

January 2021

ProposalCentral FAQs



FAQs: Applicant, Grantee, and Reviewer

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Applicant

The PI gave me access to an application but when I log in, I do not see it. Why?

First, make sure you arere logging in to the right place:

- 1. Go to https://proposalcentral.com and log in under the "Application Login" section.
- Click on the Proposals tab and then the default ALL status in the Proposal Status drop-down menu.



If you do NOT see the application listed, there are two possibilities:

- Option 1: You have multiple accounts in ProposalCentral and the PI gave you access under a
 different account. To determine if this is the case, click the Professional Profile tab and then
 Section 10 "Account Information" in the menu on the left. On that screen are the e-mail
 address(es) affiliated with this account. Contact the PI to see if the e-mail address used matches
 one that you see. If it does, proceed to Option 2. If it does NOT match any of the address(es),
 there are two options:
 - o Ask the PI add access to the application using one of the e-mail addresses indicated. Or,
 - Click the "Logout" link in the upper right and then click "Forgot Your Username/Password?" under the "Application Login". Enter the e-mail address that the PI used. This sends an e-mail to that address with a link to set your password. Please note that this only works if you have access to e-mail messages sent to that e-mail address. If you don't but it was a valid e-mail for you (e.g. it's an e-mail from your last position), contact Customer Support for assistance.

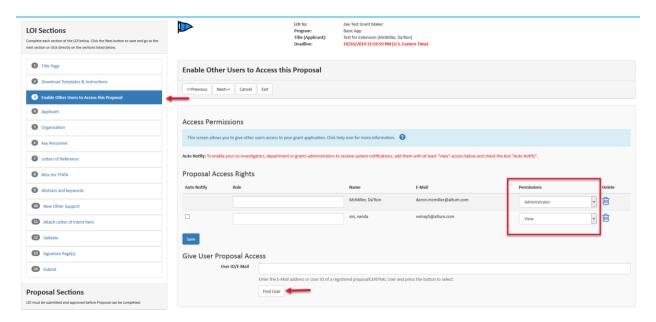
Note – If you have multiple accounts, Altum recommends consolidating them. This preserves all information under a single account and prevents confusion when accessing. For more information on how to merge accounts please go to the Profiles and Login section.

Option 2: If the e-mail address the PI used matches one of the e-mail addresses in your account, it is possible that the PI included your account information as a listed contact for key persons or organizational officials but did NOT specifically provide you access. In ProposalCentral it is possible for a PI to indicate someone is part of an application without giving access to the application.



The PI can provide you access by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking the Proposals tab and the **Edit** button next to the appropriate application.
- 3. Clicking the "Enable Other Users to Access this Proposal" section in the menu on the left
- 4. Adding your e-mail address at the bottom and clicking the **Find User** button.
- 5. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Accept Changes** button. The possible access levels are:
 - View: View only. Cannot change any details.
 - Edit: Can view and change information in the application. Cannot submit the application or view the "Enable Other Users to Access this Proposal" screen.
 - Administrator: Can view, edit and submit the application. Can give access rights to others on the "Enable Other Users to Access this Proposal" section.



I completed my application, but I do not have the submit link. Where is it?

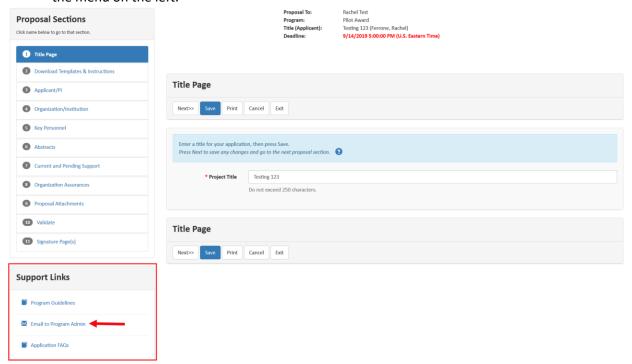
There are two possible reasons you may not have the ability to submit:

1. **The deadline has passed**. At the top of the page the deadline appears in red. If it's in the past there is also a note indicating that the deadline has passed and you cannot submit.





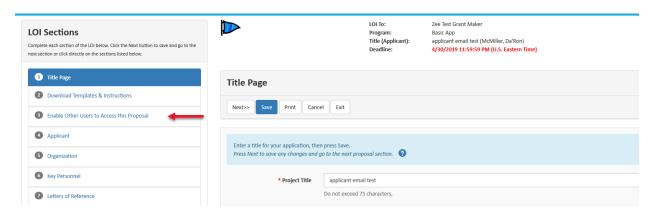
If that is the case, users are not able to submit unless the grant maker provides an extension. To contact the grant maker, click the "Email to Program Admin" link in the Support Links section of the menu on the left.



NOTE – Altum ProposalCentral staff CANNOT provide an extension; applicants must contact the grant maker for this action.

2. **You do not have permission**. If your access level on the application is either "View" or "Edit" you are not able to submit the application; only "Administrator" level can submit. To determine your access level, look in the menu on the left that lists the sections of the application. If you do NOT see a section titled "Enable Other Users to Access this Proposal" it means you do NOT have "Administrator" permissions. To submit you need to contact a user with "Administrator" permission.



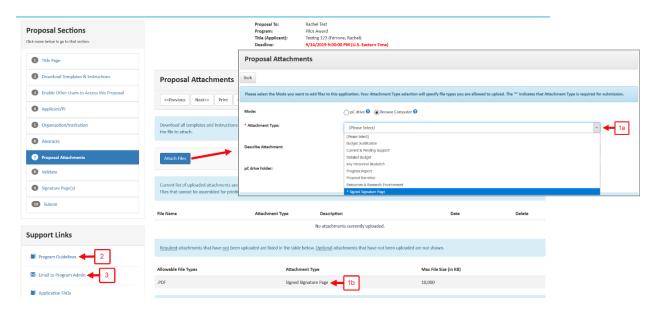


How do I know if I need to upload the Signature Page into the application?

There are a few ways to determine if this is required:

- 1. In the section of the application that allows you to upload files:
 - a. Check the "Attachment Type" drop down menu to see if the grant maker has provided an option for a signature page.
 - b. Check the section with the instructions in the blue bar that state,
 "Required attachments that have not been uploaded..." The table below those instructions lists all attachments that are required to upload that are NOT uploaded yet.
 If a signature page is required and not yet uploaded, it will be listed.
- 2. Review the Program Guidelines that the grant maker has supplied by clicking the link or document icon for "Program Guidelines" in the Support Links section #2.
- 3. If it's still not clear, contact the grant maker by clicking the "Email to Program Admin" link in the Support Links section #3.

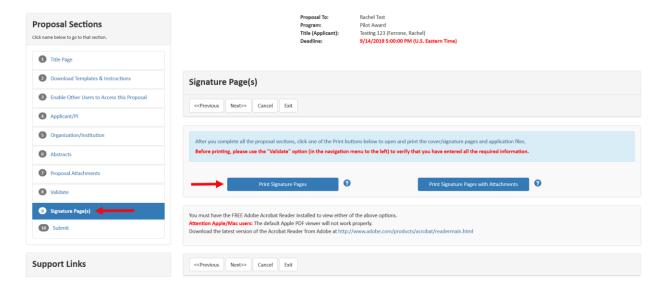




I am required to upload a Signature Page with my attachments. Where is the Signature Page?

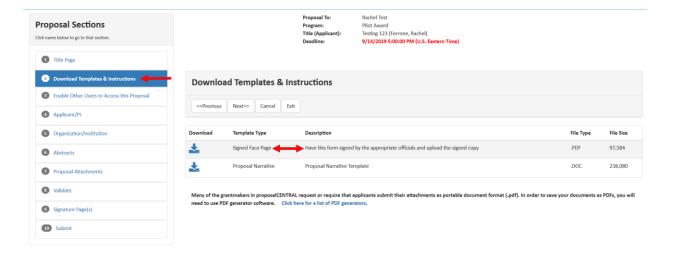
There are two ways the grant maker collects a signature page:

1. Using ProposalCentral's Signature Page: The application includes a section that looks like the following screenshot. The name of the section could be anything but is typically referred to as "Signature Page(s)" or something similar. It is typically located at the end of the application often between the Validate and Submit sections in the gray menu on the left. To access the Signature Page, click the Print Signature Pages button on the left. This generates a PDF that includes several templates, the first of which is the Signature Page.





2. **Using their own Signature Page**: Some grant makers provide their own signature page. If so, their form is found in the section titled "Download Templates & Instructions" in the menu on the left.

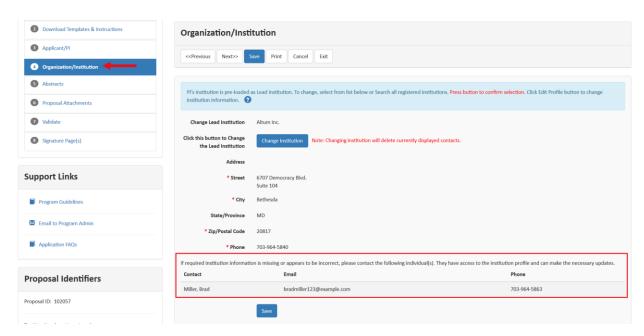


I answered yes on the assurance page for human (or animal) testing but I get a validation error and I can't enter my OHRP (OLAW) number. How do I correct this error?

To correct this error, the institution profile must be updated to include this information. Only users with access to the lead institution's profile can update it. To find out who this person is, go to the section of your application that collected the name of the lead institution. The name of this section could be anything but is typically referred to as something along the lines of "Organization/Institution" and is often found in the menu on the left after the page that collected the name of the PI/applicant. Below the information about the institution is the name, e-mail, and phone number of the person at the institution who created the profile and should have access to update it.

If that person is no longer at the institution, contact Customer Support (pcsupport@altum.com) to find out if there are other individuals at the institution who can update the institution profile.



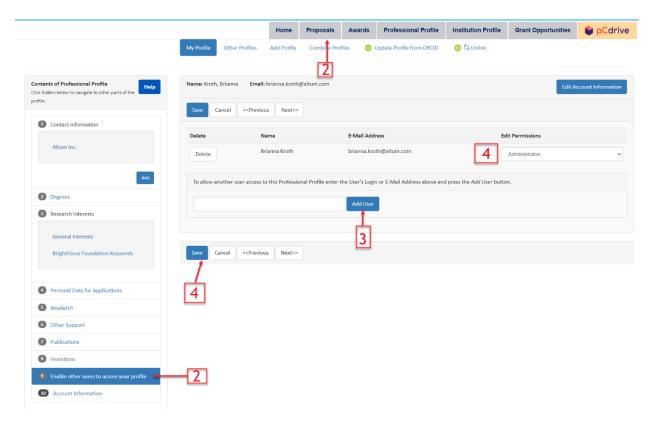


How do I update the PI's details? I have access to the application but don't see a way to update the PIs information in the applicant/PI section of the application?

