ADEConnect? GME offers support to users through system validations and user guides housed in the GME Document Library, but there may be times when those resources do not easily resolve the issue at hand. For those occasions, the guide below will point you toward the correct source for support:

Grants Management	ADESupport	Program Area Specialist
(602) 542-3901	(602) 542-7378	(602) 542-5393
grants@azed.gov	ADESupport@azed.gov	www.azed.gov/all-programs/

User Access

Log-in and/or password issues: [ADESupport](#)

GME user role questions: [Grants Management](#)

Unable to find Funding Application in GME: [Grants Management](#)

Funding Application

Cannot change status of Funding Application in GME: [Grants Management](#)

Cannot resolve Validation or another system error in GME: [Grants Management](#)

Unable to upload Related Documents in GME: [Grants Management](#)

Unsure how to answer narrative questions: [Program Area Specialist](#)

Do not know which function/object codes are allowed: [Program Area Specialist](#)

Status of application approval: [Program Area Specialist](#)

Reimbursement Requests

Reimbursement Request Related Documents: [Program Area Specialist](#)

Unable to submit request/unknown error: [Grants Management](#)

Status of submitted request: [Program Area Specialist](#)

Request has never moved from “accepted” to “paid”: [Grants Management](#)

Completion Reports

Completion Report start date: [Program Area Specialist](#)

Unable to submit request/unknown error: [Grants Management](#)

Status of submitted Completion Report: [PA Specialist](#) (or County Business Manager)

Returning Interest Earned or other amounts to ADE: [Program Area Specialist](#)

Completion Report Holds: Automatically lifted when past due CRs are submitted



*"Don't judge each day by
the harvest you reap, but
by the seeds you plant."*

~ Robert Louis Stevenson



GME News You Can Use

Are you an LEA User Access Administrator?

If so, when a new user is created in GME, remember the process does not end when their user information is created. Don't forget to provide that user with roles, so they can work within the system. For assistance with this process, see the GME Document Library under the heading "GME User Reference Guides" and click on "User Roles and User Access Administration."

Is your individual email address or your entire email domain for your organization changing in the near future?

If so, please contact us first, before initiating any email change process for ADEConnect. Call us at (602) 542-3901 and select Option 1, or email us at Grants@azed.gov and include "Email change" in the subject line.



Upcoming Trainings

Title: Reimbursement Request Overview

Date & Time: January 25, 2016, 2:00 PM - 3:00 PM

Location: Webinar

Title: Completion Report Overviews

Date & Time: January 26, 2017, 11:00 AM - 12:00 PM

Location: Webinar

Title: User Roles and User Access Administration

Date & Time: February 1, 2017, 11:00 AM - 12:00 PM

Location: Webinar

Title: GME Navigation Basics

Date & Time: February 8, 2017, 11:00 AM - 12:00 PM

Location: Webinar

Title: Funding Application Overview

Date & Time: February 15, 2017, 11:00 AM - 12:00 PM

Location: Webinar

For more session details and to register for GMU Trainings, visit ADE's Event Management Calendar at <https://ems.azed.gov/Home/Calendar>