JCS SUBMISSION PORTAL

FREQUENTLY ASKED QUESTIONS

1. I have reports for three months that need to be submitted. Do I combine them or do I submit them via a separate submission?

It is preferred that you submit each month's report separately.

2. It won't let me attach multiple attachments for my report to the submission form. Do I submit multiple submissions?

The submission form only allows for a single file upload. It is recommended that all the documents for that submission be combined into a single Adobe or Zip file and attached to the submission form.

3. I usually send my reports to the grant specific email address. Is that going away?

Yes. The submission portal replaces all previous grant program specific emails, submission links, and submission directly to your assigned Justice Grant Program Specialist.

4. What if I accidentally send my report to the old email address?

Currently, all the old grant specific email addresses are forwarding to a unified DASJCS@wv.gov email address. Staff will add the submission to the submission portal manually, but you are strongly encouraged to begin using the submission portal for all submissions.

5. Does this mean that I can't email my assigned specialist directly?

No. We encourage you to reach out to your assigned Justice Grant and Program Analyst with questions. It is preferred; however, that subgrantees use the portal for reporting, GAMs, and grant awards including the responses to any missing/incomplete document requests. This ensures that if a team member is out, or there is turnover in a role, that your submissions are getting to the right person on the team to handle it.

6. What if I accidentally send my submission directly to my assigned specialist? Will it be counted as received?

Yes. Any incoming email or submissions received by our team outside of the submission portal will be routed to the correct location by the specialist and will be clocked into the system. However, we strongly encourage you to begin using the

submission portal for all submissions as soon as possible to avoid delays in processing your information.

7. Can multiple people within my office use the submission portal?

Yes. The portal will accept incoming submissions from anyone within your organization with the link.

8. Who do I contact if I have issues with the submission portal?

Please reach out to JCS at DASJCS@wv.gov or by phone at 304-558-2350.

9. Do I use the submission portal for new grant applications?

No. Applications for all grants will still go through WVOASIS Vendor Self Service. Please do not submit applications via the submission portal or via the DASJCS@wv.gov.

10. What happens if my assigned specialist is out on vacation? Will my submission be considered late?

No. Each specialist is assigned a backup within the JCS team to ensure that all submissions are picked up and addressed in a timely manner.

11. Can I still submit late reports through the submission portal?

Yes, the submission portal receives all submissions in real time. You are welcome to add a note in the portal identifying it as late.

12. Do I have to have a Google Account to use the submission portal?

Most browsers will allow you to access the form without a Google account; however, if your browser does not, you can create a free google account by visiting www.google.com.

13. How will I know that the submission portal accepted my submission?

You will receive a notification that your submission has been received.

14. What do I do if I do not receive a notification that my submission was received?

Please contact JCS at DASJCS@wv.gov or by phone at 304-558-2350.