

DSF BRG eCivis User Guide

BRG Application Submission

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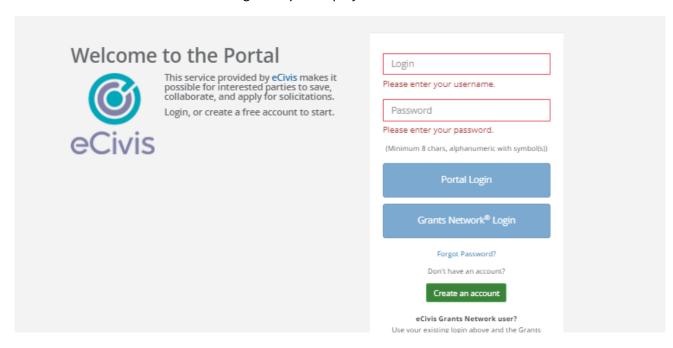
1. Creating a Profile in eCivis

1.1. Log in to the Portal

- 1.1.1. If you are a current eCivis user prior to 8/1/2021, you can enter your eCivis username and password to log in; then, click on the Grants Network Login. (This will have a Red of continue to left click any how to login.)
- 1.1.2. If you created a Portal account after 8/1/2021, enter your information and then click on the Portal Login. (This will have a Red ⊘ continue to left click any how to login.)
- 1.1.3. If this is your first time using the Portal you will need to click on the green Create an account button to create your account.

1.2. Creating a User Profile

1.2.1. The school district profile will need to be a District email address Only to be valid in submitting for any SFOB projects.

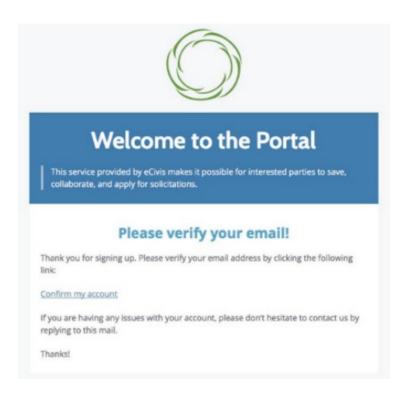


- 1.2.2. In recommendation if the district has a universal email address that can be accessed by the appropriate parties that are needing to be involved in the application and awards process.
- 1.2.3. This will be the email address that will get the communication of any wardsor changes that need to be done to the application.
 - 1.2.3.1. Some examples districts have used are: SFOBProjects@district.org, and Districtprojects@district.org.

- 1.2.3.2. First name
- 1.2.3.3. Last name
- 1.2.3.4. Email address Example : SFOBProjects@district.org
- 1.2.3.5. Password

1.3. Sign up

1.3.1. After clicking Sign up you will be sent an email confirming your email address to complete the process.

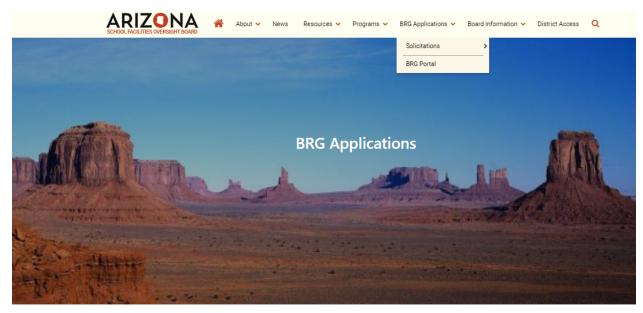


- 1.3.2. In the email verification, click on "Please verify your email":
- 1.3.3. You will see a verification confirmation
- 1.3.4. This will bring you back to the Portal login.
- 1.3.5. Enter your full email address and password
- 1.3.6. Then click on Portal Login

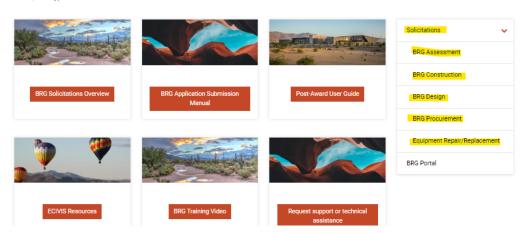
2. Reviewing the Solicitation

2.1. Finding the Solicitation

2.1.1. To find the solicitation list, visit <u>sfb.az.gov</u> and hover over BRG APPLICATIONS to view the solicitation drop down menu. Click on the desired solicitation.



