



Department of Housing and Urban Development

Grants Evaluation Management System (GEMS)

Frequently Asked Questions

Updated: 10/16/2024

Web Browser

Q: Is there a preferred web browser for GEMS?

A: Yes, we recommend you use Google Chrome. However, GEMS will fully work in most browsers.

Account Deactivation

Q: Does a user have to regularly log in to keep their account active?

A: Yes. User Accounts will be deactivated 90 days after the last log-in. Users will receive a warning email after 83 days, reminding them to log into GEMS. If the account is deactivated, you can email onapgems@hud.gov to have the account reactivated. Once reactivated the user will have to log into the account before 6:00 am Eastern, or another reactivation will be required.

Grant Agreements

Q: Who can sign the Grant Agreement in GEMS?

A: The Authorized Official must sign the Grant Agreement from their own account in GEMS. If the Authorized Official does not have a GEMS account, they can register via the [Registration Portal](#). The Authorized Official will also need to submit the [Signature Attestation](#) to sign digitally in GEMS.

If the Authorized Official has delegated signature authority, must sign as “Delegated Person’s Name for Authorized Official Name” and send a written copy of the delegation of authority to the area office.

Registration

Q: How do I register for GEMS?

A: Please use the [Registration Portal](#) to gain access to GEMS. At the time of registration, please submit the [Signature Attestation](#) to the local ONAP office. The Signature Attestation is used to authorize officials to submit electronic signatures in GEMS and only needs to be submitted once for each individual.

Q: Does my organization have to approve my registration in GEMS?

A: By registering, you agree that you have the authority to access and create an account in the system. All user registration requests are reviewed by ONAP. ONAP will determine if you should have an account in GEMS before approving the registration request. As needed, we will reach out to your organization to confirm access is being provided to the appropriate users.

Q: How many people can register in GEMS for my organization?

A: The Tribe/TDHE will determine who needs access to GEMS and their permission level. There is no limit on the number of users that your organization can have. Each Tribe and TDHE will have one Executive Contact (called the Primary Contact in GEMS) which is the Tribal Chairperson, Chief, Governor, President, or TDHE Executive Director.

Q: How long is the registration process for GEMS?

A: The registration process can be completed in under an hour. The initial password must be set within 24 hours. If you miss the 24-hour window, please email onapgems@hud.gov for a hard password reset.

Q: Can a contractor who works with multiple grantees register in GEMS?

A: Yes, however contractors must contact the area office they work with to get access to multiple grantees.

- Q:** Does our password time out after a certain number of months?
A: Yes, your password will expire in around three (3) months. You will be able to self-reset the password if it expires, if that does not work, please email onapgems@hud.gov for a hard password reset. Once the hard reset is completed the spam or junk folder may need to be checked for the email. You cannot reuse the same password.
- Q:** How do we change my organization's Executive Contact or Primary Contact?
A: The new Executive Contact or Primary Contact should register in the portal. Contact the area office to disable the old Executive Contact or Primary Contact or change them to a non-primary contact.
- Q:** What if a registered user leaves my organization?
A: Contact your area office to have the user's access disabled in GEMS.
- Q:** What if during registration Read/Review or Create/Edit was selected, but the user needs to be able to Sign/Submit?
A: Contact the area office to have the user's account updated.
 Note: to submit SF-425s you only need Create/Edit. Sign/Submit is needed to submit IHP, APR and Grant Agreements.
- Q:** What if during registration all the grant programs were not selected?
A: At this time, the system does not limit the grant programs a user can work with based on the selections made during registration. However, in the future contact the area office to have the user's account updated.
- Q:** If I'm not the Executive Contact or Primary Contact, will I receive notifications from GEMS?
A: Yes, the user who submits the IHP, APR, or SF-425 will receive notifications.

General Navigation

- Q:** I started working on my IHP, APR, or SF-425 where do I find it?
A: In progress IHP, APR, or SF-425 will be under the Home Tab. Also, if the IHP, APR, or SF-425 is returned for revisions it will go back to being under the Home Tab.
- Q:** I submitted my IHP, APR, or SF-425 where do I find it?
A: Once submitted IHP, APR, or SF-425 will be under the Submissions Tab.
- Q:** How do I edit my IHP, APR, or SF-425?
A: If you can't see the drop-down arrow ▼ to get to the menu, hover the mouse over any line in the header bar, and drag the column to the left.

