COMMUNITY DEVELOPMENT
FINANCIAL INSTITUTIONS FUND

www.cdfifund.gov

AMIS Training Manual

AE101: Getting Started – Navigating AMIS
(for CDFI Fund External Users)

April 2019

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1 Introduction

The Community Development Financial Institutions (CDFI) Fund's Awards Management Information System (AMIS) is an enterprise-wide awards management system that allows the CDFI Fund to manage the certifications and awards life-cycle processes without reliance on manual or paper-based methods. AMIS provides higher accuracy, transparency, and scalability to the CDFI Fund's mission-critical processes across all CDFI Fund programs – CDFI, NACA, BEA, BGP, NMTC, CMF, and CDE and CDFI Certifications. AMIS runs on the Salesforce cloud-based application platform. As an external user, AMIS provides:

- Standardized and common data elements to enable applicants and award/allocation recipients to use their information across programs
- A consistent flow of information from applicants and award/allocation recipients to CDFI Fund staff, and vice versa
- A portal where applicants and award/allocation recipients can: complete and submit applications online; submit requests for funding, amendments, and payments (disbursements) online; and submit compliance reports online
- Interfaces with external and legacy systems, including Grants.gov, the System for Award Management (SAM), the Community Investment Impact System (CIIS), and the CDFI Fund Information and Mapping System (CIMS3).

1.1 Purpose

The purpose of this training manual is:

- To provide detailed instructions and procedures for the CDFI Fund's external users so that they may be able to navigate and use AMIS efficiently
- To present training scenarios to aid trainees in learning how to use AMIS.

1.2 Scope

This training manual is an introduction to the overall features and navigation of AMIS. Training on specific AMIS processes (e.g., applying for CDE Certification) is covered in other training manuals.

2 Accessing AMIS

2.1 Logging into AMIS – First Visit (for Users with Active AMIS Accounts)

This section is targeted for users who have an active myCDFIFund account which was migrated to AMIS. If you have not registered for an AMIS user account and/or are new to working with the CDFI Fund, please see Section 2.2.

Upon initial logon, you will be required to set your password:

1. Navigate to: **amis.cdfifund.gov**. The AMIS Landing page displays.
2. Click the **LOGIN TO AMIS** link.

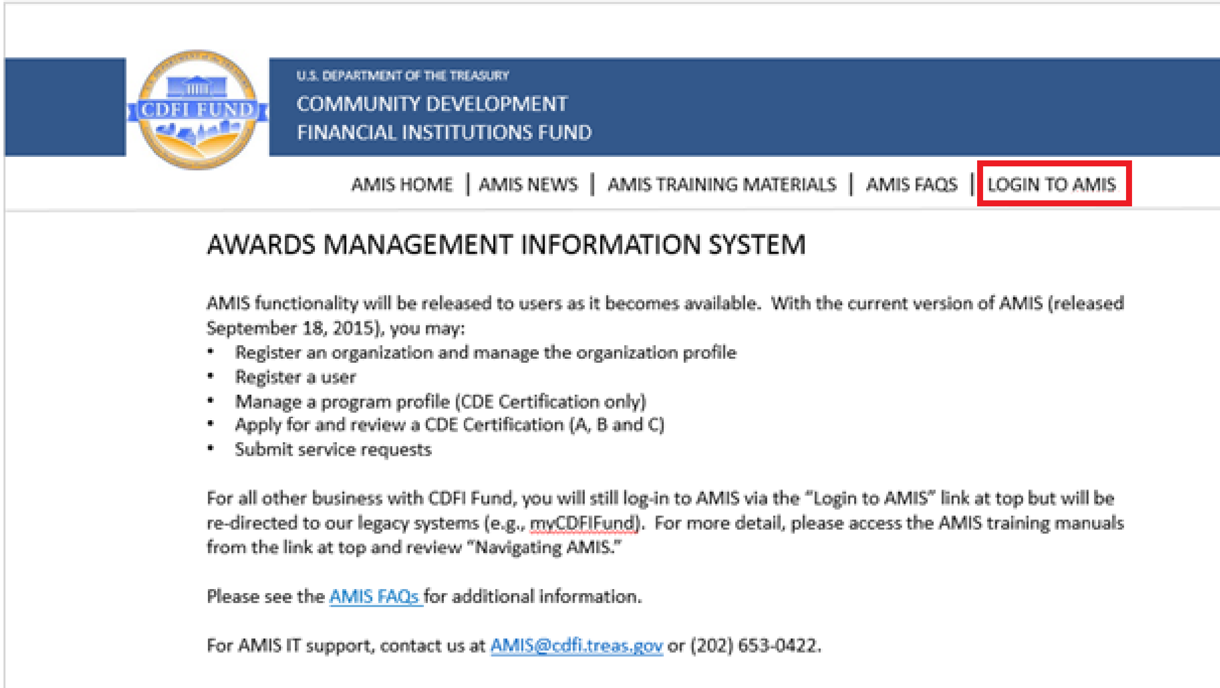


Figure 1. AMIS Landing Page

3. The AMIS Login page displays. Click the **Forgot your password?** link.

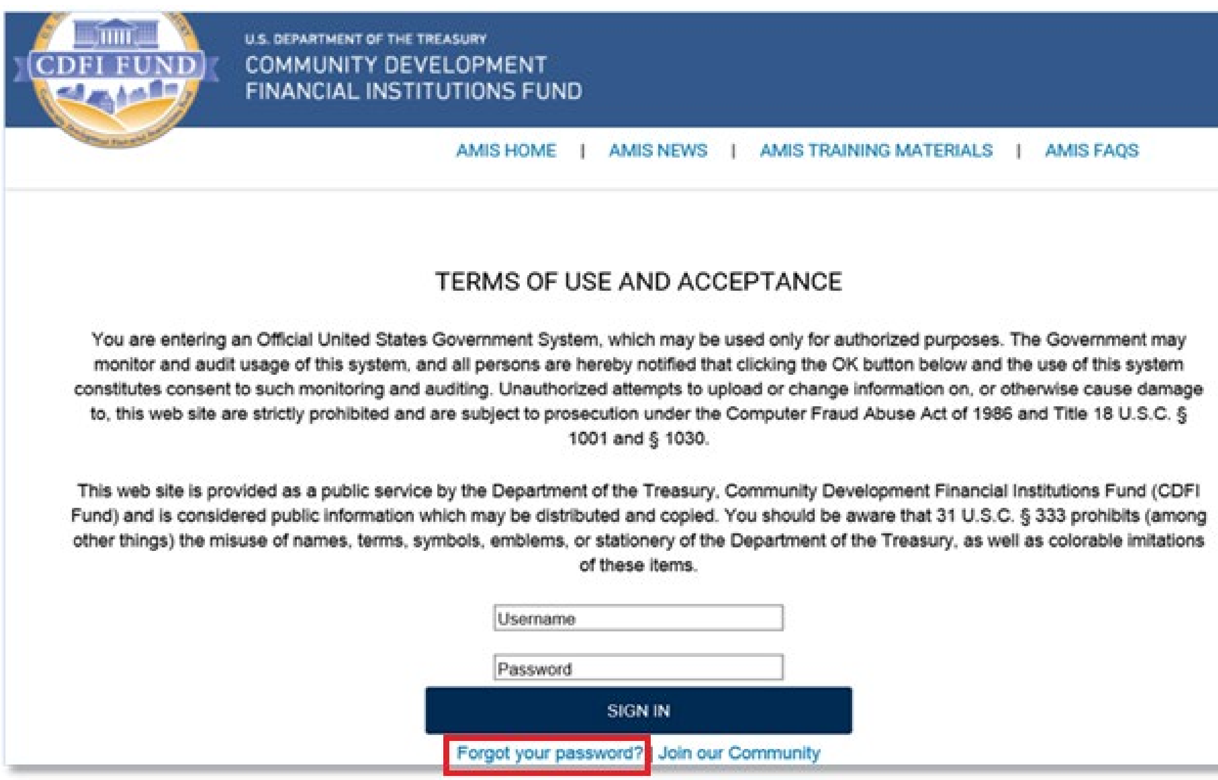


Figure 2. AMIS Login Page – Forgot Password Link

4. After clicking on the link, you will be directed to a page where you will be prompted to enter your user name. Enter your user name. Your user name is the email address you previously used for myCDFIFund.
5. Click **Submit**.

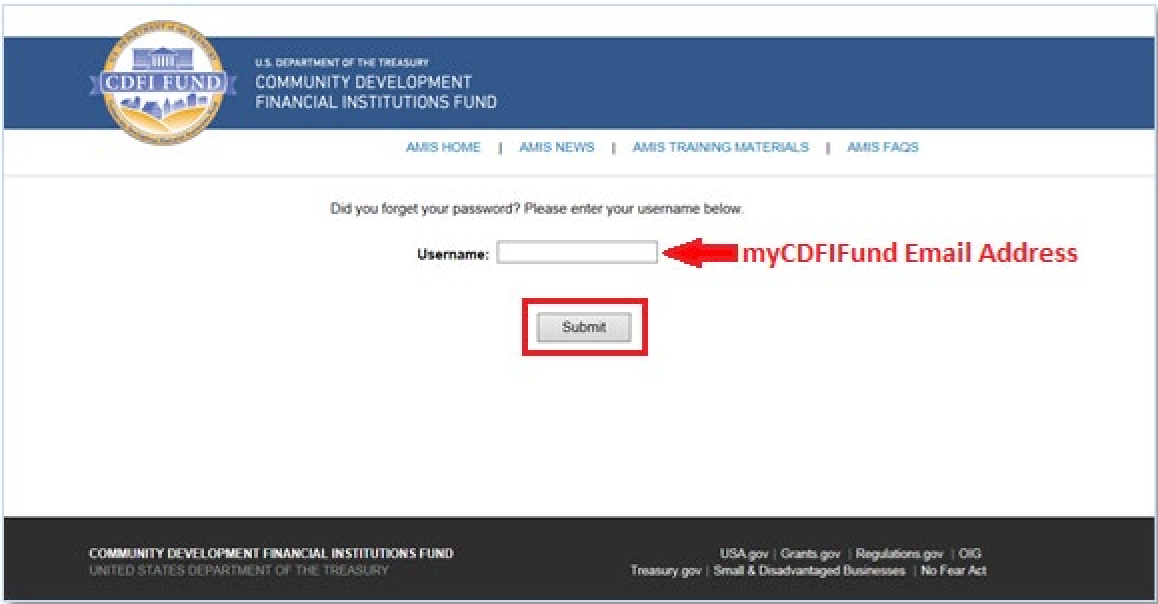


Figure 3. AMIS User Name Entry Page

6. Once you submit your user name/email address, you should receive an email with a link to update your password.
7. To reset your password, click the link provided in the email.

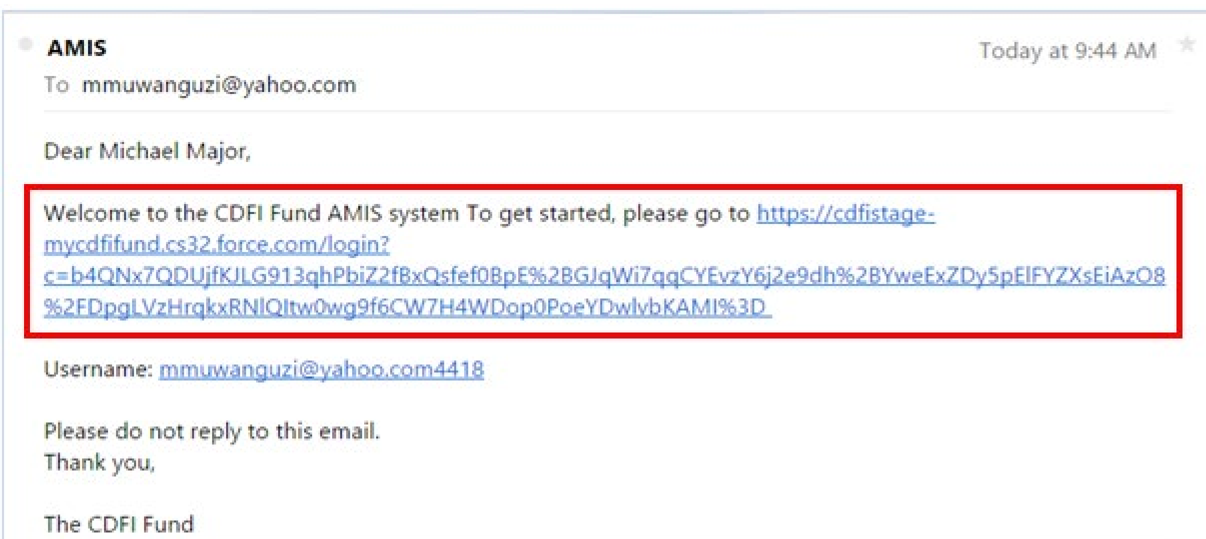


Figure 4. AMIS User Registration Temporary Password

8. After clicking on the link, you will be directed to a browser page and will be prompted to enter a new password. Enter your new password, verify, and click **Save** to log in to AMIS.

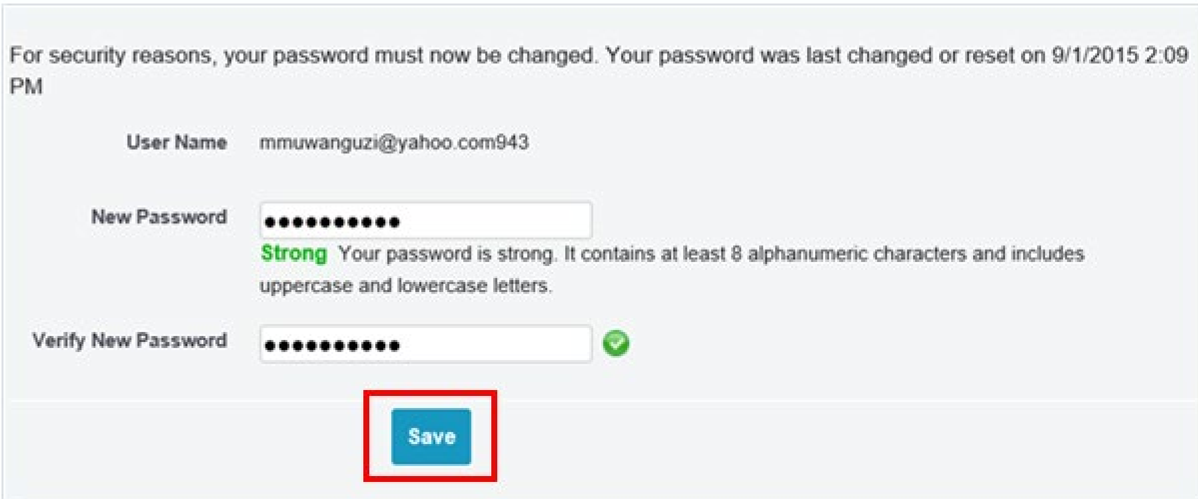


Figure 5. AMIS User Password Change Screen

	**NOTE**: Passwords expire and must be reset every 60 days. Passwords must also adhere to the CDFI Fund's password requirements: a. Be at least eight characters. b. Contain at least one lower case letter, one upper case letter, one number, and one special character.

9. Once logged in, you will be directed to the AMIS Home page.

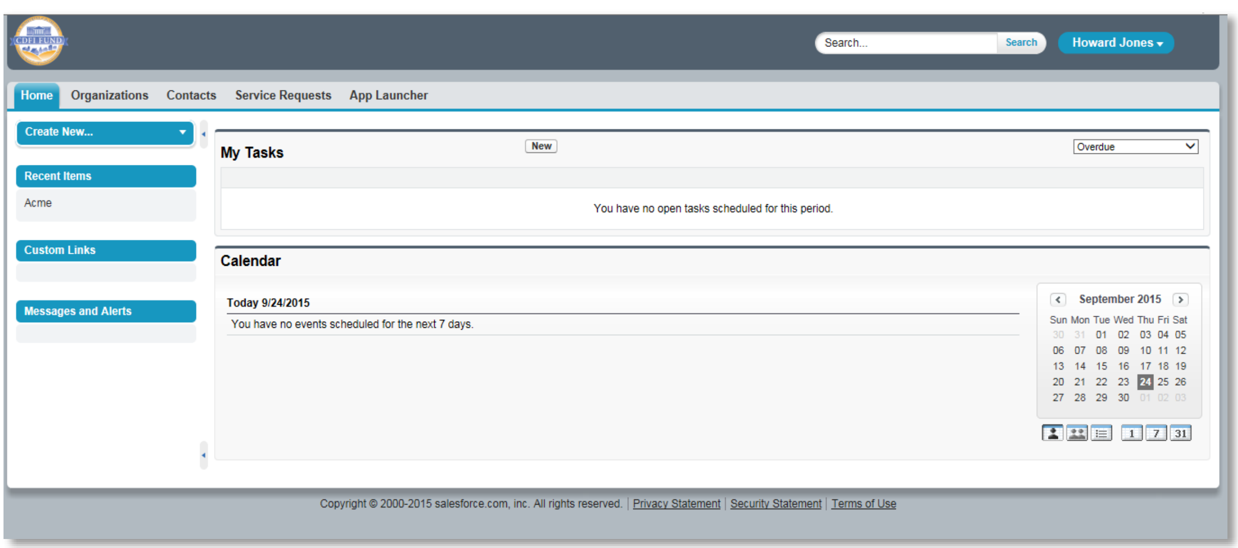


Figure 6. AMIS Home Page

TIP: After you have established a user name and password, you can bookmark the Login page for future logins.

NOTE: As with myCDFIFund, AMIS users may have associations with multiple organizations. You have a unique User Profile (i.e., Admin User, User, or Viewer) for each of the organizations with which you are associated, granting you the appropriate access to each. However, AMIS requires that each user have only one primary organization, meaning that a user can be an Admin User for only one organization. To switch organizations in AMIS, simply click on the **Organizations** tab at the top of the screen. If you need to change your type of User Profile for an organization, contact an administrator for that organization's AMIS account.

For more information about Organizations and User Profiles in AMIS, please see Section 6.4.

2.2 Logging into AMIS – First Visit (for Users without an AMIS Account)

If your organization is not registered in AMIS, you create a new organization in AMIS by going to the AMIS Login Page and selecting the "Join our Community" link. This will display the New User Registration page.

Figure 7. AMIS New User Registration Page

Enter your organization name, your first and last name, the Entity Identification Number (EIN) for your organization (**never** enter a Social Security Number in this field), and your email address. AMIS will create your organization in the system, and you will be added as an Admin User for that organization with your AMIS username being your email address.

The first person to register with an organization becomes an administrator for the organization's AMIS account and is automatically assigned the Admin User Profile by AMIS. Additional users who register under an organization are automatically assigned a Viewer Profile, with limited privileges. They can request additional privileges by contacting the administrator for their organization's AMIS account. AMIS will automatically send an email notification to the administrator for the organization's AMIS account informing them that a new user has registered under their organization.

NOTE: The initial Admin User for an organization may grant Admin User privileges to other users within the same organization; as such, organizations may have more than one Admin User.

The administrator(s) for an organization's AMIS account is/are responsible for setting up users in their organization and validating and assigning appropriate privileges to users registered under their organization.

1. Users will receive an email with a user name and temporary password once they are registered.
2. You will be directed to a page where you will be prompted to enter your user name. Enter your user name.

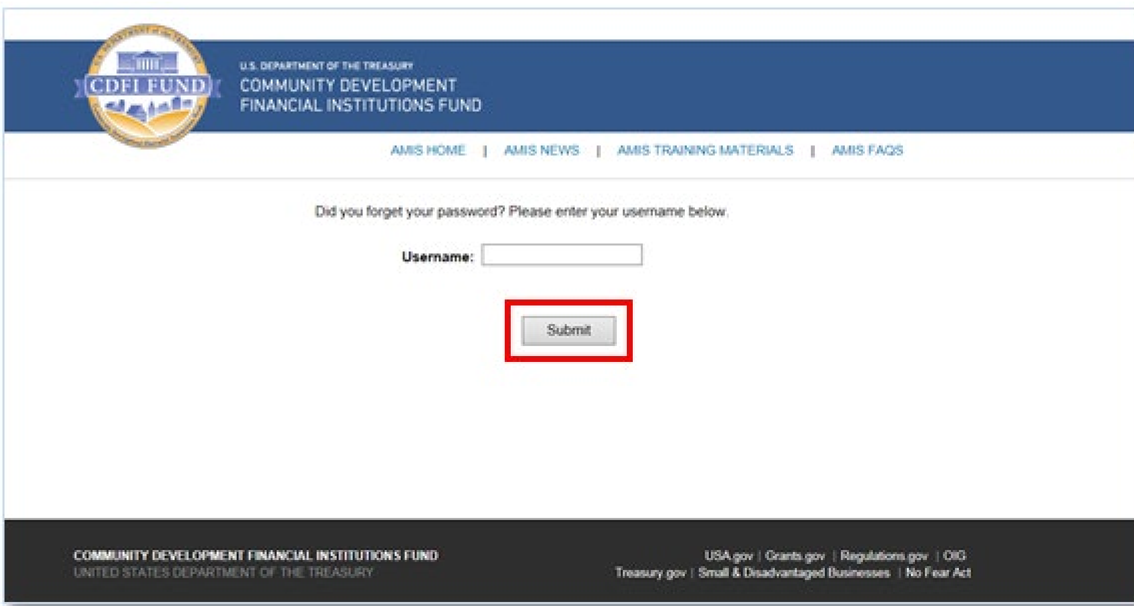


Figure 8. AMIS User Name Entry Page

3. Once you submit your user name, you should receive an email with a link to update your password. See Section 2.1 above and follow Steps 7-9 to log in to AMIS.

2.3 Logging into AMIS – Subsequent Visits

Now that you have set your password and have logged into the system, you're ready to do start doing your work within AMIS. For future work within AMIS, you'll access AMIS directly using your web browser.

1. Navigate to: amis.cdfifund.gov. The AMIS Landing page displays.
2. Click the **LOGIN TO AMIS** link. The AMIS Login page displays.