Home / BRG Applications

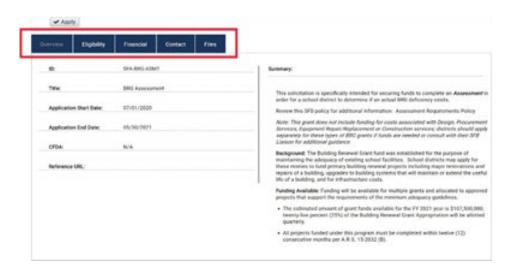


- 2.1.2. Each solicitation is broken up into five parts:
 - 2.1.2.1. Summary
 - 2.1.2.2. Eligibility
 - 2.1.2.3. Financial
 - 2.1.2.4. Contact
 - 2.1.2.5. Files

2.1.3. In the Summary, Eligibility, and Financial tabs, you can review the program requirements to determine the eligibility of your project/program. In the Contact tab, a program contact is listed for additional program related questions. For any technical questions on the submission portal contact DSF IT staff at:

http://www.azsfb.gov/linkTo.asp?linkId=1851 (see page 20 for instructions on submitting a ticket)

2.1.4. In the Files tab, you will find program and application submittal guidance files along with the documents you are required to complete and submit with the application:

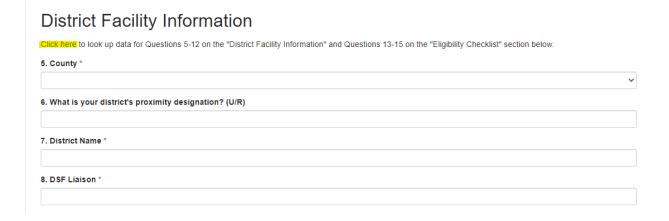


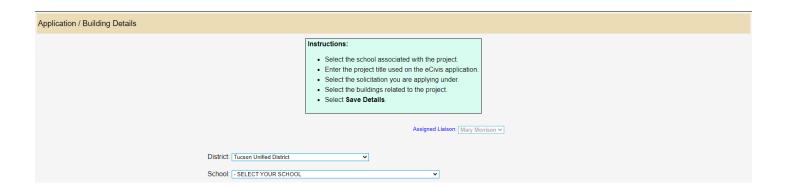
2.2. Gathering Eligibility Information

2.2.1. To gather your solicitation eligibility data, click on the Eligibility tab. You will see notes regarding eligibility requirements as well as a link to verify that the assessment will be conducted with a building that generates capacity for the school district.



- 2.2.2. Within each application solicitation it is required to verify the district's eligibility through the "ESS ID" link in the District Facility Information section. Fill out the required fields and you will be presented with the building details. It will also advise of the district's ability to continue on with the application by providing an ESS ID number. If no ESS ID number is provided, then the needed eligibility requirements will be displayed. You can find out who your assigned liaison is by visiting: (sfb.az.gov/Liaisons-By-District) where you can search for liaisons by district.
- 2.2.3. An ESS ID record is given as a snapshot of the district's eligibility to obtain BRG funding at the time an application is being created. A unique ESS ID number is provided for each solicitation application. ESS ID numbers CANNOT BE REUSED!







2.3. All solicitation Application Required Documents

- 2.3.1. General Requirements
 - 2.3.1.1. Currently dated Bid documents/Vendor proposal for work to correct deficiency
 - 2.3.1.2. Current pictures of deficiency
 - 2.3.1.3. Any applicable reports or citations
 - 2.3.1.4. Each solicitation has its own unique BRG Budget Worksheet
- 2.3.2. Solicitation Requirements
 - 2.3.2.1. Assessment Solicitation
 - 2.3.2.1.1. General requirements mentioned above
 - 2.3.2.1.2. DSF BRG Assessment Budget Worksheet

2.3.2.1.2.1. Fill out the BLUE cells ONLY. Please save this document in the district's project file folder for future use during the Financial Reports task for each project. You will be uploading this document and using the information to complete your grant application and future financial reports.

	SFB BRG A	Assessment Budget	Worksheet	
application and w match/cost share Grant Amendmen document will ne Financial Report order to process p	uctions: Complete this worksheet prior to sul will assist in determining if there will be a redu e any excluded space percentage greater than in Instructions: Complete this worksheet prior ed to be uploaded into eCivis in order to proce Instructions: Complete this worksheet prior to project reimbursement requests. Liaison if you have any questions or need as:	ction in the funding red 10%) r to submitting a Grant ess the amendment. o submitting a Financia	quest due to excluded space (note:	the District will need to
cell (note: enter w point. Example: Fo	otal % of excluded space in the blue highlighted hole numbers only, do NOT enter % or decimal or 12% enter "12", if none enter "0"). <u>Click</u> percentage of excluded space.		Step 3: Go to your eCivis Application amounts below in the green highlig columns (note: these totals automat	hted cells into the appropriate
Step 2: Enter the actual amounts in each of Category/Line items be highlighted cells:		low in the blue	Direct Cost	Cost Share
			(Amount of SFB requested funds for each Category)	(District is responsible for paying these costs due to excluded space %)
Category	3rd Party assessment	\$0.00	\$0.00	\$0.00
Category	Temporary repairs / rentals	\$0.00	\$0.00	\$0.00
Category	Other	\$0.00	\$0.00	\$0.00