The PI must explicitly provide some access to their profile for that person to be able to update it. If you do not have access to the PI's profile, use the following instructions to allow you access to their profile:

- 1. Go to https://proposalcentral.com/ and login under the "Application Login" section.
- 2. Click the Professional Profile tab and then click the "Enable other users to access your profile" link in the gray menu on the left.
- Add the e-mail address of the person who should have access to your profile and click the Add User button.
- 4. Once the person has access, select the appropriate access level in the "Edit Permissions" column and then **Save**. Here is a description of each access level:
 - View: View only. Cannot change any details.
 - Edit: Can view and change information in the profile. Cannot give other users access to the profile.
 - Administrator: Can view and change information in the profile. Can give other users access to the profile.





Once the PI has provided access to their profile, update it using the following steps:

- 1. Go to https://proposalcentral.com/ and login under the "Application Login" section.
- 2. Click the Professional Profile tab and then click on Other Profiles.
- 3. Click the <u>Edit</u> link next to the PI's name. That returns the PI's profile and you can update information. Remember to click the **Save** button to retain your changes.

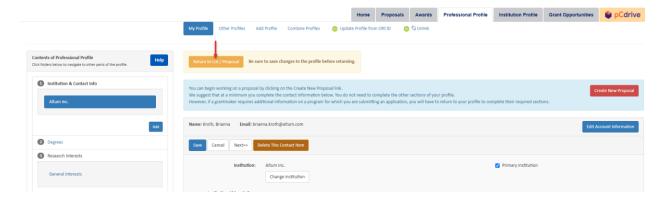


Additionally, you can update the PI's profile from within the application by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Proposals tab and the **Edit** button next to the appropriate application.
- Going to the section of the application that is pulling information from the PI's profile and clicking the Edit Professional Profile button. This re-directs to the PI's profile. From there you can make changes. When done, click the Return to LOI/Proposal button at the top of the PI's



profile. If you returned to the page showing the PI's contact information in the application, make sure to click **Save** on that page to refresh the page with the updates to the profile.



I started the application, but I am not the PI. How do I change the PI on the application?

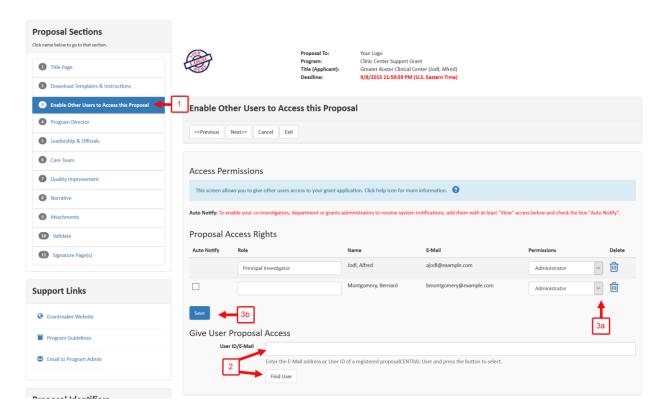
First, the PI must have an account in ProposalCentral. If they have an account already, skip to the next section below. If they do not, send the PI to register by:

- 1. Go to https://proposalcentral.com/ and click the CREATE ONE NOW! button below "Application Login".
- 2. Provide the information requested. An e-mail will be sent with a confirmation number. Open the e-mail and copy the confirmation number.
- 3. Return to https://proposalcentral.com/ and login under the "Application Login" section by providing the username and password you created in Step 2.
- 4. Paste the confirmation number and click the Submit Confirmation Number button.
- 5. Enter profile information (e.g. affiliated institution, address, phone number, etc.) Most grant makers require this information in an application and once saved in a professional profile, it carries over into any application started on ProposalCentral.

Second, once the PI has an account, you must give the PI "Administrator" access to the proposal in the "Enable Other Users to Access this Proposal" section. To do this:

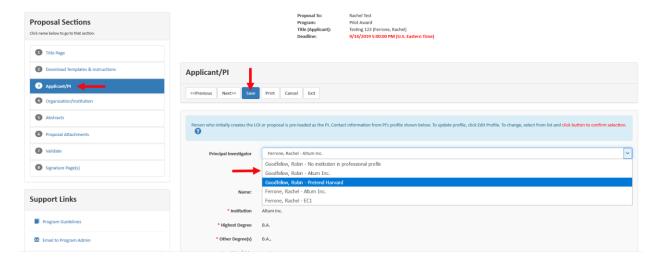
- 1. In the application click the "Enable Other Users to Access this Proposal" section in the gray menu on the left.
- 2. Add the PI's e-mail address at the bottom and click the **Find User** button.
- 3. Once added, select the "Administrator" permission in the "Permissions" column (3a) and click the **Save** button(3b).





Finally, now that the PI has access, the PI must:

- 1. Go to https://proposalcentral.com/ and login below "Application Login".
- 2. Click on the Proposals tab.
- 3. Click the **Edit** button next to the proposal.
- 4. Within the application, the PI needs to go to the Applicant/PI section, select their name from the drop down, and click the **Save** button. Please note that the "Applicant/PI" section may be named something different depending on the grant maker.





I submitted my application, but I need to change an uploaded attachment. How can I do this?

If it's before the deadline and the grant maker has not added your application to a review committee, you can unsubmit the application by clicking the <u>Unsubmit</u> button next to the application in the Submitted section of Proposals tab. You are prompted to confirm that you want to unsubmit it. If you want to proceed, click the **Ok** button. You then see the application in the "In Progress" section and you can click the **Edit** button next to it, make the appropriate changes, and then re-submit the application. You MUST re-submit the application in order for the grant maker to review it.



If it is after the deadline and/or the grant maker has added your application to a review committee, you will not be able make any changes. However, the grant maker can either update the file for you or unsubmit the application to allow you to make changes and resubmit. Contact the grant maker to see if they are willing to allow changes to the application. You can e-mail the grant maker by clicking the View button next to the application in the Submitted section of Manage Proposals and then clicking the "Email to Program Admin" link found in the menu on the left.

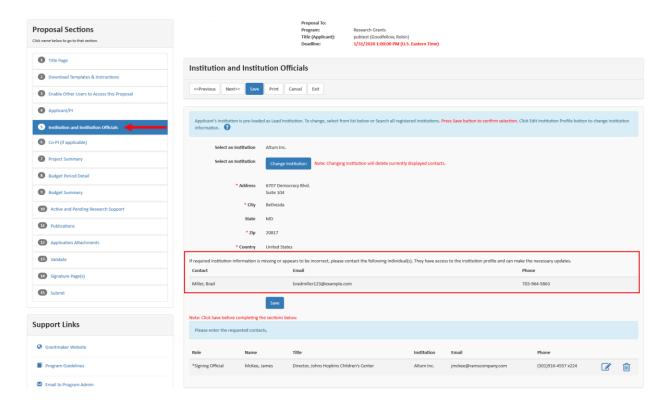


The contact information for my institution is incorrect. How is this updated?

Only people with access to the institution's profile can update it. To find out who this person is, go to the section of your application that collected the name of the lead institution. The name of this section could be anything but is typically referred to as something along the lines of "Organization/Institution". It is typically found in the menu on the left after the page that collected the name of the PI/applicant. Below the information about the institution will be the name, e-mail, and phone number of the person at the institution who created the profile and should have access to update it.

If that person is no longer at the institution contact Customer Support (pcsupport@altum.com) to find out if there are other individuals at the institution who can update the institution profile.



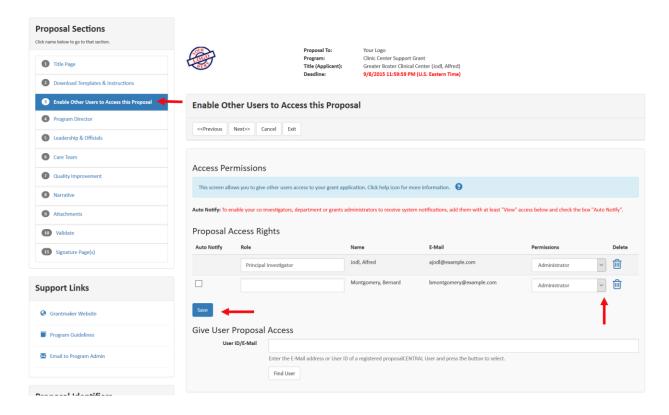


I have access to the PI's application, but I am not able to make any changes. Why?

There are different levels of access to an application, including "View". If the PI provided "View" access, you are not be able to make any changes. If you would like to make changes, you must ask the PI to change your access level. The PI can do this by:

- 1. Going to https://proposalcentral.com/ and login using the "Application Login".
- 2. Clicking the Proposals tab and clicking **Edit** next to the proposal.
- 3. Selecting either "Edit" or "Administrator" from the drop-down menu in the "Permissions" column for your account and clicking the **Save** button.



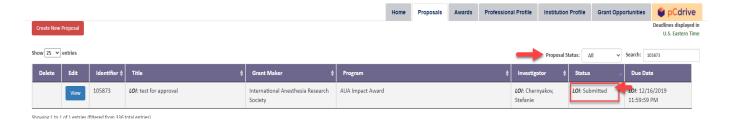


If I click to unsubmit my application will I lose everything that I have already completed?

No, you will not lose any information. However, if you want the grant maker to have your application, you must repeat the submission process.

I submitted my LOI, but it is still under "In Progress". Has it been submitted?

No. A status of "In Progress" is not equivalent to submitted. You can verify the submission status by looking in the "Status" column. If it states "*LOI*: Submitted" then it was successfully submitted.





How do I access the application templates/instructions for an application?

Before logging in or starting an application, you can access the Policies and Guidelines by:

1. Going to https://proposalcentral.com/ and clicking the blue See All Opportunities button below the grant maker cards at the bottom.



2. Search for the opportunity and click either the link or document icon in the "Program" column to see the Policies & Guidelines. Most often the grant maker includes information about the purpose of the grant, who is eligible, and what is expected in the application. Based on this information, if you decide to apply you can access more information/templates by following the next set of instructions.

