Frequently Asked Questions (FAQ)

You will find on this page the list of Frequently Asked Questions common to ALL GMS users on topic such as:

- general information,
- registration and individual account management,
- saving/reading comments in GMS modules,
- and where to find the specific guidance of any GMS page.

If you seek more specific information related to your user role, we have you covered! Please click on your user role below to be redirected to your user role’s dedicated FAQ page.

Partner (FAQ currently under development)  HFU (FAQ currently under development)  Cluster Coordinators (FAQ currently under development)  FCS Finance (FAQ currently under development)

Additionally, if you remember asking a specific question during a training, check our blog post of the training, we always add a Q&A section at the end of the post which includes all questions asked during the session and their according answers.

General Information

Q. What is the GMS?

A. The Grant Management System (GMS) is OCHA’s one-stop shop online platform for managing Country-Based Pooled Funds (CBPFs). CBPFs enable humanitarian partners operating in countries impacted by disasters or armed conflicts to deliver timely and effective lifesaving assistance to people who need it most. Launched in 2016, the GMS supports all steps of the CBPFs’ Grant Management Life Cycle.
Q. What is the Grant Management lifecycle? What are the different steps of a grant/project?

A. The project/grant management lifecycle, supported by the GMS, consists in the following diagram.
In the GMS, these steps are represented by modules and according workflows. You will find all workflows at this Help Portal article, by clicking HERE.

**Project workflows**: Depending on whether the grant allocation is a standard or a reserve, the project approval workflow will be different.

**Reporting workflows**: financial and narrative reporting.

**Monitoring workflow**

**Disbursement workflow**

**Audit workflow**

**Project Revision workflows**

**Project Timelines workflow**

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**Q.**

What is the CBPF Data Hub?

How can I access the Humanitarian data on grants and projects of Country Based Pooled Funds?

**A.**

To ensure accountability and transparency, and provide an accurate view of CBPF data, the GMS team has created and currently manages the Business Intelligence Portal.

The GMS CBPF Data Hub is an information management tool that displays the latest CBPF allocation and contribution data in a meaningful and useful way which helps users to analyse the funding process with a consolidated view.

All CBPF Data Hub infographics are live and publicly available for everyone to use and download. In the BI, data trends are illustrated through eye-friendly, analytical and thematic visualizations.

You can access the CBPF Data Hub at this address: https://cbpf.data.unocha.org/

You can learn more online about the CBPF Data Hub and all its visualizations by clicking HERE.

You can also download our brochure on the CBPF Data Hub by clicking HERE.

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**Individual account management/Registration**

How can I register on and access the GMS?
Q. All users who wish to have access to the GMS must create an individual account, aka register on the GMS. The registration process requires a Humanitarian ID account. You will be asked to enter your credentials each time you wish to access the GMS. Your account’s data and saved information are confidential, do not share your password.

A. Note for prospective Implementing Partners (NGOs, UN Agencies, Red Cross/Red Crescent Societies) wishing to apply to CBPF grants through the GMS, you need to contact your in-country’s OCHA team before registering on the GMS.

To learn how to register on the GMS, please refer to this Help Portal complete guidance by clicking HERE.

Q. I lost my password, and cannot access my GMS homepage, how can I retrieve it?

A. If you forgot/lost your password the system will prevent you from accessing your homepage on the GMS. To be able to do so, you will need to reset your password. You can do so by clicking on the [forgot password] command of the GMS/Humanitarian ID login page. The system then will send you a link to reset your password by email. Click on this link, and enter a new password (which must fulfill the minimum password security requirements - 8 characters, 1 number, 1 uppercase and 1 lowercase characters). This will be your new GMS password. Please note that the link sent to reset your password has an expiration token.

To learn more and access the full guidance on how to retrieve a forgotten password, please refer to this article of the Help Portal by clicking HERE.

Q. I wish to change my GMS login credentials (email address, password, username), how can I do so?

A. If you wish to change your GMS login credentials, you must do so from the Humanitarian ID platform at this address: https://humanitarian.id/

You will find guidance on how to change the following information by clicking on the titles below:

- I wish to change my username.
- I wish to change my email address.
- I wish to change my password.
There are different ways to delete your GMS account. First, please note that you cannot do so directly from the GMS. You can do so by using the Humanitarian ID (HID) page at this address: [https://humanitarian.id/](https://humanitarian.id/)

1. If you wish to completely delete your Humanitarian ID (HID) account (which will delete not only your GMS account, but also the access to ALL platforms requiring a Humanitarian ID login and your HID data), please go to your Humanitarian ID page, and click on [preferences] from the drop-down menu options beneath your name (top-right corner).

Then click on [settings], and [delete your account]. Please note this will be permanent and you will lose access to the GMS and ALL platforms which require a HID login.
2. If you wish to only delete your GMS account, but not your Humanitarian ID account, go to your HID page, and click on [preference].
Then go to [authorized applications] and click on the red cross of the GMS and the Partner Portal. This will delete your access and account on the GMS only, but not on Humanitarian ID. Please note you will need to register again if you wish to retrieve your GMS access.

Comments' management in GMS modules

What are the comments in the GMS pages and how can I save/access them?
A. All GMS pages which include content that needs to be reviewed, approved, or filled in by multiple users and user roles have a comments’ section.

For instance, when the HFU reviews the project proposal submitted by the partner, they might decide to leave comments and send it back to the partner for re-draft. In this case, the partner must read the HFU's comments, adjust the proposal accordingly and re-submit the project.

This process applies to several modules of the GMS, including the Due Diligence, the Revision or the Reporting templates.

The system allows users (i) to make general comments on the whole template on the top-right side of the page; (ii) enables users to leave comments under each tab of the template; and lastly (iii) enables users to leave comments in specific locations, such as budget lines in the budget's tab of the project proposal template.

This is why it is important that users know how to save comments in the GMS, as well as how to access and read previously saved comments.

You can find all guidance related to saving/making comments by clicking HERE, and guidance on how to access previously saved comments by clicking HERE.

Where to find the specific guidance of each page of the GMS?

Q. I stumbled upon an issue when filling in a page in the GMS, where can I find the guidance related to this specific page?

A. All pages of the GMS include a “FAQ” tooltip on the right-hand side. When you click on this FAQ tooltip, the GMS redirects you to the according guidance of this present Help Portal. No need to search for it in the search bar or by navigating through the menu, the GMS automatically loads the correct page!
You haven't found the answer you are looking for? Don't panic! GMS Support is here to assist you. Simply send an email to gms-support@un.org with your query. Note for implementing partners, please refer to your HFU contact first when sending queries.