2.3.2.2. Design Solicitation

- 2.3.2.2.1. General requirements mentioned above
- 2.3.2.2.2. Assessment Report regarding current deficiency
- 2.3.2.2.3. DSF BRG Design Budget Worksheet

2.3.2.2.3.1. Fill out the BLUE cells ONLY. Please save this document in the district's project file folder for future use during the Financial Reports task for each project. You will be uploading this document and using the information to complete your grant application and future financial report

DSF BRG Design Budget Worksheet

Application Instructions: Complete this worksheet **prior** to submitting your BRG application as this document will need to be uploaded into the eCivis application and will assist in determining if there will be a reduction in the funding request due to excluded space (note: the District will need to match/cost share any excluded space percentage greater than 10%)

Grant Amendment Instructions: Complete this worksheet prior to submitting a Grant Amendment with a request for a budget change as this document will need to be uploaded into eCivis in order to process the amendment.

Financial Report Instructions: Complete this worksheet prior to submitting a Financial Report as this document will need to be uploaded into eCivis in order to process project reimbursement requests.

Contact your DSF Liaison if you have any questions or need assistance.

Step 1: Enter the total % of excluded space in the blue highlighted		Step 3: Go to your eCivis Applicati	on Budget and enter the
cell (note: enter whole numbers only, do NOT enter % or decimal		dollar amounts below in the green highlighted cells into the	
point. Example: For 12% enter "12", if none enter "0"). Click	0	appropriate columns (note: these totals automatically	
Here to obtain the percentage of excluded space.		calculate)	
Share 2. Easter the easterd amounts in each of Saturday / in a items had one in the labor		Direct Cost	Cost Share

Step 2: Enter the actual amounts in each of Category/Line items below in the blue highlighted cells:		(Amount of DSF requested funds for each Category)	(District is responsible for paying these costs due to excluded space	
Category	Design	\$0.00	\$0.00	\$0.00
Category	Temporary repairs / rentals	\$0.00	\$0.00	\$0.00
Category	HCM survey	\$0.00	\$0.00	\$0.00
Category	Testing (e.g. Geotechnical, soils, etc.)	\$0.00	\$0.00	\$0.00
Category	Engineering	\$0.00	\$0.00	\$0.00
Category	Other	\$0.00	\$0.00	\$0.00
Totals (informational only):		\$0.00	\$0.00	\$0.00

2.3.2.3. Construction Solicitation

- 2.3.2.3.1. General requirements mentioned above
- 2.3.2.3.2. DSF BRG Construction Budget Worksheet
 - 2.3.2.3.2.1. Fill out the BLUE cells ONLY. Please save this document in the district's project file folder for future use during the Financial Reports task for each project. You will be uploading this document and using the information to complete your grant application and future financial report

DSF BRG Construction Budget Worksheet

Application Instructions: Complete this worksheet **prior** to submitting your BRG application as this document will need to be uploaded into the eCivis application and will assist in determining if there will be a reduction in the funding request due to excluded space (note: the District will need to match/cost share any excluded space percentage greater than 10%)

Financial Report Instructions: Complete this worksheet prior to submitting a Financial Report as this document will need to be uploaded into eCivis in order to process project reimbursement requests.

Contact your DSF Liaison if you have any questions or need assistance.

Step 1: Enter the total % of excluded space in the blue	Step 3: Go to your eCivis Application Budget and enter th	ne
highlighted cell (note: enter whole numbers only, do NOT	dollar amounts below in the green highlighted cells into)
enter % or decimal point. Example: For 12% enter "12", if none	the appropriate columns (note: these totals automatical	lly
enter "0"). Click Here to obtain the percentage of excluded	calculate)	