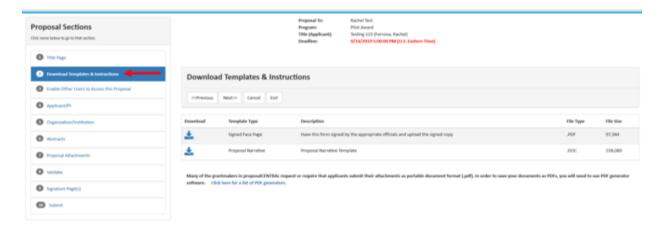


To see detailed instructions and download templates, you must login and start an application. To do this:

- 1. Click the "Login" link in the upper right to return to the homepage. From there, login under the "Application Login" section.
- 2. Click the Grant Opportunities tab, filter the list by the grant maker and click the **Apply Now** button for the appropriate program.
- 3. Once in the application, add a title and click the **Save** button. The grant maker posts instructions throughout the application in addition to templates and information provided in the "Download Templates & Instructions" section found in the menu on the left. If you do NOT see this section,

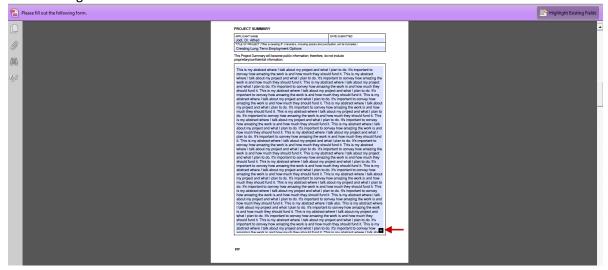


the grant maker has opted to NOT include any templates or instructions beyond what you see in the other sections.



My abstract is not showing fully on the signature page. How can I see all of it?

Depending on the browser and version of Adobe, you may see a in the bottom right corner of the abstract box. If you click the , a scroll bar appears along the right side to provide access to the entire scroll through the abstract.

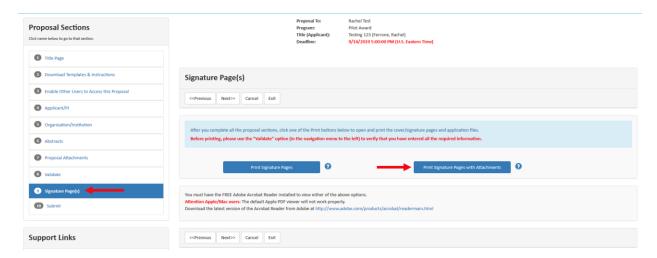


How can I print a copy of my application?

The application includes a section that looks like the following screenshot. The name of the section could be anything but is typically referred to as "Signature Page(s)" or something similar and located between the Validate and Submit sections in the menu on the left. Click the **Print Signature Pages and**

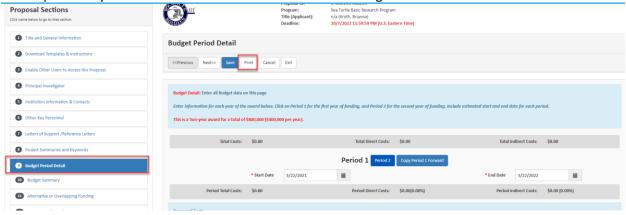


Attached PDF Files button on the right. This generates a PDF that includes several standard templates (e.g. signature page, contacts, abstracts), followed by the Word and PDF documents that you uploaded.



I printed my application but it does not include a copy of the detailed budget. Why?

The budget summary will print if the Grantmaker has elected it to be included in the single print. If the Grantmaker has not elected to have it printed with the single print it will not be included. If you wish to have a print out you can use the Print button on the Detail Budget.

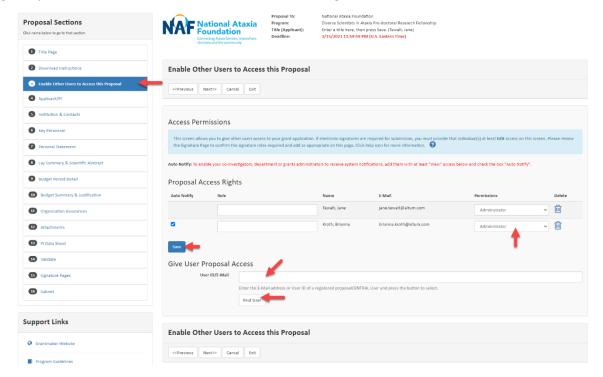


How do I navigate a Proposal that requires electronic signature(s) (esignature)?

Please navigate to the tab "Enable Other Users to Access this Proposal" and add the Signing Official by entering their email address associated with their profile in the Institution Profile (see below Tab "Institution & Contacts" to ensure that you have the correct email address). You will enter the email in the User ID/Email field, click on Find User, and when the entry for the Signing Official appears you will

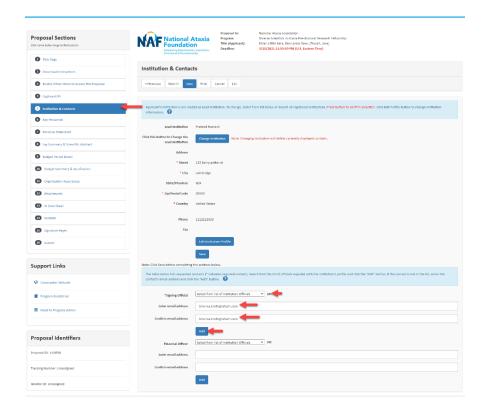


need to update their Access to Edit or Administrator Access. (Edit Access will allow them to view and sign only, Administrator Access will allow them to view, sign and submit)



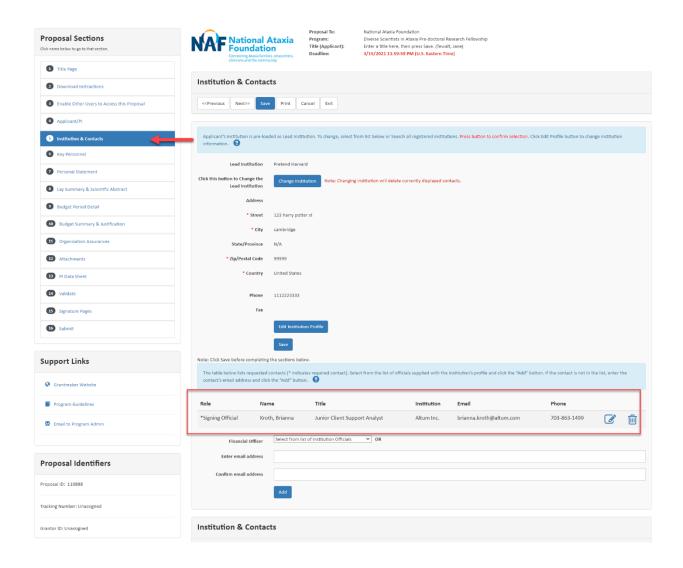
To add the names of the Institutional Officials you will need to navigate to "Institution & Contacts" select the Institution that you are with and either select the name from the drop downs for the Institutional Officials or enter their email address in the Enter Email Address fields and click Add.





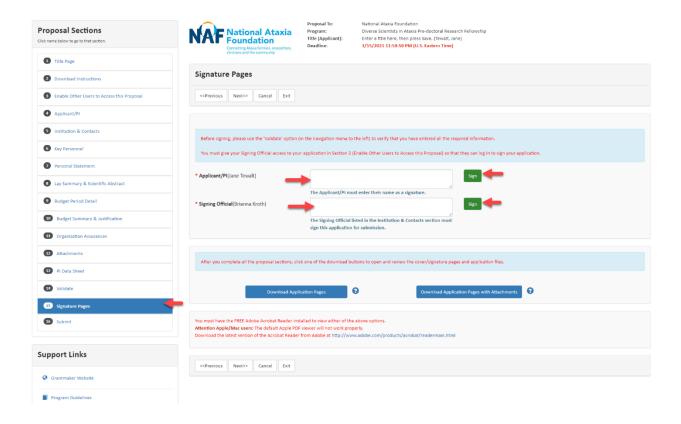
Below is what it looks like when all fields have been filled with Institution Contacts.





After you have selected the Institutional Officials, the profiles that are required to sign will show up in the "Signature Page" Tab. The Institutional Officials will need to login using their credentials for ProposalCentral and navigate to this tab, type their name in the white box, and click on the green sign button. If all signatures are present the application can be submitted if all other information has been entered into the proposal correctly.





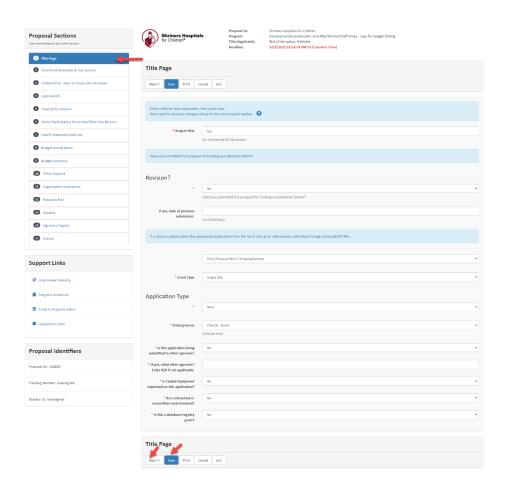
If I am the Institutional Official and need to sign off on a Proposal, I will take the following steps to sign the Proposal:

- 1. Login to ProposalCentral with my own credentials
- 2. Navigate to the Home tab and click on the Identifier Number for the Proposal that I need to sign in order to open the Proposal.



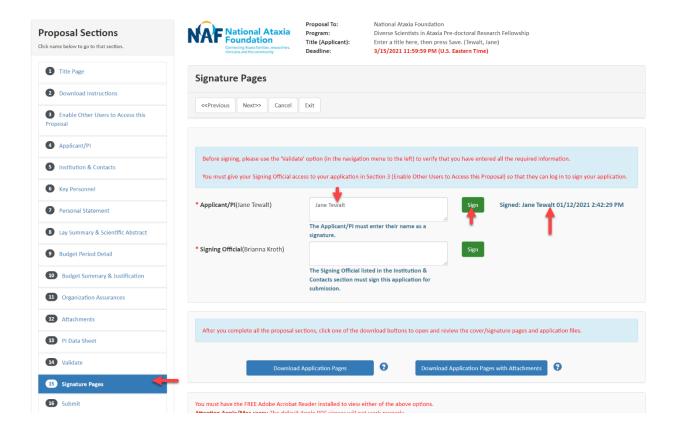


3. Click on each tab to review the information that is being submitted. When you need to go to the next tab you may hit save and next or simply click on the next tab on the left of the screen.





