

Your Office of Justice Programs' Office for Victims of Crime (OVC) Award **GET STARTED**

You have joined a network of hundreds of award recipients funded through OVC dedicated to serving victims of crime. **Here are some steps to help you get started.**

1 Confirm or Assign Users in JustGrants

JustGrants is the Department of Justice (DOJ)'s grants management system. Your organization's Entity Administrator (EA) must [log into JustGrants](#) to assign or confirm entity users to each award. **Four roles must be assigned to accept the award.** The EA will assign a Grant Award Administrator (GAA), a Financial Manager (FM), and an Authorized Representative (AR) with the legal authority to accept a federal award. If your EA wants to assign an entity user to the award, but they don't have access to JustGrants, your EA will use DIAMD to identify that user and what role that user should possess, enabling that user to log in and take actions in the JustGrants.

See the [JustGrants Frequently Asked Questions \(FAQs\)](#) and the [Entity Management Page](#) for help.

2 Accept or Decline Award

Before accepting the award, everyone involved should review the award conditions, which are requirements recipients must adhere to throughout the life of the federal award. The AR should accept or decline the award within 45 days of the award notification. The AR can view assignments on their Worklist in JustGrants. They will expand each section of the award package and certify they have read and understood the information.

See the [Grant Award Acceptance Job Aid](#), the [Award Conditions Job Aid](#), and the [JustGrants Award Acceptance Training and Resources](#) for more information.

3 Ensure Access to Payments

DOJ issues payments to recipients through the [Automated Standard Application for Payments](#) (ASAP). Entities that are currently enrolled in ASAP should confirm their account is open. If your entity is not yet enrolled in ASAP, you must do so. See the [ASAP Enrollment Checklist](#) and the [ASAP FAQs](#) for guidance if your organization is a first time ASAP user.

OVC Grant Manager's Role

Each award recipient is assigned an OVC Grant Manager, listed in JustGrants as "Grant Manager" or "DOJ Grant Manager."

Your OVC Grant Manager will—

- connect you with tools and resources to help you manage your federal award and develop and implement your project.
- monitor compliance with award conditions and all applicable federal laws, regulations, and policies.
- maintain regular communication, periodically review your award file, and conduct monitoring.
- track progress and review and approve any work products and deliverables created with award funds.



4 Take Required DOJ Trainings

All GAAs and FMAs assigned to the award must take the DOJ Grants Financial Management Training within 120 days of accepting the award, unless they've completed it within the last 3 years. A training completion certificate should be uploaded by the EA to the "Entity Profile" under "Entity Documents." This training can be taken the following ways:

1. Use your OVC award number and Unique Entity Identifier number to [register for self-paced online training](#). Email OJP.ITServiceDesk@ojp.usdoj.gov for help with registration.
2. Use approved OVC award funds to [register for in-person training](#) and travel to Washington, D.C. Email DOJFinancialTraining@ojp.usdoj.gov if you have questions.

5 Budget Review (if applicable)

1. If your budget does not receive final approval (i.e., "clearance") before the award is made, an email will be sent to the Application Submitter stating, "Action is Required." A Grant Award Modification will be sent to you within the JustGrants system which will enable you to update your budget.
2. In JustGrants, the budget will appear in the worklist of the Application Submitter under Budget Review. Before revising it, please **contact your OVC Grant Manager** for specific instructions on how to address any budgetary issues.
3. Following guidance from your OVC Grant Manager, revise and resubmit your budget in JustGrants.

Need Help?

For assistance with **JustGrants**: JustGrants Service Desk

📞 Phone: 833-872-5175

✉ Email: JustGrants.Support@usdoj.gov (Provide detailed information and screenshots about the issue you're experiencing.)

🕒 Hours of operation: 7:00 a.m. to 9:00 p.m. ET Monday–Friday and 9:00 a.m. to 5:00 p.m. ET on Saturday, Sunday, and federal holidays.

For assistance with **ASAP**: Office of the Chief Financial Officer Customer Service Center

📞 Phone: 800-458-0786

✉ Email: Ask.OCFO@usdoj.gov (Provide detailed information and screenshots about the issue you're experiencing.)

🕒 Hours of operation: 8:30 a.m. to 6:00 p.m. ET Monday–Friday.

For assistance with **programmatic questions**: Your OVC Grant Manager, listed in JustGrants under Award Details

Additional Resources

- Review [OVC Resources on Managing Grants](#) for information on programmatic, financial, and administrative requirements. Also see the [DOJ Grants Financial Guide](#) and the Notice of Funding Opportunity for your award.
- Learn who to contact for assistance in the [Contacts for Help with Your Award](#) referral sheet.
- Review OVC's [Model Standards for Serving Victims and Survivors of Crime](#), a publication meant to help victim service practitioners and other stakeholders improve the quality and consistency of their response to crime victims.
- Find [your program's performance measures](#).

