Troubleshooting FAQs

Q. I do not see my name in the dropdown box on the application. Can I be added to the list?

A. This typically means that you are a new applicant, and your name has not been activated within the system.

Please send the following to ARPAGRANTS@ecs4kids.org.

Provider Name

Provider ID (EFSM Portal)

License Number or Exemption Number

Name of WebAuthor User and that person's email and telephone contact (this is the person accessing or submitting applications).

Q. I can't access the application, what do I do?

A. This typically means that you are a new applicant, or you never applied, and your name has not been activated. Arrive at the application of your choice through the link. Links for various grants are under the GRANT section of the Provider Page on ECS's website.

1st register for WebAuthor Application from the link to the actual application or REQUEST MEMBERSHIP from the WebAuthor Link.

For security purposes, you will be verified as a provider and then activated (given permissions to apply). This can take up to 2 business days. We appreciate your patience. Providers, you may not be in the dropdown of the application. Once verified, we will need some additional details (see below).

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Q. I am getting a duplication error in ARPA module. What do I do now?

A. Most likely you applied for a 2022-2023 ARPA grant and they system is showing a red box. Please click the CLOSE (blue button) to continue. Do not click on the link to see the record. Also, make sure you have

selected the correct program year. Currently, it is 2023-2024. This will change at the fiscal year turn on July 1, 2024. If you did apply previously, please do not amend, or try to edit 2022-2023 application or information.