

# Requesting user accounts in GrACE

## User manual

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## 1 Introduction

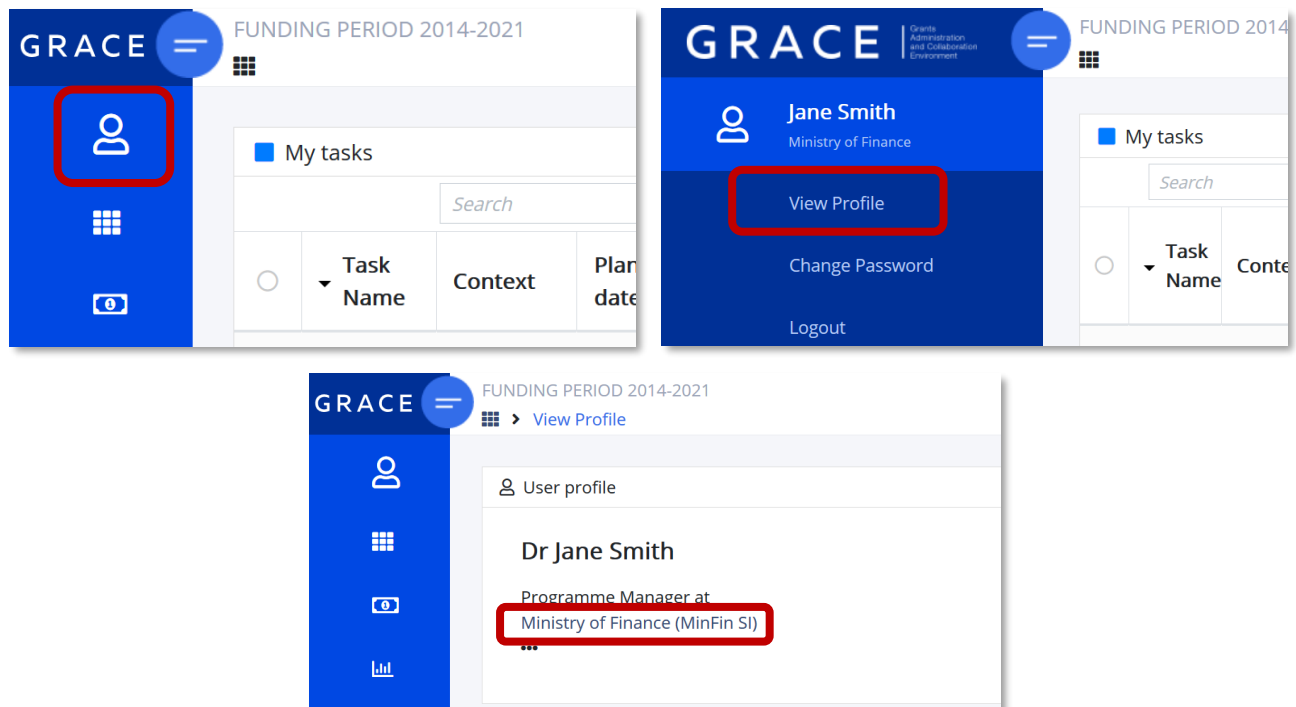
This manual serves as a guidance for users on how to request new user accounts for persons within their organisation.

GrACE is a web-based system, which means that it is accessible from any device with an internet connection and a web browser. GrACE is short for Grants Administration and Collaboration Environment. The system is used for the management of the EEA and Norwegian Financial Mechanisms 2014-2021 and is intended to be used by Donor and Beneficiary State entities and the Financial Mechanism Office (FMO).

Should the user experience technical problems while using the system, please contact [grace-support@efta.int](mailto:grace-support@efta.int).

## 2 Creating new contacts

GrACE users can create new contacts within their organisations (e.g. users within the same Programme Operator). This is done through the organisation page, which is accessed from the user profile.



New contact is created by selecting 'Create new'.

The screenshot shows the GRACE system interface. At the top, it displays 'FUNDING PERIOD 2014-2021' and a search bar. The main content area shows the profile for the 'Ministry of Finance' (MinFin), including contact information (minfin@grace.int) and status (Active). Below this, there is a section for 'Individual contacts' with a 'Create new' button highlighted in a red box. A table below the button shows one contact: jane.smith@grace.si, Jane Smith, Active, Active, Programme Manager.

The user is requested to fill in the below form. Fields marked with an asterisk are mandatory, however, it is preferred that all fields are filled in, if possible.

The screenshot shows the 'Create individual' form. It contains several input fields: \* Title (dropdown menu), \* First name, \* Last name, \* Email, \* Organisation (dropdown menu showing 'Ministry of Finance (MinFin SI)'), Job position, Phone number, and Mobile number. At the bottom right, there are three buttons: 'Cancel', 'Save', and 'Save+new'. The 'Save' and 'Save+new' buttons are highlighted with a red box.

By selecting 'Save' the contact is created. By selecting 'Save+new' the contact is created, and a new blank form appears allowing the user to create more contacts at once.

### 3 Requesting user activation for contacts

Following the creation of contacts, a user activation request must be sent to the FMO, before the contact can be activate as a GrACE user.

The user activation request can be sent individually for each contact.

Individual Edit

**Prof John Smith**

Ministry of Finance (MinFin SI)

Contacts

john.smith@grace.si

Contact status  
Active

User status  
Inactive

Send user activation request Deactivate contact

The user activation request can also be sent for multiple contacts at once. Users, which are not in use can be deactivated in the same manner.

GRACE FUNDING PERIOD 2014-2021

View Profile > Ministry of Finance

Search for programmes and countries

Individual contacts

Create new Edit Send user activation request Activate contact Deactivate contact(s) Deactivate user(s)

	Email	First Name	Last Name	Contact status	User status	Job position
<input type="radio"/>	jane.smith@grace.si	Jane	Smith	Active	Active	Programme Manager
<input checked="" type="radio"/>	john.smith@grace.si	John	Smith	Active	Inactive	

Showing 1 to 2 of 2 entries 1 row selected

Organisation Roles

Role name	Role type	Context	Members
No entries found			

Once users are approved by the FMO, they will receive an automatic email from GrACE with instructions on how to create a personal password. After that the users can start using GrACE.