Step 2: Enter the actual amounts in each of Category/Line items below in the blue highlighted cells:		Direct Cost (Amount of DSF requested funds for each Category)	Cost Share (Unstrict is responsible for paying these costs due to excluded space	
Category	Construction	\$0.00	\$0.00	\$0.00
Category	Remediation	\$0.00	\$0.00	\$0.00
Category	Temporary repairs / rentals	\$0.00	\$0.00	\$0.00
Category	Construction administration	\$0.00	\$0.00	\$0.00
Category	QA/QC	\$0.00	\$0.00	\$0.00
Category	Remediation oversight	\$0.00	\$0.00	\$0.00
Category	Other	\$0.00	\$0.00	\$0.00
Totals (informatio	nal only):	\$0.00	\$0.00	\$0.00

2.3.2.4. Equipment Repair/Replacement (ERR) Solicitation

- 2.3.2.4.1. General requirements mentioned above
- 2.3.2.4.2. DSF BRG Equipment Repair/Replacement (ERR) Budget Worksheet
 - 2.3.2.4.2.1. ERR solicitation is limited to projects **UNDER** \$30,000.00
 - 2.3.2.4.2.2. The ERR Budget worksheet will advise Eligibility in **RED!**
 - 2.3.2.4.2.3. Fill out the BLUE cells ONLY. Please save this document in the district's project file folder for future use during the Financial Reports task for each project. You will be uploading this document and using the information to complete your grant application and future financial report

DSF BRG Equipment Repair/Replacement (ERR) Budget Worksheet of 9/1/2022 Step 3: Based on the "ERR funding limit verification Step 1: Please CREATE AN ESS ID to determine eligibility and calculate the excluded space percentage. Enter the elow, if "ERR eligible" upload this worksheet into the total % of excluded space in the blue cell to the right eCivis appliciation and proceed with Step 4 below. If "NOT ERR eligible" complete the DSF BRG Construction Budget (note: enter whole numbers only, do NOT enter % or decimal point. Example: For 12% enter "12", if none enter Norksheet and follow the process to submit an application <u>"0").</u> in the Construction Solicitation. DO NOT use this worksheet to apply in the Construction Solicitation. Direct Cost Cost Share Step 2: In the blue cells below, enter the actual amount of the vendor (District is responsible for paying these costs due to excluded space (Arnount of DSF requested funds for each Category) quote/proposal in each Category/budget line item. Equipment Repair/Replacement Category \$5,000.00 \$0.00 \$0.00 \$0.00 Totals (informational only): \$5,000.00 \$5,000.00 \$0.00 Step 4: Go to your eCivis Application Budget and enter the dollar amounts in the green cells above for Direct Cost and Cost Share into the appropriate columns (note: totals automatically calculate). Complete the ERR application process.

This worksheet is for projects that do not exceed \$30,000. If your request is more than \$30,000 your application will be denied. Please apply in the Construction Solicitation for projects more than \$30,000. Click here for the Construction Solicitation and DSF BRG Construction Budget Worksheet.

Application Instructions: Complete this worksheet with your quote/proposal amounts prior to submitting your BRG application and upload it into the eCivis application. This will assist in determining if there will be a reduction in the funding request due to excluded space (note: the District will need to match/cost share any excluded space percentage greater than 10%).

Financial Report Instructions: Complete this worksheet with your invoice amounts prior to submitting a Financial Report and upload it into eCivis in order to process project reimbursement requests.

Contact your DSF Liaison if you have any questions or need assistance.

Step 1: Please CREATE AN ESS ID to determine eligibility and calculate the excluded space percentage. Enter the total % of excluded space in the blue cell to the right (note: enter whole numbers only, do NOT enter % or decimal point. Example: For 12% enter "12", if none enter "0").			Step 3: Based on the "ERR funding limit verification" below, if "ERR eligible" upload this worksheet into the eCivis appliciation and proceed with Step 4 below. If "NOT ERR eligible" complete the DSF BRG Construction Budget Worksheet and follow the process to submit an application in the Construction Solicitation. DO NOT use this worksheet to apply in the Construction Solicitation.	
Step 2: In the blue cells below, enter the actual amount of the vendor quote/proposal in each Category/budget line item.		he vendor	Direct Cost (Amount of DSF requested funds for each Category)	Cost Share (District is responsible for paying these costs due to excluded space
Category	Equipment Repair/Replacement	\$50,000.00	\$50,000.00	\$0.00
Category	Other	\$0.00	\$0.00	\$0.00
Totals (informational only): \$50,000		\$50,000.00	\$50,000.00	\$0.00
	eCivis Application Budget and enter the d ns (note: totals automatically calculate).			d Cost Share into the

ERR funding limit verification: NOT ERR eligible, Use Construction Solicitation

This worksheet is for projects that do not exceed \$30,000. If your request is more than \$30,000 your application will be denied. Please apply in the Construction Solicitation for projects more than \$30,000. <u>Click here</u> for the Construction Solicitation and DSF BRG Construction Budget Worksheet.

