




LDD Guidance:

Authorized Official Contact Management

NBRC manages over 1,500 contacts that frequently change, with LDDs playing a key support role. Each active award in the grants management system (GMS) can have **two (2)** contacts with **administrative logins** to help manage their account. These are referred to as active user accounts distinguished by primary and secondary labels and are linked to distinct email addresses. LDD contacts are set up differently and should not appear in the Organizational Record contact list.

3	Name	Role	Email	Phone ↑	Status ⓘ	Is User ⓘ	Actions
	Casey Hayn...	Primary	caseytestor...	(567) 908-7...	Active	✓	 
	John Dolittle	Primary	catsndogs...	(678) 888-8...	Invitation Sent	✗	  

Each organization's contact list should include two active users: the Authorized Official (primary) and a second grant administrator (secondary or additional primary). The exception is for entities with multiple GMS grants. For more details, see the Manage Your Organization's Accounts and Contacts Guide on our [website](#).

Planned Authorized Official or Contact Transition

Most contacts can be managed by grantees within the GMS. The most important change is to the Authorized Official (AO) for the project. **If an AO transition is anticipated, the outgoing official should log into GMS, update the contact list with the new AO, and submit an amendment request.**

- Grantee needs to initiate an award amendment in GMS.
- Upload a Key Contacts Form and Authorized Official Resolution Form (Templates found on NBRC [website](#))
- Grantee should request an LDD review of amendment before submitting it to NBRC.
- If no confirmation within two weeks, follow via Email admin@nbro.gov with subject line: <Grant ID (GT-XXX)> GMS Contact Change Request.

Unplanned Authorized Official or Contact Transition

If the grantee does not receive advance notice of the change in Authorized Official and is not able to update the AO information in the GMS prior to the current AO's departure; that is an unplanned transition within the GMS. Either the grantee or the LDD must initiate the change

external to the GMS via email to admin@nbrc.gov. The Authorized Official change must now be initiated by NBRC.

Started but not completed in GMS

During an AO transition, follow these steps if there is an AO change amendment request sitting in a created status in the GMS.

- **Amendment in created status:** Email admin@nbrc.gov with subject line: <Grant ID> GMS Contact Change Request. If there is no reply in five business days, please follow up.
 - Attach Key Contacts form and Authorized Official Resolution form that names the new AO to the amendment request.
- Once NBRC makes backend changes, the grantee must finalize the amendment.

Not started in GMS

- Email admin@nbrc.gov with subject line: <Grant ID> GMS Contact Change Request and attach a Key Contacts form and Authorized Official Resolution. If there is no reply in five business days, please follow up.
- Grantee must still submit an amendment request (Amendment steps found in GMS Grantee Toolkit on NBRC [website](#)).