

## Quick Reference

### eCivis FAQ

1. **How do I assign a Project Lead or Team Member, but can't find person's name?**

**Answer:** Names available for each project are limited to the users assigned to that department in Grants Network. If a user is not appearing in the list, contact an Organization Master Account Holder or a Department Master Account Holder of the new user's department. The Master Account Holder may update the user's department assignment by clicking the "SubAccount Manager" link in the Administration section of the top navigation menu, selecting the "Create a report of existing user accounts" option to generate the user report, selecting your account from the list, updating the Department field and clicking "Save." You may also contact Client Services at (877) 232-4847 x2 or [support@ecivis.com](mailto:support@ecivis.com). Please note that eCivis' Client Services representative will need to contact a Master Account Holder on record for that department before making the change.

2. **Where can I find my SAI number?**

**Answer:** You can find the SAI number in the SAI Letter uploaded in your "Documents" tab. Your SAI number is generated by the Office of Grants and Federal Resources.