



DEMES Support - Quick Reference Guide

How to Find a Knowledge Article in Grants Management Portal

March 2024

Overview: The DEMES Knowledge Base is a repository of articles to provide a self-service option for users directly in DEMES. Article content has been developed by the subject matter experts and reflects the most up to date information on business processes and DEMES functionality.

Login To DEMES

- [Grants Management Portal](#)

Access Knowledge Base & View Articles

1. Click **FAQ** tab in the header bar
2. Click **Knowledge** tab in the header bar
3. Click your **Application's link** (blue) in the listing to view related articles
4. A listing of articles will appear. Scroll through the listing. **Click the desired article title.**
5. The knowledge article will appear. **Review the content** to find the answer to your question.

Provide Feedback on Article

- A. At the bottom of the Knowledge article, indicate if the content was helpful by clicking the **thumbs up** or **thumbs down** icon.
- B. If **thumbs down** selected, you will be prompted to provide feedback
 - a. Select a general reason for your decision
 - b. Provide feedback and outline how article can be improved
 - c. Upload a file, if useful/relevant
- C. Click **Submit**

Notes

- Search for articles using the main search field in the header bar
- If your application is not listed in the menu, it is not yet supported by the DEMES Support functionality

The screenshot shows the DEMES Knowledge Base interface. Callout 1 points to the 'FAQ' tab in the header bar. Callout 2 points to the 'Knowledge' tab in the header bar. Callout 3 points to the 'Mutual Aid' article title in the listing. Callout 4 points to the article content for 'Mutual Aid'. Callout 5 points to the 'Was this article helpful?' section at the bottom of the article. Lettered callouts A, B, and C point to the thumbs up/down icons, the feedback form, and the submit button, respectively.



DEMES Support - Quick Reference Guide

How to Find a Knowledge Article in Vendor Portal

May 2024

Overview: The DEMES Knowledge Base is a repository of articles to provide a self-service option for users directly in DEMES. Article content has been developed by the subject matter experts and reflects the most up to date information on business processes and DEMES functionality.

Login To DEMES

- [Vendor Portal](#)

Access Knowledge Base & View Articles

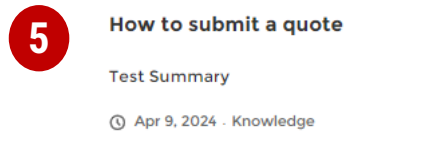
1. Click the More tab (header bar) to access the **FAQ** tab. Click **FAQ**.
2. Click **Knowledge** tab in the header bar
3. Click **All Articles** or **Top Articles** to view available knowledge content.
4. A listing of articles will appear. Scroll through the listing. **Click the desired article title** to view the content.
5. The knowledge article will appear. **Review the content** to find the answer to your question.

Provide Feedback on Article

- A. At the bottom of the Knowledge article, indicate if the content was helpful by clicking the **thumbs up** or **thumbs down** icon.
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Notes

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1. Paste this URL in the browser - https://
2. Enter username and password.
3. Click Login.
4. Click on "RFQS" tab on the Menu bar.

