

AmeriCorps State Commissions and Programs

User Roles and Management – Understanding & Planning

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Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 

Introduction

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The following presentation is designed for state commissions and programs. This presentation will help users understand the user roles as well as the access levels within the My AmeriCorps system. You must have an eGrants account in order to access My AmeriCorps functions.* eGrants is the Corporation for National and Community Service's grant application and management system and the gateway to the My AmeriCorps system.



*For details on how to create an eGrants account, please watch the tutorial on [Create and Manage an eGrants Account](#).

Agenda

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- **Understanding:**
 - Important Considerations
 - Grantee Administrator User Role Defined
 - My AmeriCorps User Roles and Access Flow Chart
 - My AmeriCorps User Roles Defined: Grantee Recruiter, Grantee Member Management
 - My AmeriCorps Access Levels Defined: Prime, Operating Site, and Service Location
- **Planning:**
 - User Roles Map
 - Grantee Member Management Role as it Relates to Access Levels
- **What's next?**



My AmeriCorps Usage – Please be Mindful...

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- All of the My AmeriCorps tutorials and webinars focus on the functionality of the system rather than grant requirements or program policies.
- The My AmeriCorps system does not include comprehensive compliance checks.
- We recommend that programs set their own policies around system use and monitor usage for compliance. However, we suggest that programs give some thought to how they assign roles and access so that they are comfortable with the level of authority they are giving their users.
- If they have questions they should contact their Program Director or Program Officer.



Grantee Administrator User Role Defined

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- **Grantee Administrator:**

- is an eGrants user role that gives full access to My AmeriCorps functionality.
- Grantee Admins at the **state commission** will have access to all grants, operating sites (or sub-grantees/programs), and service locations at the legal applicant organization.
- Grantee Admins at the **state programs/sub-grantees** will have access to all grants (or operating sites) and service locations at the legal applicant organization.
- can approve all requests (please contact your Program Officer for guidance on business practices).
- manages organizational information and all users at the legal applicant organization.

My AmeriCorps User Roles & Access Flow Chart

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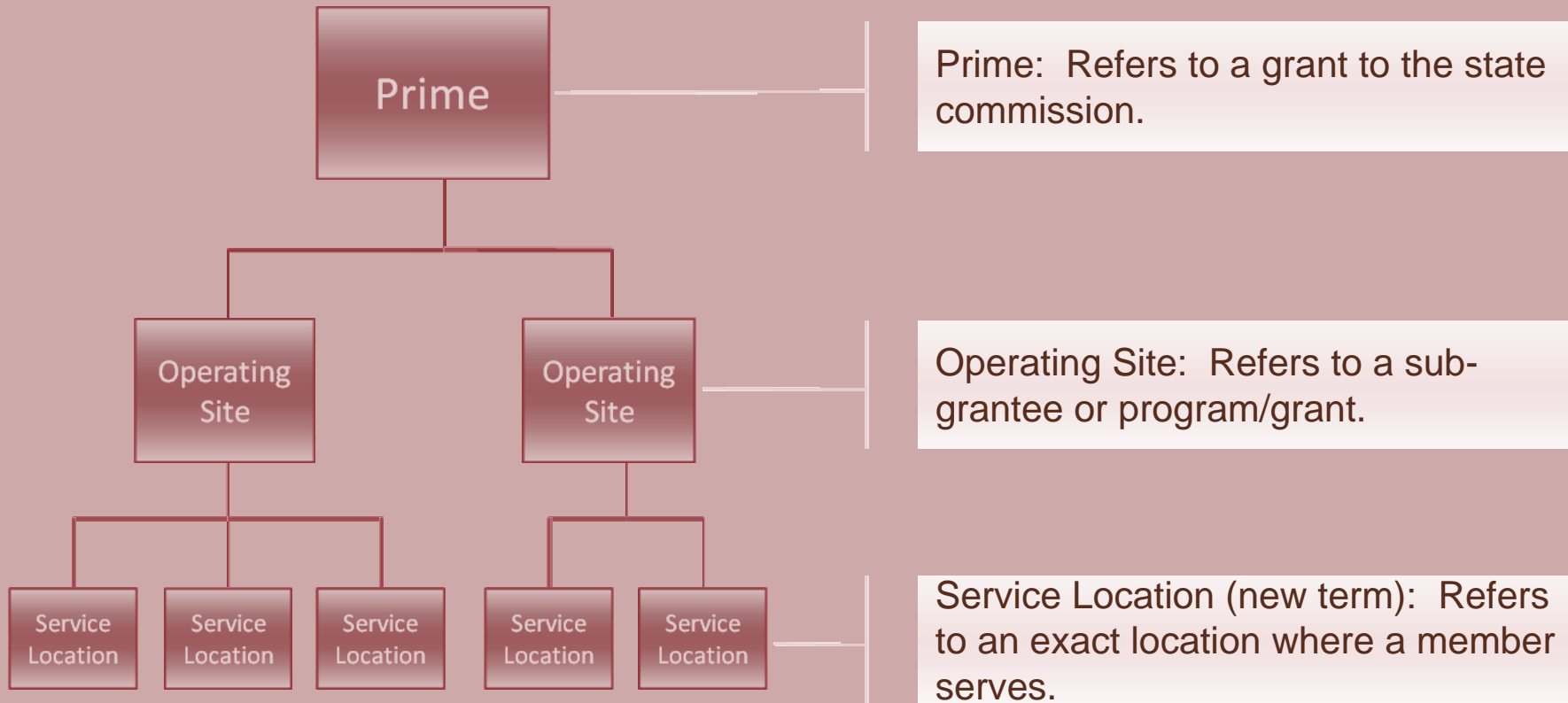
My AmeriCorps User Roles Defined