Application Instructions: Complete this worksheet with your quote/proposal amounts prior to submitting your BRG application and upload it into the eCivis application. This will assist in determining if there will be a reduction in the funding request due to excluded space (note: the District will need to match/cost share any excluded space percentage greater than 10%).

Financial Report Instructions: Complete this worksheet with your invoice amounts prior to submitting a Financial Report and upload it into eCivis in order to process project reimbursement requests.

Contact your DSF Liaison if you have any questions or need assistance

2.3.2.5. **Procurement Solicitation**

- 2.3.2.5.1. General requirements mentioned above
- 2.3.2.5.2. DSF BRG Procurement Budget Worksheet
 - Fill out the BLUE cells ONLY. Please save this 2.3.2.5.2.1. document in the district's project file folder for future use during the Financial Reports task for each project. You will be uploading this document and using the information to complete your grant application and future financial report

DSF BRG Procurement Services Budget Worksheet

Application Instructions: Complete this worksheet prior to submitting your BRG application as this document will need to be uploaded into the eCivis application and will assist in determining if there will be a reduction in the funding request due to excluded space (note: the District will need to match/cost share any excluded space percentage greater than 10%)

Grant Amendment Instructions: Complete this worksheet prior to submitting a Grant Amendment with a request for a budget change as this document will need to be uploaded into eCivis in order to process the amendment.

Financial Report Instructions: Complete this worksheet prior to submitting a Financial Report as this document will need to be uploaded into eCivis in order to process project reimbursement requests.

Contact your DSF Liaison if you have any questions or need assistance.

Step 1: Enter the total % of excluded space in the blue
highlighted cell (note: enter whole numbers only, do NOT
enter % or decimal point. Example: For 12% enter "12", if
none enter "0"). Click Here to obtain the percentage of
excluded space.

Step 3: Go to your eCivis Application Budget and enter the dollar o amounts below in the green highlighted cells into the appropriate columns (note: these totals automatically calculate)

Cost Share

Direct Cost

Step 2: Enter the actual amounts in each of Category/Line items below in the blue highlighted cells:		(Amount of DSF requested funds for each Category)	(District is responsible for paying these costs due to excluded space %)	
Category Procurement Assistance Fee \$0.00		\$0.00	\$0.00	
Category Other \$0.00		\$0.00	\$0.00	
Totals (informational only	y):	\$0.00	\$0.00	\$0.00

3. **The Application Process**

3.1. Logging into eCivis

- 3.1.1. To find the solicitation list, visit sfb.az.gov and hover over BRG APPLICATIONS to view the solicitation drop down menu. Click on the desired solicitation.
- 3.1.2. When you are ready to begin the application process, click on the Apply button under the Arizona State Seal. You will be taken to the online grant application portal where you can begin filling out your application and uploading the required documents in section 2.3 above.



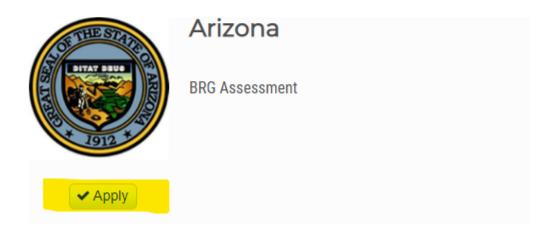


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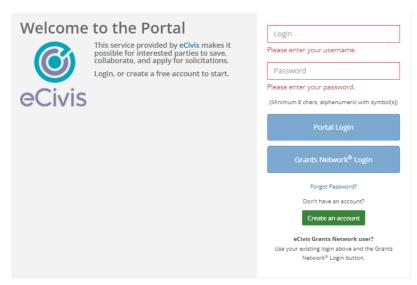
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BRG Assessment



- 3.1.3. Log in to the portal.
- 3.1.4. If you are a current eCivis user, you can enter your eCivis username and password to log in; then, click on the eCivis login button.
- 3.1.5. If this is your first time using the portal, click on the green Create an account button to create your account, as described in Section 1 above.



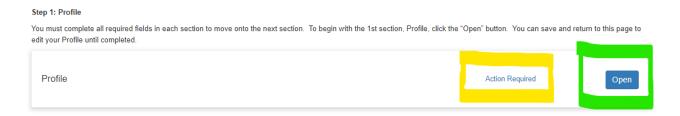
3.1.6. Once you have verified your email address and logged in, the system will return to the grant application of interest.

3.2. Application Components

3.2.1. Open any program solicitation guidance files and use this material as reference for completing each section of the application.



