DRGR Workshop for Disaster Recovery

Transcript

September 15, 2020

0:00:03 Mikayla: Thank you, Sandy. Hi everyone, and thank you for joining us today for our fifth webinar in our CDBG-DR and CDBG-MIT summer webinar series. For those of you who are just joining us for the first time today, this series is really to provide educational information, tools and resources for CDBG-DR and CDBG-Mitigation grantees to successfully and compliantly implement your recovery program. We have three remaining webinars scheduled in this series to finish off the month of September. One is Thursday, and two next week, which we hope to see you join. Today's webinar is all about our DRGR system. Our consultant Jennifer and my fellow HUD colleagues Steven and Hana will provide you all with a live overview of key elements of DRGR, including some of our new features. Thanks again for joining us today. And with that, I will turn it over to Steven Edwards to kick off this training.

0:01:08 Stephen Edwards: Thank you, Mikayla. This is Stephen Edwards, and I'm a member of the DRGR team, and I just want to thank everyone for joining us this afternoon or this morning, depending upon your location. And we wanted to provide this DRGR presentation to give both new and existing DRGR users, grantee users, kind of a live view, first a presentation type view, and then a live view of basically the new DRGR since the end of June of this year. I'm hoping everyone is finding it quite pleasing with the new tabular format with the new DRGR layout. And just unless you know, in the coming months, actually in December, we'll be rolling that tabular layout into the QPR module, we call it. So expect that and some other upgrades and fixes, so to speak, in the next release scheduled for December. We've got Jennifer Alpha with TDA Consulting, who's going to be providing this webinar for us on the DRGR system, and she'll be going over items such as navigating the new layout in the DRGR. She'll touch on creating and editing Action Plans, the DRGR Action Plans, as well as creating and approving drawdown vouchers and of course, editing and submitting QPRs, the Quarterly Performance Reports.

0:02:48 SE: Now, of course, this is always as time permits because this is a lot to go into. She will not go into great detail, but she'll give you enough to allow you to get into the system and maneuver on your own. So with that, I'll turn it over to Jennifer and allow her to begin the presentation. Thank you again.

0:03:10 Jennifer: Thanks so much, Steven. Really happy to be here talking to you all about DRGR. We've been doing DRGR trainings for a long time, mostly in person, but obviously we're working in a new environment these days. And so we're really happy to be able to provide this training online. And as Steven said, we're going to be doing a high-level overview. So this is going to be a great session for beginners, but also for others who just want to get a better handle on how to use DRGR. As Mikayla mentioned, we have both Steven Edwards and Hana Nelson on the line with us today to help answer questions. Our training objectives for today are to access and navigate the DRGR modules and to show you a little bit about reports, also create and edit the DRGR Action Plan, editing and submitting quarterly performance reports, creating and approving drawdown vouchers and finding resources on DRGR so that you can learn a little bit more on your own after this webinar is over. I did want to mention that these slides are posted to the HUD Exchange. You can access them there if you'd like to download them for your own reference or for kind of following along during this presentation, taking notes.

0:04:38 Jennifer: Sandy also put a link to the presentation slides over in the chat box. So on the right side of your screen, if you go over to the chat box, you'll see a link in there where you can easily access those slides on the HUD Exchange. Okay. So again, the format for this presentation will be mostly a live demonstration, so we're relying on the powers of the Internet to help us and be kind today. But this is going to be sort of a high-level tutorial, mostly suitable for beginners, but also for those hoping to become more familiar with the new look of DRGR and just kind of get some more tips about how to use the system. Questions can be asked in the Q&A feature. Over on your right side, there is a Q&A box. Click on that, and Steven and Hana will be answering questions in written format throughout the presentation. I will take breaks between the modules that we're going to be talking about today so that we can have some verbal Q&A as well. So that way, if there are some common themes that are coming up or some things that Steven and Hana think that we should highlight from the questions, we'll do that during the breaks between the module discussion.

0:06:07 Jennifer: Okay, so let's talk about DRGR navigation first, and I'm going to demonstrate all of this when we actually log in to the live demo. But for reference purposes, we wanted to give you these navigation tips because they're pretty important to help you have an easy experience in DRGR. So DRGR allows users to lock a grant in the system so that the functions that you're choosing across the modules are key to that grant. And once you lock your grant, the system's going to mostly perform functions to that grant. If you do not lock a grant when you log in, it's going to default to whichever grant you most recently accessed. So if last time you were working on a particular DR grant, when you log in the next time, that's the one that's going to come up. If you were working on an NSP grant, when you log in the next time, that's going to come up. So if you want to change that grant, you're going to click in this box in the Select Grant bar and change the grant. And I'm going to show you where that's located in a moment. So up here, when we log in, we're going to see the DRGR screen. And the top navigation bar includes the Module icon here, but also the Select Grant box. And when you either click in the box or click on the Lock icon, a drop-down will appear.

0:07:38 Jennifer: You choose your grant, you save it, and then that locks the grant to the system so that as you navigate across the modules, you're not having to select your grant every time. Those of you who may have been around for a long time but haven't used DRGR in a while might remember that in the old system, you'd have to choose your grant every time you try to do a function. But this Lock Grant function allows you to navigate much more efficiently across the modules and across the functions that you want to use, and we'll show you that, of course, in the live demonstration. When you want to begin navigating across the modules, you're going to use those icons at the top of the main navigation bar, so these icons up here: The house, the column, the dollar sign, the scale, the pie chart, the crown, and the person. And we're going to talk about what each of those are. So these icons correspond to each of the modules, so the house is the home page. When you log into DRGR, you're going to land on a home page, and I'll show you some neat features on the home page when we log in together. The Columns icon represents the Manage My Grants module. And users from old days might remember that DRGR would have a module for the action plan and a module for the quarterly performance report.

0:09:11 Jennifer: Well, the Manage My Grants module combines those different functions under this one module, Manage My Grants, and I'll show you in a moment how those menus are broken up now under the new look on the system. The dollar sign is the Manage My Financials module. The scale is Manage My Compliance. The crown is for all of your administration functions. The pie chart is what we're calling DRGR Data Analytics. Data Analytics is just the reports module. And so the reports, as we'll talk about later in the presentation, have been updated to a new format, but they contain mostly the same content, some updates, but this module is now called Data Analytics. But it's just where you go to access your reports. And then the person is My Profile. When you select each of these icons in the main navigation bar, you're going to see a drop-down of menu functions that are available within that module. And so in the following slides, I'm going to show you those menus and then we'll get into the live demonstration. This is the Manage My Grants menu. So when you click on those columns, the Column icon, the Manage My Grants menu will display, and you'll see these sub-menus. And the sub-menus are for action plans, projects, activities, grantee programs if they're applicable to your grant, performance reports and grants.