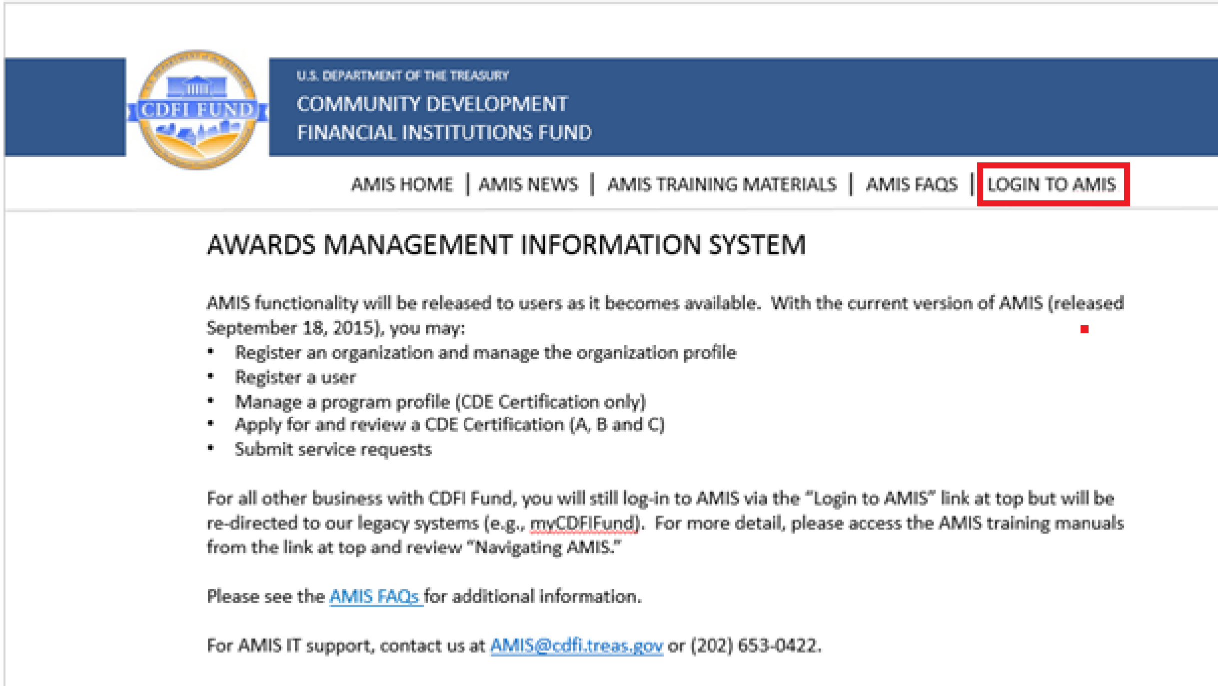


Figure 9. AMIS Landing Page

3. Enter your user name (i.e., email address) and password and click **SIGN IN**.

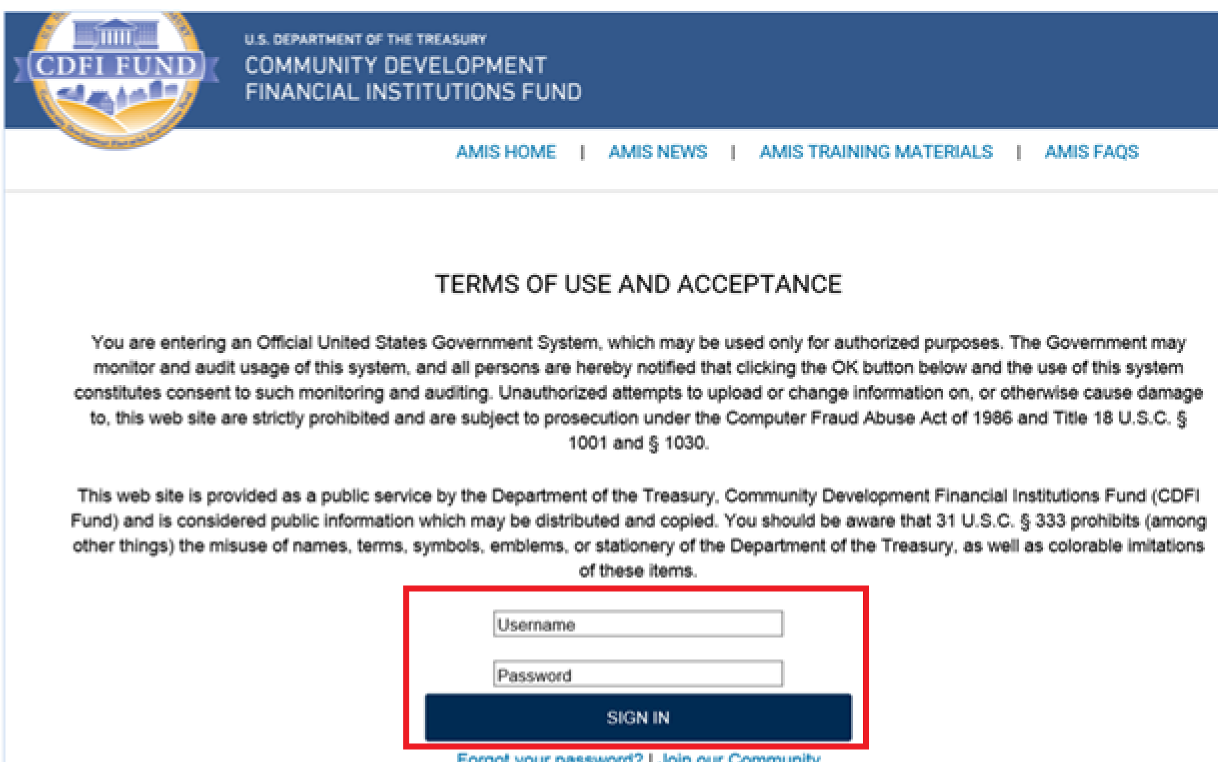


Figure 10. AMIS Login Page

4. You will be directed to the App Launcher page. From the App Launcher, you can either:
   a) Navigate to AMIS, or
   b) Navigate to myCDFIFund to perform business with the CDFI Fund that is NOT currently in AMIS.

Figure 11. AMIS App Launcher Page

5. Click on the **AMIS** tile within the App Launcher. You will be directed to the AMIS Home page.

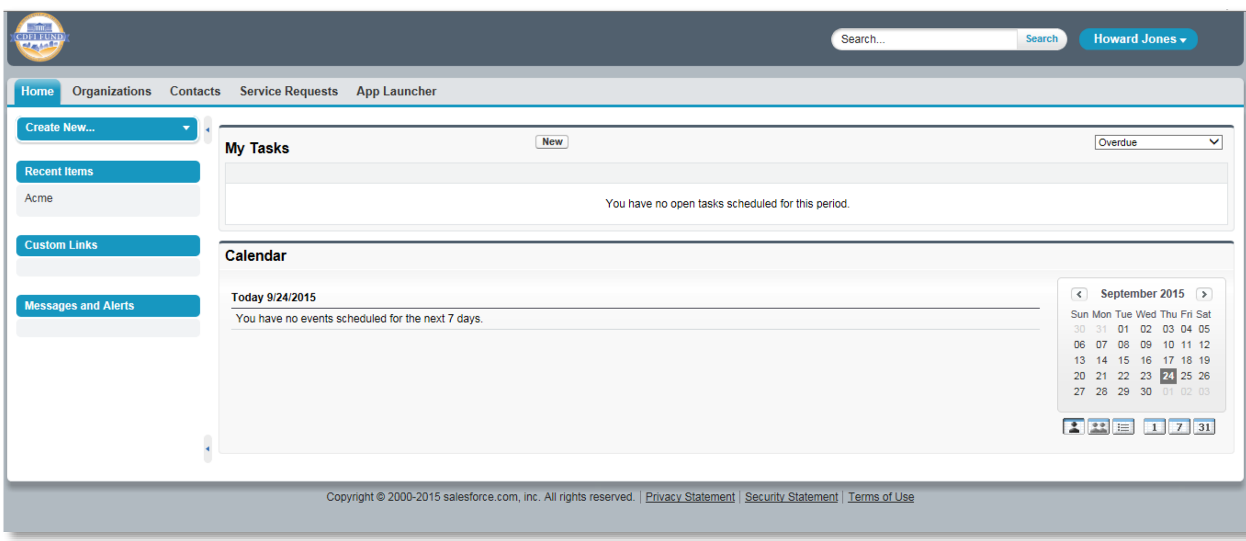


Figure 12. AMIS Home Page

2.4 Permissions and Security

Each user will be assigned a User Profile in order to access AMIS. A User Profile determines the permission and privileges that a user will have. A user will be able to view, create, edit, and/or delete records for their organization based upon their User Profile. There are three profiles:

- Admin User – This profile allows an administrator for the organization's AMIS account to view, create, edit, and delete records in their organization. In addition, the Admin User is the only person allowed to assign the User Profile to other users registered under their organization.

(Please refer to Section 6.4 Assign a Profile to a Contact (Admin Users only) for instructions on how to assign a profile to a contact.)

- Viewer – This is the default profile automatically assigned by AMIS to all subsequent users who register under an existing organization. This profile has limited privileges and allows the user to view a limited set of organizational information. Such information includes organization type, address, and contacts.
- User – This profile is assigned by the Admin User and allows the user to view, create, edit, and delete records in their organization. Such records include an organization's financial information, contacts, applications, amendments, and compliance reports.

2.5 Session Timeout

AMIS logs out a user after two hours of inactivity. As such, it is very important to save your work frequently so that it is not lost. If you are logged out, access the Login page (see Section 2.3 above) to log in again to your AMIS account.

2.6 Resetting Your Password

AMIS disables your account after three failed login attempts. Before you are locked out of the system, click the **Forgot your password?** link, on the AMIS Login page, and follow the on-screen instructions to reset your password. If your account becomes disabled, contact an administrator for your organization's AMIS account.

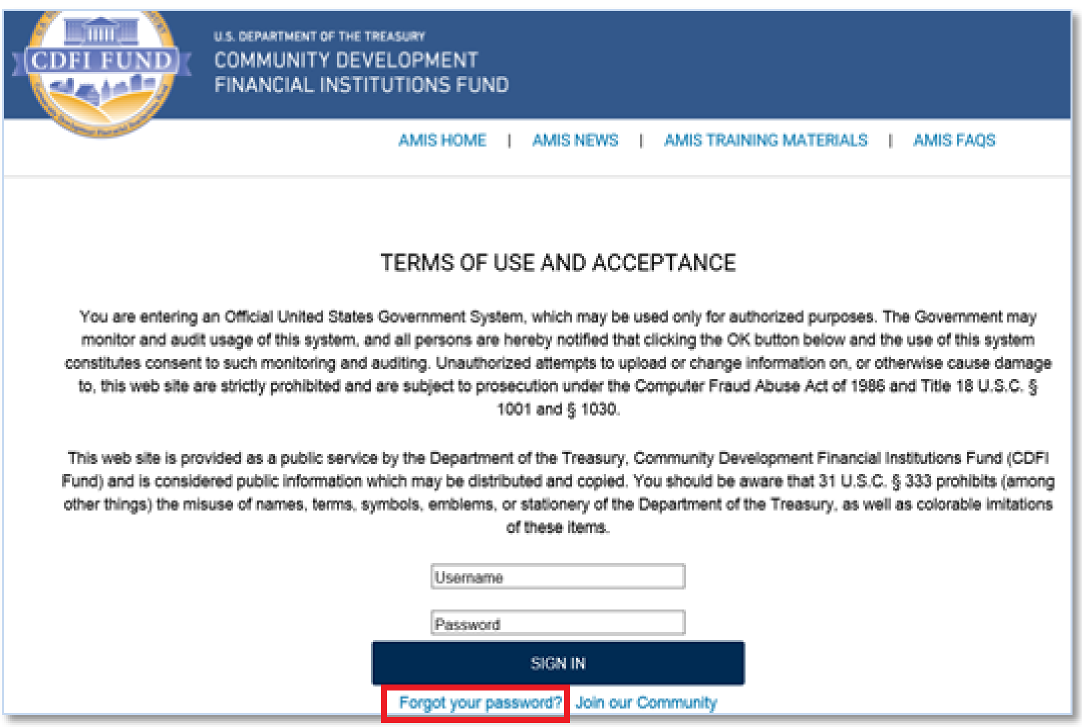


Figure 13. AMIS Login Page – Forgot Password Link

3 User Profile

The menu items under your name, in the top right corner, give you access to your User Profile where you can edit your personal information and customize AMIS to look the way you like.

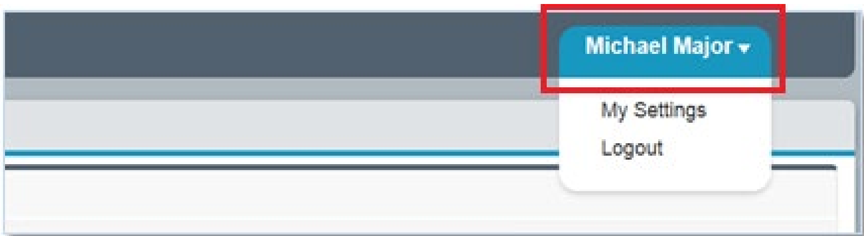


Figure 14. AMIS User Profile

In this section, you will learn how to:

- Manage your settings
- Change your password
- Change your user name
- Set up/change reminders and alerts
- Log out of AMIS.

3.1 Manage Your Settings

My Settings allows you to change many settings that include the appearance of your AMIS web pages to suit your personal preferences. Click your name, from the top right corner and select the **My Settings** option.

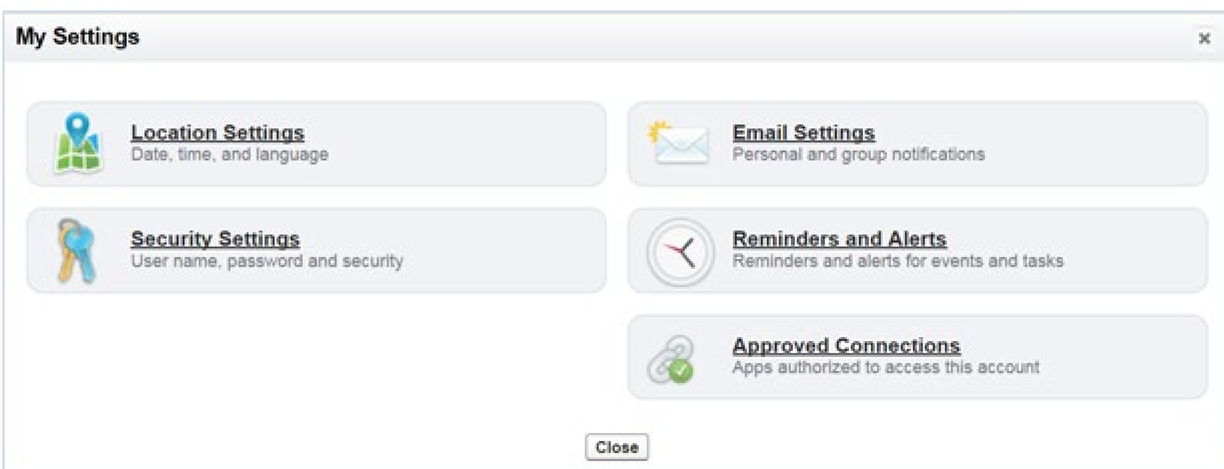


Figure 15. AMIS My Settings Page

NOTE: Please note that this training manual focuses only on the frequent User Profile settings essential to perform your day-to-day work in AMIS. Future versions of this document may detail the other settings available to external users, as needed.

3.2 Change Your Password

To change your password:

1. Click the **Security Settings** link from the My Settings page. You will be forwarded to the Security Settings page where you can change your password.

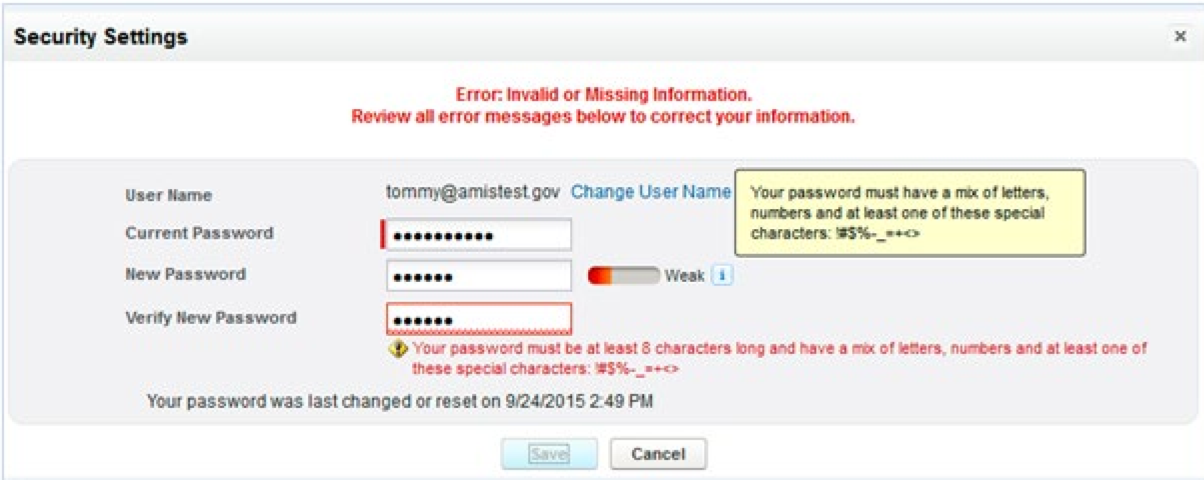


Figure 16. Security Settings Page

2. Complete the information on the page.
   a. You are required to enter your current password before changing it.
   b. You may move the mouse over the **Information** icon to see the format required for the password.

NOTE: A required field has a red highlight and is mandatory to save information on a page. For example, Current Password is a required field.

3. Click the **Save** button to save your changes.

3.3 Change Your User Name

To change your user name:

1. Click the **Security Settings** link from the My Settings page.

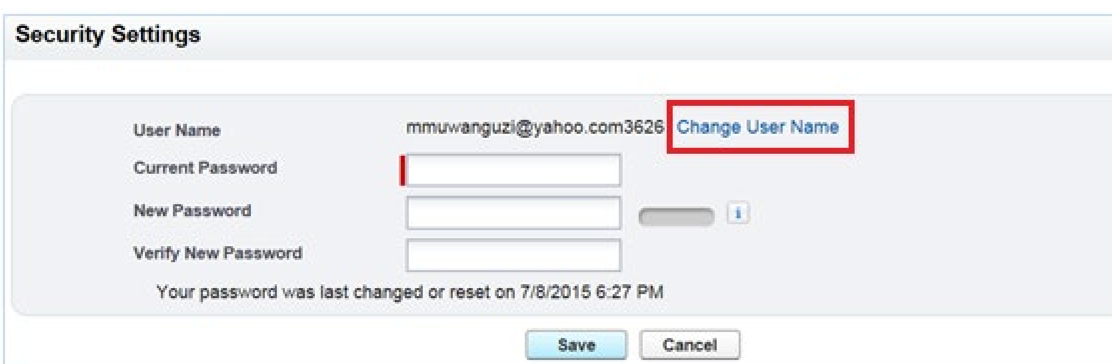


Figure 17. Security Settings Page

2. Click the **Change User Name** link on the Security Settings page.

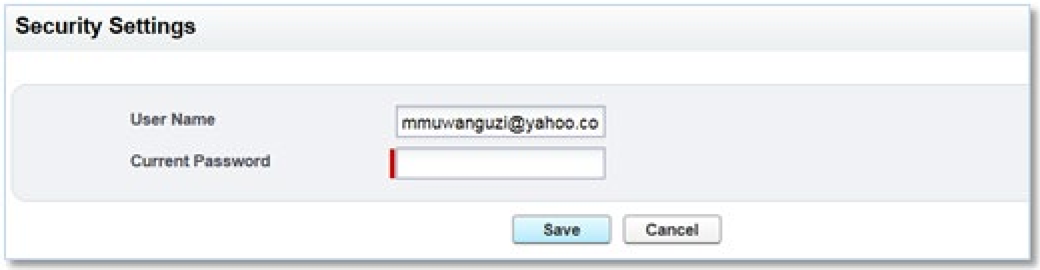


Figure 18. Change My User Name Screen

3. Update your user name.
4. You are required to provide your current password in order to change your user name. Enter your password.
5. Click the **Save** button to save your changes.

3.4 Set Up/Change Reminders and Alerts

The reminders and alerts feature allows you to set up or change reminders and alerts for your events and tasks. (Reminders and alerts are connected to the Manage My Tasks and Calendar Events on the AMIS Home page. Please see Section 4.1 for more details on managing tasks and using the calendar.) To set up or change your reminders and alerts:

1. Click the **Reminders and Alerts** link from the My Settings page.

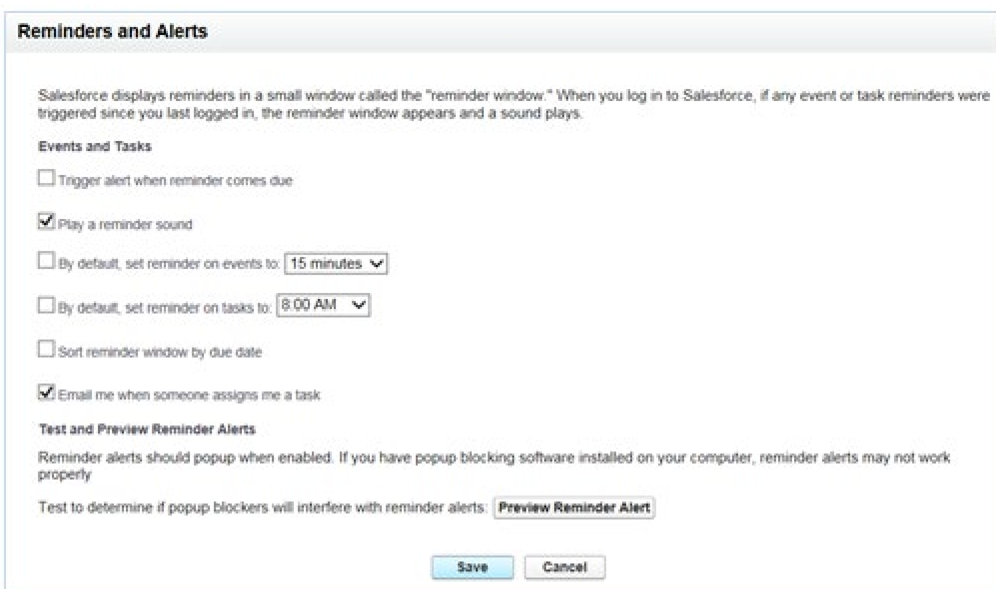


Figure 19. Reminders and Alerts Page

2. Change the settings, as needed.
3. Click the **Save** button to save your changes.

3.5 Log Out of AMIS

To log out of AMIS, click your name in the top right corner, and select **Logout**.