- 3.2.2. There are three primary components to complete the application process:
 - 3.2.2.1. **Profile**
 - 3.2.2.2. **Application**
 - 3.2.2.3. eCivis Application Budget Worksheet
- **3.3.** Completing Your eCivis DSF Profile
 - 3.3.1. ACTION REQUIRED You MUST create your profile (in each solicitation) before continuing to the application. To begin working on the profile, click the "Open" button:

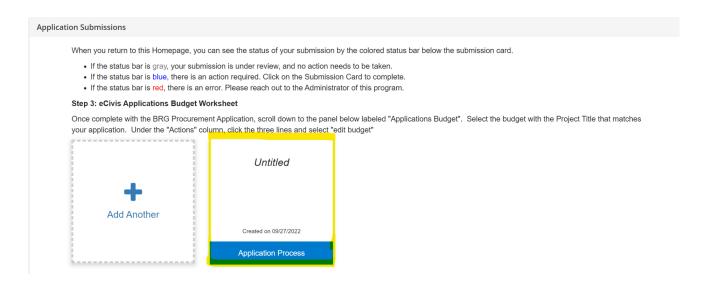


3.3.2. Complete all required fields, marked with a red asterisk, however, it is recommended that all applicable fields be completed. If you plan to complete your profile later, select Save Draft. To complete your profile, select Create Profile. Your profile must be completed prior to starting the application.

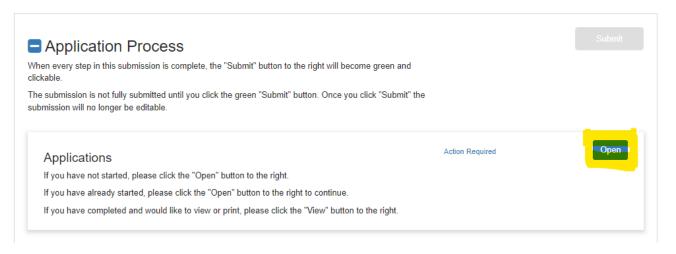


3.4. Completing the eCivis BRG Application

3.4.1. To begin click "Untitled Submission Card"



3.4.2. Next click "Open" to start filing in the application



- 3.4.4. Complete all required fields marked with a RED asterisk *.
- 3.4.5. At the top or bottom of the page select *Save Draft* to save your work and complete at a later time or to complete your eCivis Application Budget Worksheet.

NOTE: Do not "Mark Complete" until you have completed the next section; *eCivis Application Budget Worksheet*



3.4.6. Next, we will work on the eCivis Application Budget Worksheet.

3.5. Completing the eCivis Application Budget

- 3.5.1. Before moving to this action, ensure you have clicked "Save Draft" within your application.
- 3.5.2. Two ways to complete the eCivis Application Budget worksheet
 - 3.5.2.1. Within the application, copy the hyperlink in the "View eCivis Applications Budget Worksheet"
 - 3.5.2.1.1. Paste this link into another tab of your web browser
 - 3.5.2.1.2. Fill in Budget Categories applicable to the project and equal to the information you created in your DSF Budget Worksheet (excel document described in section 2.3).

27. View eCivis Applications Budget Worksheet

https://portal.ecivis.com/#/peerBudget/FB8F0745-5527-4E7D-BEFC-3A3D668A4377

This link will only update once the eCivis Application Budget Worksheet has been completed; to access press "save draft" or "save" at the bottom of the application, then go to the panel below in the portal, locate associated eCivis App

OR

3.5.2.2. Use your "Outside Scrollbar" on your application webpage to find the "Applications Budget" section



- 3.5.2.3. This will show your application in "DRAFT" status with \$0.00 Total Requested budget
- 3.5.2.4. Select the "Actions" button to "Edit Budget"
- 3.5.2.5. Budget Settings
 - 3.5.2.5.1. The "Budget Summary" section is the overall total for each Budget Category
 - 3.5.2.5.2. The "**Budget Items**" section lists the available Budget Categories to build the project budget
 - 3.5.2.5.3. **Budget Categories** Click on the Budget Item (Budget Category) name to open the table to fill in with the budget dollars associated with the project. Reference the DSF Budget Worksheet (excel document) to enter the "Cost" column and the "Cost Share" column, if applicable.