0:10:54 Jennifer: So as I mentioned before, in the old format of DRGR, you would have your Action Plan Module and you'd have your Performance Report Module, but here we're just going to be going to Manage My Grants and working within these sub-menus. So you'll see within these sub-menus, the various functions that are available within them. So for instance, if you want to work on your action plan, you click Manage Action Plan. If you want to go directly and add a project, you can go and do that from this sub-menu here, Add Project. All these links in these menus are clickable. You'll notice that some of these menus have globe icons next to the functions. These globe icons indicate that the function is a more global function to the system, and so they're things like search functions, looking up things and ways to navigate across more than one grant. So as I mentioned before, you're locking your grant when you get started working in DRGR so that each of these functions without a globe are going to be keyed to that locked grant. So when you go to Add a Project, it's actually adding a project to that locked grant. So if you go to Search Projects, you're going to be able to search across all of your grants by choosing from the different search criteria, and one of those search criteria is the grant number. So if you want to, you can do some searching right from here using these global functions.

0:12:34 Jennifer: So this is the Manage My Grants module. This is the module that folks will be working in a lot as you're working in DRGR because it does contain the action plan functions, and the action plan is the foundation of everything else that happens in DRGR. And we'll talk more about that as we kind of flip through the modules in the live demonstration, but you'll be doing a lot of work here because the action plan's here and your reporting is here as well.

0:13:05 Jennifer: The Manage My Financials module, this is the drop-down menu that you'll see when you click on the dollar sign. So in these functions here, as with others in DRGR, and I'll print those out as well, you're only going to see the functions that are available to your user role. So for instance, if you are a draw requester, you will see options here to create a voucher, but this screenshot really just shows somebody who is probably a draw approver or who's doesn't... Yeah, who's a draw approver, so if you have the approver right, you don't have the option to create a voucher. So all of the functions in DRGR are going to be keyed to your user role, so sometimes you'll see some functions that your colleague doesn't see because you have different user roles in the system. In addition to creating vouchers, you can also create obligations here and create program income receipts and program income accounts and, of course, do your searches.

0:14:24 Jennifer: Okay, Manage My Compliance. So the Manage My Compliance menu is where you will go to manage your flags. I'll show you on the home page where if you have flags, you'll see your flags listed. That's the tip that, "Ooh, I have some slides that I need to manage." If you want to manage those flags, you're going to come here to the Manage My Compliance module. This module also contains the reporting functions for monitoring audit and technical assistance events. So disaster recovery grantees are required to report on their monitoring audit and technical assistance that they provide, and so adding those types of events happens here in the Manage My Compliance module. And then My Profile. Did I skip one? Hold on. There you go. Administration. [chuckle] Administration, so the Administration module, this is where you have all of your user management functions. Again, this is a place where you're only going to have the functionality that is associated to your user role. So if you are a grantee admin, and this is a screenshot of a grantee admin, then you're going to have the option to associate users to grants, certify grantee users, request new users and manage existing users.

0:15:50 Jennifer: If you are not a grantee admin or don't have the option to help the grantee admin by adding new users, you're having the user request profile role, then you will not see these additional links here. So again, just keep in mind that all of the functionality in DRGR is keyed to your user role. This is also a place where you will add your responsible organizations. When you add an activity in DRGR, you are required to indicate the organization that's responsible for carrying out the activities. And to add a responsible organization to the system, you're going to do that here. And this also provides the utilities functions where you can upload data, upload templates and access the FAQs. And then finally, My profile. This is where you'll find the Log Out button. The Log Out button is super important because you always want to make sure you end your sessions securely by logging out. If you fail to log out and you just let your system time out, you're likely going to be locked out of the system next time you try to log in and will have to wait at least 30 minutes to log back in.

0:17:16 Jennifer: So always make sure that you log out securely so that if you need to pop back into the system before it resets, you'll be able to do that easily. This also provides you with some options to manage your account where you can click on this to see what user information is linked to your account, and you can also manage your subscriptions here and that's a more advanced DRGR topic. So with that, we are going to do the live demonstration. Maybe I'll pause right here before we head into logging into the live demo, just in case there are a couple of housekeeping or global questions that folks have asked Hana or Steven. Is there anything that we want to highlight from the questions so far?

0:18:15 Hana: Jennifer, we have not received any questions yet.

0:18:18 Jennifer: Okay, great. That's great. Okay. Can everybody see the screen I have up now, which is the DRGR resources? Can someone just let me know if you see that?

0:18:32 Hana: Yes, I can see it.

0:18:33 Jennifer: Okay, great, thank you. So this is the DRGR Resources page. It's on the HUD Exchange. You can just go to Google or your favorite browser and google "DRGR resources." This page will come up. I'm going to talk about this page in detail in a little bit, but I wanted to give you that hint here, now. This is actually the Guides, Tools and Webinars page, but if you visit the main DRGR Resources page, I'll show you here. It keeps wanting to take me back. The main DRGR page is going to have some additional information over here on the side, including a DRGR log in by then. So I typically go here when I'd like to log into DRGR. Click on that, and then you get this log in portal. I'm going to go to a special portal so that I can show you some information that's already been set up.

0:19:49 Jennifer: So when you do this, you're always going to enter your username and your password. Password, of course, always case-sensitive. You're then going to say that you agree to these terms and conditions. You do want to read these. They're important, so go ahead and make sure that you know what you're agreeing to. And then you're going to log in. And at the end of the presentation, when we talk about resources, I'll show you on that main DRGR page on that side where I clicked the Log In button, there's additional information in case you forgot your password, how you can reset it. There's also information there if you do ever end up getting locked out of DRGR, how you can get back in by requesting a session reset. But I'll show you that in more detail towards the end of the presentation. So here we are, we're logged into DRGR. This is the home page. So on the home page, you're going to have a lot of great information over here on the right hand side.

0:20:52 Jennifer: This is the My Announcements section over here. If you click on any of these blue hyperlinked headlines, you're going to get a pop up that gives you a little bit more information about that particular news item. So this My Announcements section is a good place to check for updates from HUD. So every time you log in, just kind of look over there, see what's going on, for instance, that says, "HUD has posted video tutorials on the HUD Exchange to assist users in understanding basic DRGR navigation and editing projects in DRGR." So this is going to give you sort of a heads-up any time there's news or things that HUD wants to share with respect to DRGR. So always look over here to My Announcements. Also down here at the bottom, you have a My Resources section. In this My Resources section, you can easily access the different DRGR resource up here, including a link that takes you to a page for upcoming trainings and past trainings, which are always very helpful as a reference.

0:22:03 Jennifer: In the middle of this page, you're going to have information about To-Do Items. And so your To-Do Items, just like some of those functions that I talked about before, are associated with your user role. So for instance, if I were a draw approver and there were some pending draws that needed to be approved, I would see an action item here to approve those draws. And we're actually going to demonstrate that when we get to the Financial section, assuming we have enough time when we get there. I think we will. Things are going pretty smoothly. But once we get there, I'll show you what that looks like when you have an action item if you're a draw approver. So you're always going to see your action items here. They're going to be keyed to your user role. Everybody gets to learn about the flags. So if there are flags on a grant, they will always be summarized here that the grant has active flags, and everybody will always see that notification. So this is your home page. It's sort of your landing page where you can easily access resources. So as we've discussed in the presentation part, at the top of the page, there is the main navigation bar. This main navigation bar includes that Select Grant bar as well as the Module icon.