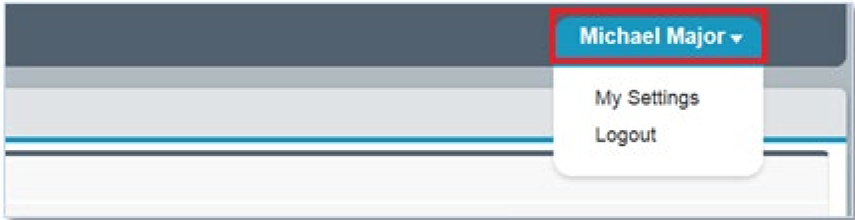


Figure 20. AMIS Logout Screen

4 Overview of the Home Page

The AMIS Home page gives you instant access to your information in AMIS. It consolidates all your work and activities in one section. After you log in to AMIS, the AMIS Home page is displayed, if it is your default home page. Click on the **Home** tab to ensure you are on your Home page. From the Home page, you can:

- View/manage your tasks
- View calendar events
- Use the sidebar
- Access other tabs.

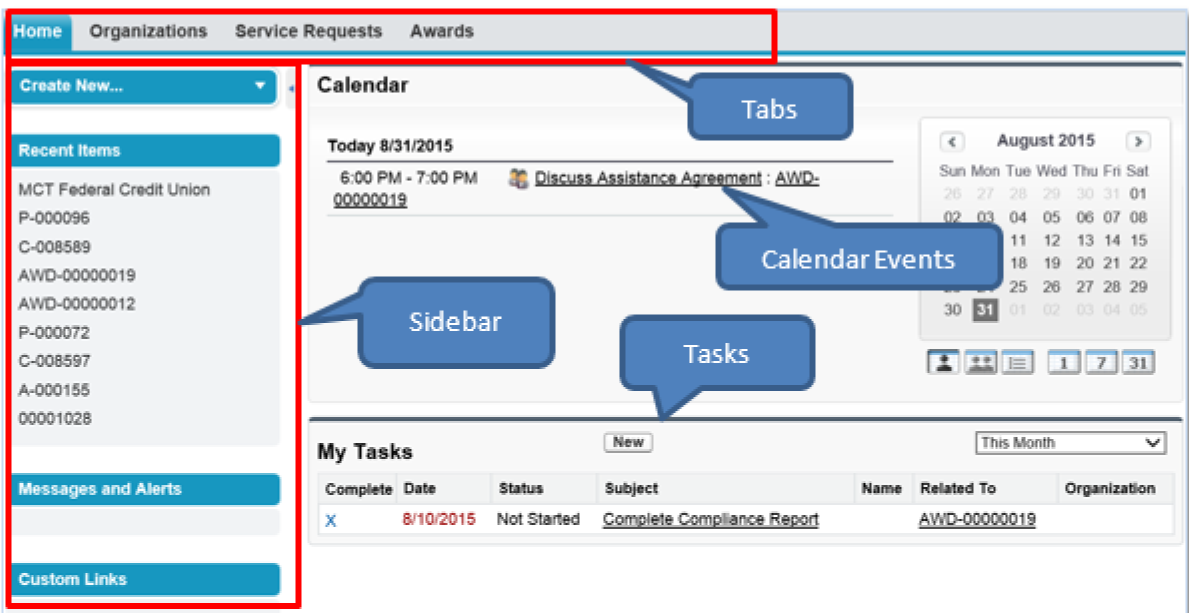


Figure 21. AMIS Home Page

4.1 View/Manage Your Tasks

The My Tasks section displays your pending work. It includes work that your colleagues, such as your manager, have assigned to you or follow-up work that you have initiated and want to track. You can use this feature to keep track of your upcoming deadlines or deliverables. For example, you can set up tasks to:

- Complete an application
- Complete matching funds during the specified timeframe

- Complete compliance reports
- Request subsequent payments (disbursements).

My Tasks also has a feature to filter your work using the drop-down menu on the right side of the page so that you can prioritize your work. For example, you can filter for All Open tasks or Overdue tasks by selecting that option from the drop-down menu.

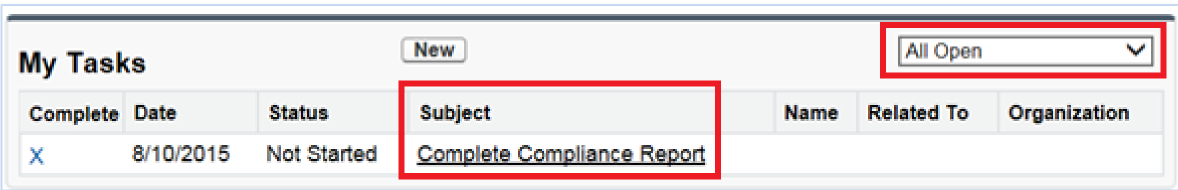


Figure 22. My Tasks Screen

4.1.1 Create a New Task

1. Click the **New** button under My Tasks.
   a. The Assigned To field is required and defaults to your name. You can assign this task to another user by clicking the **Lookup** icon next to this field and searching for the name of the assignee.
   b. Subject is a required field.

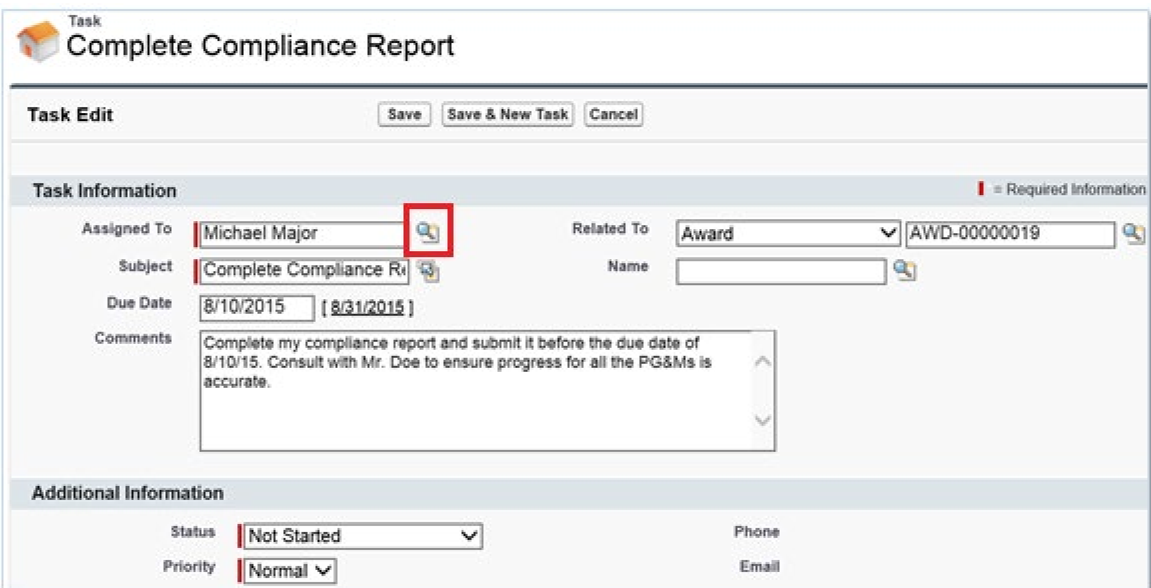


Figure 23. Task Edit Page

2. Enter a subject, due date, and comments. For example, if you wish to set up a task to complete your compliance report, then:
   a. Enter the subject as "Complete Compliance Report."
   b. Enter a due date.
   c. Enter instructions in the Comments field.
3. Use the Related To field if you wish to link a task to a record, such as an award or compliance report record, in AMIS.

4. Use the Status field to track the progress of the task; when creating a new task, leave the default value of “Not Started”.
5. Use the Priority field to indicate the priority of the task.
6. The Phone and Email fields are non-editable because you do not need to enter information in those fields.
7. Click the **Save** button to save your information and view the task. Note: Tasks that you have assigned to other colleagues will not be displayed on your My Tasks list. Instead, they will be displayed in the My Tasks list of the assignee.

4.1.2 View/Update a Task

You can use this feature if you want to view the details of a task or update the status of a task.

1. From the My Tasks list, click the **Subject** to open a task and view the details (e.g., click the subject of the task you created above).

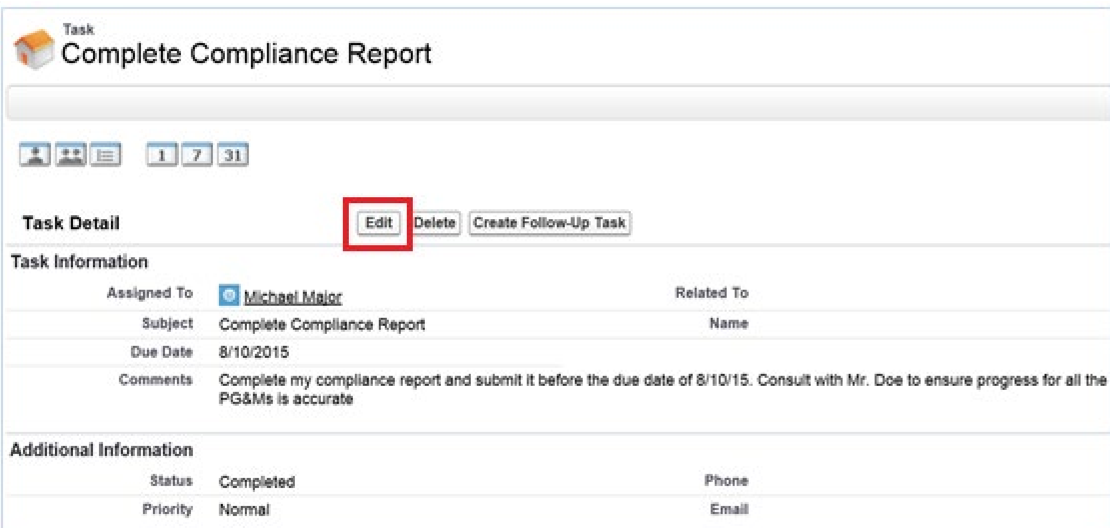


Figure 24. Task Detail Page

2. Click the **Edit** button to be forwarded to the Task Edit page.

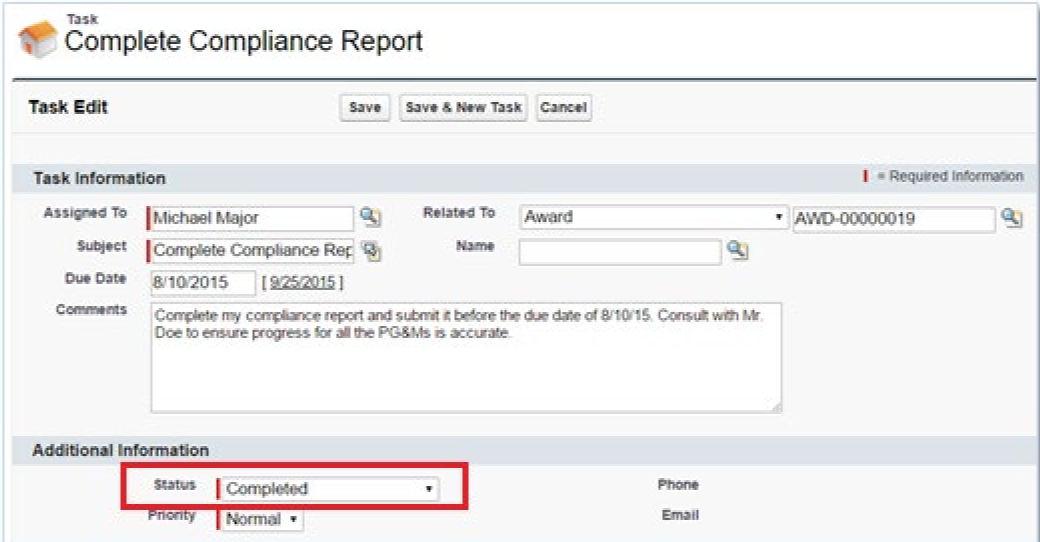


Figure 25. Task Edit Page

3. Update the **Status** to “Completed”.
4. Click the **Save** button to save your changes.

TIP: As a best practice, always update the status of a task so that you and your colleagues can track the progress in real-time.

4.2 View Calendar Events

The calendar allows you to view events and meetings that CDFI Fund staff have scheduled with your organization so that you can track upcoming events and plan your work week. CDFI Fund staff will send meeting invitations to organizations they wish to meet with. Note: The calendar is a view-only feature for external users.

Figure 26. AMIS Calendar Events

Click on the Event Subject to view the calendar event details.

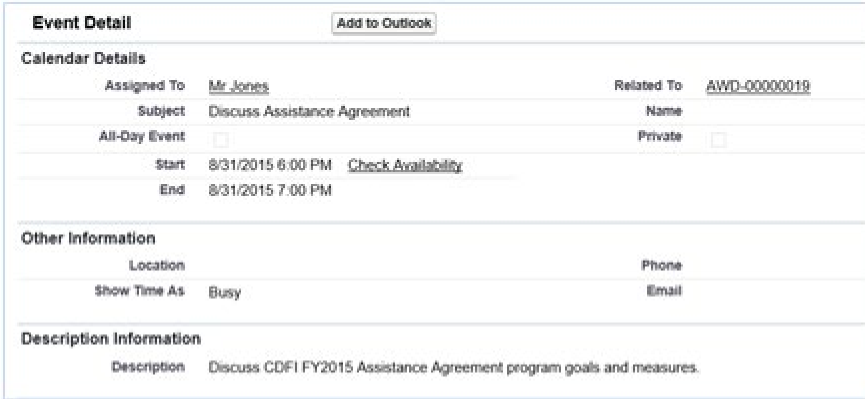


Figure 27. Calendar Event Detail Screen

4.3 Use the Sidebar

The sidebar appears on the left on most AMIS pages with multiple components that improve usability. These components provide convenient access to:

- Create new records (e.g., tasks and service requests)
- Open your recently viewed items
- View important messages and alerts, if any
- Open custom links, if any.

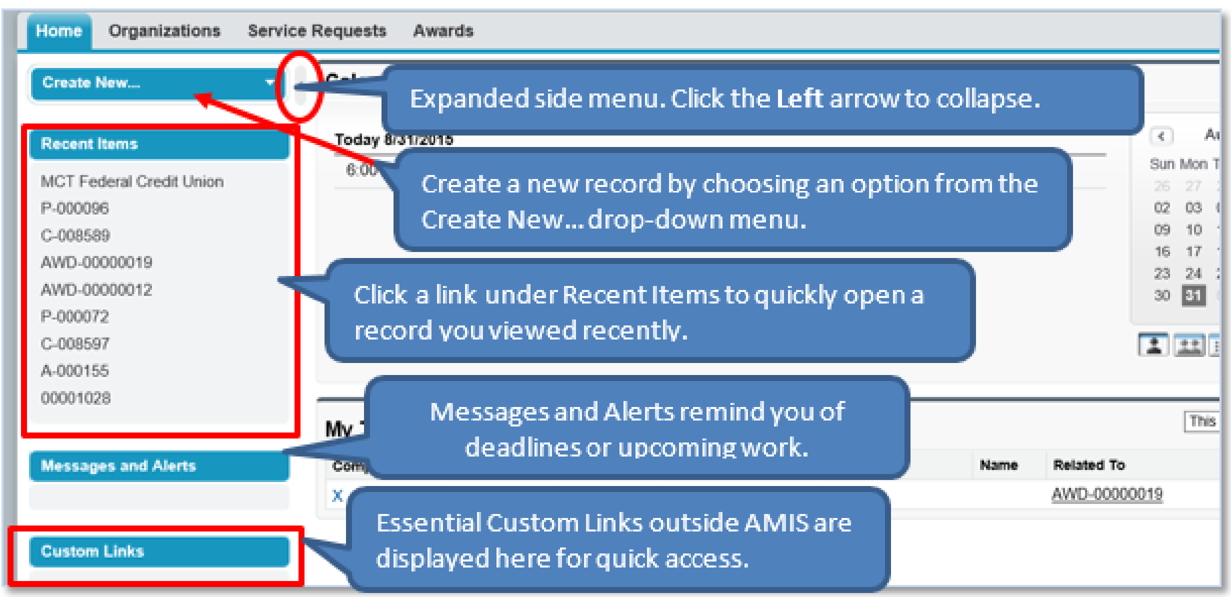


Figure 28. Sidebar Components

The sidebar can be:

- Collapsed to increase working space by clicking the **Left** arrow.
- Expanded by clicking the **Right** arrow.

5 Tabs, Objects, and Records

Information in AMIS is organized into objects and records. Each object is a category of records and contains different information. Each record details a specific piece of information. In the example shown below, a FY15 NACA Award is a record; **award records "reside"** within the Awards object.

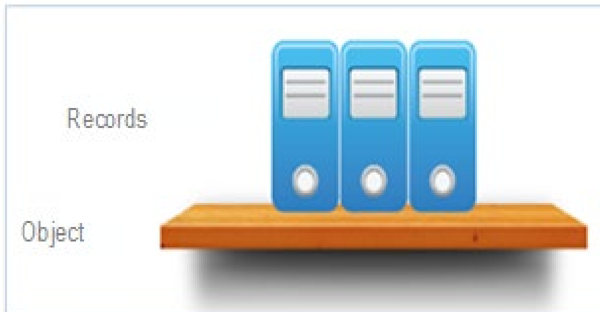


Figure 29. Records and Objects

Figure 30. Award Record and Object

A tab allows you to access data related to a specific object. Tabs are displayed across the top of all pages in AMIS; they are the primary means of accessing records. For example, the Organizations tab allows you to view organization-related records and the Awards tab allows you to view award records.

Click the **Organizations** tab to view data on your organization.

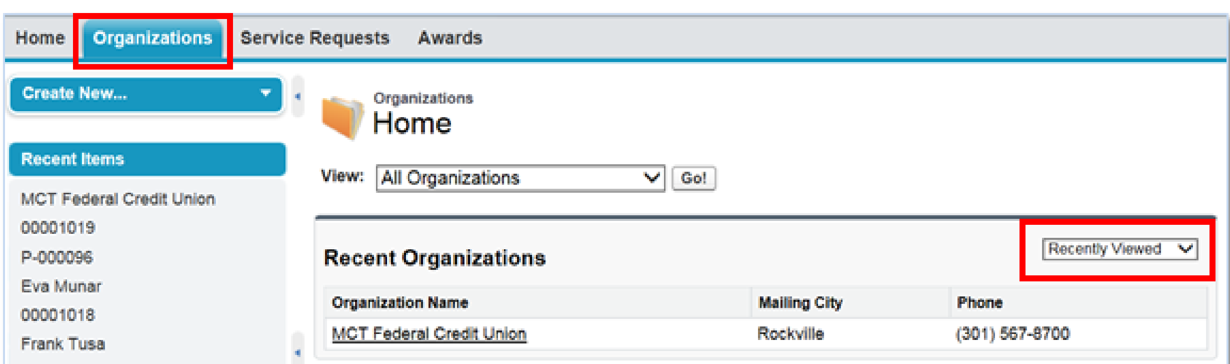


Figure 31. Organizations Home Page

From within each tab, you can:

- Access existing lists of a record
- Create or edit a record
- View details of a record
- Do in-line editing of a record
- Delete a record (with the necessary permission)
- Use shortcuts to access related lists of a record quickly
- View related lists of a record.

5.1 Access Existing Lists of a Record

A list of your Recently Viewed records is displayed when you click a tab. This is the default Salesforce behavior. You can change the filter and instead view your Recently Created or Recently Modified records. In most instances, you will have one record for your organization under the Organizations tab. However, under other tabs such as Service Requests or Awards, you will see multiple records if you have created multiple service requests or have received more than one award.

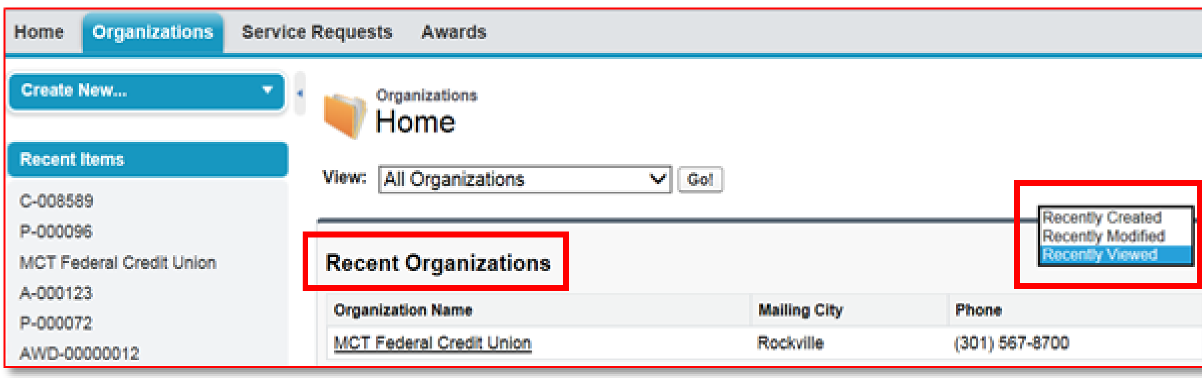


Figure 32. Recently Created, Modified, and Viewed Filters

You can also access customized list views with specific customized columns by selecting an option next to the View drop-down menu. Select **All Organizations** and click the **Go!** button.