4. Once I have reviewed everything I will go to the Signature Page tab and click inside of the white box. When my cursor is inside of the white box I will need to type my name there and click on the green "Sign" button. After this a notation will be placed to indicate the time/date of your Signature.



When I press submit, does the application/LOI get submitted to the foundation or routed to my Grants & Contract office to approve?

Clicking the Submit button sends the application directly to the grant maker. If a signature is required you will not be able to submit until the signature is completed. If you have questions about e-signatures click <u>here</u>.

I need to approve the application for a PI. They told me they submitted it, but I don't seem to have it. How can I approve it to submit to the foundation?

If the PI submitted the application, it has already been sent to the grant maker. If the PI should have had your approval before submitting, they can unsubmit the application if it is before the deadline and the

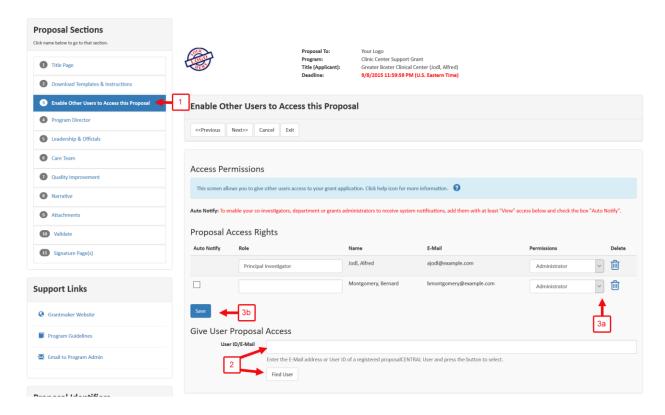


grant maker has not started the review process. The PI can un-submit by clicking the "Unsubmit" button as shown in the screenshot below and then click the **OK** button to proceed with un-submitting.



Once the PI has unsubmitted the application, access is provided by:

- 1. Clicking the "Enable Other Users to Access this Proposal" section in the gray menu on the left.
- 2. Adding your e-mail address at the bottom and clicking the **Find User** button.
- Once you are added, select "Administrator" from the drop down in the "Permissions" column
 and click the Save button. Only a user with Administrator permission are allowed to submit the
 application.



After your review, if you would like to submit the application, you must proceed to the Submit section found in the menu on the left and then click the **Submit** button. You will ONLY be able to submit if it's before the deadline and all requirements have been met.



I uploaded files in the Attachment section of my application but they are not printing when I click on the Signature Pages. Why?

There are a few reasons why a file may not show/print when the **Print Signature Pages and Attached PDF Files** button is clicked:

- 1. Only Word and PDF files are included in this function. If the excluded file is NOT a Word or PDF file (e.g. excel, jpegs, etc.), that is the reason. There's nothing more you need to do; the grant maker is aware that only Word and PDF files are included. (Note The grant makers have access to the other files after you submit.) If it is a Word or PDF file, proceed to #2.
- 2. The grant maker may intentionally exclude certain attachment types from this function. To see if your grant maker has chosen to do this, refer to the policies and guidelines they supplied (Program Guidelines link or attachment found in the Support Links section of the gray menu on the right). If the grant maker has not mentioned this in their policies and guidelines, proceed to #3.
- 3. There may be an error with the file uploaded. The two most common errors are corrupted or password protected files. The way to fix this is to remove the file that has errors, regenerate the PDF, and then upload again. To do this:
 - a. Go to the application section where you uploaded the files. ProposalCentral may have been able to identify the file with the error. If so, the file is highlighted in red. Please note that not all files with errors are shown in red.



b. Click the "Delete link" next to the file that was NOT included when you clicked the Print Signature Pages and Attached PDF Files button. (Reminder, you may be deleting a file that is not highlighted in red.)

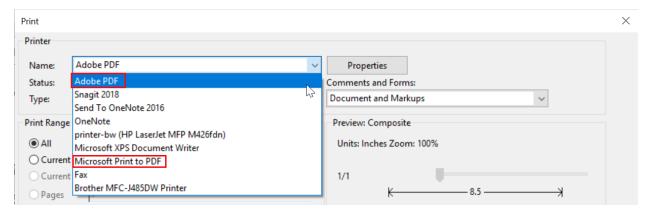




c. You are prompted to confirm you want to proceed with deleting that file, click the **Yes** button.

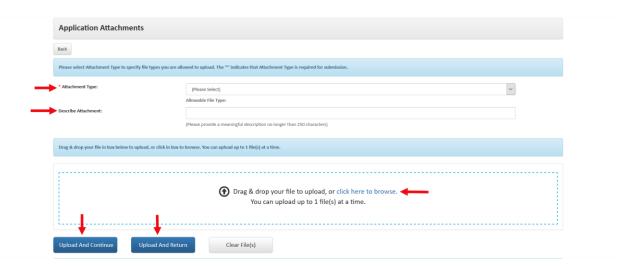


d. Open the original file using either Adobe Professional or Adobe Reader. When you print the file, select the respective .pdf converter tool from the printer dialog box "Name" drop-down menu and click the **Print** button. Save the new file that is created.

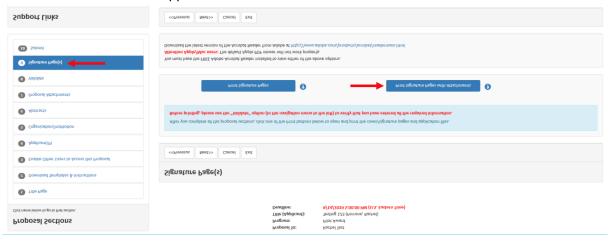


e. Return to the application section where you previously uploaded the files. Select the appropriate Attachment Type, provide a description (optional), browse to locate the file on your computer and then click the **Upload Attachment** button.





f. After the file is uploaded, return to the section of the application to generate the PDF and click the **Print Signature Pages and Attached PDF Files** button. The file you replaced should now appear.



4. If # 1 and 2 don't apply to your situation and #3 does not resolve the issue, contact pcsupport@altum.com for assistance.



Institutions

How does my Institution get confirmed?

When an Institution is created in ProposalCentral an email is generated to our Help Desk. First, our employees will ensure that the Institution created is not a duplicate. Next, they will send an email to the contact on the Institution's profile to confirm the information entered for the newly created Institution. After confirmation of the information is received, the Help Desk will confirm the Institution's profile.

How do I find my Institution?

After you login you will need to navigate to the Institution Profile tab and click on "Search Registered Institutions". You will then type in the name of your Institution and hit Display Results.

I don't see an institution profile for my department. Do I start a new profile, or should I use an existing profile?

While applicants can start a new institution profile by clicking the "Institution Profile" tab found in ProposalCentral's Application Module, ProposalCentral strongly suggests contacting your Grants & Contracts Office (or the equivalent at your institution) before doing so. Many institutions prefer that all applications be submitted for funding under a main profile for the specific school or organization. Additionally, if a foundation requires that you provide specific information within an application for your institution such as an OHRP number, an OLAW number, an IRS number or a DUNS number, this must be completed within the Institution Profile. This information is often retained by a Grants & Contracts office at an institution.

I am a new grants administrator for my institution. How do I see all Submitted, In Progress and Awarded applications?

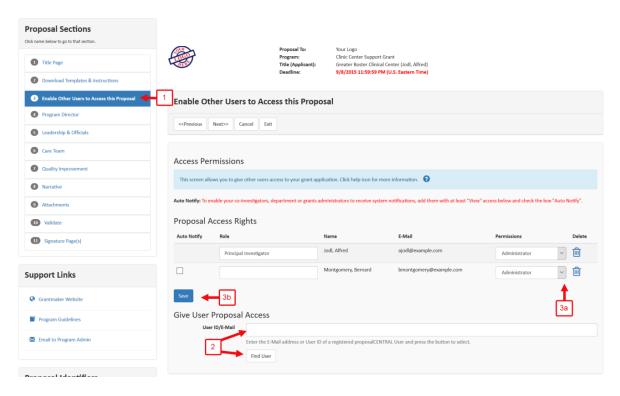
The Principal Investigators (PIs), or another administrator, on the applications and grants must provide you access.

TIP: Alternatively, please contact your Client Support Analyst for details about ProposalCentral's Insights for Institutions feature. This service allows you access to all applications and awards for your institution.

An applicant with an in-progress application can provide institutions access by:



- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Proposals tab and then the **Edit** button next to the appropriate application.
- 3. Clicking the "Enable Other Users to Access this Proposal" section in the gray menu on the left.
- 4. Adding your e-mail address at the bottom and clicking the **Find User** button.
- 5. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save** button. The possible access levels are:
 - View: View only. Cannot change any details.
 - Edit: Can view and change information in the application. Cannot submit the application or view the "Enable Other Users to Access this Proposal" screen.
 - Administrator: Can view, edit and submit the application. Can give access rights to others on the "Enable Other Users to Access this Proposal" section.



An applicant with a submitted application that is not awarded cannot provide you access without unsubmitting the application. And, they cannot unsubmit after the deadline or if the grant maker has started the reviewer process for it. If they are still able to unsubmit it, they can do so by clicking the Unsubmit button shown in the screenshot below in the Proposals tab and then clicking the OK button to proceed with unsubmitting.

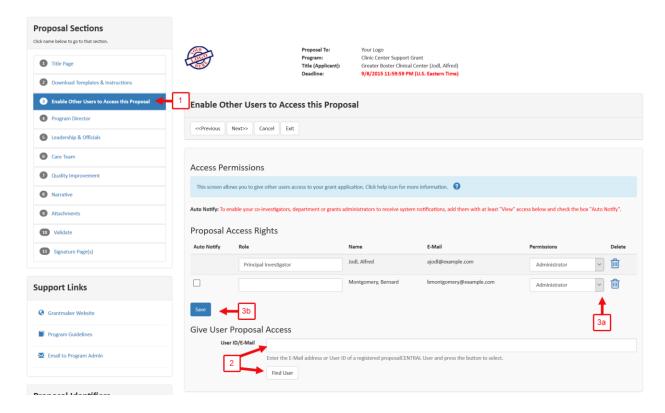


Once the PI has unsubmitted the application, access is granted by:

1. Clicking the "Enable Other Users to Access this Proposal" link in the gray menu on the left.



- 2. Adding your e-mail address at the bottom and clicking the **Find User** button.
- 3. Once added, they should select "Administrator" from the drop down in the "Permissions" column (3a) and click the **Save** button (3b). Only a user with Administrator permission will be allowed to submit the application.

