**Agency Help Desk Info & User Guides**

**Agency for Healthcare Research and Quality (AHRQ)**

AHRQ home: <http://www.ahrq.gov/>

Grants Process: <http://www.ahrq.gov/fund/grconix.htm>

Grant application basics: <http://www.ahrq.gov/fund/grbasicix.htm>

Public inquiries: (301) 427-1364 Ask a Question at: <https://info.ahrq.gov/app/answers/list>

**American Heart Association / American Heart Association – Rocky Mountain Affiliate**

Contact: (214) 360-6107 or 1-800-242-8721

Emails: [affil@heart.org](mailto:affil@heart.org) for eligibility questions; login@heart.org for technical support

URL: [http://www.heart.org/](http://www.heart.org/HEARTORG/) and <https://research.americanheart.org/>

**Department of Defense - Congressionally Directed Medical Research Programs (CDMRP)**

URL: <https://cdmrp.org/>; 8 am – 5 pm EST

Help Desk / e-submission: 301-682-5507; [help@cdmrp.org](mailto:help@cdmrp.org)

User Guide: <https://cdmrp.org/UserGuide.pdf> (timeout is 4 hours)

FAQs: <https://cdmrp.org/FAQ/>

**Department of Education**

2011 Guide to U.S. DoED Programs - <http://www2.ed.gov/programs/gtep/index.html>  
Education Department General Administrative Regulations: http://www.ed.gov/policy/fund/reg/edgarReg/edgar.html

**Environmental Protection Agency**

<http://www.epa.gov/ogd/grants/how_to_apply.htm>

**FedConnect --** *Department of Energy Department of Homeland Security Postal Service*

*Department of Interior Small Business Administration*

Help Desk: 1-800-899-6665 (choose #2); Email: [support@fedconnect.net](mailto:support@fedconnect.net)

FedConnect - <https://www.fedconnect.net/FedConnect/>

“Ready, Set, Go Guide” -<https://www.fedconnect.net/FedConnect/PublicPages/FedConnect_Ready_Set_Go.pdf>

**Grants.gov**

<http://www.grants.gov>

Help Desk – 1-800-518-4726 or [support@grants.gov](mailto:support@grants.gov)

(24 hours a day, seven days a week (closed on Federal holidays)

OSP Grants.gov tips - <http://www.montana.edu/wwwvr/osp/Grantsgov.html>

**Health Resources and Services Administration**

HRSA Call Center – 877-464-4772 or [callcenter@hrsa.gov](mailto:callcenter@hrsa.gov)

<https://grants.hrsa.gov/> M-F 9am to 5:30 pm ET

HRSA Electronic Handbook: <https://grants.hrsa.gov/webexternal/home.asp>

**Department of Justice**

Grants Management System:<https://grants.ojp.usdoj.gov>

Log In: <https://grants.ojp.usdoj.gov/gmsexternal/login.do>

Help Desk: 888-549-9901 or email: [GMSHelpdesk@ojp.usdoj.gov](mailto:GMSHelpdesk@ojp.usdoj.gov)

**National Aeronautics and Space Administration**

NSPIRES – <https://nspires.nasaprs.com/>

Help Desk – 1-800-479-9376 or (202) 479-9376 or [nspires-help@nasaprs.com](mailto:nspires-help@nasaprs.com)

NRA/CAN Proposer’s Guidebook: <http://www.hq.nasa.gov/office/procurement/nraguidebook/proposer2013.pdf>

Guidance for Preparation of Unsolicited Proposals - <http://prod.nais.nasa.gov/pub/pub_library/unSol-Prop.html>

**National Endowment for the Humanities**

Grant Guidelines: <http://www.neh.gov/grants/grantsbydivision.html>

**National Institutes of Health**

NIH - <http://www.nih.gov/>

NIH eRA Commons - <https://commons.era.nih.gov/commons/> (90 minute timeout)

NIH eRA Commons Helpdesk – (toll free) 1-866-504-9552 (or 301-402-7469); email: [commons@od.nih.gov](mailto:commons@od.nih.gov);

Web support at <http://era.nih.gov/help/> ; 7 am-8 pm ET M-F

NIH Grants Information Help Desk: (301) 435-0714; 8:30 am-5 pm ET

SF424 Application Guide for NIH and Other PHS Agencies - <http://grants.nih.gov/grants/funding/424/SF424_RR_Guide_General_Adobe_VerB.pdf>

eSNAP User Guide: <http://era.nih.gov/commons/esnap/esnap_guide-notes.cfm>

NIH Research Performance Progress Report (RPPR): <http://grants.nih.gov/grants/rppr/>

**National Science Foundation**

NSF – [www.nsf.gov](http://www.nsf.gov)

FastLane - <https://www.fastlane.nsf.gov/fastlane.jsp>

FastLane Help Desk – 1-800-673-6188 or 1-703-292-8042 or [fastlane@nsf.gov](mailto:fastlane@nsf.gov); 7 am – 9 pm EST

FastLane Availability (recording) 1-800-437-7408

NSF Grant Proposal Guide - <http://www.nsf.gov/publications/pub_summ.jsp?ods_key=gpg>

NSF Grants.gov Application Guide - <http://www.nsf.gov/pubs/policydocs/grantsgovguide0113.pdf>

NSF Research Performance Progress Report (RPPR): <http://www.nsf.gov/bfa/dias/policy/rppr/>

**Office of Naval Research**

URL: <http://www.onr.navy.mil/>

Proposal guidelines: <http://www.onr.navy.mil/en/Contracts-Grants/submit-proposal.aspx>

**Office of Population Affairs**

Grant Solutions **-** [https://www.grantsolutions.gov/](https://www.grantsolutions.gov/cf/display/mkt/home)

Contact: 301-231-6005

Help Desk: [help@grantsolutions.gov](mailto:help@grantsolutions.gov); 866-577-0771 or 202-401-5282 (Mon-Fri 8 am-6 pm ET)

Grant Solutions user manual: <https://www.grantsolutions.gov/cf/download/attachments/360451/ApplicantGranteeUserManual.pdf?version=1&modificationDate=1191293878000>

**proposalCENTRAL** is an e-grantmaking website shared by many government, non-profit, and private grant-making organizations. <https://proposalcentral.altum.com>

*Alzheimer’s Association Arthritis Foundation*

*American Association for Cancer Research Juvenile Diabetes Research Foundation*

*American Cancer Society Muscular Dystrophy Association*

*American Lung Association*

Customer support hotline: 800-875-2562 or email: [pcsupport@altum.com](mailto:pcsupport@altum.com).

Normal Business Hours: 8:30am - 5:00pm Eastern Time. (60 minute timeout)

How to Create an Application tutorial - <https://proposalcentral.altum.com/CreateApp.pdf>

**U.S. Department of Agriculture**

URL: [www.usda.gov](http://www.usda.gov)

NIFA Grants.gov Application Guide - <http://www.csrees.usda.gov/funding/grant_forms/nifa_grants_dot_gov_instructions_2012.pdf>

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**Agency deadlines:**

AHA: 5 pm Central time

AHRQ: 5 pm local time

DOE: 6 pm local time

DoED: 4:30 pm Eastern time

EPA: 5 pm local time / some are 4 pm Eastern time (check the RFP)

HRSA: 8 pm Eastern time

NASA: 4:30 pm Eastern time

NEH: 11:59 Eastern time

NIH: 5 pm local time

NOAA: 4 pm Eastern time

NSF: 5 pm local time

ONR: 2 pm local time

USDA: 5 pm Eastern time

MSU OSP February 2013