

CyberGrants Grant Management System “How-To” Guidance  
Office of Small Credit Union Initiatives

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## Table of Contents

Application and Reimbursement Link.....	2
Registration (For First-Time Applicants) .....	2
Viewing and Using a Tooltip.....	3
Upload Supporting Documents .....	3
Confirmation of Application Submission .....	4

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### **NEED TECHNICAL SUPPORT?**

*For technical questions regarding the grant management system, select the “Need Support” link at the bottom of the screen in the grant system.*

*For answers to questions not listed or to reset password, select the “I still have a question” option and submit a support request.*

*There is no contact phone number for technical support but if a credit union submits an inquiry in writing with contact information, the inquiry will be addressed.*

### **PROGRAM QUESTIONS?**

*For questions regarding the Grant and/or Loan program, email [OSCUIAPPS@ncua.gov](mailto:OSCUIAPPS@ncua.gov).*

## **Application and Reimbursement Link**

The link to the CyberGrants grant management system is:  
<http://www.cybergrants.com/ncua/applications>

First time users must register in this location.

Returning users must log-in using email address and password established during registration.

After logging in to start a grant or loan application select “Start a New”.

To complete an application already started select “Continue” under “Applications Requiring Action”

To complete a reimbursement for approved application, select “Revise” under “Reimbursements Requiring Action”

## **Registration (For First-Time Applicants)**

To register in the grant management system go to the log-in screen:  
<http://www.cybergrants.com/ncua/applications>

First time users must select the option “New users can register here.”

The system will prompt users for the charter number of the credit union. Subsequent to this individuals will be prompted to complete contact information prior to completing the application.

An email may be sent to applicant and/or other credit union official(s) of applicant credit union to notify them of registration for security purposes.

(The CyberGrants Grant Management System is separate from the system used for NCUA call reports, and requires separate registration and password.)

## Viewing and Using a Tooltip

The application and reimbursement use tooltips to include additional information within the application such as:

- Additional information on scoring.
- Additional information on what to include in the answer.
- Why a particular question is important.

Where to find and view a tooltip:

- The tooltip is located next to the heading of the question in the form of a question mark between brackets. **NPD - Project Description** (?)
- To view a tooltip hover over the question mark and a yellow box will appear with the additional information.

## Upload Supporting Documents

The application and reimbursement require applicants to upload supporting documentation.

To upload supporting documents:

- 1) Save the supporting document in an accessible location (i.e. on the computer or on a shared drive). Scanning a hardcopy document to an accessible location may be required.
- 2) Select the “Upload File” button in the location for upload in the application.
- 3) Select the “Browse” button. Navigate to the location where the document is saved. Select the document and select the “Open” button. (The path of the document will appear in the upload field.)
- 4) Select the “Upload File” button. (The file will appear under “Files already uploaded”)

- 5) Select the “Done” button to return to the application. Repeat steps 3 and 4 to upload additional documents.

## **Confirmation of Application Submission**

To submit an application or reimbursement, select the “Submit” button on the “Review Application” screen. Select the “OK” button on the next verification of submission message.

When an application or reimbursement is submitted:

- The “Confirmation of Application Receipt” screen will appear.
- The primary contact listed on the application will receive a confirmation email with an Application ID or Tag ID within 24 hours.
- The completed application or reimbursement will appear under “Submitted Applications” on the Welcome Page.