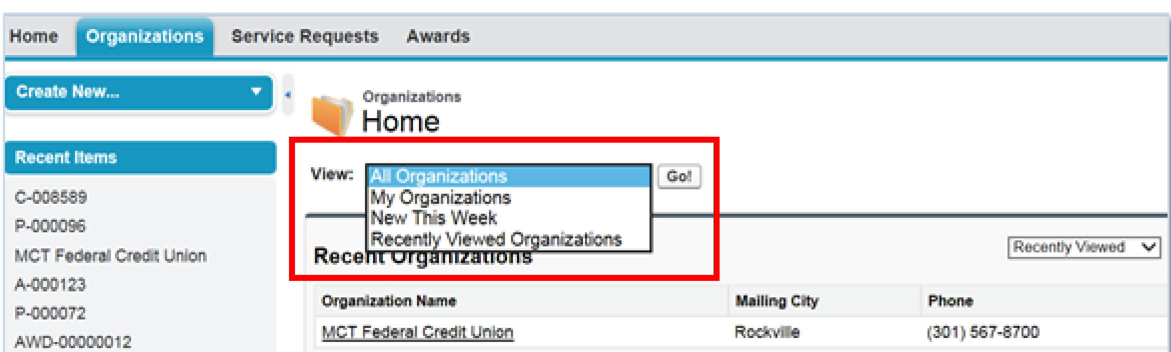


Figure 33. All Organizations View

The list view allows you to edit a record, delete a record (with the appropriate permission), and access the Detail page. Clicking on the **Edit** link under the Action column brings up the Organization Edit page. Clicking on the **Organization Name** brings up the Organization Detail page. As noted above, in most instances, you will see one record in the All Organizations list view because the majority of external users are registered under one organization only.

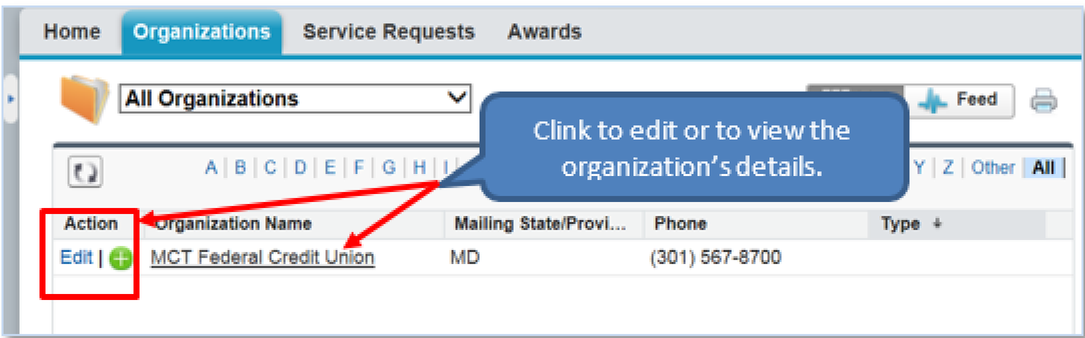


Figure 34. Organizations List View

5.2 Create/Edit a Record

Creating records is the standard procedure to be used to enter data into AMIS. Users can only create new records or edit existing records if they have the necessary permission granted to them by an administrator for their organization's AMIS account.

To create a new record, you typically click the New button for the record you want to create. However, for organizations, AMIS automatically creates an Organization Profile once your organization is registered. The Organization Profile created automatically by AMIS contains partial information; an authorized user from the organization must complete all the required information. (Please see Section 9 for more information on Organization Profiles.) In this section, you will learn how to edit a record by editing the organization record.

To edit your organization record:

1. Click the **Edit** link displayed next to your organization.
   Note: If you do not see an **Edit** link, you may not have the permission to create and edit records. Please contact an administrator for your organization's AMIS account, if you require these capabilities.

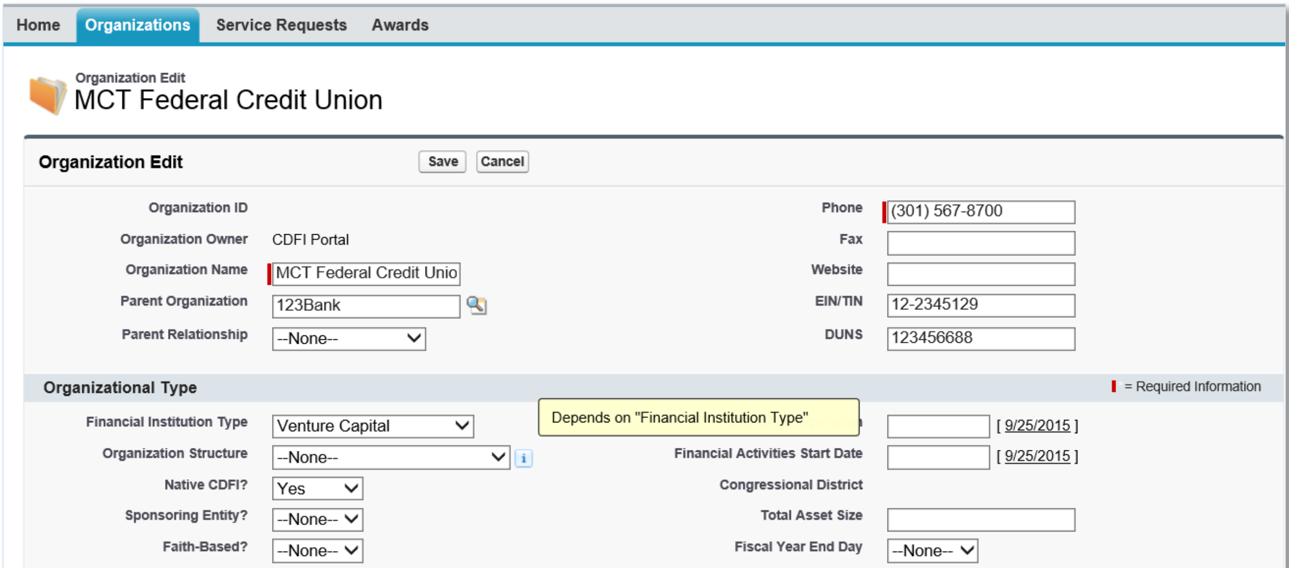


Figure 35. Organization Edit Page

2. Enter all the required information on the page – a required field has a red highlight and is mandatory to save information on a page. For example, Organization Name is a required field.

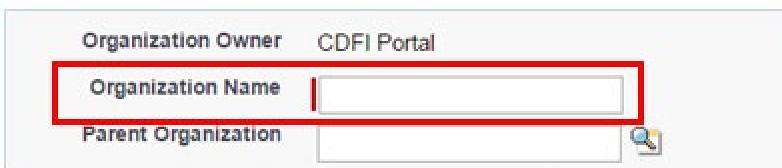


Figure 36. Organization Edit Page – Required Information

3. Notice the Field-Level Help link displayed as an Information icon to the right of the Organization Structure field. These links provide instructions about a particular field on the page. For example, Organization Structure has a Field-Level Help link that explains that the field is dependent on the selected Financial Institution Type.

   Move the mouse over the **Information** icon (Field-Level Help link) to see the instructions.

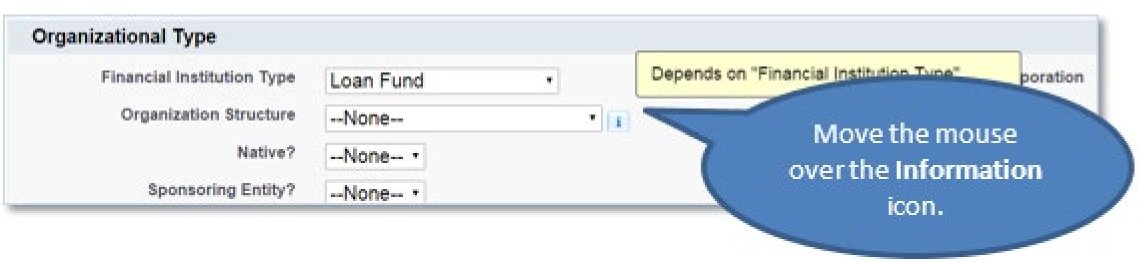


Figure 37. AMIS Field-Level Help Link (Information Icon)

4. Notice the multi-select drop-down menus; the multi-select menus allow you to choose multiple values for a field:
   a. Scroll down the page to the Special Targeted Areas field.

b. Add a value from the Available list by selecting the desired value and clicking the **Right** arrow.

c. Remove a value from the Chosen list by selecting the desired value and clicking the **Left** arrow.

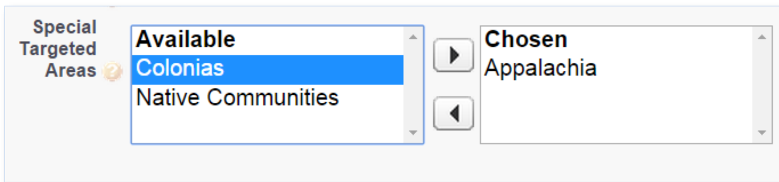


Figure 38. Adding/Removing Values

5. Complete all other fields on the page.
6. Save the record by clicking the **Save** button:
   a. The Save buttons are located at the top and bottom of the page for your convenience.

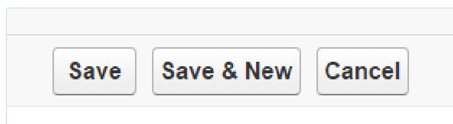


Figure 39. Save Buttons

   b. Clicking the **Save** button on any Edit page saves the record and forwards you to the Detail page which is not editable.
   c. Clicking the **Save & New** button on any Edit page saves the record and re-displays another blank form to create a new record. Use this button when you want to create several records quickly.
   d. Clicking the **Cancel** button allows you to cancel the action.

5.3 View Details of a Record

The Detail page allows you to view the details of a record. To access the Detail page:

1. Click the **Organizations** tab to ensure you are on the Organizations Home page.
2. Click the **Organization Name** to be forwarded to the Detail page.

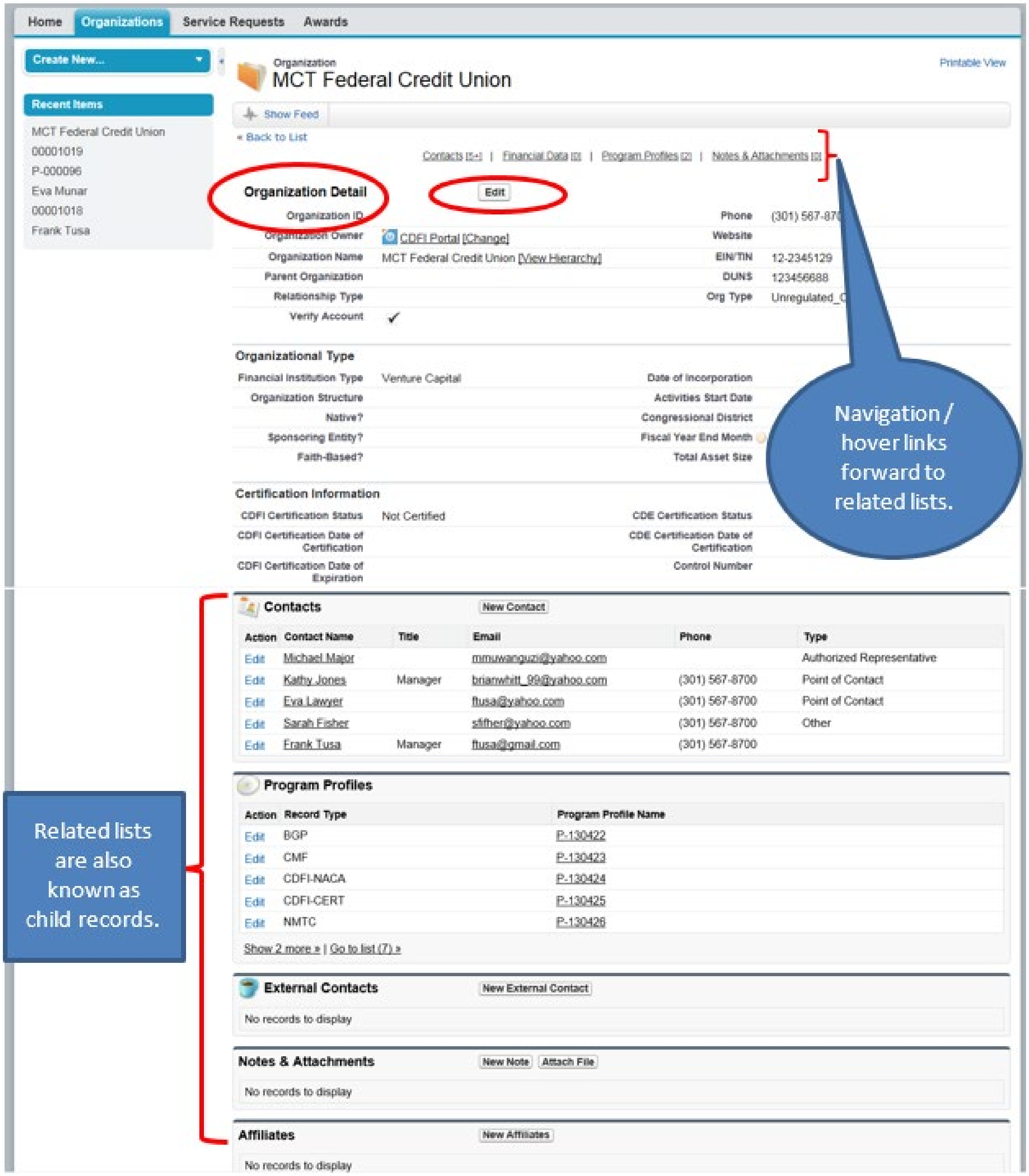


Figure 40. Organization Detail Page

5.4 In-Line Editing of a Record

AMIS supports field-level in-line editing from the Detail page. To edit a field using in-line editing:

1. Move the mouse next to a field's value, on the right, from the Detail page. A Pencil icon will be displayed. The Pencil icon allows you to do in-line editing.

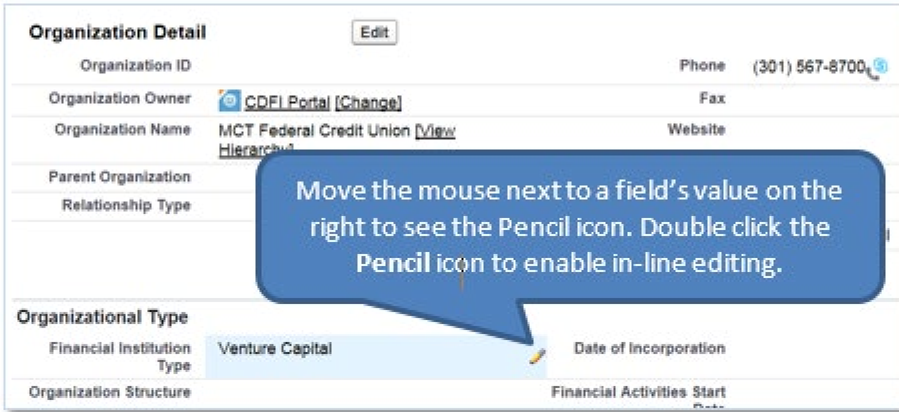


Figure 41. In-Line Editing

2. Double click the **Pencil** icon. The field will become editable.
3. Edit the field.
4. Click the **Save** button to save your changes.

NOTE: You will not be able to edit fields that are non-editable. A Lock icon will appear instead of the Pencil icon if you move the mouse next to a non-editable field.

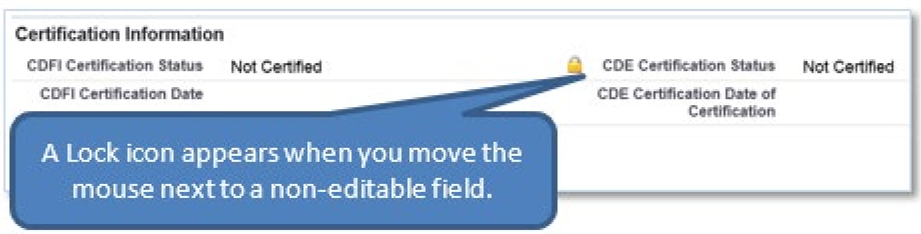


Figure 42. Non-Editable Field

5.5 Delete a Record

The option to delete a record is displayed in the Detail page or list view, only if a user is allowed to delete records.

1. To delete a record, ensure you are on the Organization Detail page.
   a. Click the **Organizations** tab.
   b. Click the **Organization Name** to be forwarded to the Detail page.
2. Click the **Delete** button from the Detail page.
   a. A confirmation is displayed in a new window with options to choose **OK** to delete the record or **Cancel** to cancel the action.

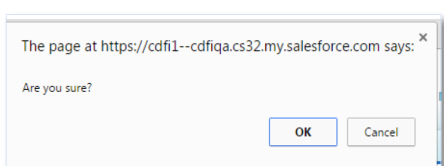


Figure 43. Delete Confirmation

3. Click the **Cancel** button to cancel the action.

	NOTE: Once a record is deleted, it is deleted forever and cannot be retrieved.

5.6 Use Shortcuts (Navigation/Hover Links)

At the top of each Detail page, there are shortcut links to related lists. These links are also called navigation (or hover) links.

Move the mouse over a link such as Contacts or Program Profiles.

- A small window is displayed, showing data from the related list, without the user navigating away from the Detail page.
- These links eliminate the need to scroll down the page.

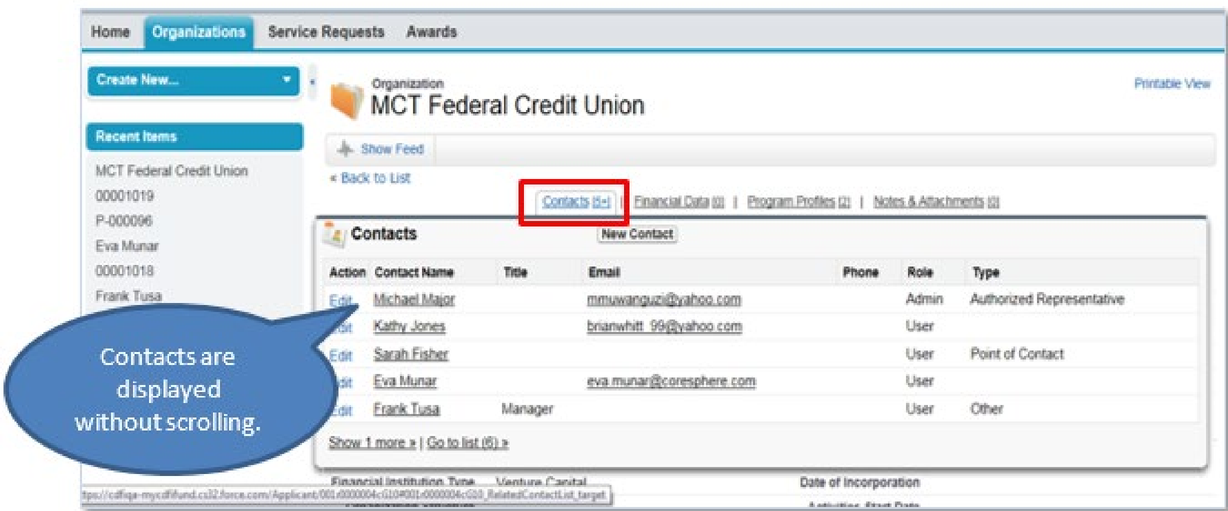


Figure 44. Navigation/Hover Links

5.7 View Related Lists of a Record

Related lists are records from other objects (e.g., Contacts, Program Profiles, etc.) that are related to the object (organization) you are viewing. Related lists are also referred to as "Child Records" and the main object is referred to as the "Parent Record". Related lists are displayed at the bottom section of the page.

1. To access the organization's related lists:
    a. Click the corresponding navigation/hover link, or
    b. Scroll down the page.

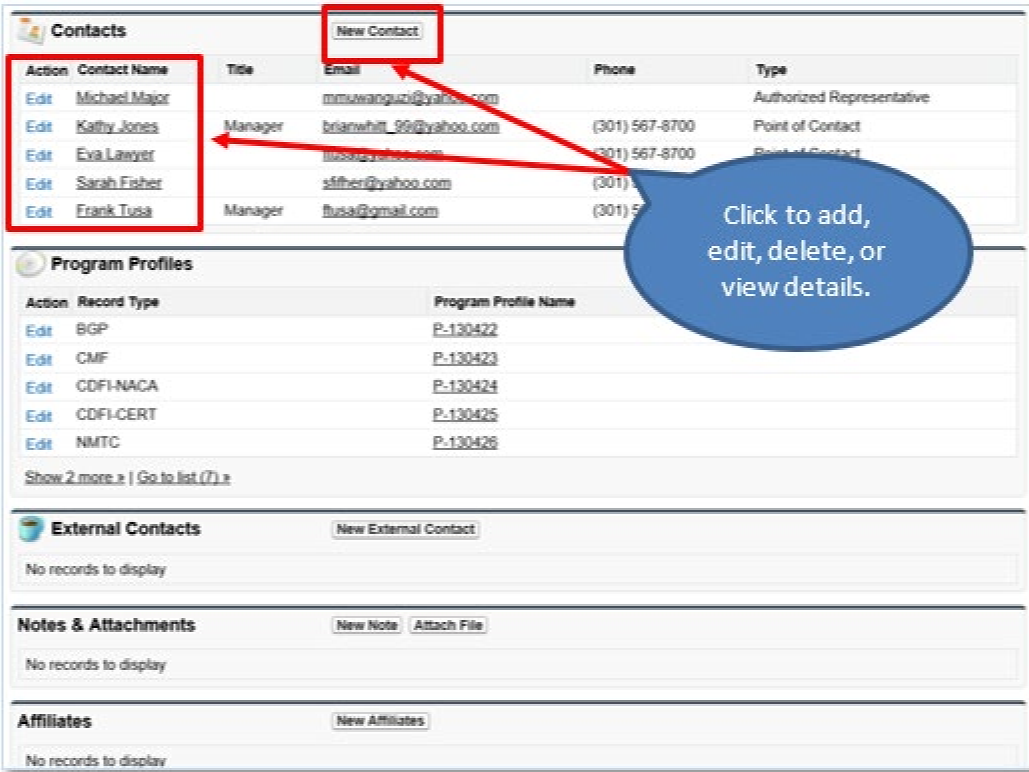


Figure 45. Organization Related Lists (Child Records)

2. From each related list, you can:
    a. Add a new Child Record by clicking the respective New button under a related list. For example, clicking the **New Contact** button allows you to add a contact to the Contacts related list.
    b. Update a Child Record by clicking the **Edit** link next to a record.
    c. Delete a Child Record by clicking the **Del** link next to a record.
3. From each related list, you can also add a record to a related list. For example, you can add a new attachment to an organization.
    a. Locate the Notes & Attachments related list.