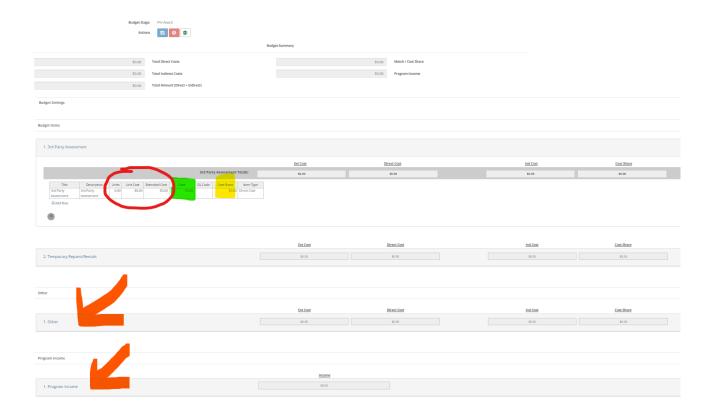
NOTE - DO NOT fill in the Unit, Unit Cost nor the Extended Cost columns

Note: Budget categories will vary for each different solicitation

- 3.5.2.6. Reference the "*DSF Budget Worksheet*" (excel) columns to copy to the eCivis Budget Worksheet
 - 3.5.2.6.1. "Direct Cost" Amount of DSF requested funds for each category) = "Cost" total amount budgeted for this category
 - 3.5.2.6.2. "Cost Share" Amount District is responsible for paying due to excluded space % higher than 10 = "Cost Share" if the percentage of excluded space in the DSF BRG Budget Worksheet is greater than 10%, the Cost Share amounts automatically calculate the amount of the Cost Share, green columns. If there are amounts in these areas, you will enter them into the Cost Share column in the eCivis Budget item.
- 3.5.2.7. Complete the same process for the rest of the Budget Categories (if applicable). You will begin to see the automatic calculations above in the Budget Summary.

Note - DO NOT USE THE "Other Other" budget item category nor the "Program Income" budget item category.

Note: DSF covers the first 10% of excluded space, therefore, the cost share will be calculated based on the amount exceeding 10%. For example, if there is 12% excluded space, DSF will cover 10% and the District's Cost Share amount will be 2%



3.5.3. When finished entering the budget in each budget category for the project, Scroll down and Click "Save Changes"



- 3.5.4. Click "Save" in dialog box of Budget
- 3.5.5. A notification that the budget Saved will appear in **Green** in the top left corner of the screen



3.5.6. **Budget Narrative**

- 3.5.6.1. The budget narrative is available to provide additional detail, explanation, and/or justification to specific budget category items. The budget narrative field is compatible with Microsoft Word. Narratives developed in Word can be copied and pasted into this section. Once completed click on the *Save Narrative* icon. You can export your budget narrative by clicking on the PDF icon
- 3.5.7. Scroll back to top of page to select "Return to Application"

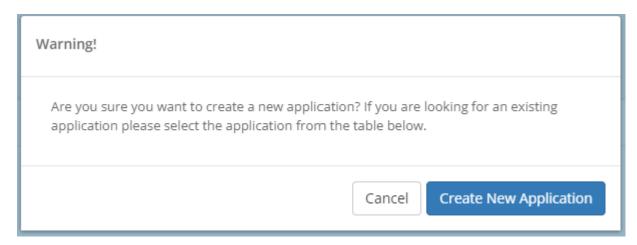
Return to Application

- 3.5.8. This will return you to the "Applications Submission" page
- 3.5.9. Select the "Applications Submission Card" for the project
- 3.5.10. Select the "Open" button to reopen the application
- 3.5.11. Review application to ensure that all required fields have been completed
- 3.5.12. To complete your application, select "*Mark Complete*".
 - 3.5.12.1. ONLY do this step if the eCivis Applications Budget (see entire section 3.5) has been completed.

Save Draft Mark Complete Close

4. Adding Another Application

- 4.1. Creating an additional application for submission
 - 4.1.1. Select the "Create New Application" option and complete the Application and Budget sections for the second submission. Repeat this process until all submissions have been completed. If returning to complete a draft application, click on the applicable Program Box and then click on the "Open" button to complete your application.



5. Submitting your eCivis BRG Application

- 5.1. Once you have completed your application and your budget, click on Submit to send your application to the DSF
- 5.2. The application process will provide a "Submit" button in GREEN.
 - **5.2.1.** Select "**Submit**" to submit the application.
 - 5.2.2. Your application has been now been submitted and is now under review
 - 5.2.3. Once submitted, you will be unable to make changes to the application.
 - 5.2.4. If changes are needed, please reach out to your liaison and request that the application be put back in **DRAFT** status.
 - 5.2.4.1. It is recommended that you **SAVE** your submitted application
 - 5.2.4.2. Below the "Submitted" button will be an option to "View" the application
 - 5.2.4.3. Click "View"
 - 5.2.4.4. To the left of the word "Application" is a blue arrow
 - 5.2.4.5. Click the Blue Arrow and select "**Print Form**"
 - 5.2.4.6. This will open a new tab with a printable version of the application submitted.
 - 5.2.4.7. To **Save**, "Print to PDF" and to a printer, if applicable.

