



U.S. DEPARTMENT OF AGRICULTURE

Frequently Asked Questions Regarding Technical Issues for the 1890 National Scholars Program Application Form

Question: I'm having trouble creating a login.gov account. Who do I contact?

Answer: Consult <https://www.eauth.usda.gov/eauth/b/usda/faq>. If you are still unable to create an account, email 1890init@usda.gov and include screenshots of any errors. Include your name and contact phone number.

Question: I'm having a technical issue with my application. How can I get help?

Answer:

1. Take screenshot(s) of the error and save it to your computer.
2. Navigate to [DAITO Service Request](#)
 - a. Once on the Form, select the following options:
 - i. **DAITO Service Category** --> Application Services
 - ii. **DAITO Service Request Type** --> Application/System Administration
 - iii. **DAITO Managed Application** --> DASO Now Portal

IMPORTANT: You must select the above options in order to receive a timely response.

- b. Provide a short description of the error(s) you encountered and a detailed description of the steps you took prior to the error(s).
- c. Click "Add attachments" and upload the screenshot(s) you saved on your computer.

Note: While screenshot(s) are not required, they help the technician troubleshoot the error and better assist you.

Question: I have submitted a DAITO Service Request. Will someone contact me?

Answer: A technician will contact you within 3 business days of submitting a request. Once you are logged into the application portal, check the status of your request by visiting [Requests - Service Portal \(usda.gov\)](#). Please refrain from submitting multiple requests for the same issue/error.