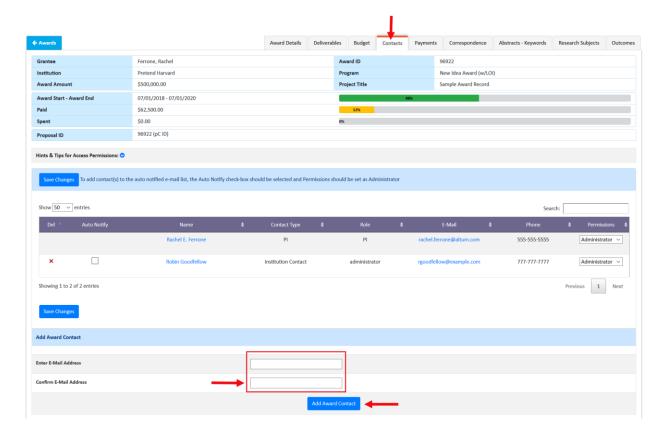


Please note that the application must be submitted again for the grant maker to have it. Any user with Administrator permissions for the application can submit by going to the Submit section found in the gray menu on the left and clicking the Submit button.

A PI on an awarded grant can give provide access by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Awards tab and clicking either Identifier number or the Title link for the appropriate grant.
- 3. Clicking Contacts tab.
- 4. Adding your e-mail address twice and clicking the Add Award Contact button.





5. Entering your role at the top (e.g. Signing Official, Financial Officer) and clicking the **Save & Close** button at the bottom.



- 6. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save Changes** button. The possible access levels are:
 - View: View only. Cannot change any details.
 - Edit: Can view and change information in the grant. However, cannot make changes to the "Contacts & Users Access" screen.
 - Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.





Profiles and Login

My application requires an ORCID identifier. What is this?

ORCID provides a persistent digital identifier (an ORCID ID) that you own and control, and that distinguishes you from every other researcher. You can connect your iD with your professional information — affiliations, grants, publications, peer review, and more. You can use your iD to share your information with other systems, ensuring you get recognition for all your contributions, saving you time and hassle, and reducing the risk of errors to avoid rekeying data within ProposalCentral.

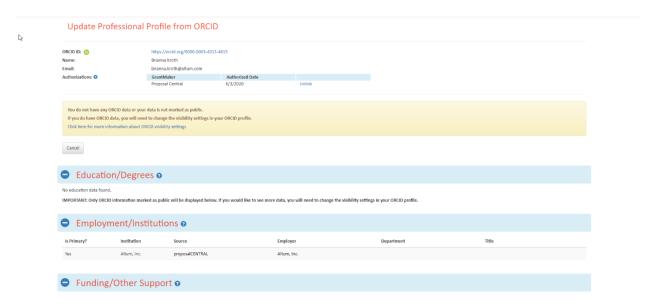
How to connect your ORCID account with ProposalCentral:

- 1. Go to https://proposalcentral.com and logging in under the "Applicant Login" section.
- 2. Then, click on the "Professional Profile" tab.
- 3. Then, click on "Create or Connect your ORCID iD" and then your ORCID account and ProposalCentral accounts will be linked.



This displays a summary page where you can view your ORCID data as well as the information in your Professional Profile on ProposalCentral. To access your ORCID account click on the 'ORCID iD' link listed at the top of the page, shown above.



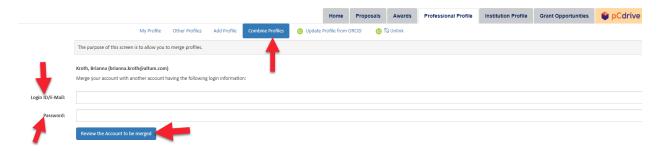


For more information regarding connecting your ORCID to ProposalCentral please click here.

I think I have multiple accounts on ProposalCentral. Can they be combined?

Yes, to do so:

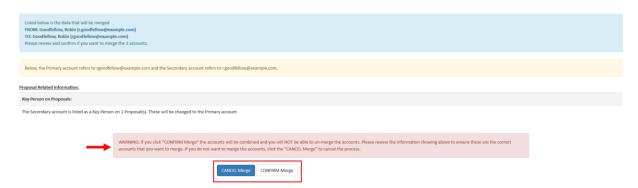
- 1. Go to https://proposalcentral.com/ and login under the "Application Login" section using the account you'd like to maintain as your "current" account.
- 2. Click the Professional Profile tab and the "Combine Profiles" option.
- 3. Enter the e-mail and password for the other account to add to the current account you are logged in as and click the **Review the Account to be merged** button.



4. A summary of the records (e.g. applications, grants) contained under the other account display. To proceed with the account merge, click the **CONFIRM Merge** button. To cancel the merge, click the **CANCEL Merge** button.

PROCEED WITH CAUTION: Once you merge the two accounts you cannot un-merge them.

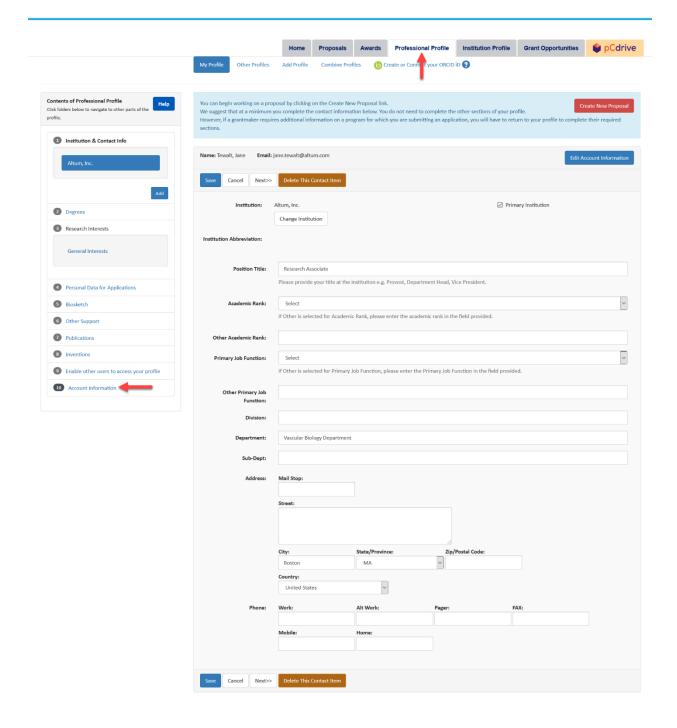




How do I update my username/password/email?

- 1. Go to https://proposalcentral.com/ and login under the "Application Login" section.
- 2. Click the Professional Profile tab and go to section 10: "Account Information" in the menu on the right.
- 3. You can update your username, password, and/or e-mail from this section. Make sure to click the **Save** button to retain your changes. Please note that you can only enter an e-mail address that is unique to ProposalCentral (i.e. not already in use). Therefore, if your main purpose for updating is to consolidate with another ProposalCentral account that you have, please see the "I think I have multiple accounts on ProposalCentral. Can they be combined?" section.







Review

I'm a reviewer and accidently uploaded the wrong critique file. How do I replace it?

Some grant makers allow reviewers to revise their critiques, including the files that they have uploaded (e.g. Word documents). If the organization you're reviewing for permits this, you can upload a new file during the revision period the same way you uploaded the original file. You will see two buttons, one button for the initial critique file that was uploaded and one for the second critique file that you uploaded.

If the organization you're reviewing for does not allow revisions, or you would prefer there to be no record of the original file, you must contact the grant maker. Only the grant maker can unlock your critique. If they approve your request, after they've unlocked your critique, you can upload a new file, the same way you uploaded the original, and then you must SUBMIT the critique again. Once you submit the critique, the new file is considered as the "original" because it is prior to submission.

I logged in as a Reviewer, but I do not see my assignments? Why?

First, make sure you logged in to the Review Module. The Review Module login is accessed here. After login, proceed to the next section. If you receive an error that states "You are not an active reviewer on this system." then the Grant Maker likely assigned applications to you using a different account. Contact the grant maker to find out the e-mail address associated with the assignments. Once you have that information, there are two options:

- 1. Combine the two accounts. Go to the "I think I have multiple accounts on ProposalCentral. Can they be combined" section for more information on how to do that.
- 2. Log in using the account associated with the assignments. If you don't remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don't remember the password for the account and you:
 - a. <u>Have access to the e-mail</u>, you can go to https://proposalcentral.com and click the "Forgot Your Username/Password?" link. This sends an e-mail to that address with a link to set your password.
 - b. **Do NOT have access to that e-mail**, you must go with Option 1, merging accounts, and must contact Customer Support.

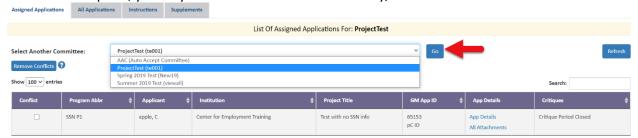


Second, after logging in click the logo for the grant maker for which you are reviewing. If you do NOT see their logo, contact the grant maker to see if they made assignments using another account. If they confirm that's what happened, see the instructions above.

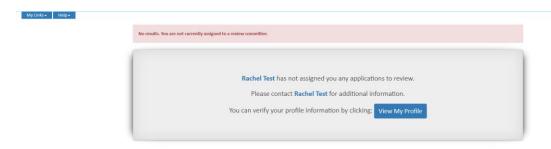
After clicking the logo, you may be directed to one of the following:

- 1. Asked to read and sign a confidentiality/conflict of interest statement. You won't be able to proceed until this is done.
- 2. Directed to a committee. If it's not the committee you were expecting, see if there's a drop down menu with a list of committees. If you don't see the committee, contact the grant maker to see if they made assignments using another account or if they have not turned on the view access yet. If they confirm they made assignments using a different e-mail address, see the instructions above.

If you do see the current year's committee in the drop down, select it and click the **Go** button. At this point, you may be directed to the confidentiality/conflict of interest statement.



3. Directed to a blank page with no committees. In this case, contact the grant maker to see if they made assignments using another account. If they confirm that's what happened, see the instructions above.



I think I completed my critique but I don't seem to be able to submit it. Why?

Click the "Your Critique" link for the application.





Below the application information at the top, there is a section called "Submit Your Score/Critique". If you have met all criteria, a **Submit** button shows.