▼	Report #	▼	▼	Rep...	▼
Housing Authority	FS-021207			Housing Authority	FS-0212...
Housing Authority	036603			Housing Authority	036603
Housing Authority	036605			Housing Authority	036605

- Q:** Does the Home tab only list my organization's outstanding reports?
A: Yes, only reports assigned to your organization will show up on your Home tab. All SF-425s are automatically generated by the system. For an IHP or APR to show up, it will need to be created under the New Submissions Tab by someone at your organization with that level of access in GEMS.

IHP/APR

Q: Can I still submit the IHP or APR in EPIC?

A: No. EPIC was shut down for ONAP programs in September 2023.

Q: Can I get a waiver or extension to submit my IHP in GEMS?

A: If more time is needed to submit the IHP in GEMS, you can request a waiver or extension in GEMS. Only one waiver of up to 90 days can be granted for the extension of the IHP due date. Requests for an IHP submission waiver must be based on exigent circumstances beyond the grantee's control.

Q: Can I get an extension to submit my APR in GEMS?

A: If more time is needed to submit the APR in GEMS, you can request an extension via email to the area office. APR extensions of 30 days can be granted for the extension of the APR due date. Requests for an APR extension must be based on exigent circumstances beyond the grantee's control.

Q: Does clicking Next Section save when completing an IHP or APR?

A: Yes, GEMS will save when you select Next Section.

Q: Can I print an IHP or APR from GEMS?

A: You can create a PDF file of your organization's IHP or APR to print. The location of the print button icon varies depending on if the IHP or APR has been submitted. Check out the [Grantee User Guide](#) for instructions on how to do this.

Q: In Section 3 of the IHP/APR, why don't I see the popup calculator for entering non-IHBG funds?

A: GEMS was unable to emulate the popup calculator. The budget amounts from Section 3 will not flow into Section 5. Therefore, you will need to manually input projected expenditures of non-IHBG resources onto the Sources of Funding Table (Column D). Column M on the Uses of Funding Table will populate from information contained in Section 3.

Q: In Section 5 (Budgets), will the Sources and Uses of Funding tables flag miscalculations?

A: Yes, the system will flag miscalculations. You may need to Save as Draft to get the miscalculation errors to clear after making updates.

Q: When completing an IHP or APR, can we enter a table?

A: Yes, GEMS will support tables in certain text fields, and the tables will also print. You can copy a table from Microsoft Word. Do not copy a table from Excel, the print view of the IHP or APR will not generate.

Q: How do you prepare an IHP amendment or APR update?

A: Once the IHP is in-compliance or the APR is accepted, under New Submissions you can select Amendment (IHP), or Update (APR). Only one IHP amendment or one APR update can be pending at a time for a program year.

SF-425s

Q: What programs require an SF-425 submission in GEMS?

A: All SF-425s for grant programs administered by ONAP must be submitted in GEMS. This includes Indian Housing Block Grant (IHBG), IHBG-Competitive (IHBG-COMP), IHBG-CARES, IHBG-ARP, Indian Community Development Block Grant (ICDBG), ICDBG-Imminent Threat (ICDBG-IT), ICDBG-CARES, ICDBG-ARP, Tribal HUD-VASH, Tribal HUD-VASH Expansion, and Resident Opportunity and Self-Sufficiency (ROSS).

Q: What if I need to update a previously submitted SF-425?

A: Contact your Grants Evaluation or Grants Management Specialist.

Q: Can I print a SF-425 from GEMS?

A: You can create a PDF file of your organization's SF-425. Check out the [Grantee User Guide](#) for instructions on how to do this.

Q: Can I enter investment data for prior period drawdowns that are invested in the current reporting period?

A: You can enter investment drawdowns in the SF-425 report under the "Investment Tracking Summary" heading.

Q: Where do I find my organization's historic SF-425s in GEMS?

A: Most SF-425s were submitted via email and not in a central database, therefore historic SF-425s will not be in GEMS.

Miscellaneous

Q: Is LOCCS going away also?

A: No