

# Unable to Log into the System

This is a very common problem and may be due to several reasons. Here's what I recommend when you receive an email:

1. Log into ZG
2. Find the application
  - a. If the email came from DCJ staff, they will include the grant number or ZG ID. Copy it and paste it into the search box in ZG at the top right of the Program page
  - b. If the grantee sent the email, chances are it will not include the grant number.
    - i. If you know the Funding Program, you can open up the program and scroll to find the organization
3. See who is currently listed as having access to the application:
  - a. Who is the account owner/program contact?

12th JD Office of the District Attorney  
2020-VW-21-584-12 / Special Victims Unit Investigator  
\$ 65,536.00 \$ 193,742.00 Requested

Application Summary | Organizational/Agency Information | Project Overview | Budget Summary | Documents | Extra

Post-Decision | Grant Agreement | Financial (Payments) | Report | Tasks

Official Decision  Approved  \$ 65,536.00  Notified of Official Decision (Applicant can view Official Decision, and access Post-Decision functions)

Original Award Amount: \$ 50,000.00

**Application Summary**

12th JD Office of the District Attorney  
426 San Juan Avenue  
Alamosa, CO 81101

Telephone (719) 589-3691  
Fax (719) 589-2734  
Web www.12thjudicialdistrictattorney.org/  
EIN 84-0727205  
DUNS 057491867  
SAM Expires 5/27/2021

District Attorney

Application Submitted: 2/18/2020 3:27:26 PM  
Organizational/Agency Information Submitted: 2/18/2020 7:26:02 AM  
Organizational/Agency Information Status: Approved (to continue)

**Application Contact**  
Megan Martinez  
[megan.martinez@da12.state.co.us](mailto:megan.martinez@da12.state.co.us)  
Tel: (719) 589-3691

**The Application Contact = the Account Owner. This is the person that created the application and the ONLY person who can add "Collaborators"**

[Send Email](#) (Includes Additional Contacts)

- i. Is this the person who is having issues with logging into ZG? If so, verify their email address as the one they are using to login, and suggest that they try to send a forgot password request to ZG at the login screen.
  - b. If this person is not the Account Owner, check the Collaborator Box:

## Collaborators

Collaborators can only edit application data (answers). They cannot submit, archive, or delete this application.

Email Address	First Name	Last Name	Title	Editing Access				Status
				Application	Report	Financial (Payments)	Grant Agreement	
cdps_dcj_audits@state.co.us	cdps	dcj_audits	Audits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Invited (remind)
cvsgrants@state.co.us	OVP	Admin Funds & In House Grants	Financial Grants Specialist III	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓
DCJGMS@state.co.us	DCJ	GMS	DCJ	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	✓
riley.mcintyre@state.co.us				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	✓
tmrogers@da12.state.co.us	Tamara	Rogers	Financial Advisor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Invited (remind)

- i. Is this person listed as a collaborator?
  1. If yes:
    - a. check that they have accepted their invitation
      - i. If no:
        1. verify with that the email listed is correct
        2. Click on the (remind) by the Invited to resend the invitation to them
        3. Verify with the person that they received the email link from ZG
      - ii. If yes:
        1. Ask them to send a forgot password request to ZG at the login screen
    2. If no:
      - a. You cannot add them, because only the Account Owner can grant collaborator access
        - i. NOTE: as DCJ staff using Admin login, there is a  button under the Collaborator Box that we can use to add ourselves.
      - b. Send an email reply to both the person having difficulties logging in and the person listed as Account Owner and explain the problem. Include the following help sheet on how to Add a Collaborator:
        - i. If it is a [CVS application](#)
        - ii. If it is [any other DCJ application](#)