Application Process

When every step in this submission is complete, the "Submit" button to the right will become green and clickable.

The submission is not fully submitted until you click the green "Submit" button. Once you click "Submit" the submission will no longer be editable.



6. Troubleshooting and Technical Questions

6.1. Technical Assistance

6.1.1. For any technical assistance or troubleshooting tips regarding the eCivis Portal or Portal submissions, please refer to the eCivis Login Troubleshooting guide below. If the issue cannot be remedied there, please use the <u>DSF IT Help Center</u> to submit a ticket.

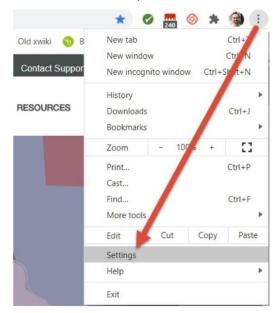
6.2. **eCivis Login Troubleshooting**

- 6.2.1. If you are having issues with signing in or using eCivis, try the following:
 - 6.2.1.1. **Remedy 1:** Use Google Chrome for eCivis work
 - 6.2.1.2. **Remedy 2:** Use an incognito window to ensure a clean browsing session. The keyboard shortcut for incognito window is CTRL + SHIFT + N. It can also be accessed from the vertical ellipses menu as pictured below.
 - 6.2.1.2.1. When the eCivis session is complete, logout of eCivis. Then close all incognito sessions as follows:
 - 6.2.1.2.2. Select the incognito icon from the upper right corner of Chrome.
 - 6.2.1.2.3. Click "Close Incognito" in the dialog that pops up.



6.2.1.3. **Remedy 3:** Enable "all" cookies by following the steps below:

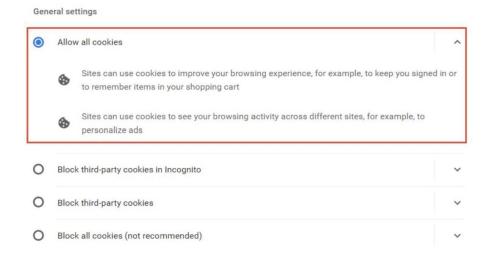




ii. Under "Privacy and security", click on "Cookies and other site data"

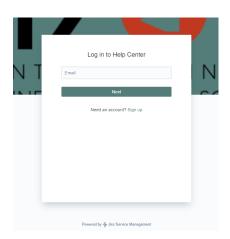


iii. Click "Allow all cookies"



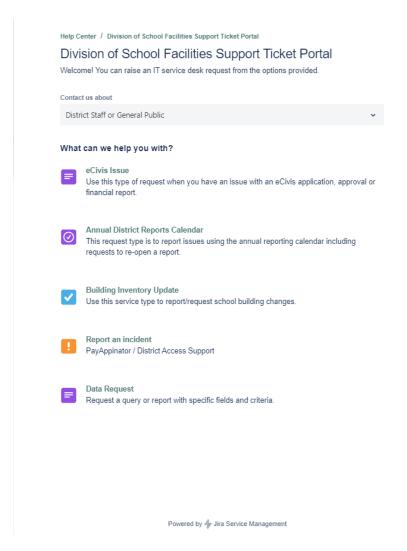
6.3. Creating a DSF IT Help Center Account

- 6.3.1. If you need further assistance, please use the DSF IT Help Center. To use the Help Center ticketing system, you must first create an account to submit, view, and comment on ticket portal requests. To sign up you must:
 - 6.3.1.1. Visit http://www.azsfb.gov/linkTo.asp?linkId=1851



- 6.3.1.2. Click on the Sign Up button located below the entry field.
- 6.3.1.3. Enter your email and you will then be sent a private sign-up link in your email.
- 6.3.1.4. Once you receive the email, click Sign Up.
 - 6.3.1.4.1. It will take you to a sign-up page. After entering in the required fields, you will be logged in to the DSF Help Center user page with your new account.

6.3.1.5. From there you will select "Any issue if you are **General Public**" and follow the proceeding prompts to submit a ticket.



6.3.1.6. Once you've submitted your ticket, a trouble ticket number will be assigned and communication about the ticket will continue through email and/or via logging into the trouble ticket system and viewing the trouble ticket that was created.