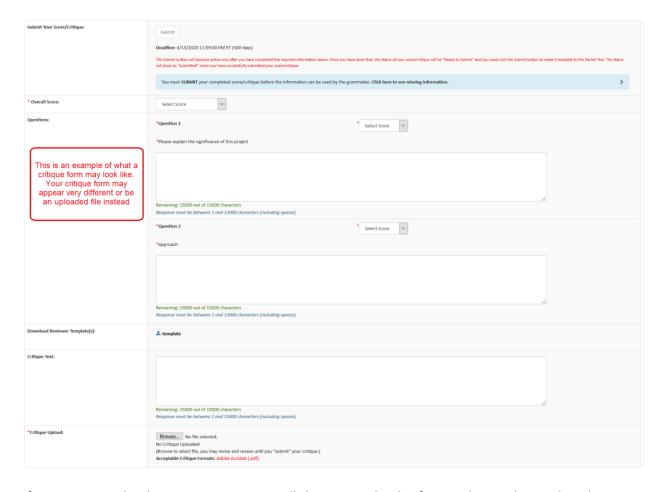
If you have not, it indicates what is missing. You must provide the missing information before being able to submit.



I submitted my critique but I need to make changes. Can I do this?

It depends on if the grant maker allows reviewers to submit revisions. If the grant maker allows a reviewer to make revisions, you can continue to make changes and save them after your initial critique submission.





If you cannot make changes, your critique will show as read-only after you have submitted it. Please contact the grant maker and they can unlock the critique for you to make edits.

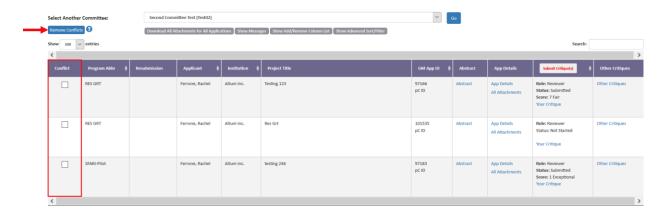
There is an application that is listed as a conflict but it isn't an actual conflict for me. Can I change this?

You must contact the grant maker to have them remove the conflict.

I shouldn't be a reviewer for a particular application because of a conflict. How do I remove it from my assignments?

Check the box in the "Conflict" column and click the **Remove Conflicts** button.



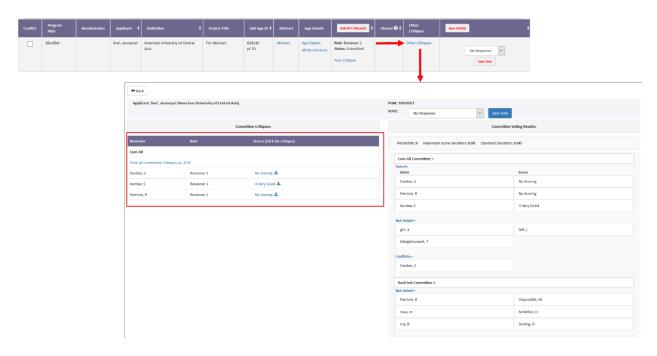


How can I see other reviewer's critiques?

It is up to the grant maker to decide if you can see other critiques. However, even if the grant maker allows it, you are NOT able to see a co-reviewer's critique until you submit your own.

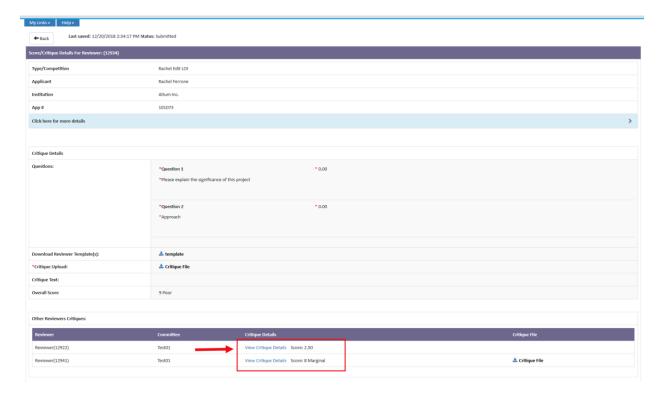
There are several ways to see if you can access other critiques for an application:

1. Click the "Other Critiques" link. If the grant maker allows you to see other critiques, they show at the top. The grant maker may or may not reveal the other reviewers' names.



2. If you are on the page where you submitted your own critique, scroll down to the "Other Reviewers Critiques". If the grant maker allows you to see other critiques, they show at the top. The grant maker may or may not reveal the other reviewers' names.

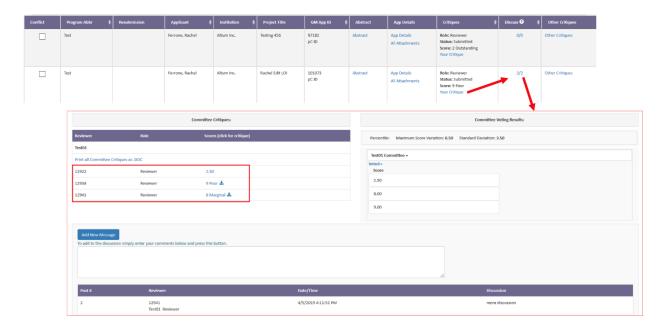




3. If the grant maker allows the use of a threaded discussion to communicate with other reviewers, click the link in the "Discuss" column (e.g. ½, ¾). Note – The link in the "Discuss" column will be in the form X/Y where X is the number of participating reviewers and Y is the total number of posts.

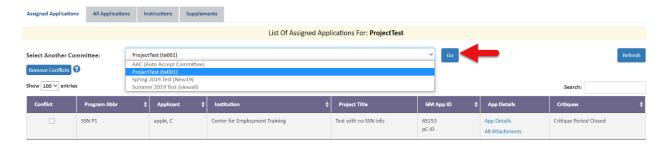
If the grant maker allows you to see other critiques, they show at the top. The grant maker may or may not reveal the other reviewers' names. Additionally, you can post comments on this page.





Can I see my reviews from last year's committee?

It depends if the grant maker has left last year's committee active or if it has been archived. If it's archived, you are not able to see critiques from prior years. If the old committee is still active, you can select the old committee from the drop-down menu at the top and click the **Go** button. Click the "Other Critiques" link for an application to see the submitted critique. Please note that this only works if the grant maker allowed you to see other reviewers' critiques in the old committee.



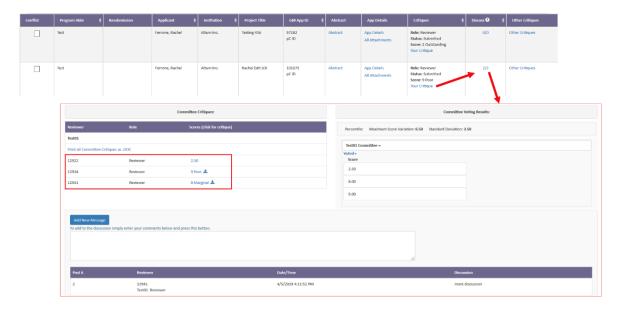
My co-reviewer posted a comment about an application. How do I access and comment?

First, if the comment is for an application you are also assigned to, you are NOT able to see a coreviewer's comment until you submit your critique.

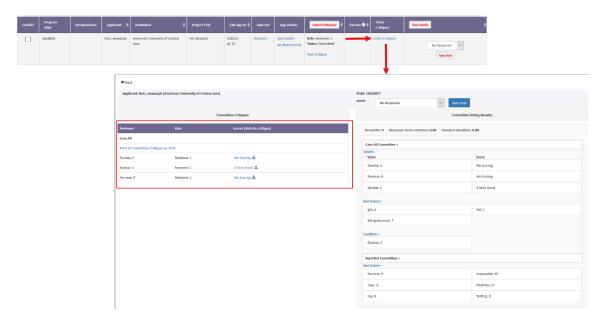
Second, there are several ways to see if you can access the threaded discussion for an application:



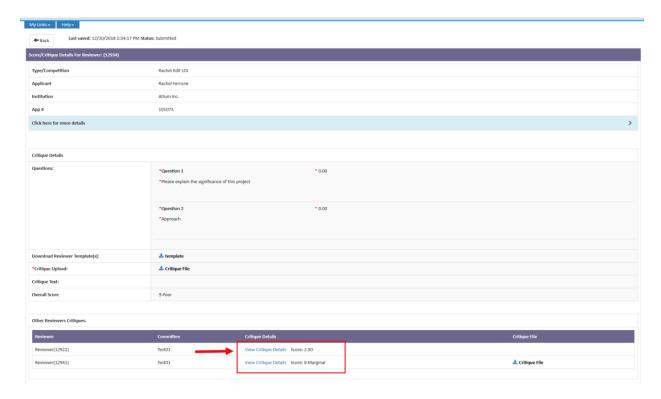
1. Click the link in the "Discuss" column (e.g. ½, ¾). Note – The link in the "Discuss" column is in the form X/Y where X is the number of participating reviewers and Y is the total number of posts. If the grant maker allows you to see other critiques, they show at the top. Additionally, you can review and post comments on this page.



2. Click the Other Critiques link. If the grant maker allows you to see other critiques, they show at the top. Additionally, you can review and post comments on this page.

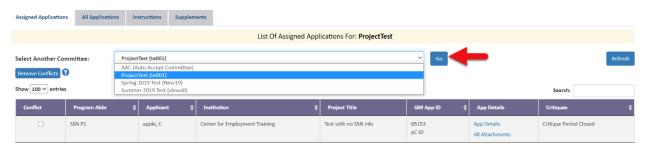






I have logged in to complete my critiques, but I only see assignments from another committee. How do I access the current committee assignments?

Select the current committee from the drop-down menu at the top and click the **Go** button.



If you do not see the current committee in the drop-down list, it's possible that the grant maker made assignments this year using a different account for you. Contact the grant maker to find out the e-mail address associated with the assignments. If it was a different e-mail address, there are two options:

1. Combine the two accounts. Go to the "I think I have multiple accounts on ProposalCentral. Can they be combined" section for more information on how to do this.



- 2. Log in using the account associated with the assignments. If you don't remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don't remember the password for the account and you:
 - a. Have access to the e-mail, you can go to https://proposalcentral.com and click the "Forgot Your Username/Password?" link. This sends an e-mail to that address with a link to set your password.
 - b. **Do NOT have access to that e-mail**, proceed with Option 1, merging accounts by contacting Customer Support.

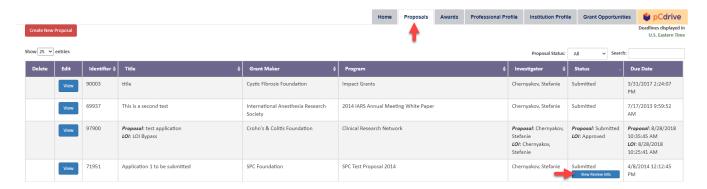
I submitted an application and was notified that I was not funded. Can I find out why?