0:23:30 Jennifer: So when I log in, I'm always going to default to My Most Recently Accessed Grants, so this would have been the grant that I was working in most recently. If I want to change it, I can either click inside this box or I can click on the lock. That opens this pop-up. The pop-up has a drop-down. In this drop-down, you can then choose the grant that you'd like to work in. Once you choose that grant, you click Save, and the system is then going to change the grant to the grant that you selected. Now, when I go navigate across the modules, I'm going to have all of my functionality keyed to this grant. Okay. So I want to show you that one more time, and then it changes your grant. Okay? So now that I've selected the grants that I want to work in, I can show you how these... As you go across the different modules and expand these menus, you can see here that these are your different menu items that we showed you on the PowerPoint slides. So those slides are a good reference if you're new to DRGR and you're thinking, "Oh, I know I have to do this one thing, but I'm not even sure where to go."

0:24:53 Jennifer: Maybe just flip through those slides and you can easily see the different menu options, and that might give you a little bit of a tip about where you need to go next. So that's why we put all of those menus in the slide packet. So these are the different modules. As we talked about before: My Financials, My Compliance, Data Analytics, Administration and then My Profile. Okay. So I'm going to go ahead and start talking about the Action Plan. So the Action Plan, as I mentioned before, is really the foundation of DRGR. When you set up your Action Plan, you're going to be setting up projects and activities. In DRGR it's really a hierarchy, and the way the hierarchy works is the grant at the top, projects beneath and then activities beneath that. And so...

0:25:54 Jennifer: You can think of it sort of a flow where really your activities or your projects, say, is sort of the trunk of the tree or your grant is the trunk of the tree and your branches are the projects and then the leaves are all of the activities. And the leaves are really where all of the color and the beauty comes from. It's where all of the detail is in your action plans. So again, you have your grant level, your project level and your activity level. And you want to keep in mind some math rules when you're working in DRGR. So for your grant, you're going to have your whole grant award. You may also have some program income. Those things combined constitute your grant-level budget. And your grant-level budget is what you have to budget across your entire action plans, and so that's the total sum of money you have, your grant-level budget. From that grant-level budget, you're going to build out projects, and those projects cannot exceed the total of your grant. And then within those projects, you're going to have activities, and you can kind of think of the activities that sort of living in each of the project buckets.

0:27:11 Jennifer: So within each of your project buckets, the sum of all the activity budgets should not exceed what the project budget is. So you can kind of think of it as those Russian nesting dolls where activities must fit inside projects and projects must fit inside your overall grants. And so that's just some good hierarchy and math rules to remember about DRGR if you're new to the system. And so I'm going to show you how you manage some of these things in DRGR. So as I mentioned before, the action plan is accessible by going to the Manage My Grants module, which is the Columns icon. When you click on that, you're going to see the sub-menus for action plans, projects and activities. It's applicable, you'll see grantee programs as well. We're just going to focus on action plans, projects, activities for now. Those are the most common for grantees. The action plan, you will access by over here by clicking Manage Action Plan. You can also just choose the View the action plan or Download the Action Plan if you'd like to actually download a PDF copy of your action plan. From these sub-menus though you can go directly to Adding Projects and Adding Activities. And we'll show you a couple of different ways to do that in just a few minutes.

0:28:37 Jennifer: So if you go to Manage Action Plan and you click on that link, it's going to open your action plan. And at the very top, you're going to see Summary Information. So this Summary Information is going to give you some basic info about your grant. So what's the status of my grant? It's modified. Resubmit when ready. So that means my grant is... My action plan is in the process of being edited. I will need to complete my edit and submit those for HUD approval when I'm ready. But just a note that you cannot submit your quarterly performance report without an approved action plan. So you need your action plan approved when you go to submit your quarterly performance report. So that's just a little tip to keep in mind. We get a lot of questions on Ask a Question, "Why can't I submit my QPR?" Typically, it's because your action plan has not been approved. So you want to make sure that this is a good place where you can go to just check the action plan status. It will tell you right there at the top of the page. Over here, you have a summary of your grant-level information. Remember I said that DRGR is a hierarchy where you have grants, projects, activities.

0:30:02 Jennifer: And so at the top of this page, it's going to give you a nice summary of what your grant-level budget is. It has your locked awards amount, and then your estimated program income. To estimate your program income, you can actually click this link here that says Edit, and then this is where you're going to put in your estimated program income amount. So this is the amount that you believe you're going to earn in program income over the course of the grant. This number can be changed as frequently as you need it to be changed, but you want to just put a number in here that you think is going... That you're going to earn. It's okay to sort of overestimate program income. If you're not sure, sometimes that's helpful as you're going across and editing budgets during the course of your grant. I will say that you will be editing this action plan fairly often over the course of your grant if you're a new grantee. Just know that this is not something that you enter into DRGR and then it just lives there forever. This is a really a living, working, acting document, for lack of a better word, but you will be going into your action plan quite frequently and making updates. So this is where you go to estimate your program income.

0:31:29 Jennifer: So if I wanted to change that number, I just click on that Edit button and then it recalculates here. So I'll just show you how to do that. So you click Edit and say, I just wanted to add... We'll just add, say $10 here, just to show you how that works and click Save, and then you'll see that my estimated program income has changed and so has my total budget.

0:31:56 Jennifer: So this is just a nice summary of your financials there at the top. Moving down, we also see some summary information here that's really helpful at just a glance at what I have set up with respect to projects and then the activity budgets within those projects. So down here, you'll see Projects Funding. This lists all the projects that have been set up for this grant, the project budget, what's available to still be budgeted, the activity budgets within that project. So remember again, I said that the project is really like a bucket that holds all of your activities, and so this represents... This column here shows me all of those activities in that bucket, what does it add up to? And that gives me... This column gives me that number. Then you have your Activity Obligations, your Total Drawn, Program Funds Drawn and Program Income Drawn. So a nice little summary here of your project funding. Across this bar here at the top, you're going to see some tabs. Now this is one of the new features that came out in release 8.0 this summer.

0:33:14 Jennifer: These tab functionalities within the action plans. They really have made the system much more efficient, I think, and user-friendly. So as you navigate, you can go across these tabs to see the different information about your action plans. So within these tabs, you're going to see some Edit functions. So think of it sort of like chapters in a book. So this is your Narrative section, and here you're going to see your areas of greatest need, distribution and use of the funds, definitions and descriptions, all the different criteria that your grant requires is going to be listed here in the Narrative Summary. So for instance, if you're a disaster grantee, your narrative summary requirements are going to be different than an NSP grantee, but both of them are going to have some narrative summaries here. So we're just going to go ahead and click on the Edit link if you want to edit the summary, and then you can just type in here, make your edits.