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- **Grantee Recruiter:**
 - manages most recruitment functions such as create service listings and processes applications, with the exception of enrollment, for the legal applicant organization and all of its associated grants.
- **Grantee Member Management:**
 - manages program(s) and members, including enrollment; requires an access level:
 - Prime: refers a grant for the state commission.
 - Operating Site: refers to the sub-grantee or program for the state commission. In the program context, this refers to a grant.
 - Service Location: refers to the exact location where a member serves.

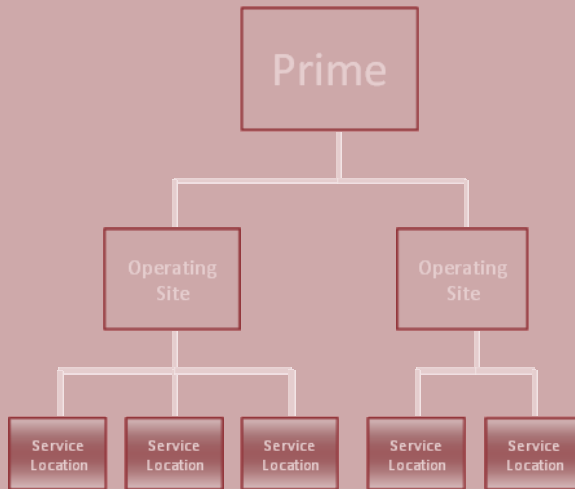
Grantee Member Management User Role Tree Diagram

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State Programs – Service Location Level Access

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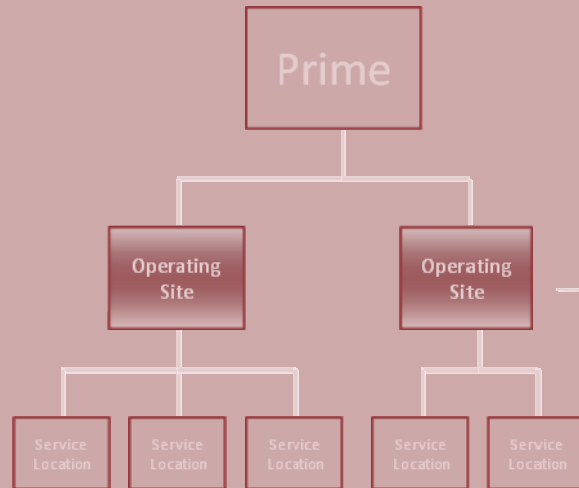
Service Location Level: Lists all available service locations associated with the grants to the state program. Service location refers to the exact location where a member serves.

The screenshot shows a web portal interface. On the left is a navigation menu with the following items: "Welcome Test", "Portal Home", "Manage Members" (with a right-pointing arrow), "Manage Service Locations", and "S&N Reports". The main content area is titled "Manage Members" and contains a "Member Search Attributes" section. This section includes a search instruction: "To search for a member use the fields below and click the search button. [Click here for help.](#)" Below the instruction are several search fields: "Program Year:" with a dropdown menu showing "Select"; "Program Name:" with a dropdown menu showing "Select"; "Service Location:" with a dropdown menu showing "Select"; "Program Code:" with a dropdown menu showing "Select"; "Member ID:" with a text input field; "First Name:" with a text input field; "Last Name:" with a text input field; and "Date of Birth:" with a text input field. A "submit" button is located at the bottom right of the search area.