Please see the section "How do I access the critique information for an awar/application" section of this FAQ. If you find that this information is not available after following those steps, please contact the foundation directly.

How do I access the critique information for an award/application?

If the grant maker has made the review/critique information available, access it by:

- 1. Going to https://proposalcentral.com/ and login under the "Application Login" section.
- 2. Clicking on the blue Proposals tab and then selecting "All" from the "Proposal Status" drop-down menu.
- 3. Clicking the **View Review Info** button next to the appropriate application.



If the page you are directed to states there are no reviews available or Summary Statements entered, then the grant maker has not supplied the information yet. Contact them to find out more information. You can e-mail the grant maker by clicking the **View** button next to the application and then clicking the "Email to Program Admin" link found in the gray menu on the left.



Applicant: Goodfellow, Robin
Title: Institution archived test
Program: Buchel Edit Welch Research Grands
Institution: Inst

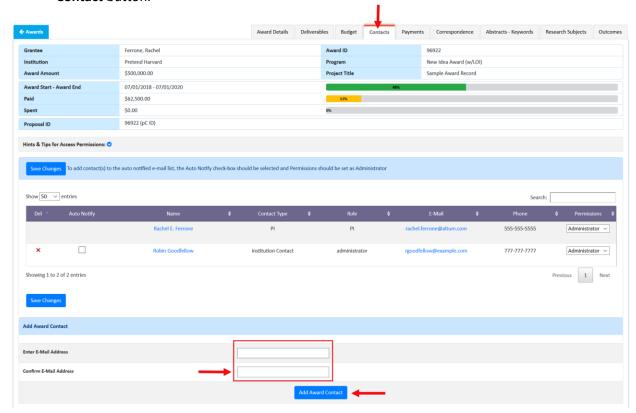


Post Award

I need to upload a Progress Report to a PI's record but when I log in to ProposalCentral, I do not see the award. Why?

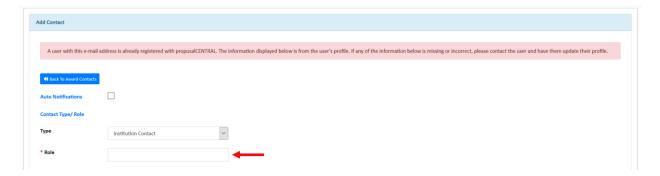
You must have access to the grant with either "Edit" or "Administrator" permissions in order to upload a report. The PI provides access by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Awards tab and clicking either the Award Identifier or Title link next to the appropriate grant.
- 3. Clicking the Contacts Tab and adding your e-mail address twice and clicking the **Add Award Contact** button.



4. Selecting the contact type (e.g. Key Person) and entering your role at the top (e.g. Collaborator) and clicking the **Save & Close** button at the bottom.





- 5. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save Changes** button. The possible access levels are:
 - View: View only. Cannot change any details and therefore will NOT be able to submit a report.
 - Edit: Can view and change information in the grant. However, cannot make changes to the "Contacts & Users Access" screen.
 - Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.



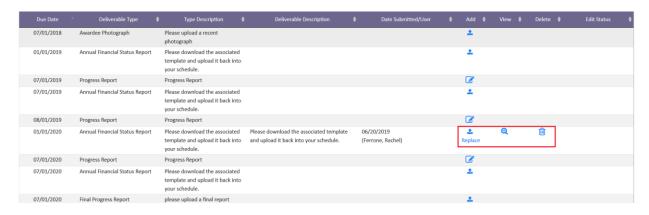
After the PI has added your access, you can access their award by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the red Awards tab and clicking either the Identifier number or Title link next to the appropriate grant.
- 3. Clicking the Deliverables Tab to submit a report.

I have attached the deliverable to the record but there was no Save button. Has the document been uploaded?

If you successfully uploaded a file, you see Replace (Replace), View (4), and Delete (11) icons for the item. Please note that the "Edit Status" column pertains to the grant maker marking a deliverable as "Final".



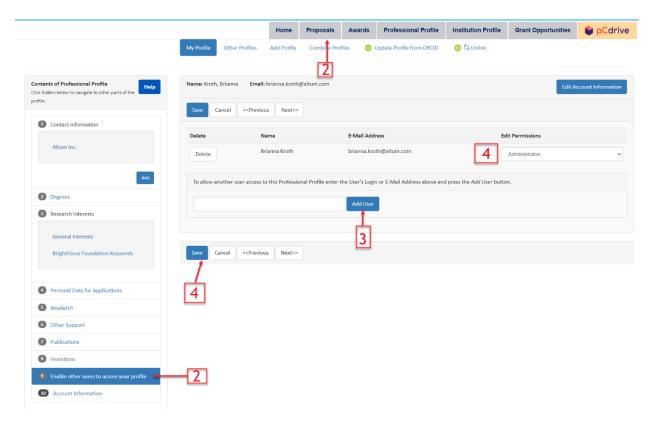


I cannot complete the Publications (or Other Support) section for my Principal Investigator even though I have administrator access to the award. Why?

Only users that have access to the Pl's Professional Profile can update the Publications and Other Support stored in the Pl's profile. The PI must explicitly provide access to their profile for that person to update the profile. If you do not have access to the Pl's profile, they can use the following instructions to allow you access to their profile:

- 1. Go to https://proposalcentral.com/ and login under the "Application Login" section.
- 2. Click the Professional Profile tab and then the "Enable other users to access your profile" link in the gray menu on the left.
- 3. Add the e-mail address of the person who should have access to your profile and click the **Add User** button.
- 4. Once the person has access, select the appropriate access level in the "Edit Permissions" column and then click the **Save** button. Here is a description of each access level:
 - View: View only. Cannot change any details and therefore cannot update Publications and Other Support.
 - Edit: Can view and change information in the profile. Cannot give other users access to the profile and therefore can update Publications and Other Support.
 - Administrator: Can view and change information in the profile and therefore can update Publications and Other Support. Can also give other users access to the profile.





For more information on adding Other Support please visit: https://docs.proposalcentral.com/HowToAddOtherSupport.pdf

The original PI has left our institution, so we need to reflect this on the award. How do I update the record?

To change the PI on a grant, you must contact the grant maker. They can provide you with information about how they handle change of PI requests.

I'm a PI on a grant and have moved to a new institution. How do I make this change on my award?

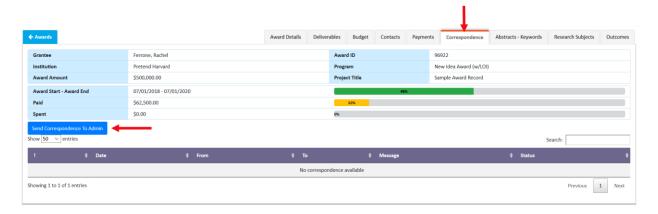
To change the lead institution on a grant, you must contact the grant maker. They can provide information about how they handle change of institution requests.

You can send correspondence to the grant maker by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Awards tab and clicking either the Identifier number or Award Title link for the appropriate grant.
- 3. Clicking the Correspondence tab.



4. Clicking the Send Correspondence to Admin button.



5. On the next page, select the recipients and compose your message. Select recipients by checking the box next to their name. It is recommended that you only select the relevant individual(s).

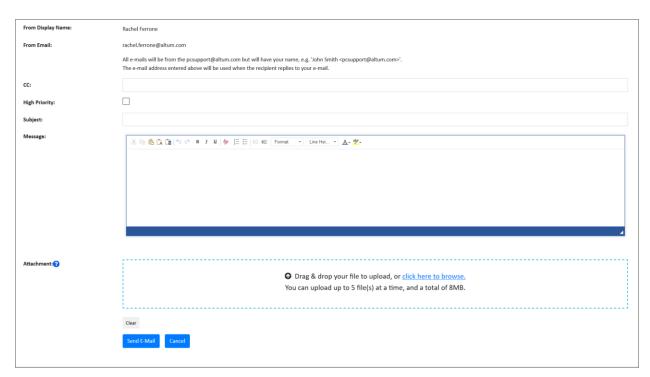


6. If your grant has been assigned to a particular administrator(s), you'll be able to identify that individual(s). Most grant makers recommend that if your grant has been assigned to a specific administrator that you only select them. Here's an example of how it may appear if your grant is assigned to specific administrators:



After selecting the recipients, the other fields available include a CC (e.g. an administrative assistant or collaborator), subject and body of the e-mail. There is also an option to attach a file. When ready to send the e-mail, click the **Send E-Mail** button.





The PI gave me access to their award record so that I can upload a deliverable. However, I don't see an upload link. Why?

It's possible that the PI gave you "View" level access instead of either "Edit" or "Administrator" permissions. Only users with "Edit" or "Administrator" permissions can upload a report. The PI can change your access level by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking the red awards tab.
- 3. Clicking either the Identifier number or Award Title links next to the appropriate grant.
- 4. Clicking the Contacts Tab.
- 5. Selecting either "Edit" or "Administrator" from the drop down in the "Permissions" column and clicking the **Save Changes** button. Here is the difference between the permissions:
 - Edit: Can view and change information in the grant. However, cannot make changes on the "Contacts & Users Access" screen.
 - Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.

I am attempting to upload a deliverable but it says I don't have access to Post-Award. My PI says I should. How do I find the award?

If the PI granted you access to the award, you can access it by:



- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking the Awards tab and clicking either the Identifier number or Award Title link for the appropriate grant.
- 3. Clicking the Deliverables tab.

If neither the Identifier Number nor Award Title are an active link, then either the PI did not grant you access, granted the wrong access level or granted access under a different account. Contact the PI to have the access level corrected and/or tell you which account they provided it under (they could have used a different e-mail address for you).