0:34:26 Jennifer: You can use these functions here at the top to, just like you would in Word: Bold, italic, some bulleting. There's an option here to include a table, pictures. So DRGR is getting better with every single release. Those of you who aren't beginners but have been around a while will notice that this gives you a lot more functionality in working with your narratives than we had in the past. So again, as you want to edit these narratives, you're just going to come here and click edit. Documents, if you have supporting documents that you need to upload to your action plan, you will add them here under the Documents tab. You just click on this Add Document option, and it's going to show you... It's want to allow you to select from your computer. Oops, there we go. And then you can go ahead and select the document that you want to add. Measures, this is going to be a summary of the measures that have been proposed across your action plan, and we're going to talk about measures when we get into talking more about the activities. And then here's your Projects tab.

0:35:58 Jennifer: This is one of the ways that you can access the projects in order to edit them, and so this Projects tab is listing out all the projects that you have in this grant. At the end of each row, you're going to have the Actions column. In this Actions column, when you click on this pencil icon, you're going to be able to view and edit that project. I'm going to keep going through these tabs to show you the rest of them, and then we're going to come back and I'm going to show you a little bit more about adding and editing projects. But as you can see up here, there's an Add link to add a project, and down here, you can click on these pencil icons to view and edit projects that you have already added. There's also an Activities tab. This Activities tab again, down here, same concept, where if you want to add or edit an existing activity, you can click here on the pencil icon. You can also click to add an activity directly from this page here.

0:37:08 Jennifer: Then we have our History tab. Just showing you a history of your action plan versions. And then an Upload tab. And this Upload tab is where we can do DRGR data uploads. Data uploads, we could have an entire webinar just on data uploads, but just a little summary of what they are for folks who are unfamiliar with them. DRGR data uploads are existing templates that HUD has created that allow you to complete that template and then upload the information into DRGR in a batch. So rather than manually going in, for instance, and adding 12 activities one at a time, you can use an Add Activity Upload and complete all that information in a CSV file, a lot easier than keying things in one at a time. Just add it all to a CSV file, that's a data upload template, and then that template can be uploaded to the system.

0:38:21 Jennifer: The templates are available on the HUD Exchange. You can just go to your web browser, type in the search bar "DRGR data upload templates," and you'll find the page very easily. You'll see there's a very long list of data upload templates, allowing you to do a lot of really cool adding and editing of your information. Just be careful that you choose the right template. Some templates do add information, which mean it puts the information in the system. Others edit it, which means it edits existing information. So if you use an Add template, but the information is already there, it's just going to duplicate it. So just be careful that you choose the right template. So those templates are really handy for folks who are trying to get a lot of information into the system at once. And again, like I said, we could do a whole webinar just on data uploads, but there's a lot of good resources about uploads on the HUD Exchange. So definitely check those out if that's something that you think would be helpful for you. In addition to going to the HUD Exchange, there is a link right here in DRGR where you can click to view sample uploads.

0:39:32 Jennifer: Okay, so I'm going to go ahead and show you about projects. So in projects, as I said, you can go here to your Projects tab to add a project and to edit a project. Add project here with this link. Edit project by clicking on this pencil icon. In addition to using the Project tab, which within your Manage Action Plan function. So just to sort of step back and remind ourselves, "How did we get here anyway?" So for new users, this is a lot of information. So just to remind you how we got here, remember that we had gone to the Columns icon, clicked the Manage My Grants. We went to Manage Action Plans, and that's how we got to this page, Manage Action Plans with our tabs down here, right? So we can go to the Projects tab and easily click the Edit Project. Click one of these pencils to click on a project to edit it. But if you were just logging into DRGR and you automatically knew at your logging in for the purpose of adding a project, you could go directly to this Add Project link here under projects in the sub-menu, or you could click on Search Projects, which would allow you to search for projects and then get this similar list where you could then click on the pencil icon.

0:41:01 Jennifer: So two different ways to access projects. So go ahead and if say we're going to add a project, we're going to click Add Project. It's going to give us a pop-up screen, this pop-up screen is going to allow us to enter a project number, a project title, project description, project designation, whether it's a revolving loan fund, the project status, and then the project effective date and end date, as well as the budget. Now, for this, anything that's marked with an asterisk is going to be required, so you are required to do anything that's marked with an asterisk. In addition to that, you want to make sure that as you edit your project... So we're just setting this up for the first time. This is a new project. We always want to make sure that we have enough enough funds available at our grant level to actually establish this project. So if you've been rolling along in your program, you might not have that much money left. And so you want to make sure you have enough money in your grant-level budget to actually establish this project. Now, this happens to be an NSP grant that I'm working in, but I'm going to click out of this. [chuckle]

0:42:22 Jennifer: I should actually be over here. I'm going to change my grants to a disaster recovery grant because I want to show you something that is required for disaster grants. So when I change my grant... This is actually another good demonstration. When I change my grant, if I've been working in the system, you're going to get this pop-up that says, "You're changing your grant. Locked grant changed. You've switched your locked grant. Do you wish to navigate to Manage Action Plan? Any unsaved changes will be lost." So if you need to save any changes, make sure you click Cancel here before you move on. But since we've already been working, it's going to alert us that, "Hey, make sure you save things." But we're okay, so we're going to say, "Okay." Alright, so here we are in our disaster grant, and now you'll see when I go here under the Projects tab and click Add Projects... Well, it should have. It's not showing it. So what should be here... But this is the beauty of... This is a demonstration system, but disaster grants all have a budget, and a MID budget. So I just wanted to just to alert folks that as you're working on your disaster grants, when you set up your projects... Actually, let me ask a question, Hana and Stephen. The MID budget actually just shows up in the activity, doesn't it?

0:43:57 Hana: It's just at the activity level.

0:44:00 Jennifer: Yes, thank you. Okay. That's why. I'm getting a little bit ahead of myself here, guys, sorry about that. That's why. Okay, so never mind what I just said. In your project budget, you're only going to have one line for budgets. But in your activities, when I get there, I'm going to show you that there is a MID budget line as well. Sorry for that confusion. But it did allow us to demonstrate a little feature with that pop-up that you get when you change your grant. So still good. Alright. So you're going to populate all this information, and once you've populated it, remember that all the stars have to be completed. You're going to go ahead and click Save. Okay, and that's going to add a new project to your action plan. That new project is going to show up down here under this project summary.

