

# Troubleshooting SAM.gov & GrantSolutions

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The following information may help you navigate the registration and application process:

All applicants must apply through the Directed Announcement via our project management system [GrantSolutions](#). This process requires a [user account](#) and a [Unique Entity ID \(UEI\)](#) obtained through an active registration in [System for Award Management \(SAM\)](#).

## System for Award Management (SAM)

You must have an **active** SAM registration to apply through GrantSolutions. First, applicants must set up an account and create a profile on SAM.gov. Your account credentials will be managed by login.gov, which allows you to log in to GrantSolutions and use SAM features such as saving searches, following records, or viewing standard reports. *After setting up your account*, you must **register your entity** (you as an individual or your organization) to obtain the **Unique Entity Identity (UEI) number** needed to complete your application through GrantSolutions. This **UEI number** replaced the [Duns and Bradstreet \(DUNS\) number](#).

[How to Register a New Entity or Obtain a New UEI Number in SAM](#)

[How to Update or Renew an Existing Entity Registration](#)

## Account Management Tips

- All SAM.gov users have differing levels of access (roles) to the system. The role that allows the most access is called an [Entity Administrator \(EA\)](#). It is advised to establish more than one EA to ensure you never lose access to your account and to prevent potential access issues later on.
- Log in to your SAM account at least once every 12 months to avoid your registration becoming deactivated. If you find your registration is **not** active, you must log-in to renew your registration.

For more guidance, visit the [SAM Service Desk](#) or call 866-606-8220 (U.S.) or +1 334-206-7828 (International).

## GrantSolutions.gov

Applicants must [Request a GrantSolutions User Account](#) and obtain the correct user roles within the system. All applicants/grantees must then also be **registered** in GrantSolutions. See [How to Complete a Self-Registration](#) for both applicants and grant recipients. Note: Do *not* apply through grants.gov.

Need more help? Visit the GrantSolutions [Frequently Asked Questions page](#) or contact the help desk Monday through Friday 7 a.m. – 8 p.m. ET (Closed on [Federal holidays](#)) via phone: 866-577-0771. If you do not receive a response or resolve the issue, email [help@grantsolutions.gov](mailto:help@grantsolutions.gov) and ask to elevate your ticket to Tier 2 or 3.

**Alert!** Applicants have reportedly been contacted by companies requesting a fee for assistance in using these platforms. Please be aware that these systems are not affiliated with any companies that require a fee. The registration, application and use of these systems are FREE.