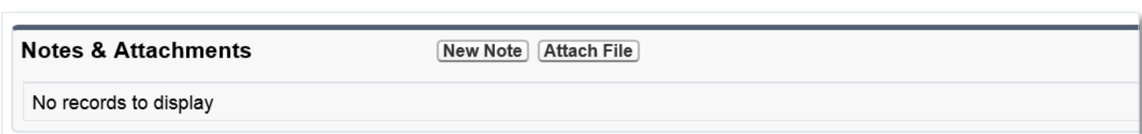


Figure 46. Notes & Attachments Related List

    b. Click the **Attach File** button in the Notes & Attachments related list.

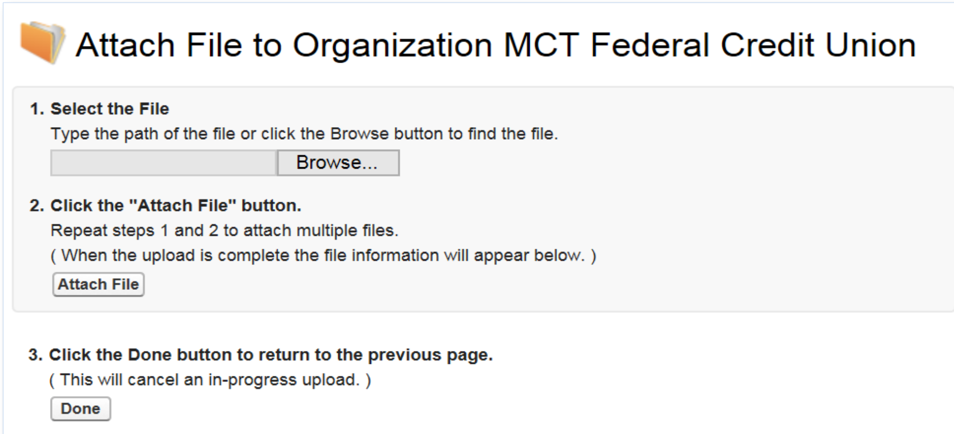


Figure 47. Attach File Screen

c. Click the **Browse** button and browse your computer to select a file.
d. Click the **Attach File** button to attach the file.
e. Click the **Done** button.

The attached file will be displayed under Notes & Attachments.

6 Update Organization and Program Profiles

AMIS automatically creates your Organization Profile once your organization is registered. The Organization Profile created automatically by AMIS contains partial information; an authorized user from the organization must complete all the necessary information.

The first person to register the organization becomes the administrator for the organization's AMIS account and is responsible for assigning permissions to other users to create or update records in their organization.

Make sure you are on the Organizations Home page by clicking the **Organizations** tab. Click on the **Organization Name** link to open the Organization Detail page.

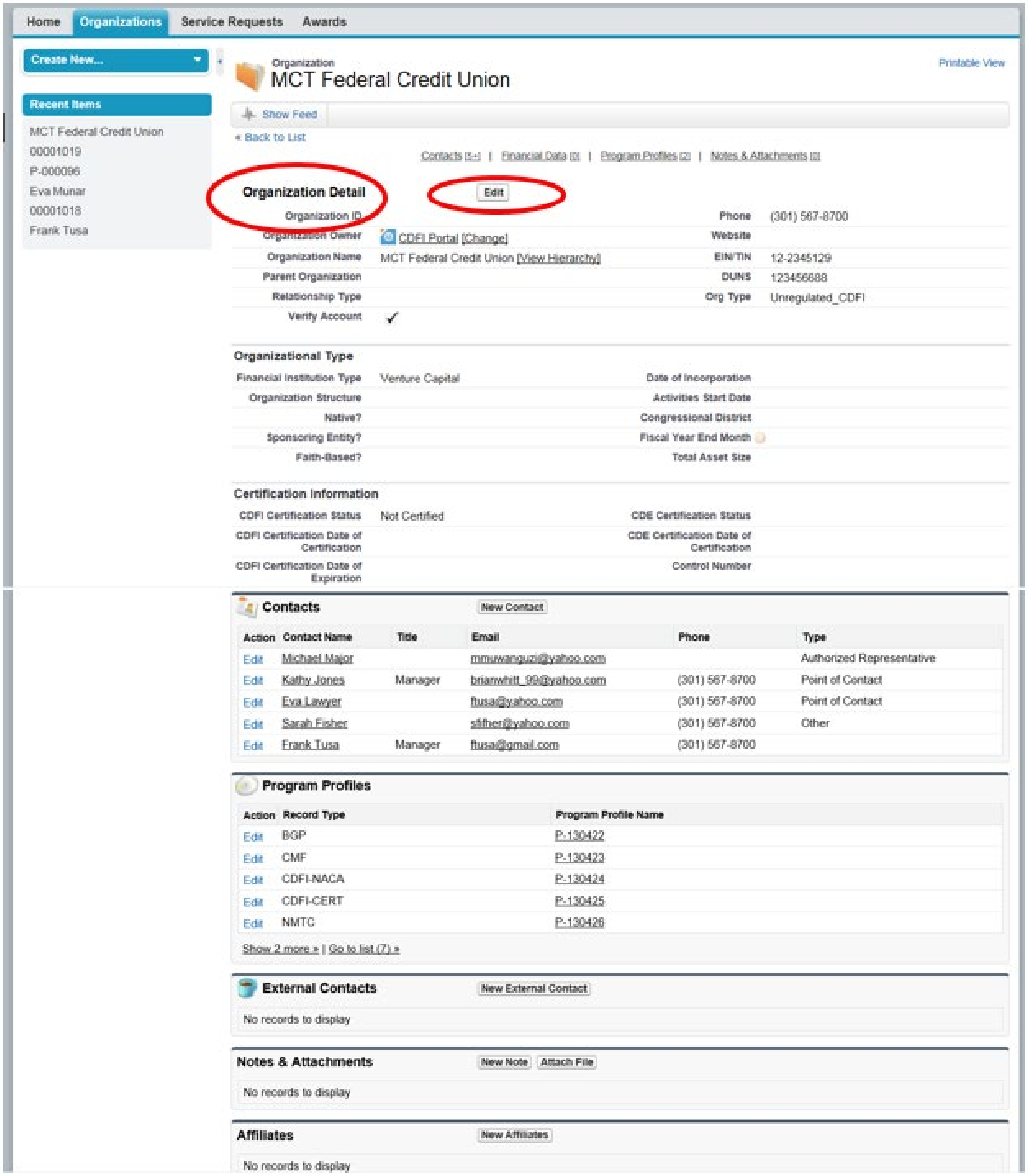


Figure 48. Organization Detail Page

In this section, you will learn how to:

- Update your Organization Profile
- Understand SAM and Grants.gov integration
- Add/update contacts
- Assign a profile to a contact

- Add/update Program Profiles
- Add/update affiliates.

6.1 Update Your Organization Profile

To edit the organization detail information:

1. Click the **Edit** button.
   Note: If you do not see an Edit button, you may not have the permission to create and edit records. Please contact an administrator for your organization's AMIS account, if you require these capabilities.

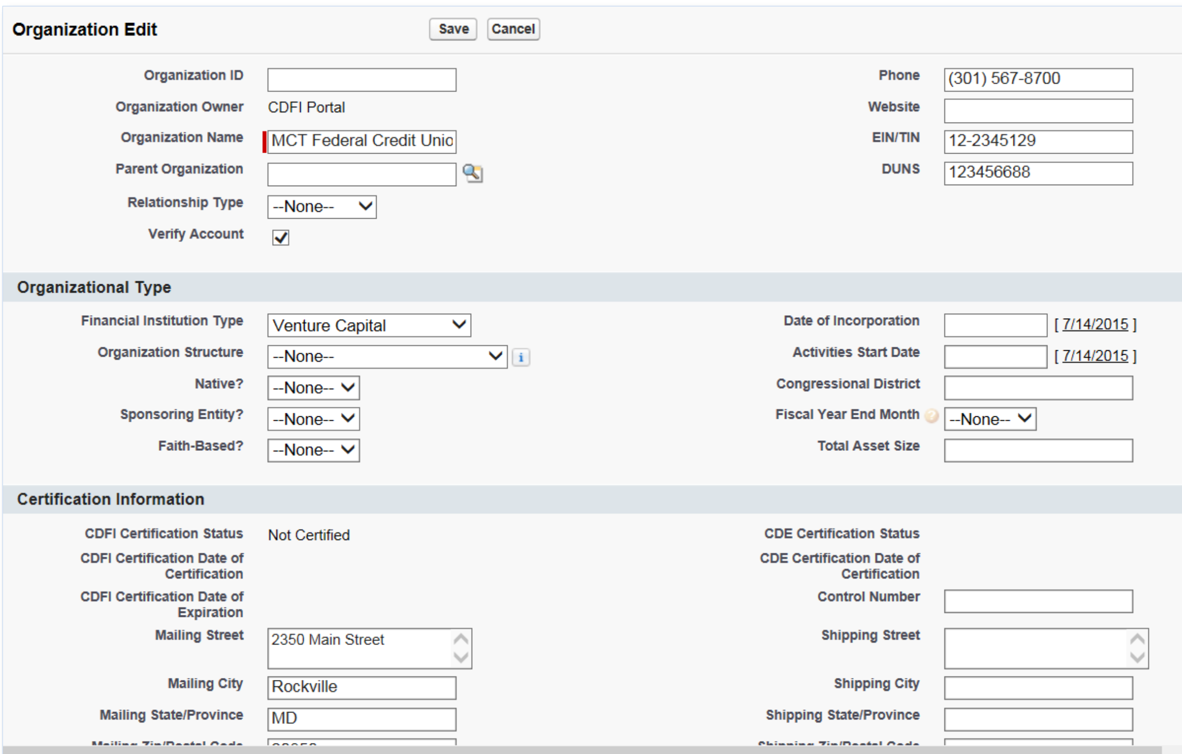


Figure 49. Organization Edit Page

2. Enter all the information on the page such as Financial Institution Type, Organization Structure, and Address Information, etc.
3. Click the **Save** button to save your work and return to the Organization Detail page.

6.2 SAM and Grants.gov Integration

SAM Integration **–** All contractors or entities doing business with the U.S. Federal Government are required to register in SAM.gov, the System for Award Management (SAM) website. AMIS interfaces with SAM.gov and automatically validates each organization that registers in AMIS.

Grants.gov Integration **–** Some CDFI Fund programs (e.g., CDFI Program) require applicants to submit their SF-424 program application via Grants.gov. When an organization applies for CDFI Program funding, AMIS interfaces with Grants.gov, downloads the SF-424 program application when it is submitted, and associates it to the applicant organization.

NOTE: Please ensure you enter the accurate EIN and DUNS number for your organization in AMIS.

6.3 Add/Update Contacts

The Contacts related list allows you to add contacts/users to your organization. The contacts/users that you add will participate in AMIS by completing the organization's award information such as applications, payment (disbursement) requests, and compliance reports.

From the Organization Detail page, navigate to the Contacts related list.

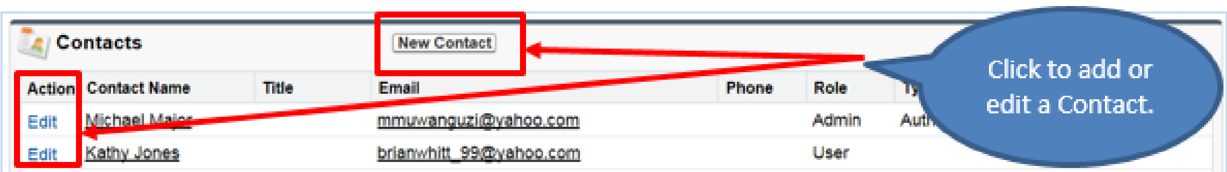


Figure 50. Contacts Related List

1. To add a contact, click the **New Contact** button.

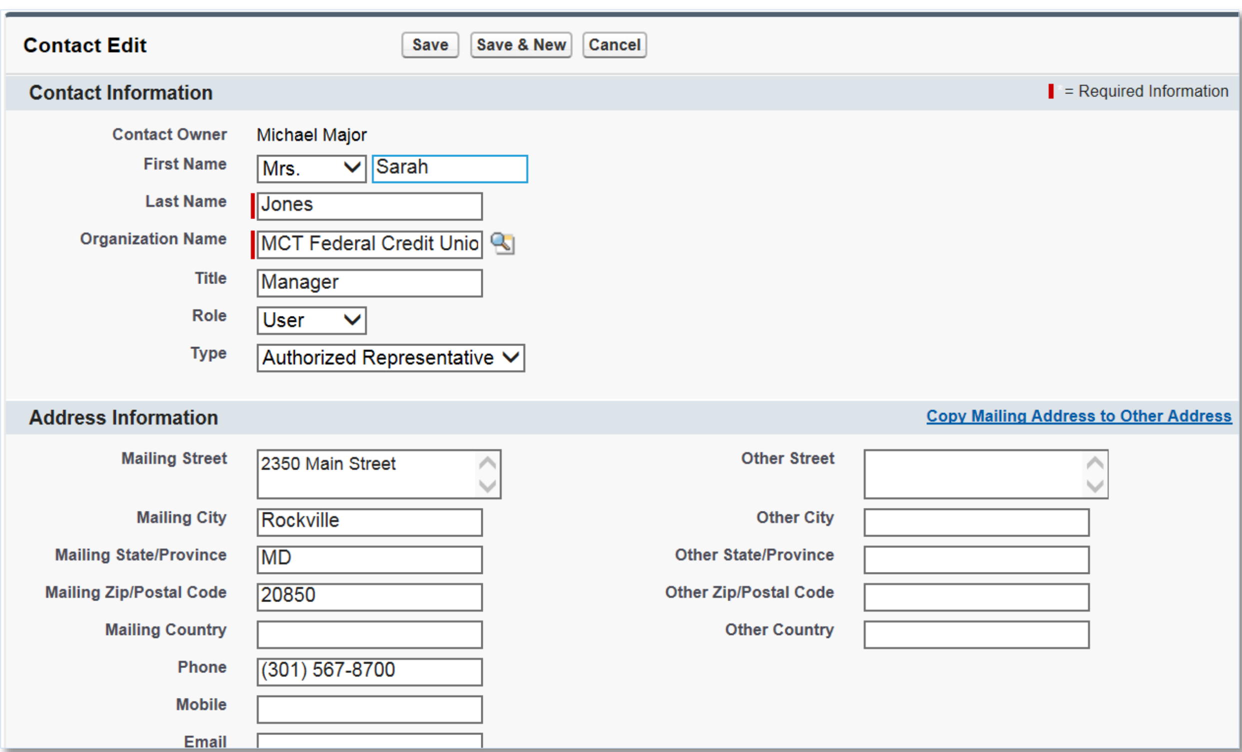


Figure 51. Contact Edit Page

2. Complete all the information on the Contact Edit page.
3. Click the **Save** button once you are done. You will be forwarded to the Contact Detail page.

6.4 Assign a Profile to a Contact (Admin Users only)

In order for a contact to be able to log in to AMIS as a user and perform work (e.g., complete applications and compliance reports), they need to be assigned a profile (permissions) that enables them to create and edit records.

NOTE: Only an administrator for an organization's AMIS account can assign a profile to other contacts in the organization.

To assign a profile to a contact:

1. Access the **Contacts** related list on the Organization Detail page.

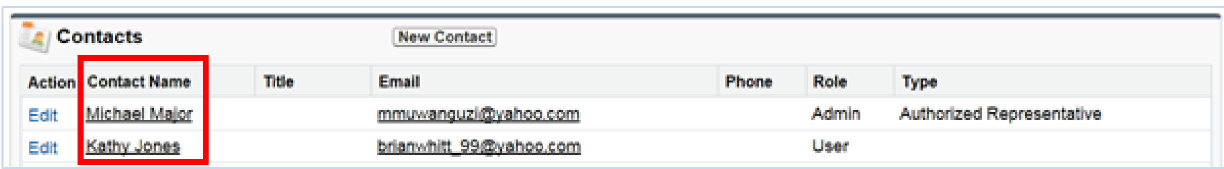


Figure 52. Contacts Related List

2. Click the **Contact Name** link for a contact you wish to assign a profile e.g., click the name of the contact you created above.

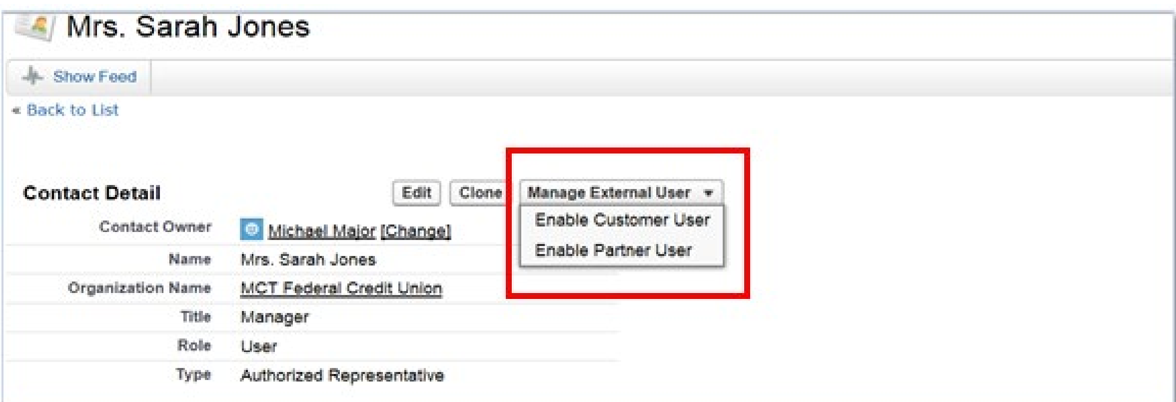


Figure 53. Contact Detail Page

3. From the Contact Detail page, click the **Manage External User** drop-down menu.
4. Select the **Enable Partner User** option to be forwarded to the Manager External User page.

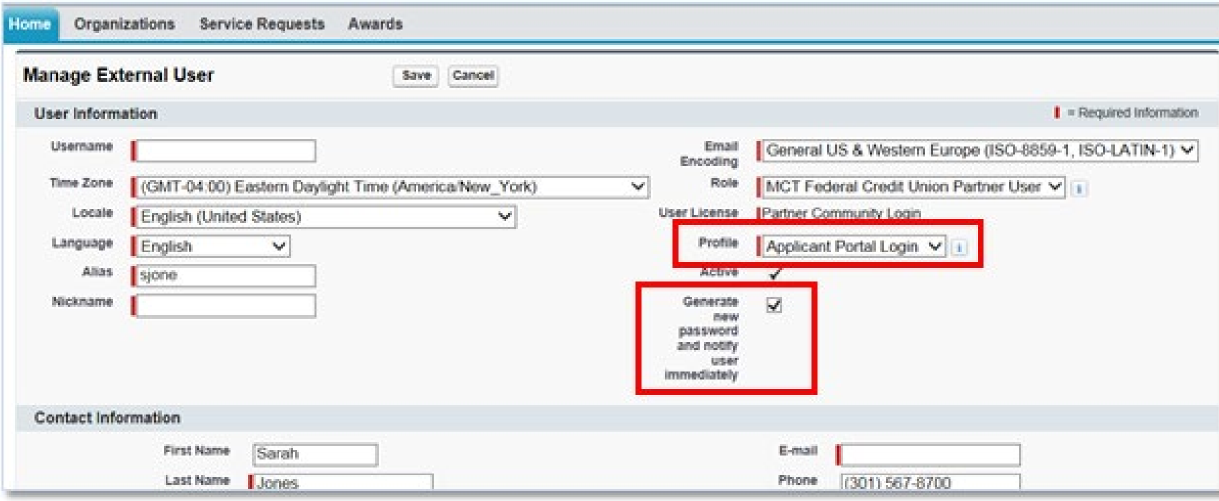


Figure 54. Manage External User Page

5. Complete all the required information on the page.
    a. Enter a User Name and Nickname for the contact.
    b. Select **User** under the Profile field.
    c. Ensure the "Generate new password and notify user immediately" checkbox is selected.
    d. Enter an email address for the contact.
6. Click the **Save** button to save your changes.
7. AMIS will send an email to the contact inviting them to log in to AMIS and create their password.

6.5 Add/Update Program Profiles

The Program Profiles related list allows you to add or update your organizational data that is specific to a CDFI Fund program from a single area. This section is required in order for you to complete an application. AMIS automatically creates a Program Profile, with partial data, for each of the CDFI Fund's programs when the organization is created. Organizations applying for certification or funding programs are required to complete the rest of the Program Profile information and specify information such as the Applicant Category and Fiscal Year. Scroll down the Organization Detail page to access the Program Profiles related list.

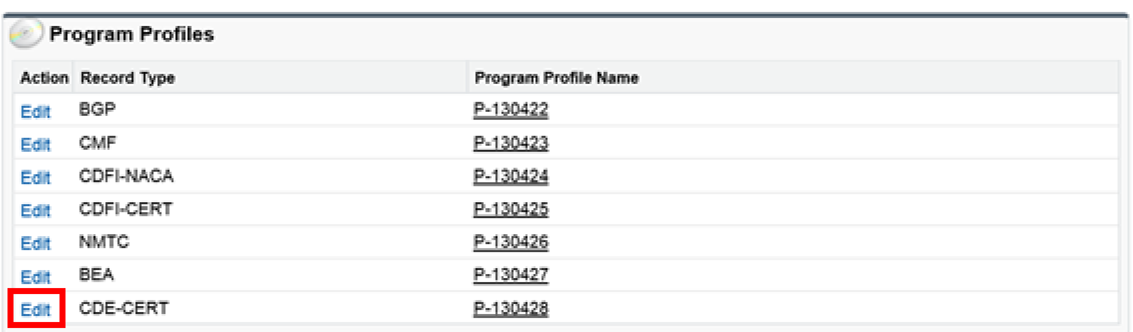


Figure 55. Program Profiles Related List

To edit a Program Profile:

1. From the Organization Detail page, click the **Edit** link next to a Program Profile record (e.g., click the **Edit** link next to the CDE-CERT Record Type). You will be forwarded to the Program Profile Edit page.