0:44:55 Jennifer: If I want to edit an existing project though, I'm just going to click on... I'm going to find it here in this list. If you have a lot of projects you might want to search. You can use this search function over here. Again, you could also go up to this Columns icon and click Search Projects here and do a search, but just to edit, I'm going to click this Add Actions column. And then this allows me to see first a summary view of my projects with additional tabs here that I can page across to be more information about my project, including an Activities tab that summarizes all of my activity better within this project. Remember the project is the bucket that holds all of your activities. And so this... Within your project, once you've expanded, using that little pencil icon, you get your own tab just for that project. You can click on the Activities tab here to see the activities that are within that project.

0:46:01 Jennifer: So it's really user-friendly to be able to navigate around and sort of see what's going on within the specific facet of DRGR that you're working in at the time. But if you want to go over here, if you need to edit your financials. So for example, your budget, you're going to go up here and click Edit, and that's going to load the information that you put in here when you set up your project. And if you need to change your budget, that's typically the thing you're most often changing about a project, you're going to go down here to the Budget box, and you're either going to... You're going to enter the amount. You're going to enter the new budget amount. So for instance, if I wanted to add $1 million to this budget, I'm going to go here and I'm going to make this 12 a 13. Okay, I'm not going to just put $1 million in here and click Save because now my budget for this project is only $1 million. Okay. So you're always putting the cumulative amount that you wanted your budget to be in this box when you're making your budget edits.

0:47:15 Jennifer: Okay, so that's how you add and edit a project. So now I'm going to show you about activities. So activities, as I mentioned, there are several ways that you can access your activities. If you're already in the Projects tab, and you click on the activities... I'm sorry, if you're already in your Project View for a particular project and you click on the Activities tab, you can do the Add Activity here. You can do the Edit. You can get to the Edit function by clicking on the pencil icon here. But if you... Say we just logged in to DRGR, another way that you can access your activities is by using those sub-menus under Manage My Grants because you have a specific sub-menu just for activities. So you can click Add Activity or Search Activities here as well. And then just to show you, if I were in just my regular Grant, Manage Action Plan, let's say I was starting from here now, I just logged in to DRGR, I went to Manage Action Plan.

0:48:28 Jennifer: I see all my main tabs within my action plan including activities. I click that Activities tab and then I have that option to add it here too. So the system is very, very fluid and flexible, and I think allows us to navigate around much more quickly than before. In the past, there was really only one way to get to something, only one way to add activities. But here we have the option to add activities in a few different places so that you don't have to be kind of jumping back every single time. So much more adaptable. So no matter how you access the Add Activity button from any of those places I just demonstrated, once you click Add Activity, it's going to pop up this screen that has a lot of fields that you need to complete. And we'll walk through those here. So again, anything that's marked with an asterisk is just a project... Just is a requirement. So this requirement is for the project. So every activity has to be linked to a project. Remember I said that your projects are kind of like the buckets that holds all of your activities, so you have to assign each activity to live within those buckets.

0:49:55 Jennifer: So the first thing you're going to do when you choose to add an activity is find the project that you would like to add the activity to. You're going to click the project. You're going to choose the activity type. This is a drop-down as well. This drop-down of activity type is keyed to your appropriation. So the eligible activities that are allowed to your appropriation, those are the types of activities that you're going to see here. You're going to choose that, Environmental Assessment, National Objective. So whether it's low mod, slum and blight, urgent need, grantee programs, grantee activity numbers, activity title. The activity number and the activity title is really up to you to create. So you want to make sure that you're using numbers and titles that make sense and are helpful and are not overly difficult, [chuckle] but that are useful to you in managing your grant. So one tip that we often give is that your activity number might be something that is the same as a code that you use in your internal record-keeping system. That way when you go to do your reconciliations and you pull your internal reports, you can easily align them with your DRGR reports.

0:51:29 Jennifer: So including something that sort of ties those things together in your activity number is the best practice. You can obviously choose whatever you want for your activity number, but that's just a tip that sometimes helps grantees when they get to that point of having to reconcile the information.

0:51:47 Jennifer: The activity title, we often say, try to make this descriptive so that if you're looking at a report, it's really easy to see, "Okay, this activity is a sewer line replacement activity," very easy to see just by looking at the activity title. And then you're going to put in an activity description, fill out the status, whether it's planned, underway, canceled or completed, put in your projected start and end date and then choose your responsible organization. Remember I said before, you have to have a responsible organization set up in DRGR so that you can add it here. And then here are those budgets that I was talking about before, for disaster grants, you do have an activity budget. That's your overall activity budget, and then you have the portion of your budget that is for the most impacted and distressed area. And that can either be the whole budget, it could be part of the budget or it could be none of the budget if this particular activity is not addressing a most impacted and distressed area.

0:52:57 Jennifer: So the both of these are required. So even if this is, if the mid-budget here is zero, you still have to put a zero in this box. And then you're going to click Save, and then that's what adds your activity to the system. Once the activity is added, there is some additional information that needs to be included. So once the activity is added, you can go down here, click on this pencil icon, that's going to pull up your Manage Activity page. You see that up here. And this is where you are going to actually work within that particular activity, it gives you all the summary info up here about the activity, so all that information you just put in is going to be summarized up here at the top, nice and handy. Across here, you're going to have the information for your financials, the details, which we're going to talk about in the second, the document, measures and environmental. So for the details, you have an option. This is where you have the option to include the information for your location description. You just click the Edit Link here, and it's going to give you the option to enter that location information.

0:54:21 Jennifer: You also have the opportunity to add supporting files here and to list your measures. So the measures are where you're going to add your proposed measures to your activity, and then you have your environmental where you can edit the information about your environmental assessments. Okay, and so those are all of the... Oh, and then if you do need to edit any of this base information that you just put in when you added the activity, you click the Edit Link here at the top. Alright, so just to recap, if you ever do need to edit an existing activity, you're going to search for that activity, click that pencil icon. You're going to go here, Search Activities, do the search, click the pencil icon on the activity that you want to edit. And then from within that Manage Activity screen, you can do your edits either to the base info up here at the top, clicking this Edit or clicking across the tabs to edit the Details and Documents and Measures.

0:55:47 Jennifer: All right, and with that, I'm going to stop, and we'll take about five minutes for some questions if there are any things that Hana and Stephen think we need to highlight. And then I'll go ahead and I'll do quick demos on financials and QPRs. This is the bulk of what's changed in DRGR with the most recent releases, which is why I wanted to spend the most time on it. And again, what the foundation really is of your action plan. So Hana and Stephen, are there some questions that you wanted to sort of highlight?

[pause]

0:56:30 SE: Yes, Jennifer. Basically I only had one question come in, and I was in the process of answering. But it'd probably be helpful if you were to... It's regarding the uploads, how grantees can complete the upload process to fill out the information for the activities projects, anything within DRGR. So if you may can direct them to that HUD Exchange resource site, and maybe point out the template. I'll also respond to the question in the Q&A session.

