

Referral & Troubleshooting Activity

1. Grantee needs to register for DRGR.
2. Grantee needs to know what constitutes an obligation of funds according to NSP policy.
3. Grantee has forgotten their password.
4. Grantee is not able to do a drawdown, and is not sure why.
5. Grantee does not know when their first QPR is due.
6. Grantee has no contract effective date listed in the DRGR system.
7. Grantee does not know who their system administrator is.
8. Grantee cannot submit their QPR.
9. Grantee calls to say they can't see any of the comments you (their HUD Rep) made on their QPR.
10. Grantee sees a checkmark in the box in their Action Plan that says 'Blocked by Grantee'.
11. Grantee is getting a 'User Authentication' error when they log in to DRGR.
12. Grantee is missing contract end/obligation/award dates on their QPR.
13. Grantee has a rejected voucher.
14. Grantee cannot see any grant/Action Plan information nor do any drawdowns.
15. Grantee has a question about when funds need to be expended by.
16. Grantee drew down funds on the wrong activity.
17. Grantee needs step-by-step instructions on how to add an Action Plan to a grant.
18. Grantee wants to know where to find resources on DRGR they can print out for their staff.
19. Grantee needs to add a role to their account.
20. Grantee needs a session reset (they tried to sign-in again after being idle).