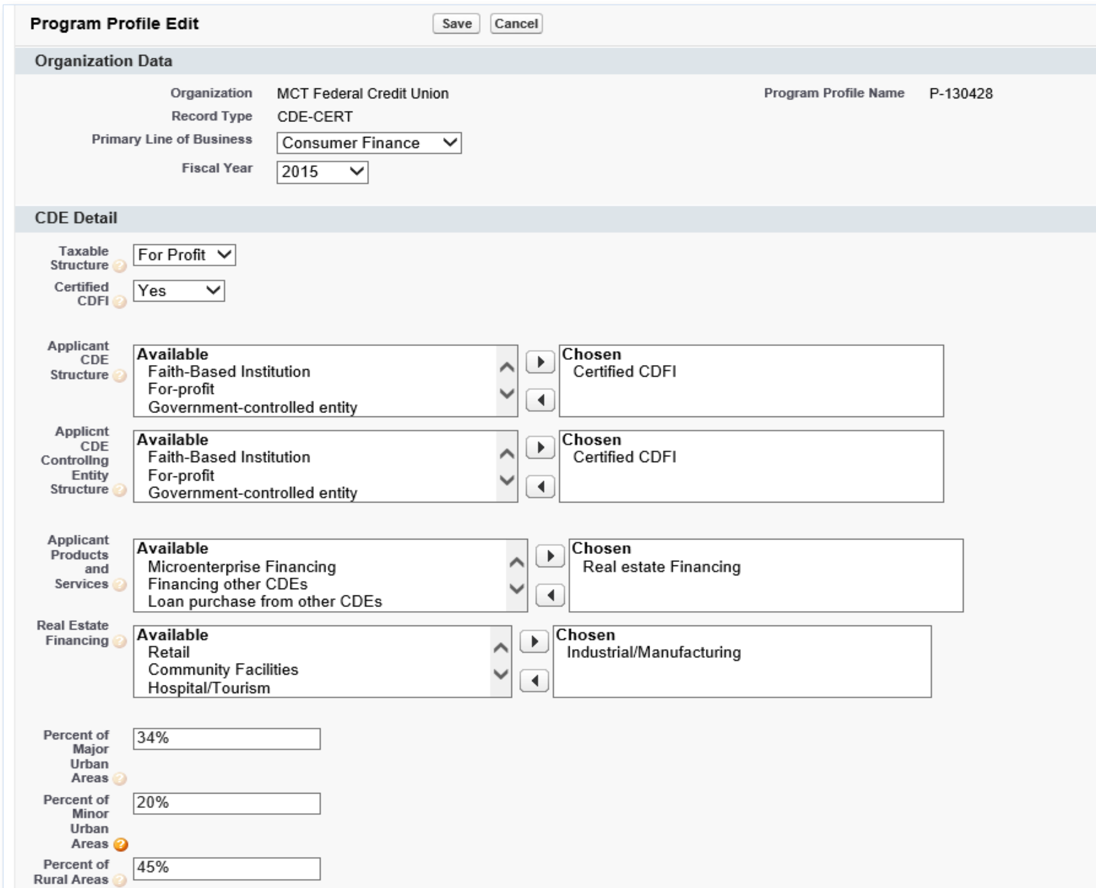


Figure 56. Program Profile Edit Page

2. Complete all the information on the page.
3. Click the **Save** button. You will be forwarded to the Organization Detail page.
4. You are now ready to complete your CDE Certification Application. Scroll down to the Program Profile related list. From the Program Profile related list, click the **Program Profile Name** link next to the CDE-CERT Record Type to be forwarded to the CDE Certification Program Profile Detail page.
    a. Observe the Certification Applications related list.
    b. To complete a CDE Certification Application, click the **New Certification Application** button. Please refer to the *AE102: CDE Certification Application Submission (for CDE Certification Applicants)* training manual to learn how to complete your application.

6.6 Add/Update Affiliates

The CDFI Fund requires regulated institutions to report their affiliates or subsidiary institutions. The Affiliates related list allows you to add or update your affiliates.

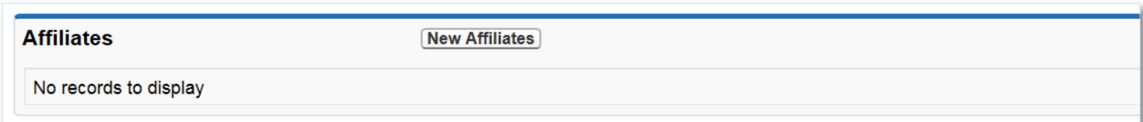


Figure 57. Affiliates Related List

To add an affiliate:

1. From the Affiliates related list, on the Organization Detail page, click the **New Affiliates** button to be forwarded to the Affiliates Edit page.

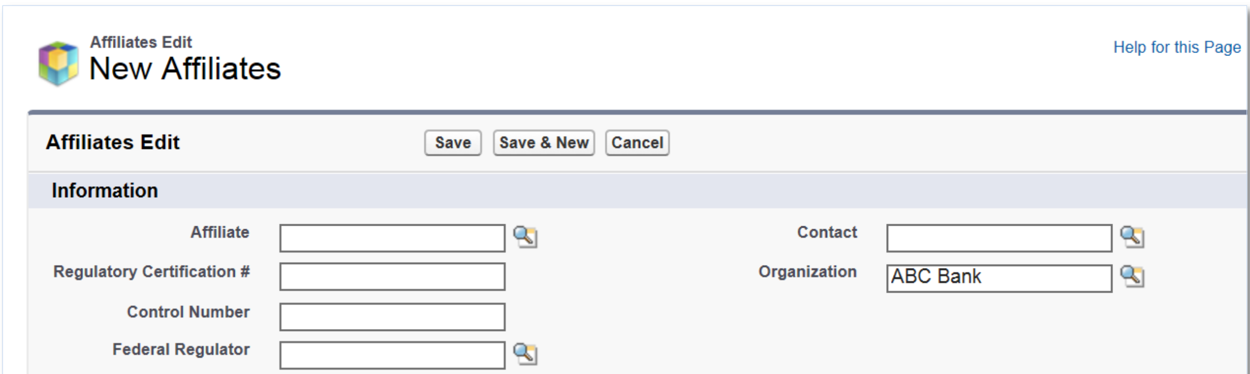


Figure 58. Affiliates Edit Page

2. Complete all the information on the page and click the **Save** button.

7 Global Search

Global Search allows users to search all AMIS data elements/fields. It uses search options, search terms, and wildcards and operators to refine your search. Just like any search engine, Global Search keeps track of your search terms and how often you use them, and arranges the search results accordingly. Search results for the objects you use most frequently appear at the top of the list.

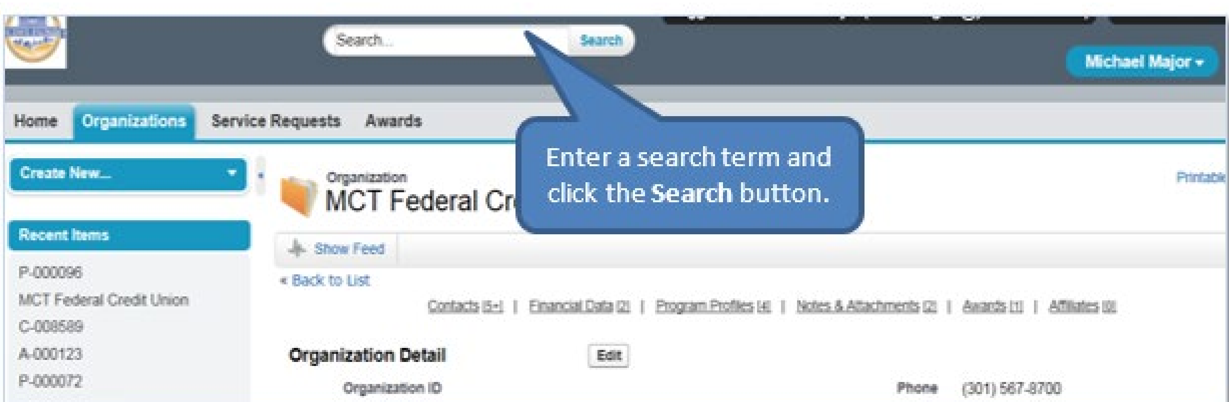


Figure 59. AMIS Global Search Screen

Wildcards and Boolean operators allow you to refine or search for partially matching terms.

7.1 Wildcards

AMIS allows you to search using the asterisk symbol (*) and question mark symbol (?) as wildcards.

1. Use the asterisk symbol (*) to match zero or more characters in the middle or end of your search term. For example, comp* finds items like "Explanation of Noncompliance" and "Compliance Report"; 00* finds items with record IDs that have zeros. Please note that the search engine searches only for records within your organization.
   a. Enter 00* and click the **Search All** button.

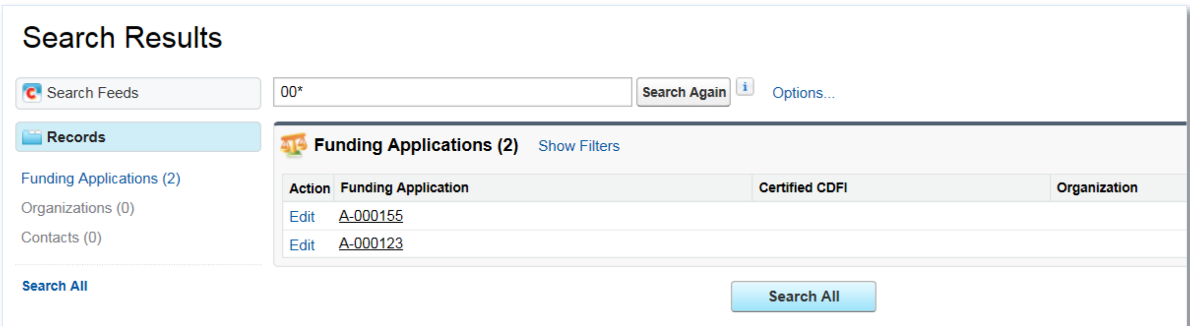


Figure 60. Search Results for Search by * Symbol

   b. Search using any other search term or text character of your choice followed by *.

2. Use the question mark symbol (?) to match a single character in the middle or end (not the beginning) of your search term. For example, J?n finds names such as Jon and Jen.
   a. Search using ? in between two characters. (In the example below, a search using E?a produced the results shown below because Eva Lawyer, a contact at the MCT Federal Credit Union, met the E?a search criteria.)

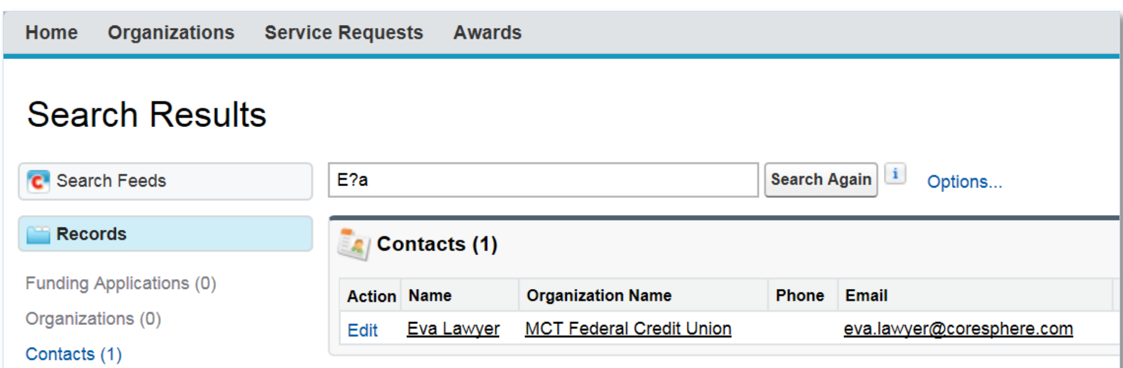


Figure 61. Search Results for Search by ? Symbol

7.2 Boolean Operators

You can also use Boolean operators, such as AND, OR, AND NOT, ( ) (parentheses), and " " (quotation marks) to refine search results.

Operator	Description
AND	Finds items that match all of the search terms. For example, “acme AND california” finds items with the word “acme” and the word “california”, but not items with only the word “acme”. Using AND is optional in most cases, because searching for “acme california” is the same as searching for “acme AND california”. If a search doesn’t return any results that match all of the terms, the search capability looks for matches by using the OR operator.
OR	Finds items with at least one of the search terms. For example, “acme OR california” finds items with either “acme” or “california” or both.
AND NOT	Finds items that do not contain the search term. For example, “acme AND NOT california” finds items that have the word “acme” but not the word “california”.
() (parentheses)	Groups search terms together. Grouped search terms are evaluated before other search terms in a character string. For example, “acme AND (california OR meeting)” finds items that contain “acme and california” and items that contain “acme and meeting”.
“ “ (quotation marks)	Finds an exact phrase. For example, a search for "monday meeting" finds items that contain “monday meeting”, but not items that contain “monday afternoon meeting” or “monday's meeting”. The asterisk (*) and question mark (?) function as wildcards when included in a search phrase that is enclosed in quotation marks or when an exact phrase is selected in the search scope.

8 Service Requests

Service Requests (SRs) are the preferred method for CDFI Fund applicants and recipients to submit inquiries and help requests to the CDFI Fund. Unlike email messages or telephone calls, SRs reside in AMIS; and therefore, can be tracked and monitored. Where appropriate, the CDFI Fund will transcribe email messages and telephone calls into SRs to enable their tracking and management.

Within this section, External User refers to a person from a CDFI Fund applicant or recipient organization who has an AMIS login account. CDFI Fund User refers to a CDFI Fund employee or contractor who is completing an SR.

8.1 Service Request Lifecycle

Before exploring the details behind an SR, it is helpful to understand SRs at a higher level. An SR goes through a simple five-step lifecycle from being created to being closed. During this lifecycle, AMIS sends specific email notifications to the External User who created the SR. These lifecycle steps and notifications are introduced below.

TIP: Add the domain “cdfi.treas.gov” to your Safe Senders List to prevent these notifications from ending up in your Junk or Spam folder.

1. **Creating.** An External User logs into AMIS and submits a new SR. AMIS creates a unique Service Request Number for the SR and sends an email notification to the External User confirming receipt.
2. **Assignment.** When the SR is submitted, AMIS assigns it to a CDFI Fund business unit based on information in the SR. SRs then can be assigned to an individual within that business unit or assigned to another business unit if the request requires multiple groups to complete it. Although no email notifications are sent, the External User can simply look at the Service Request Owner field to see the current assignment.
3. **Information Exchange.** If more information is needed, a CDFI Fund user requests the information by adding a comment to the SR. AMIS sends an email notification instructing the External User to log into AMIS to view and respond to the question(s). The External User responds by adding another comment or attaching a document to the SR.
4. **Validation.** Once the SR has been completed, the CDFI Fund User describes the resolution in the SR. AMIS sends an email notification instructing the External User to log into AMIS within 14 days to agree or disagree. The External User responds within the SR with a Yes or No. If No, the External User adds a comment explaining the No response. If No, AMIS also sends an email notification to the External User noting that the SR has been updated and that a member of the CDFI Fund team will be in contact shortly.
5. **Closing.** AMIS closes the SR if the validation response is Yes. Alternatively, if 14 days pass with no response from the External User, AMIS closes the SR and sends an email notification explaining that the request was closed since no response was received, and that a new SR must be created if the issue persists.

NOTE: These notifications are sent from a mailbox that is not monitored. Please do not respond to these notifications, but follow the instructions below to add comments or attach files.

8.2 Service Requests Actions

Within the SR lifecycle, there are only three actions needed from the External User: Create an SR; Respond to a Request for Information; Validate an SR (i.e., respond Yes or No).

8.2.1 Create a Service Request

The CDFI Fund has simplified the process for creating an SR.

1. Go to the AMIS **Service Requests** tab and select the **Create New Service Request** button.

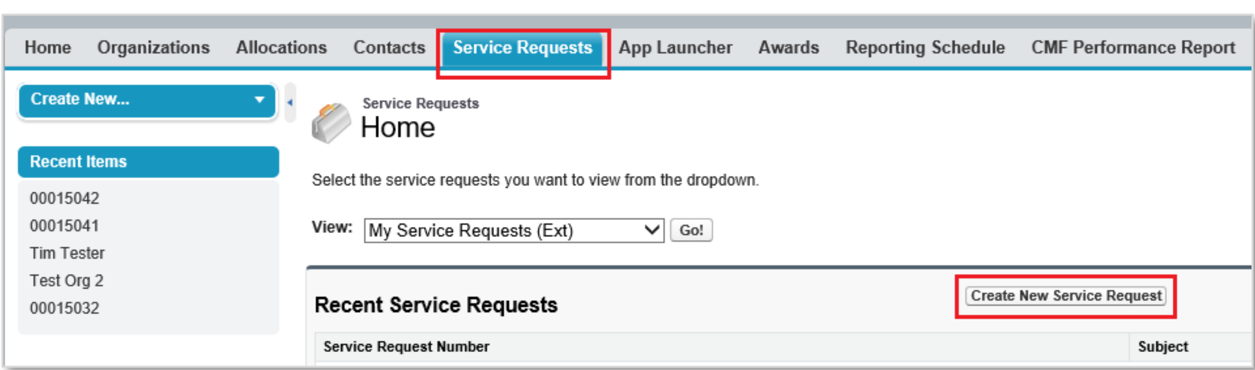
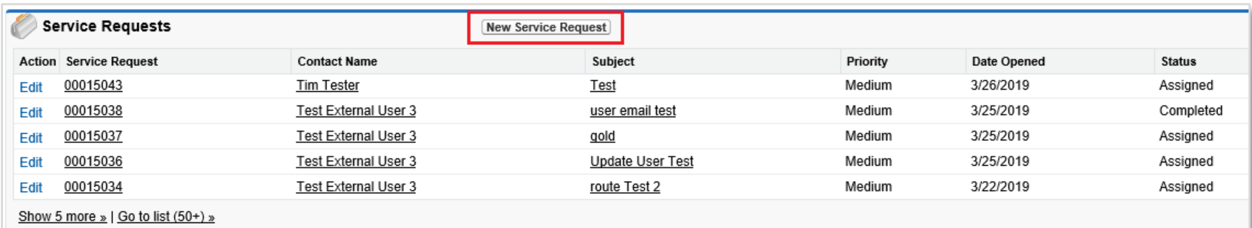


Figure 62. Service Requests Home Page

2. Alternatively, you can create an SR by going to the Service Requests section on your Organization Detail page and clicking the **New Service Request** button from there. All SRs submitted by your organization are displayed in this section.



Service Requests

New Service Request

Action	Service Request	Contact Name	Subject	Priority	Date Opened	Status
Edit	00015043	Tim Tester	Test	Medium	3/26/2019	Assigned
Edit	00015038	Test External User 3	user email test	Medium	3/25/2019	Completed
Edit	00015037	Test External User 3	gold	Medium	3/25/2019	Assigned
Edit	00015036	Test External User 3	Update User Test	Medium	3/25/2019	Assigned
Edit	00015034	Test External User 3	route Test 2	Medium	3/22/2019	Assigned

Show 5 more » | Go to list (50+) »

Figure 63. Service Requests Section on the Organization Detail Page

3. The Service Request Edit page is displayed.

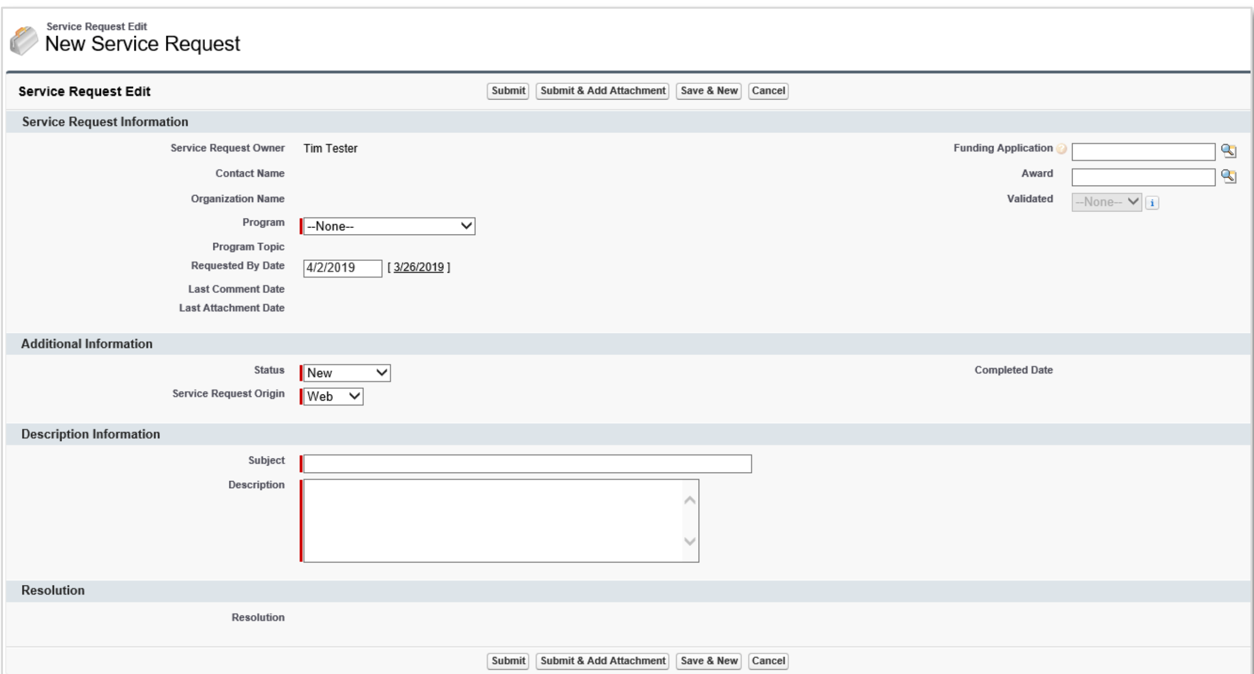


Figure 64. Service Request Edit Page

4. Provide the following information.
   - **Program** – select BEA Program, BG Program, Capital Magnet Fund, CDFI Program, Certification, Compliance & Reporting, Native Initiatives, NMTC Program, Technical Issues, or Other from the dropdown list as relevant to your question or issue.
   - **Requested By Date** – select the date you want the SR completed. Although this is a requested date, it indicates the urgency behind the SR. It defaults to one week in the future. You can type in a date or select a date with the calendar tool.