0:57:05 Jennifer: Okay, great. So yeah, over here in the HUD Exchange, let me get there. So again, remember, you can get to the DRGR Resources page just by going to a search browser and clicking DRGR, entering "DRGR." It's going to take you to this main page. In your search results, you're going to have one of the top hits be the DRGR page on the HUD Exchange. And then that's going to take you to this page here. On this page here, you're going to have a lot of information that you can review, and I'm going to go over that at the very end of the presentation. But at the very top, you have this link for DRGR Data Upload Template. When you click on that, you're going to have the information here, which gives you the list of DRGR upload templates. So these upload templates as you can see really, they cross all the modules. So you have action plan templates...

0:58:16 Jennifer: You have particular templates just for the activities, for the projects, for the responsible organizations, draw-down modules, templates, QPR templates, admin module templates. So when you open these, you're going to be able to complete... So for instance, if I wanted to add an activity, since we just walked through adding an activity, if I open this up, and I don't know if you're going to be able to see it if I open it. But if I open it up, you're going to get a CSV file, and that CSV style is going to have the different fields at the top. And you probably can't see that, can you, Sandy? I probably have to share something different, I think.

0:59:09 Sandy: No, you can see it. I can see what you're doing.

0:59:11 Jennifer: Oh, you can see it? Okay, great. I wasn't sure if you could see the template or not. What's going on here? I don't want this. [chuckle] Okay, I think I just stop sharing again. Sorry about that.

[pause]

0:59:40 Jennifer: For some reason, it doesn't want me to share this. So in any case, you will see this template. What are you all seeing right now?

[pause]

0:59:55 Jennifer: Sandy, what do you guys see on your screen?

1:00:00 Sandy: I see the web browser where it says Manage Activities.

1:00:03 Jennifer: Okay, great. All right, so let me show you this. Okay, so I wasn't able to get you to see the template to actually pop up, but once you click on one of these data upload templates, the template will pop up and you will be able to complete the field. And the fields are going to be exactly the same as the fields that are on that Add Activity screen, so you know you're going to be putting in the activity number and the activity title and the national objective. And you're going to be putting all that information in there. And once it's all populated, you're going to be able to upload that data into DRGR. The most important thing about populating that template, though, is you have to keep the template exactly the way HUD created it. Don't add any columns or change the headers. You also need to make sure that the information you put in there... So say for instance, for national objective, you have to spell it and capitalize it exactly the way it looks in that drop-down if you were to be doing it manually. So it can be tricky sometimes because you have to get it exactly right, but once you have a hang of using the template they really are really helpful if you're putting in a lot of information.

1:01:31 Jennifer: Okay, so with that, I'm going to show you how to do your financials. So the financial module, as we talked about, is this dollar sign up here under My Financials. If you click this, again, the functions you see are going to be particular to your user role. So this particular user is able to create vouchers, and so they see a link for Create Vouchers. Before you create a voucher, you always want to make sure that you have enough obligation for that particular activity in order to create the voucher. So to check your obligations. You're going to click Search, Edit Obligation. And you can go ahead and just click Search, and it's going to give you all of your activities. Okay, if you want to refine it, you can refine it. If you need to edit an obligation for a particular activity, you go ahead and you click Maintain. So this is all of your activities that you have. You click Maintain at the end of whichever activity needs an edit for its obligation, and then you change that obligation amount here.

1:02:53 Jennifer: Again, just like the budget, if you now want to obligate $160,000, you're going to... In total, you're going to change this to 1-6-0 instead of 1-5-0 at the top at the front there. So you're going to change that number in this box, and then you're going to click Save. And all the information about this activity is summarized here under these fields. So Total Budget, Total Obligated Amount Available for Obligation, so this is how much money is available that can be added to obligate to this particular activity, Total Drawn, Total Program Funds Drawn and Total Program Income Drawn for This Activity. So DRGR is always handing out information to you for free, just adding it to the pages in summary form so that as you're working, you can just quickly see the common information that you might need in order to manage your grant most efficiently. So all that summary info is here for you as you're editing your obligation, but you always want to make sure that this total obligated amount is enough for you to actually make a draw.

1:04:13 Jennifer: Okay? So if you've obligated $150,000 and over a year you've already drawn $150,000, you won't be able to create another voucher on this activity. You're going to have to increase your obligation amount so that you have more room in order to make draws. So I hope that makes sense. It's hard when I can't see faces, and I don't know if that makes sense. But basically kinda think of the obligation as like a bank account. You need enough money in your bank account in order to actually make the draw from the bank account. Okay? So just always make sure before you make, create a voucher that you have enough obligation available in order to create that voucher. All right, and then you're going to go to Create Voucher...

1:05:06 Jennifer: The first step in creating a voucher is to add the activities to the voucher, so you're going to click Add More Activities. You can refine your search for your activities here or just click to search them all. You're then going to see your list of activities. And over here on the end, it's going to have you check whether you want to draw from your program funds or your receipt funds, which really refers to your program income. So find your activity, do a more refined search if you have 100 activities, but you find your activity, you decide whether you want to draw the program funds or program income. And then you add these activities to your voucher. DRGR gives you an opportunity to say, "Hey, these are the vouchers, I'd like... Yes, these are the activities I'd like to add to my voucher." If they're wrong, you can select to remove them here at the end. If you need to add more, you can click Add More here, but if everything looks good, you click Continue. And then on the next screen, this is where you're going to put in the actual amount that you want to draw.

1:06:21 Jennifer: So this screen will always show you the information you need. So in this column, Available Amount, it's telling you how much is available to draw. If say, I want to draw $100, I can go ahead and put $100. If for some reason, I wanted to draw more than $100, well, then I have to go back and look at the summary of my financial information and make sure that my activity budget and my obligation has enough money in there to draw the amount that I want. Okay, so using that summary financial information that's available over in Manage Action Plan is really helpful. You can pull reports that give you this information, but this available amount is always going to tell you what you have to draw. So don't try to draw more than what is there or you're going to get an error. If this isn't enough, you'll have to go back to your financials and see where you need to make the increases by doing the edits that we talked about a minute ago.

1:07:25 Jennifer: So for this one, we're just going to do say a $100 voucher. I'm going to say, "Submit the voucher," and then I get an opportunity to actually confirm whether this is correct, that it all looks good to me. Once I've confirmed all of that, I can click Confirm Voucher. That takes me to an email page where I'm going to be able to email my approver, my supervisor, whoever it is that I need to tell that I've created this voucher, and then I'm going to click Send. Okay, and that's how you create a voucher. I'm going to log out of here and log in as an administrator to show you what it looks like to then approve a voucher. So for those of you who are grantee draw approvers... Give me one second here. Let me log in. Now, you can't do this as a real DRGR user. DRGR users are only allowed to be draw approvers or draw requesters. You can't be both. But this was just a training demo system. So I can be both. But in real life, one person could never do both of these functions, so just keep that in mind. You can only be a draw requester or a draw approver. Okay?