Portal Page for Service Location User

State Programs – Operating Site Level Access

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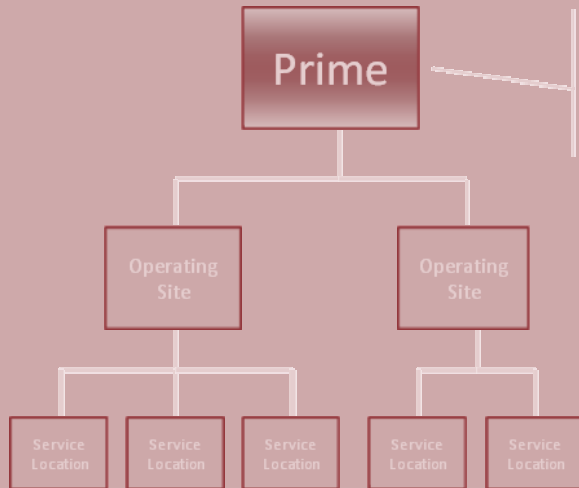
Operating Site Level: Lists all available grants to the state program or sub-grantee of the state commission.

The screenshot shows a web interface with a left-hand navigation menu and a main content area. The navigation menu includes: Welcome Test, Portal Home, Manage Members, Invite Members, Manage Programs, Manage Service Locations, Manage Users, S&N Workbasket (highlighted), and S&N Reports. The main content area is titled 'Workbasket' and contains a 'Pending Invitations' section with sub-sections for Pending Enrollments, Status Change Requests, and Pending Exits. Below this, there is a search bar with the text 'Click here for help. No matches' and a message 'Your search returned 0 results.' A table with columns 'Member', 'Program', 'Date Invited', and 'Program Year' is visible at the bottom of the search results area.

Workbasket for Operating Site User

State Commissions – Prime Level Access

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Prime Level: Lists all available grants to the state commission.

The screenshot shows the 'S&N Workbasket' interface. On the left is a navigation menu with the following items: Welcome Test, Portal Home, Manage Members, Invite Members, Manage Programs, Manage Service Locations, Manage Users, S&N Workbasket (highlighted with an arrow), and S&N Reports. The main content area is titled 'Workbasket' and contains several sections: 'Pending Invitations' (with a link for help and 'No matches'), 'Pending Enrollments', 'Status Change Requests', and 'Pending Exits'. Below these is a search bar with the message 'Your search returned 0 results.' and a table with columns: Member, Program, Date Invited, and Program Year.

Workbasket for Prime User

Grantees User Roles Map

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	A	B	C	D	E	F	G
1	User Action to User Role Mapping for Grantees						
2							
3		Grantee Recruiter	Grantee Admin	State and National Grantee Member Management - Access to Prime or National Grant	State and National Grantee Member Management - Access to Sub Grant or National Operating Site	State and National Grantee Member Management - Access to only one or many Service Locations	
4	Manage Members						Manage Members is filtered by Grant and Access
5	-- Search Members	-	+	+	+	+	
6	-- View Members	-	+	+	+	+	
7	-- Edit Member Info	-	+	+	+	+	
8	-- View Member Service Term	-	+	+	+	+	
9	-- Correct Member Service Term	-	+	+	+	+	
10	-- Create Request for Current Service Term						
11	-- Enroll	-	+	+	+	+	
12	-- Change Term	-	+	+	+	+	
13	-- Suspend	-	+	+	+	+	
14	-- Reinstate	-	+	+	+	+	
15	-- Transfer	-	+	+	+	+	
16	-- Change Service Location	-	+	+	+	+	

Grantee Member Management Role at the Service Location Level

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Grantee Member Management Role at the Operating Site Level

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Grantee Member Management Role at the Prime Level

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What's next?

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- **The Resource Center**
 - www.nationalservicerresources.org/ac-training-support
 - Includes other tutorials
 - Live training and registration schedule
- **The eGrants Coaching Unit**
 - 1-888-333-8272
 - egrantssta@jbsinternational.com
 - Training/Technical Assistance
- **The eGrants Help Desk**
 - 1-888-677-7849
 - Technical Assistance
 - User name/Password reset assistance