- **Funding Application** – if the SR relates to a specific funding application, you can select the funding application by clicking the Lookup icon next to the Funding Application field, and choosing the application from the list that is displayed.
- **Award** – similar to Funding Application, if the SR relates to a specific award, you can select the award by clicking the Lookup icon next to the Award field, and choosing the award from the list that is displayed.
- **Status** – leave as New.
- **Service Request Origin** – leave as Web.
- **Subject** – provide a brief title for the SR.
- **Description** – provide a complete description of your question or issue. If you are submitting the Service Request on behalf on another organization or person, provide that information in the Description.

5. Click the appropriate submission button at the top (or bottom) of the page.
   - Click the **Submit** button to submit the SR to the CDFI Fund. The Service Request Detail page will be displayed.
   - Click the **Submit & Add Attachment** button to add an attachment and submit the SR. See Section 8.2.2.2 for the steps to add an attachment.
   - Click the **Save & New** button to submit the SR and to have AMIS display a blank Service Request allowing you to create another SR.
   - Click the **Cancel** button to return to the Service Request Home page without submitting the SR.

8.2.2 Respond to an Information Request

If more information about an SR is needed, a CDFI Fund user requests the information by adding a comment to the SR. AMIS sends an email notification instructing the External User to log into AMIS to view and respond to the question(s). The External User responds by adding another comment or attaching a document to the SR.

8.2.2.1 Add a Comment to a Service Request

1. To add a comment, select the SR from your list of SRs on the Service Request Home page.

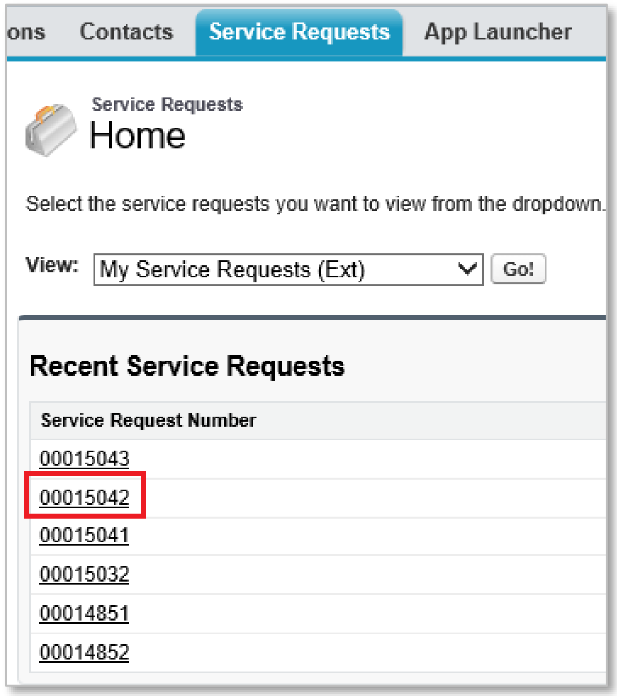


Figure 65. Service Requests Home Page

2. The Service Request Detail page will be displayed. In the Service Request Comments Public section, select the **Add Comment** button.

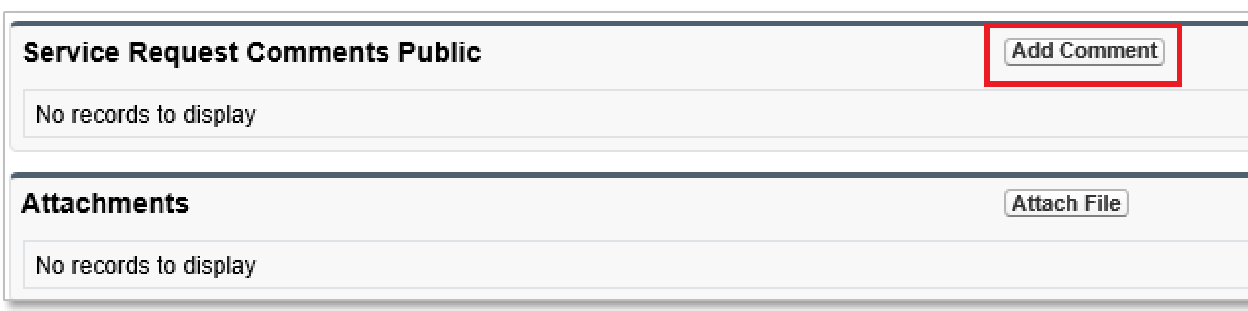


Figure 66. Service Request Comments Public Section

3. The Service Request Comment Public Edit page is displayed. It provides your SR Subject and Description. Enter your comment in the Comment box and select the **Save** button.

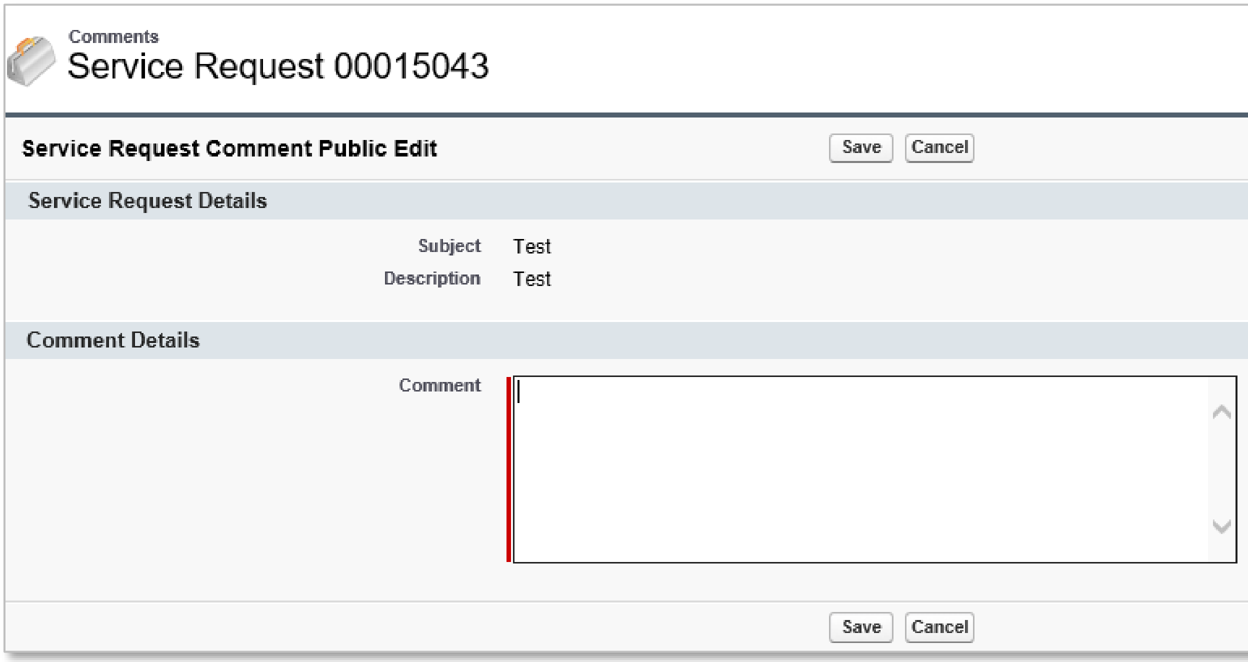


Figure 67. Service Request Comment Public Edit Page

4. The SR shows all comments, including who added it along with a date and timestamp.

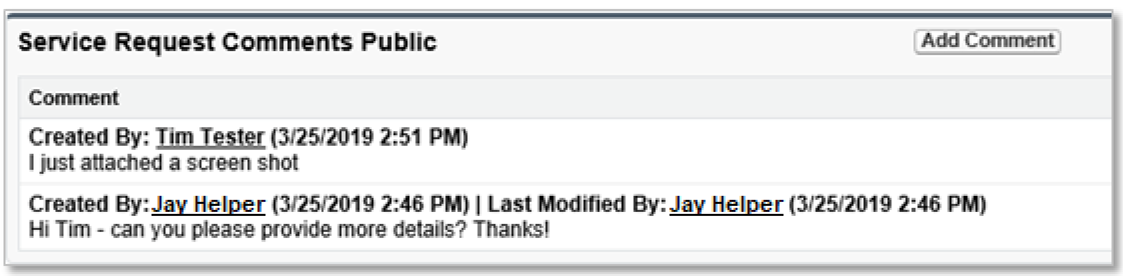


Figure 68. Comments with Attribution and Timestamp

8.2.2.2 Add an Attachment to a Service Request

1. To attach a file, select the **Attach File** button in the Attachments section on the Service Request Detail page.

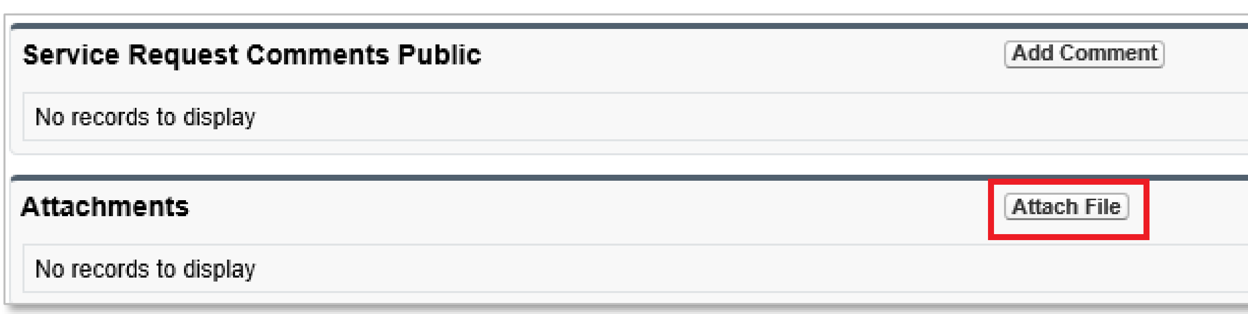


Figure 69. Attachments Section

2. The Attach File page is displayed.

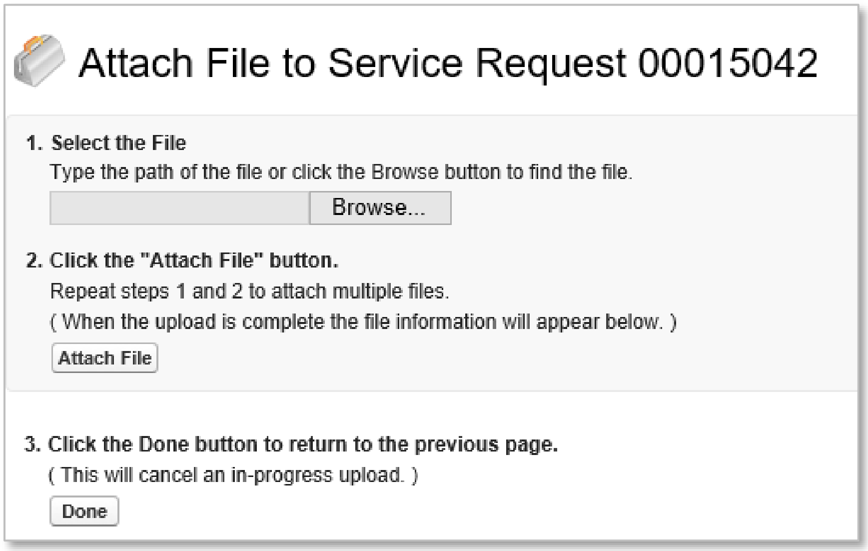


Figure 70. Attach File to Service Request Page

3. Follow the onscreen instructions by (1) clicking the **Browse** button to select your file, then (2) clicking the **Attach File** button. These two steps can be repeated to attach more than one file. Once all files have been attached, click the **Done** button.

TIP: Ensure that your files have uploaded completely before clicking **Done**.

4. All attachments show the file name, size, date last modified, and who created it. For each attachment, you can:
   - **Edit** – allows you to rename the file or add a description. You also can mark the attachment as private, but checking the Private box prohibits the CDFI Fund from seeing the file.
   - **View** – displays the contents of the file.
   - **Delete** – removes the file from the list of attachments.

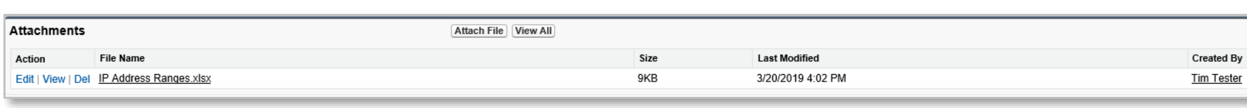


Figure 71. List of Attachments to a Service Request

8.2.3 Validate a Service Request

Once an SR has been completed, a CDFI Fund User describes the resolution in the SR. AMIS sends an email notification instructing the External User to log into AMIS within 14 days to agree or disagree. The External User responds within the SR with a Yes or No.

1. To validate an SR, select the SR from your list of SRs on the Service Request Home page.

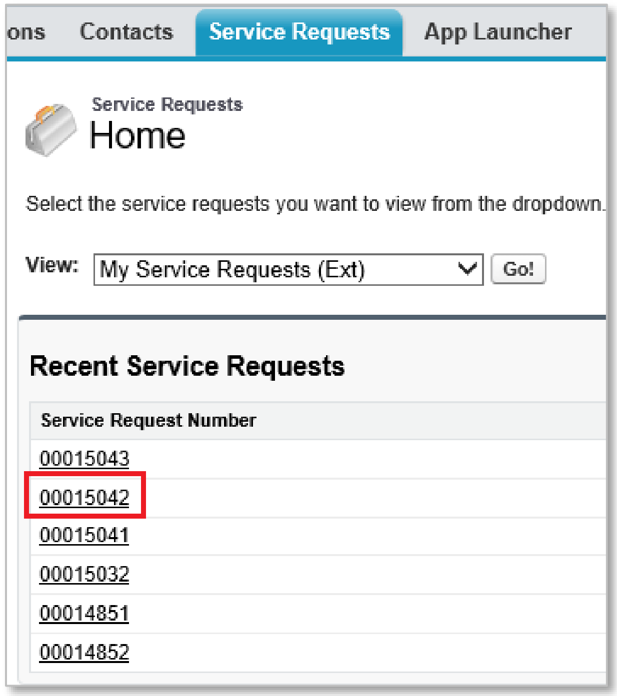


Figure 72. Service Requests Home Page

2. The Service Request Detail page is displayed. Select the **Edit** button.

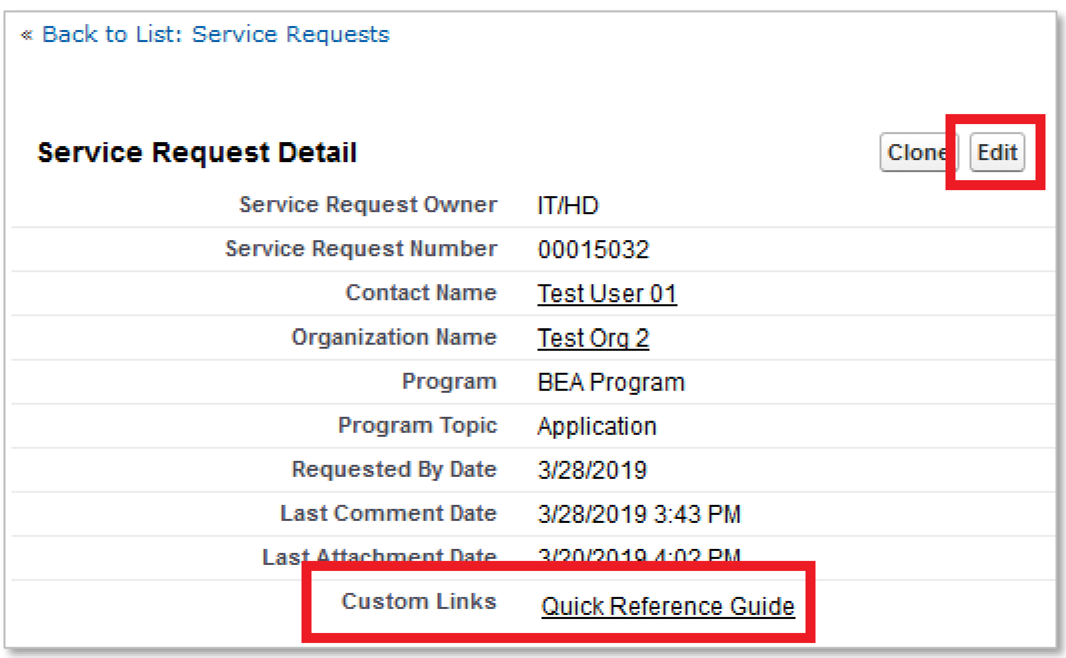


Figure 73. Service Request Detail Page

NOTE: A Quick Reference Guide is available as a link in the Service Request Detail section of every Service Request.

3. The Service Request Edit page is displayed. One this page, you can review the resolution prior to validating. If you agree that the SR has been completed, select Yes, then click the **Save** button. Upon saving, AMIS will close the SR. If you do not agree that the SR has been completed, select No, then click the **Save** button. Please add a comment (see Section 8.2.2.1) and/or an attachment (see Section 8.2.2.2) to explain what has not been completed.

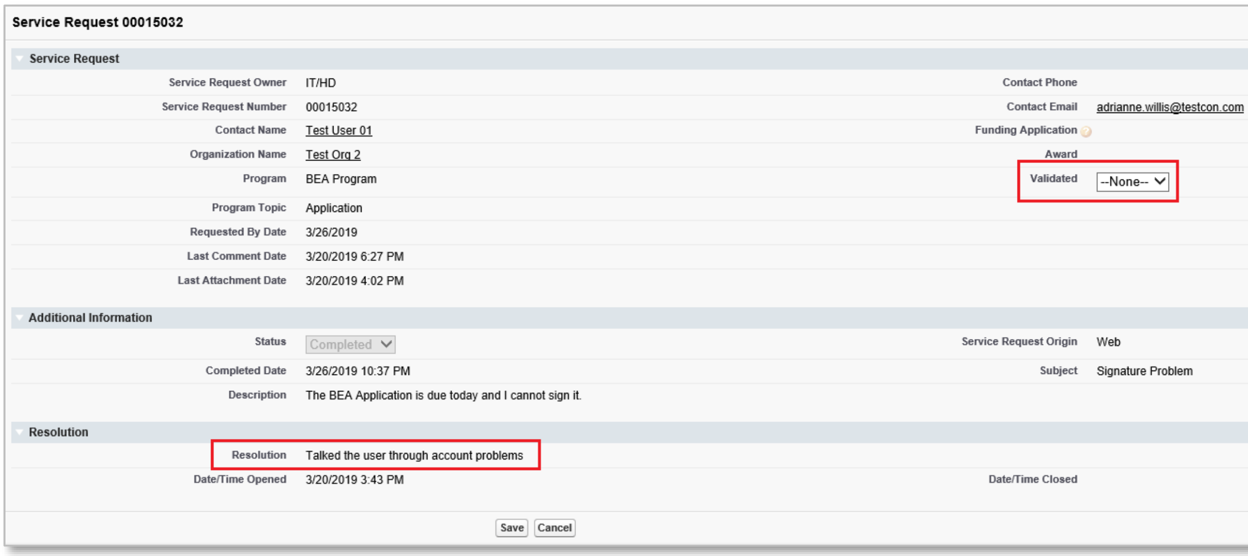


Figure 74. Service Request Edit Page

9 External Contacts

AMIS has the capability for a user needing access to another organization to request for that access. Once access is requested, the administrator for the organization's AMIS account will review the request and take the appropriate action to grant or reject the access.

9.1 Request Access to an Additional Organization

	NOTE: You need to be registered as a user in AMIS before you can request access to an additional organization.

To request access to an additional organization:

1. Access the **Home** tab and then click the **Access to Additional Organizations** link, on the left sidebar menu, under Custom Links.

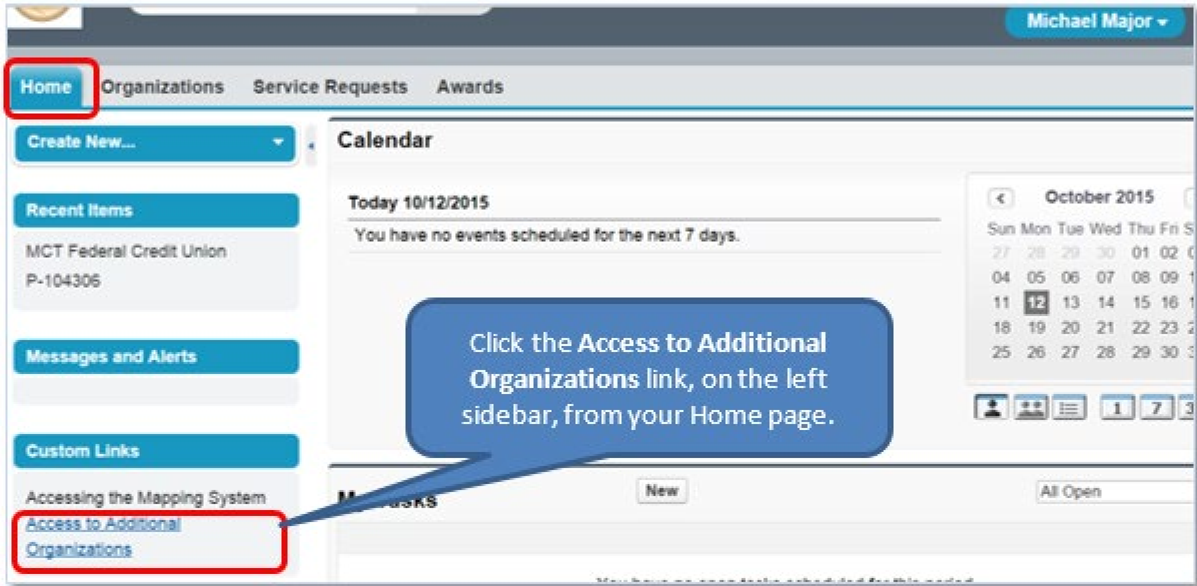


Figure 75. Home Page – Link to Request Access to Additional Organizations

2. You will be forwarded to the Organizations tab, to a page where you can search for the organization for which you need access. Enter the EIN/TIN# for the organization you wish to request access and then click the **Search** button.