1:08:55 Jennifer: So say for instance, somebody else went ahead and created that voucher that I just created, and now I ask my draw approver to log in and approve that voucher. So now I'm being the draw approver and I logged in. Here I am on my home page. Remember I said that your To-Do Items here in the middle of your home page might give you some cues as to what you need to do, but it's all cued to your user role. So draw approvers, you're going to see a little heads-up, "Hey, you have some draws to approve on this summary page here." All right, so one of these vouchers are the ones that I just created today. So it's really great about some of the updates that have been made is you can just click right here and it's going to take you directly to that voucher that needs to be approved. And here we are, and all we have to do is click Approve or Reject. There. I can also click this button here to select and click Approve or Reject down here. I can put in comments.

1:10:09 Jennifer: I did want to mention that back on the... We're going a little quickly here 'cause we're getting short on time. But back on the Create Voucher page, there was an option to add supporting documents. So you can add your supporting documents. You do add your supporting documents there. So if you do need to add the supporting documents, that's where you'll add them. So this is a very simple way to get right to your approval. Once you've done that, you just go ahead and say Approved, Selected or Reject, or click here, Approve or Reject, and that approves or rejects the voucher. You can also access vouchers up here by clicking Search Maintain Vouchers, and then searching... One thing I let folks know, if you're going to use this way to access a voucher to approve it, you probably want to choose your line item status, or if you just click Search, you're going to get every voucher that was ever created.

1:11:12 Jennifer: So you can use your line item status to choose Open Vouchers. That will bring up just the ones that need approval. You can also obviously see the different voucher statuses here, so Revise Vouchers and things like that. Here, you can find your voucher number if you know the voucher number and you want to search for it specifically. It's just another way to get to your vouchers.

1:11:38 Jennifer: So that is a very quick demonstration of how to create a voucher and approve a voucher. Again, we could probably spend at least an hour doing that in very slow detail, but at least now you know where you access the functions. The in-person DRGR trainings when we're able to do them are two full days, so this is a very, very quick, quick, just a high-level overview of how you get to places and how you can access things. You'll be able to understand them more as you use them, and also I'm going to show you some resources before we end today. So here, I'm now going to move on to looking at the performance reports. So again, so those of you who've been using DRGR for a long time, we used to have a separate module just for reports. It's now all condensed under Manage My Grants, and the reports are found under this Performance Report menu here. So to edit your performance report, every quarter, you're required to submit a quarterly performance report, you're going to click here. And then you're going to see this page pop up with a list of all of your past performance reports, including the ones for this quarter that you want, that you need to edit and submit.

1:13:06 Jennifer: Remember that you need an approved action plan in order to submit your QPR, and sometimes the action... I'm sorry. Sometimes the QPRs do not automatically populate here. You sometimes have to add it. So if you don't see your quarter represented, you might have to add it here. Sometimes you might also see that there's a... If you... Yeah, so [chuckle] sometimes if there's a gap in your QPR reporting, there'll be a missing QPR button at the bottom where you can click Add Missing QPRs. But if you're submitting your QPRs every quarter, you won't ever have to worry about that, but just a little tip. So if I'm working in this current quarter to submit my QPR, I'm going to click on the Edit Link so that I can make that submission. One thing to know when you first start out with your performance report for each quarter, the very first thing you have to do is add an overall progress narrative. And so when you land on this page, it's going to give you a little bit of summary information here at the top. You'll see your Save button. You'll see I do not have a Submit button because my action plan is in modified status 'cause I'm working on our action plan.

1:14:32 Jennifer: So I'm going to have to get that approved before my Submit button pops up here. But as I scroll down, I'm going to see this Overall Progress Narrative box, and in this box, I'm going to have to put something in here in order to get started. Okay? And then that's going to allow me to access My Activities. But I have to save something here. Once I save something here, I'll be able to work in My Activities to complete that information. You can always go back to this to build it out, so once... It's often easier to complete this overall progress narrative properly if you've already completed the reporting for each of your activities that need to be reported on because then you sort of have fresh in your mind everything that's happened over that quarter, and you can do a really nice overall progress narrative here. But once you put that in, you're going to click Save, and then you'll be able to move on and edit your projects and activities.

1:15:40 Jennifer: So these are your projects. All of these listed out here are your projects. In order to access an activity, you're just going to click on this little blue sideways arrow, and that's going to list all of the activities that you have within that project. In order to edit the information for an activity, you just click on the blue hyperlink. Now, you only need to report on activities where you've had financial or accomplishment progress. So you don't need... You saw that very long list of activities there, this grantee does not need to report on every single one of those activities every single quarter unless there was actual financial or performance accomplishment to report for that quarter. So if you have a particular activity where nothing's happened, you don't have to make a specific report on it. But for any activity where you've had financial progress or you've had accomplishments that have met a national objective, you want to make sure you're doing your reporting.

1:16:49 Jennifer: So this happens to be a housing activity. I'm going to have to complete information for race, put in the number of households. Say this was a Hispanic household, I would put that information in here. If I had another household to report, then I would click here to add another race by household. That gives me a new line. I then click to add another household and I fill that information in. And this one is not Hispanic. That out. And then if say one of these households happen to be female-headed, I'd put that information in as well. And then down here, when I fill out my income levels, so now up here I have two total households under the race information, I'm going to need to have two total households down here under the income levels as well. Okay. So we're just going to say that these folks were... Oops.

1:18:06 Jennifer: So I had two for each, two per owner, and I had two per renter. So you're just going to fill this in with your income levels of your household, whatever they were, low, moderate as applicable. And then these boxes down here are manual. You do need to populate these with the information. But again, this total number down here for total households has to meet, match your total up here for race or you will get an error. And then you click Save and Continue. I got some errors. I'm not sure exactly what I did. I'll have to go back and double-check. But that's what you're going to see here. You're going to see these errors here. If you do have any errors, they're going to pop up there. Yeah, what did I do? No. Not exactly sure where these errors are coming from, but you'll see that when you do get these errors, sometimes they can be a little tricky, but you just have to take your time and kinda go through and re-check your numbers.

1:19:28 Jennifer: We're running short on time today, so I won't have time to do that. But once you do that here, you're going to go ahead and click Save and Continue. On the next page, that's going to be your final page of your editing your QPR. The QPR will then give you an option to enter some additional information and include a progress narrative. The progress narrative is really important because that's really where you're telling your story about your program. All of this information that we just put into boxes is very helpful from a data standpoint, but to really tell your story about what you're doing with your disaster recovery program, those narratives is really the heart of your action plan and the heart of your QPR. So just make sure that where you see a narrative box that you're not just brushing it off, you're really using it to your advantage, because all your HUD rep really knows is what you tell them. And so your narratives are your best way to communicate your program and your story, so make sure you really fill those out.