Here is how the PI corrects/confirms:

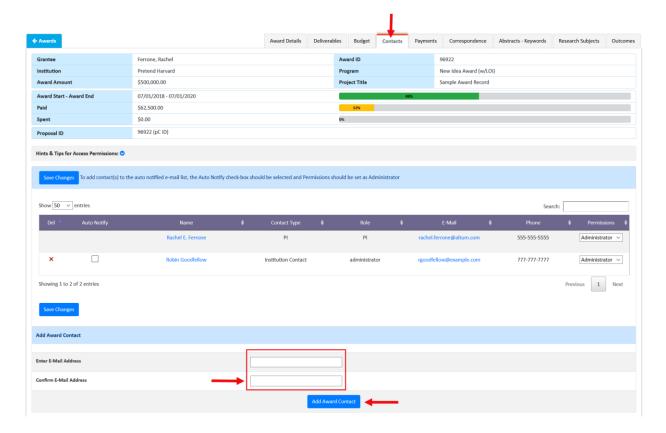
- 2. Go to https://proposalcentral.com/ and login under the "Application Login" section.
- 3. Click the Awards tab.
- 4. Click either the Identifier number or Award Title links next to the appropriate grant.
- 5. Click the Contacts & Users Access link.
- 6. Review the table showing the users who have access. IF your name IS included, see <u>a</u> and <u>b</u> below. IF your name IS NOT included, proceed to #6 instead.
 - a. Check if the Permission Level is "Administrator" or "Edit". If it is already one of those, proceed to <u>b</u> below. If the access is "No Access", change it by selecting either "Administrator" or "Edit" from the menu and clicking the **Save Changes** button. With this change you are now able to access the grant.



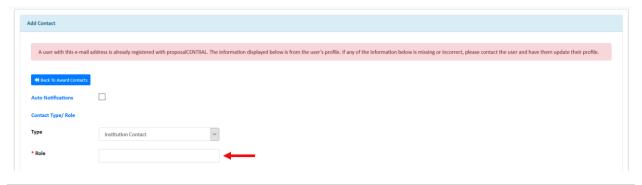
- b. If the access was already at either "Administrator" or "Edit", they should provide the email address showing in the "E-Mail" column. If it's a different e-mail address than the one associated with the account you were using, you have two options:
 - Combine the two accounts. Go to the "I think I have multiple accounts on ProposalCentral. Can they be combined" section for more information on how to do that.
 - ii. Login using the account they used. If you don't remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don't remember the password for the account and you:



- 1. <u>Have access to the e-mail</u>, go to https://proposalcentral.com and click the "Forgot Your Username/Password?" link. This sends an e-mail to that address with a link to set your password.
- 2. **Do NOT have access to that e-mail**, proceed with Option 1, merging accounts, by contacting Customer Support.
- 7. If your name is not showing on the table, they can provide access by:
 - a. Adding your e-mail address twice and clicking the **Add Award Contact** button.



b. Selecting contact type (e.g. Key Person) and entering your role at the top (e.g. Collaborator) and clicking the **Save & Close** button at the bottom.





- c. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save Changes** button. The possible access levels are:
 - View: View only. Cannot change any details and therefore will NOT be able to submit a report.
 - Edit: Can view and change information in the grant. However, cannot make changes to the "Contacts & Users Access" screen.
 - Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.



I was notified that my proposal status is now pre-award. I am supposed to upload deliverables to my award record but don't see it under my awarded link. Where is it?

Because your grant has now been marked as "Pre Award", it will be found under your All or Awarded Proposal Status filter in the Proposals tab.

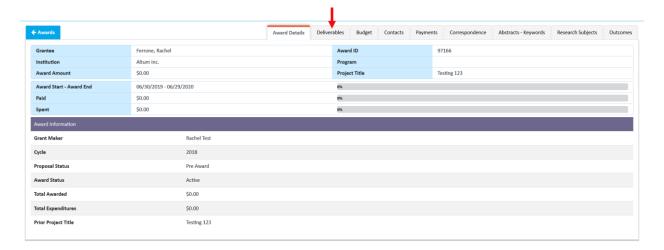


If you have been asked to upload deliverables to your record, you can do so by clicking on the Awards tab, the clicking on the Identifier.





This opens the award record where you will see a link for <u>Deliverables</u>.



How will I know if the grant maker/foundation has reviewed the deliverable?

To see this:

- 1. Go to https://proposalcentral.com and login under the "Applicant Login" section.
- 2. Click the awards tab and click either the Identifier number or Award Title for the appropriate grant and then click the Deliverables tab.
- 3. If there is a "Final" in the "Edit Status" column then the grant maker has reviewed it.



Please note that it is possible that the grant maker may have reviewed it but not marked it as final. To determine if this is the case, click the Correspondence tab at the top of the page. From the Correspondence page you can send the grant maker an e-mail by clicking the Send Correspondence To Admin button and following the instructions on sending an e-mail.

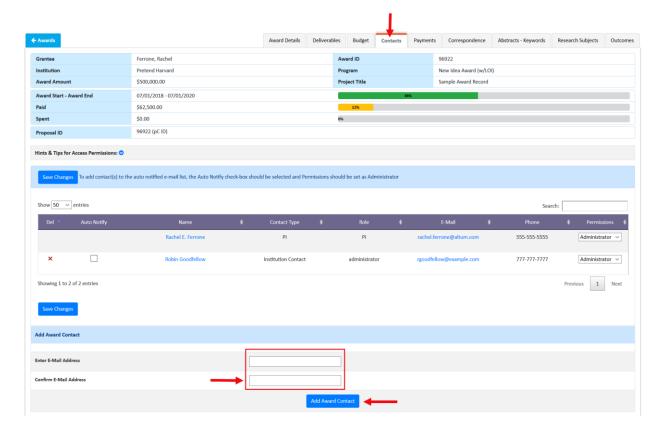
<u>TIP:</u> To access comprehensive instructions for grantees posted on ProposalCentral click <u>here.</u>

I am the Signing Official/Financial Officer for my institution. Why don't I see all the award records for my intuition?

The Principal Investigators (PIs) on the grants must provide access. PIs grant access by:



- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Awards tab and clicking either the Identifier number or Award Title links next to the appropriate grant.
- 3. Clicking the Contacts Tab and Adding your e-mail address twice and clicking the **Add Award Contact** button.



4. Entering your role at the top (e.g. Signing Official, Financial Officer) and clicking the **Save & Close** button at the bottom.



- 5. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save Changes** button. The possible access levels are:
 - View: View only. Cannot change any details.



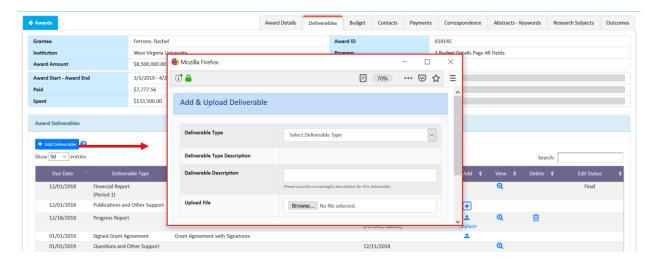
- Edit: Can view and change information in the grant. However, cannot make changes to the "Contacts & Users Access" screen.
- Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.



I need to upload a document that is not listed in the table of the Award Deliverables. Can I do this?

Yes, this can be done by:

- 1. Going to https://proposalcentral.com and logging in under the "Applicant Login" section.
- 2. Clicking the Awards tab and selecting the Active status under the "Award Status" drop-down menu.
- 3. Clicking the Identifier or Title link for the appropriate grant and then clicking the "Deliverables" tab.
- 4. Clicking the **Add Deliverable** button. If you do NOT see a pop-up, or another tab in your browser, please turn off your pop-up blocker.
- 5. Selecting the deliverable type, clicking the **Browse** button to select the file from your computer, providing a description, and clicking the **Save** button.





<u>TIP:</u> To access comprehensive instructions for grantees posted on ProposalCentral here.

I need to give (get) access to an award record but the "Contacts & User Access" link is grayed out. How can I add someone to the record?

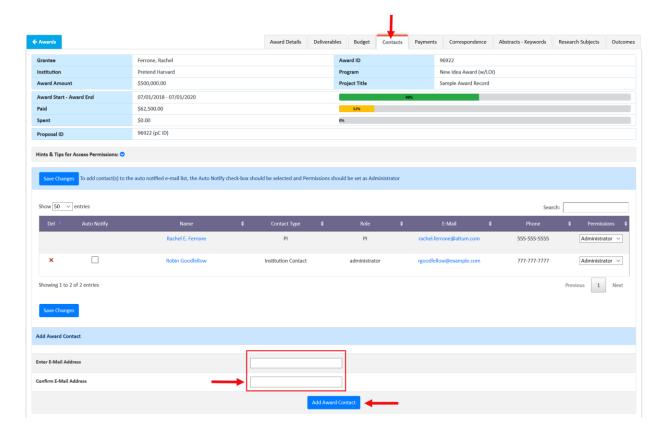
Only users with "Administrator" access can add/remove other users' access to the grant. It is possible that the PI provided "Edit" level access instead of "Administrator". The PI can change your access level by:

- 1. Going to https://proposalcentral.com/ and logging in under the "Application Login" section.
- 2. Clicking on the Awards tab and then selecting the Active status under the "Award Status" drop-down menu.
- 3. Clicking the Identifier or Title link for the appropriate grant.
- 4. Clicking the "Contacts & Users Access" link. (Note If the "Contacts & User Access" link is unavailable to the PI, contact the grant maker to have the person added. You can contact the grant maker by clicking the "Correspondence" link and then the "Send Correspondence To Admin" link.)
- 5. Selecting "Administrator" from the drop down in the "Permissions" column and clicking the **Save Changes** button.

Users are then able to add access for someone else by:

- 1. Clicking the Contacts Tab.
- 2. Adding the person's e-mail address twice and clicking the Add Award Contact button.





3. Selecting the contact's type (e.g. Key Person) and entering their role at the top (e.g. Collaborator) and clicking the **Save & Close** button at the bottom.



- 4. Selecting the appropriate access level from the drop down in the "Permissions" column and clicking the **Save Changes** button. The possible access levels are:
 - View: View only. Cannot change any details and therefore will NOT be able to submit a report.
 - Edit: Can view and change information in the grant. However, cannot make changes to the "Contacts & Users Access" screen.
 - Administrator: Can view, edit, and give access rights to others on the "Contacts & Users Access" section.





I am assigned a deliverable that includes ORCID authorization? What is this? How do I complete this?

This can be done by:

- 1. Going to https://proposalcentral.com and logging in under the "Applicant Login" section.
- 2. Then, click on the "Professional Profile" tab.
- 3. Then, click on "Create or Connect your ORCID iD" and then your ORCID account and ProposalCentral accounts will be linked.
- 4. After this you can complete the Deliverable by navigating to the "Awards" tab and then click on the Identifier number. This will bring up your Award and you will need to click on the "Deliverables" tab.
- 5. Then, click on the "+" icon for the ORCID Authorization deliverable to access the deliverable.
- 6. Then, click on "Click Here to Authorize" and then click "Submit to Grant Maker as Final".





