

TRIO APR Digital Signatures Frequently Asked Questions

1. Do Project Directors and/or Certifying Officials (CO) need to verify with digital signature on same day?

No. The PD and CO are not required to digitally sign and certify the APR on the same day; however, the project director must be the first one to digitally sign. Please be mindful of the APR deadline and plan your submission workflow in advance.

2. What if a CO is off campus or off-site?

The data collection system is a public facing website, which means that the TRIO Web Portal can be accessed from any device that connects to the internet.

3. What if a CO is unavailable?

If your project is at risk of having a CO that may become unavailable, please have a back-up plan in place to designate a surrogate who is qualified to serve in the role as CO. Please have that surrogate aware that they might be serving in that role. If needed, the PD will need to redesignate the role of CO within the registration tool to the surrogate. Please be mindful of the APR deadline and plan your submission workflow in advance.

And if the primary CO does in fact become unavailable, unfortunately, an office cannot have credentials in Login.gov, and so an office email address will not allow access to a government system. Therefore, you will need to identify a specific individual who is registered in Login.gov to serve as CO.

4. What if there is not one specific certifying person that signs for the APR, but an office that does?

If there is more than one person in the office who might serve as the CO, please select the most appropriate individual (who has their credentials in Login.gov) and register that person for the role of CO. If someone else in that office might step into the role of CO at the last minute, please be prepared to redesignate the role of CO to that person if needed.

5. Would it be a good idea to get our certifying official to create a Login.gov account now and not wait until APR is released?

Yes, absolutely. It is imperative that you plan the APR submission timeframe with your designated CO, in order to complete digital certifications and meet the APR deadline in a timely manner. One way to plan for the upcoming APR submission in advance is to ensure the CO for the APR has established Login.gov credentials.

6. This is going to be much more difficult to get a President to log in and sign.

Please designate a CO for the APR, who is able to log in and sign, and meets the below criteria:

1. Must have legal authority to sign on behalf of the institution/grant holder.
2. Should have greater institutional/organizational authority relative to the Project Director.
3. Must not be the Project Director.
4. Designated in the APR system.

7. How can I find out who is currently my CO?

The TRIO APR pre-populates the CO's credentials, as listed in G5. When you enter the TRIO APR system, you must verify these credentials match the person who will be serving as CO for your APR.

8. Why is there no longer a 5-day grace period?

The certification of the APR is effectively the only one real deadline for APR submission. An APR is submitted when it is certified; it is not a complete submission if it has not been fully certified. Given that there is only one effective deadline, projects should plan around that deadline, and build into their process the time necessary to have their certifications completed.

9. Two days is not enough time for our CO to certify.

The two-day grace period only applies to APRs submitted on the date of the APR deadline. If your CO requires more than two-days to certify the APR, then you must build that buffer into your submission timeline. Please see response to why there is no longer a five-day grace period and note the two-day grace period only applies to the 2023-24 performance period data collection, as we are phasing out the practice of having a separate deadline for draft submission and certification.

10. Is there an opportunity for the APR site to be opened earlier to update the CO for those of us who will have to update our CO due to retirement, left institution, etc.?

No, the TRIO Web Portal is not available until the APR "Go Live!" date of each specific TRIO program.

11. Can a Certifying Official certify more than one program?

Yes. However, the project director needs to verify the Certifying Official for each project or otherwise designate the person who will be acting a certifying official. These steps are necessary regardless of whether or not the certifying official has been verified or designated for another project.

12. Is a G5/G6 account the same thing as a Login.gov account?

No, G6 and Login.gov are separate systems, although Login.gov credentials may also be used to access G6. Eventually, all G5/G6 users will be required to log in to the system via Login.gov.

13. What if I have a personal Login.gov account already established with the government system, such as Social Security, Veteran's Affairs, Global Entry, etc.

Please use an official email address to access and submit the APR and not your personal Login.gov account. This may require you to create a Login.gov account with institutional/organizational credentials (e.g., .edu or .org). To access the TRIO APR web portal, your Login.gov account can only contain one email address that is associated with your institution.

14. What if I am acting as an interim Project Director?

- (a) If you are the interim project director, verify that your program specialist has your credentials entered into G5. If you are not yet in G5, you need to contact your program specialist to enter your information G5.
- (b) Once you are entered in G5, you need to confirm that the person listed as the certifying official (in G5) will be serving in that role. If not, you need to register the credentials for the person who will serve as the certifying official in the registration tool within the TRIO APR system (in the same way that all project directors are expected to do). Be sure that the certifying official that you register has their credentials registered in Login.gov and be sure that those are the same credentials (name and email) that you register in the TRIO APR system.

15. How do we contact the TRIO helpdesk?

TRIO APR Helpdesk email: Trio@Helpdesk.thetactilegroup.com

16. Where can I find out more about this new APR process?

The webinar, slide deck, and responses to FAQs will be available on the TRIO website:

<https://www.ed.gov/grants-and-programs/grants-higher-education/trio-home-page>