1:20:38 Jennifer: And so that's the end of the QPR discussion. I know we're running real short on time here, so I'm going to go ahead and go through the report slides real quickly. And then if we can take a few questions with folks who want to stay on the line for five minutes or so, we could take a few questions. One tip I want to say is just always make sure that when you are done using DRGR, you log out, and you're going to go up here to My Profile, and then click Log Out. Okay. And so I'm going to go back to the slides. So this information is in the slides. We knew we'd be short on time, so we put this information on the reports in the slides 'cause we knew we'd go through it fairly quickly. DRGR Data Analytics is, again, where we're going to be accessing reports. So the way you shout is you'll be logging to DRGR. You're going to go over to that pie chart icon. You're going to click on Reports, and then you're going to get a pop-up screen that looks like this down here at the bottom.

1:21:52 Jennifer: And you're going to choose DRGR Data Analytics. DRGR OLAP are the old versions of the reports that's what we're calling the legacy reports. And so you want to make sure that you're using DRGR Analytics. So you're going to click there. That takes you to this next screen where you have Shared Reports. Click that. And then this is going to show you the different report categories. So your admin reports, finance reports, performance reports, compliance history and standard reports. You're going to click on whichever folder applies to the report that you want to access. If you want to access a financial report, you're going to click on Finance. It's going to give you a double column to... Actually, it was too small if I printed... If I used the whole screen, it would have been too small to really see anything. So you're actually going to have two columns of reports here. You're going to choose the column or choose the report that you'd like to work on. This particular report, Financial Report 67, I highlighted it on purpose because it is a very, very useful report as you're managing your programs.

1:23:01 Jennifer: Remember, back when we were doing the Create Voucher, I said, "You want to make sure you have enough obligations in order to create a voucher. This report F67 is really helpful in figuring out your finances for each activity. So it's going to give you your activity budget, obligations, PR drawn, programs drawn, all the info you need along with the national objective. And so this particular report is really handy. So you're going to click on the report you want to review, and then the report will pop up. There are a lot of really neat features in Data Analytics and MicroStrategy, which is where these reports live. And so across the top here, you're going to see all these icons with different functionality, including an Export function. The Export function that I... The one that I always click on to use is the one that looks like a piece of paper with a little table in front of it, a spreadsheet. You click on that and you can export this in Excel. And that's, I find, the most user-friendly way to use the reports.

1:24:22 Jennifer: And so with that, we've got a minute to spare. I'm going to show you here... I showed you a little bit already, but the Resources page here, you can access the DRGR resources on the HUD Exchange. I'm going to show you a couple of things on that page that I think are really handy.

1:24:50 Jennifer: If I go back to where I was on the main DRGR page over here, I have... I can look at the FAQs or frequently asked questions. I can ask a DRGR question. So you can submit a question into the AAQ, which goes to DRGR experts, and ask your specific question, whether it's very simple or very complicated, whatever the case may be, type it out. If you have screenshots, those are always very helpful for us. And then an expert will respond to you with an answer. You may get a phone call if more information is needed. You may have to hop on a screen share with them if it's a real complicated issue, but that's a great way to get your questions answered. So ask a question right there, click that link and fill out... Just follow the prompts to fill out the information. There's your login link on this page here. And then down here, your help. So again, the Ask A Question is very useful. And then this is your information on password resets and session resets.

1:26:00 Jennifer: So for password resets, you're going to be calling a telephone number, and that information's right there. Make sure that you have your PIN ready, your user ID and your PIN, so that you can have your password reset by the folks who answer the phone. If you need a session reset, so that's where you maybe walked away to get a glass of water and ended up being away from your computer for more than 20 minutes and you got locked out of the system 'cause you didn't log out properly, instead of waiting 30 minutes to get back in, you can request... Well, you should wait for 30 minutes. If you can't wait for 30 minutes or if you've waited for 30 minutes and you still cannot log in, you can request a session reset by emailing drgr_help@hud.gov, put session reset in the subject line, and then in the body, make sure you include your user ID. And if you do ever have any urgent requests for DRGR Help, you can also email that email address with any urgent request.

1:27:06 Jennifer: One thing I want to show you over here is that there's lots of school over here, links to the guides and the webinars, release information, so fact sheets, the public data portal. Did you know that there's a lot of information that's available to the public from DRGR? It's a good idea to take a look at that Public Data Portal just to understand what the public can see about your program. And then down here, News and Announcements. And on the Fact Sheet page, it's set up by each release. So each release, every time something changes in DRGR, there's going to be fact sheets that come out about it to help you along. Those are all listed here. And I did want to highlight for you that there is a fact sheet for reports. So those of you who have been using reports for a long time and are kind of mind-blown about this conversion to analytics and the new report numbers because Financial Report 70 and the old system is tattooed on your brain and you now need to know that it's F67, you want to go here to this fact sheet because this fact sheet gives you a really great table.

1:28:20 Jennifer: It's a crosswalk that shows you the old report number here on the right, legacy name, and then the new report number here on the left. And so this is really handy for those of you who have been using DRGR for a while, and you need a little help making that translation. So that's everything I want to show you about resources. I know we're a couple of minutes over, but I wanted to see Stephen and Hana if there were any major questions or major scenes that were coming up in the questions that you wanted to highlight?

1:29:01 SE: No, I think Hana's covered them all, so... [chuckle]

1:29:05 Jennifer: Okay.

1:29:06 Hana: Yeah, I think we've answered everything.

1:29:06 SE: Unless they come in in the next few minutes, so... [chuckle]

1:29:09 Hana: Yeah.

1:29:09 Jennifer: Alright, very good. Well, I'm so glad. Okay, so I can't believe we got through everything. [chuckle] I know it was fast there at the end. I did want to spend the bulk of the time on that action plan section just because it is so crucial to managing your grant, and also it is the part of DRGR that's had the most updates in the last release. And so we covered a lot of ground. This page here, this Resources page, is really very helpful to ask information about the system. There is a DRGR user manual that's being currently developed and we will have out soon. It is going to reflect all of the new functionality in DRGR. The manual that's up here now is for the old look of DRGR. That said, a lot of the functionality is the same. So particularly in areas like the Financial module and the QPR module, the functionality is really the same. The look of it is a little bit different now, much prettier, but the way the functions work is... It's the same. So the manual still works for those sections. The Action Plan section is a little trickier just because there were a lot more updates in the last release, which is why we're updating the manual.

1:30:38 Jennifer: So you'll see that soon. So just keep an eye out for the announcements on your homepage on the left side. Sign up for the LISTSERV. You can sign up for email updates up here at the top of the Resource Exchange page. Over here at the very top, you see Email Updates, click that. If you're new to Disaster Recovery or DRGR even, make sure you go in and you sign up for specifically the DRGR updates, email updates, because that's going to give you announcements whenever there's a new release or new guidance that's issued, new training opportunities. So that I think covers everything that we actually wanted to cover, and we're just a few minutes over. But I want to thank everybody for joining us today. It was really nice to be able to share all this with you. Again, if you do have any questions after this, feel free to... You can submit and ask a question and we'll make sure that you get an answer. Alright, well, have a great day, everyone. Thanks for joining us.

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