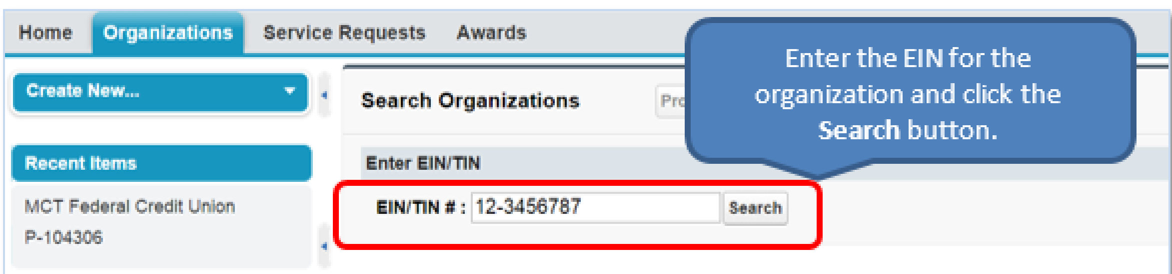


Figure 76. Request Access to Additional Organizations – Search for Organization

NOTE: Please ensure you enter the accurate EIN, including any dashes, of the organization in which you are requesting access.

3. Under the Organization Results section, locate and select the checkbox next to the name of the organization you wish to access. Click the **Process Selected** button.

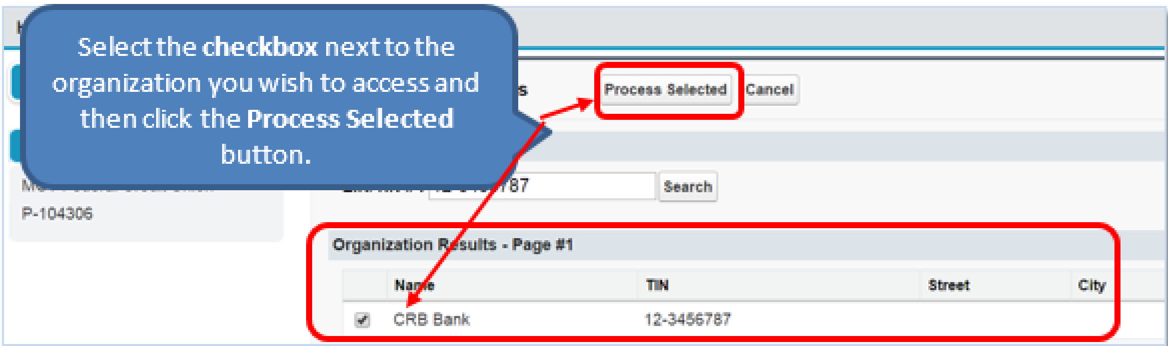


Figure 77. Request Access to Additional Organizations – Select Organization

4. A results message will be displayed to confirm your access request. The Admin User of the organization will receive an email about your access request. You will also receive an email to inform you if your request was granted or rejected.

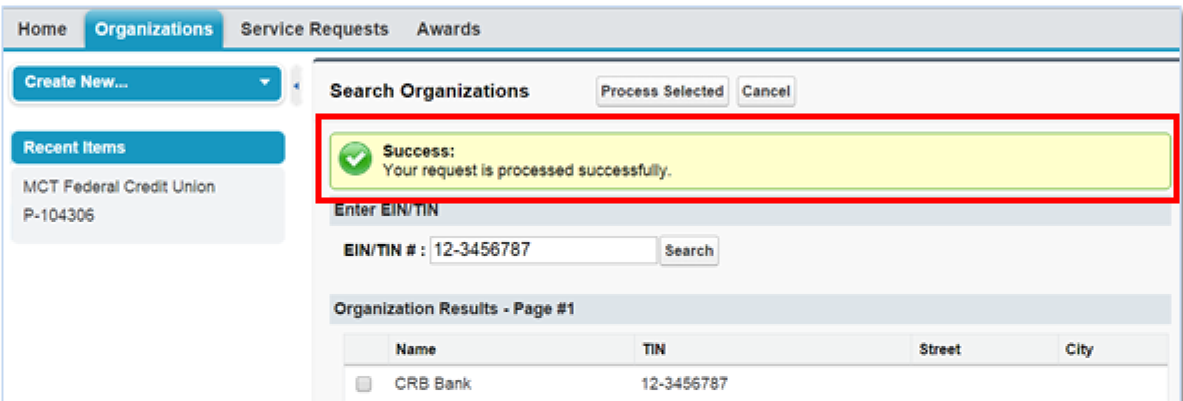


Figure 78. Request Access to Additional Organizations Results

9.2 Access Additional Organizations as an External Contact

Once you receive an email confirming that you have been granted access to an additional organization as per your access request, you can access that organization as follows:

1. From the Organizations tab, select "All Organizations" next to the View drop-down menu and click the **Go!** button.

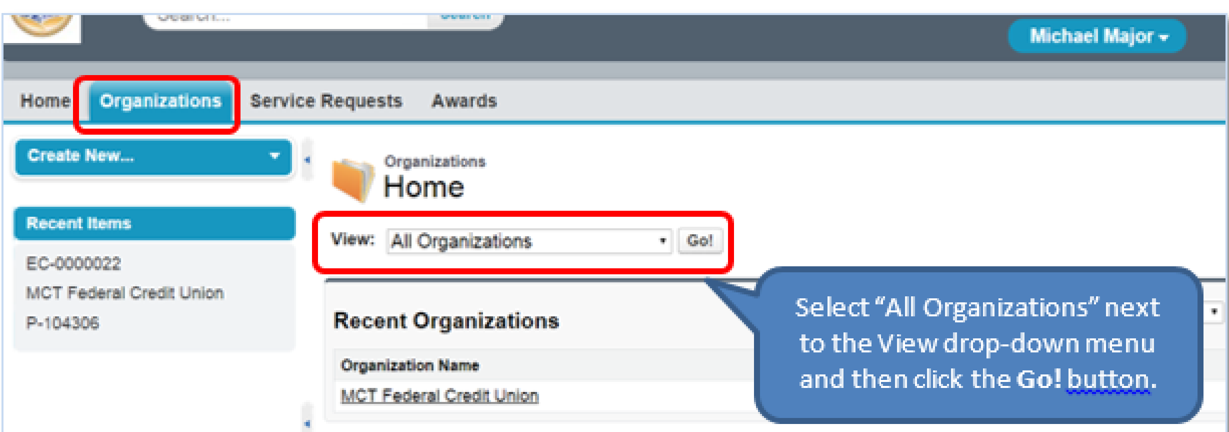


Figure 79. Organization Home

2. From the organization's list, locate the new organization and click on its **Organization Name** link to be forwarded to the Organization Detail page.

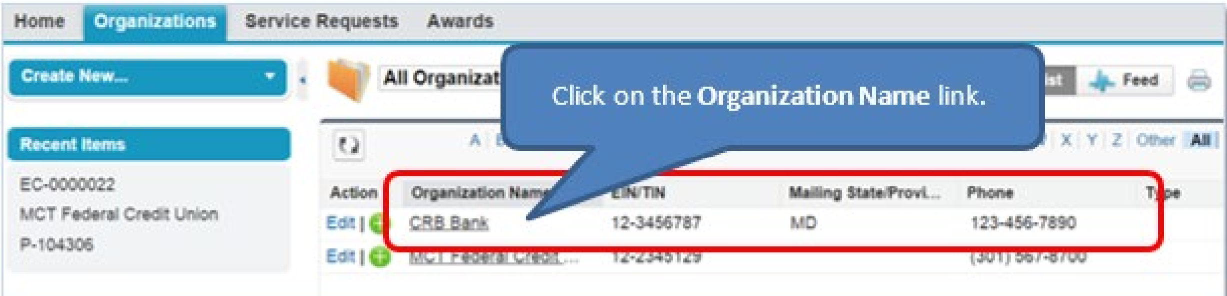


Figure 80. Organization's List Page

3. You will be forwarded to the Organization Detail page as per Section 6.1 above. Based upon your access control, you can read or edit organization data.

9.3 Grant Organization Access to an External Contact (Admin Users Only)

	NOTE: Only the Admin Users can grant access to external contacts.

Admin Users will receive an email when an external contact requests access to their organization. To grant organization access to an external contact as an administrator:

1. From the Organizations tab, locate your organization and click on the **Organization Name** link to open the Organization Detail page. If you cannot see your organization, select "All Organizations" next to the View drop-down menu and then click the **Go!** button.

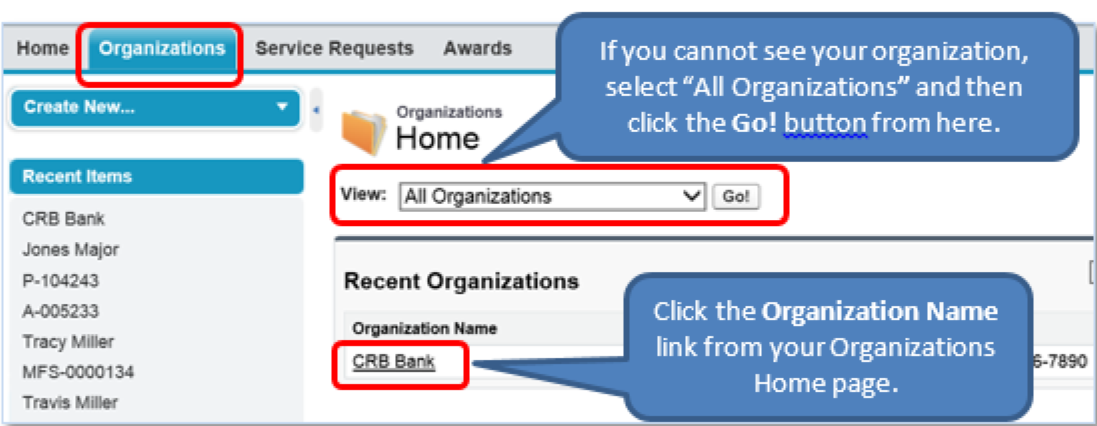


Figure 81. Organizations Home Page

2. From the Organization Detail page, access the External Contacts related list by clicking the **External Contacts** link.

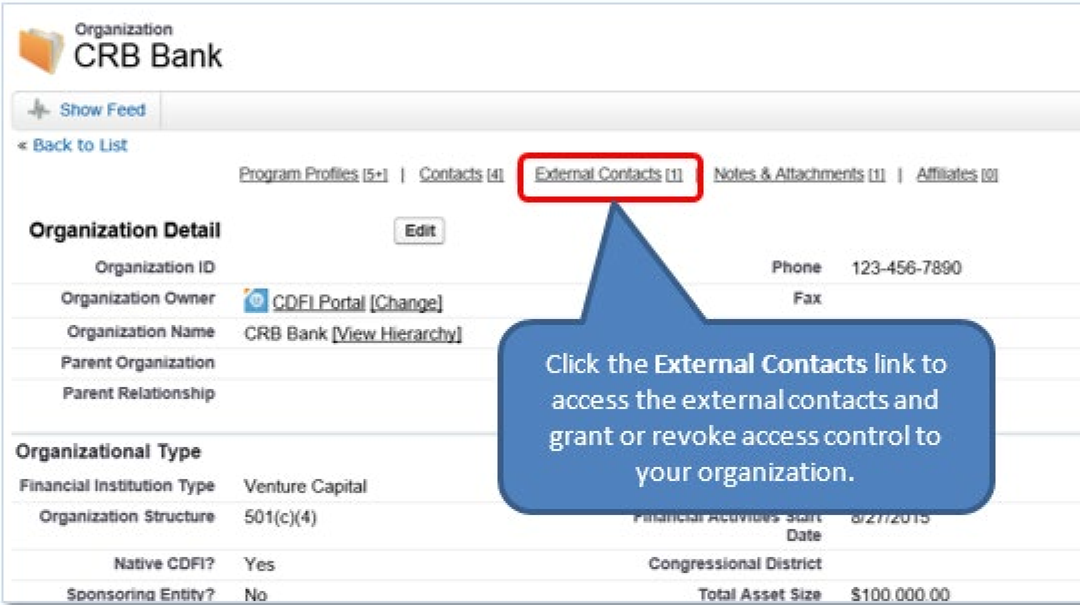


Figure 82. Organizations Detail Page – External Contacts Link

3. The External Contacts related list displays external contacts for your organization. Access Control for each contact is also displayed. To grant or revoke access, locate an external contact whose Access Control is "Pending" and click their **Edit** link.

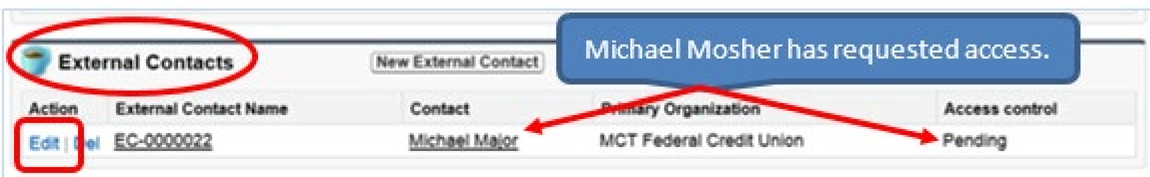


Figure 83. External Contacts Related List

4. From the External Contact Edit page, select an option next to the Access Control drop-down menu and then click the **Save** button.

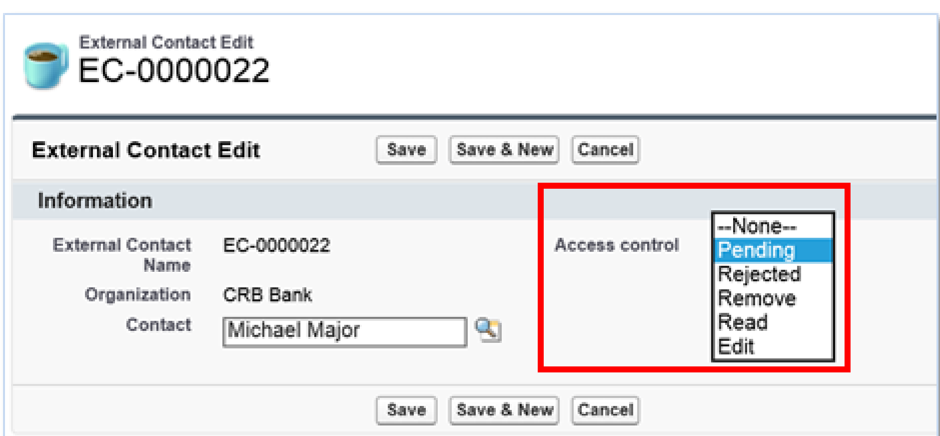


Figure 84. External Contacts Edit Page

Access Control Definitions:

a. **Pending –** This is the default Access Control assigned by AMIS when an external user requests access. The external contact access request in this state has not been reviewed by the Admin User.
b. **Rejected –** This option should be used to reject an organization access request. The rejected user will not be able to access the organization.
c. **Remove –** This option should be used to revoke organization access originally granted to an external user. The user will not be able to access the organization.
d. **Read –** This option should be used to grant 'View' access to an external user. The user will be able to log in to your organization and read all the information.
e. **Edit –** This option should be used to grant 'Edit' access to an external user. The user will be able to log in to your organization and edit your organization information.

5. You will be forwarded to the External Contact Detail page.
    a. The information you edited should be saved.
    b. The external contact you granted or rejected access will receive an email regarding your decision.
6. Click the **Organization** link to return to the Organization Detail page.

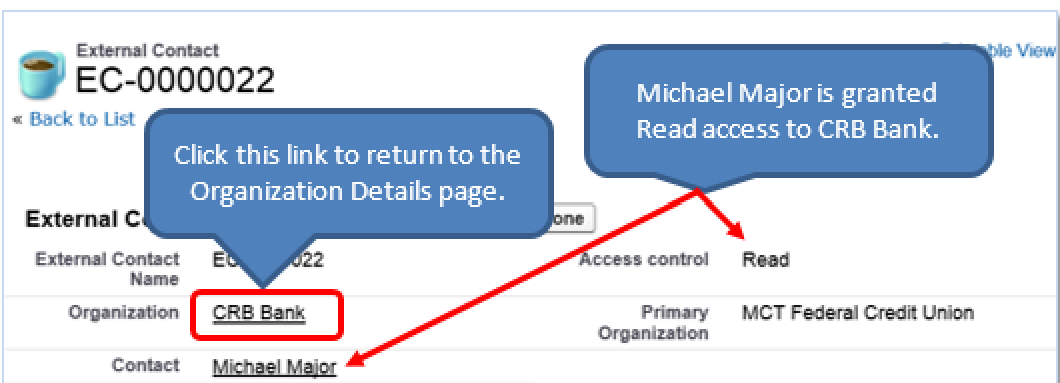


Figure 85. External Contacts Detail Page

7. Repeat steps 2-5 under this section to grant, reject, or revoke access to additional external contacts for your organization.

10 Organization Profile, Program Profile, and Application Overview (Three-Tiered Design)

AMIS's three-tiered design is the foundation of how information is structured in AMIS. This design combines information from three objects that are related – the Organization Profile, Program Profile, and Application.

Figure 86. AMIS's Three-Tiered Design

1. **Tier 1 – Organization Profile**: This is the top tier in the three-tiered design of AMIS. It has common data elements that can be shared across the entire CDFI Fund, regardless of program or business unit. These common data elements, which include organization type, certification information, address, geographical markets, and lines of business/financial products, are displayed on the Organization Profile and are shared across all CDFI Fund programs. In addition, applicants, award/allocation recipients, and CDFI Fund staff can get a quick overview of an organization by viewing its compliance, awards in other programs, etc.

NOTE: An organization *must* have an Organization Profile set up in AMIS to apply for funding.

2. **Tier 2 – Program Profile:** This is the middle tier in the three-tiered design of AMIS. The Program Profile is used to display more detailed organizational data that is specific to a program funding round such as financial data, awards, program funding and certification applications. It supports multiple applications, from a single applicant organization, that share information from the Program Profile. This structure allows an organization to apply for:
   a. Funding from multiple programs within a funding round (e.g., FY 2015 funding round of the CDFI Program and FY 2015 funding round of the NMTC Program).

b. Multiple funding rounds within a CDFI Fund program (e.g., FY 2014 funding round of the BEA Program, FY 2015 funding round of the BEA Program).

> **NOTE:** An organization *must* have a Program Profile for each CDFI Fund program to which it applies for funding or certification. AMIS automatically creates the Program Profile and each organization is required to update it accordingly.

3. **Tier 3 – Application:** This is the lowest level in the three-tiered design of AMIS. For each Program Profile, application data (for both certifications and programs) is captured for the organization and its unique fiscal funding profile. AMIS automatically copies common data (such as Organization Name, EIN, DUNS, and Organization Type) from the Program Profile to the application.

> **NOTE:** An organization *must* complete an application to apply for certification or a funding program.

The three-tiered design of AMIS prevents redundancy and duplication of information since data is entered in one place and shared across the three objects.

10.1 AMIS Three-Tiered Design Data Flow

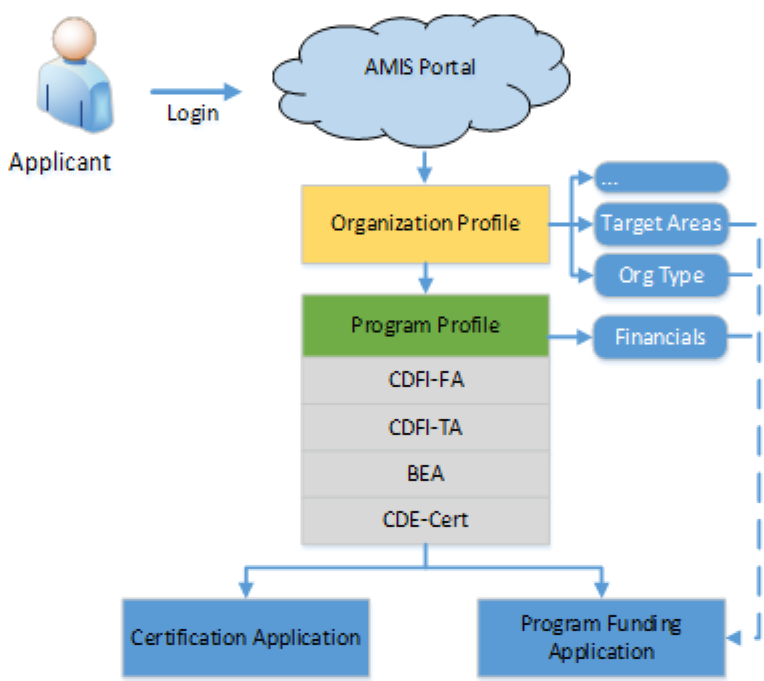


Figure 87. AMIS's Three Tiered Design – Data Flow

An applicant organization to any CDFI Fund program will log in through the AMIS Portal.

- **Organization Profile –** The organizational data of the applicant organization will be displayed here. The applicant organization will complete common data elements needed by all programs here.
- **Program Profile –** AMIS creates a Program Profile once an Organization Profile is created. To begin the process of applying for certification or program funding, the applicant organization selects the appropriate Program Profile.
- **Application –** From the Program Profile, the applicant organization will create an application for the desired program each fiscal year.

11 Appendices

11.1 Acronyms

Table 11-1 – Acronyms

Acronym	Definition
AMIS	Awards Management Information System
BEA Program	Bank Enterprise Awards Program
BFS	Bureau of Fiscal Service
BG Program	Bond Guarantee Program
CDE	Community Development Entity
CDFI Fund	Community Development Financial Institutions Fund
CDFI Program	Community Development Financial Institutions Program
CCME	Certification, Compliance Monitoring, and Evaluation
CIIS	Community Investment Impact System
CIMS3	CDFI Fund Information Mapping System
CMF	Capital Magnet Fund
COI	Conflict of Interest
FM	Financial Management
LEA	Legislative and External Affairs
OLC	Office of Legal Counsel
NACA Program	Native American CDFI Assistance Program
NOAA	Notice of Allocation Availability
NOFA	Notice of Funds Availability
NOGA	Notice of Guarantee Authority
NMTC Program	New Markets Tax Credit Program
PM	Program Manager
PMO	Project Management Office
SAM	System for Award Management