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Stakeholder Webcast

Questions and Answers

July 16, 2008

Stakeholder Webcast Questions & Answers

Broken Pipe Issue/ Work Around

1. Is there a possibility of more than one submission if applicants use the work around for the “Broken Pipe issue?”

If you only submit once utilizing the “broken pipe” work around Grants.gov will only receive one submission.

The “broken pipe” issue occurs when an applicant submits an application package, but does not receive the submission confirmation page with a Grants.gov tracking number. If you are experiencing this issue you have three options or workarounds to ensure your application package was successfully received by Grants.gov:

1. Visit the ["Track Your Package"](#) section and login to the Grants.gov system to view your submitted applications. If you do not see your submitted application listed, follow the instructions in **Option 2** below.
2. Open an internet browser window (ex: Internet Explorer) and resubmit your application package as normal (detailed instructions below). If you still do not receive the confirmation page after you resubmit your application package, contact the Grants.gov Contact Center (**see Option 3 below**).
3. Call or email the Grants.gov Contact Center at 1-800-518-4726 or support@grants.gov to verify that your submission was received by the Grants.gov system and to receive a tracking number for your application package.

Instructions to resubmit by opening a new internet browser window (Internet Explorer)

1. Open the Internet Explorer browser on your computer
2. Go to the File menu and choose "Open" (*The "Open" dialog box will appear)
3. In the "Open" dialog box click on the browse button (*Another dialog box will appear with access to your files)
4. In the dialog box go to the drop down menu for "File Types" and select "All Files"
5. Through the dialog box, find the location of your saved application package on your computer
6. Once you have located your application package, select it with your mouse and click the "Open" button (*The dialog box will disappear and the "Open" dialog box will still be present)
7. In the "Open" dialog box, click on the "Ok" button (*Your application package will now appear)
8. Within your application package, to resubmit, click on the "Submit & Save" button

Read [Adobe Reader Error Messages](#)  for more details.

2. If we have submission problems (Broken Pipe) and use the Workaround method – will we still receive the “submission received” and all the “validation” emails from Grants.gov to confirm that the submission went through successfully?

Stakeholder Webcast Questions & Answers

If you submit a grant through Grants.gov using the work around as described in question #1 above, you will receive a confirmation screen confirming receipt of your grant application package along with 3 to 4 emails from Grants.gov throughout the steps of the submission process.

3. Despite many successful submissions I have NEVER gotten a confirmation on an adobe submission. What must I do to get the confirmation on an adobe submission?

To ensure successful receipt of the confirmation page for an Adobe submission please utilize the “broken pipe” work around.

4. Should we use the “work around” solution every time we try to submit on Grants.gov until otherwise notified?

To ensure you successfully receive the confirmation page for Adobe submissions please utilize the “broken pipe” work around until Grants.gov identifies a solution. Once a solution is identified we will place notification on the Grants.gov homepage.

5. How can I confirm that my application has been received if I receive the “Broken Pipe” message?

See the three options as described in question #1.

6. When will the “Broken Pipe” issue be resolved?

The Grants.gov System Integrator (SI) General Dynamics is working with Adobe on a solution to this issue. At this time we have no expected date of resolution.

Submission to Grantor Agency

7. Since applications must be submitted at least two business days in advance of the submission date...will donors (Grantors) begin allowing more time (greater than 1 month) for organizations to put together applications?

Grants.gov recommends applicants submit applications early for preventive purposes in the event applicants experience validation errors on their original submission they will have time to correct any issues and submit the application prior to the closing deadline. The duration an opportunity remains open is at the discretion of the posting agency.

8. It was mentioned that proposals need to be validated to be considered on-time for submission. How long does the validation typically take?

The majority of Grantor Agencies accept the Grants.gov submission date (the date and time you submitted your application to Grants.gov) as their official deadline. A small number of Grantor Agencies, such as the Department of State, consider the application only after it has passed Grants.gov validation. The Grants.gov system may take up to two business days to validate.

Stakeholder Webcast Questions & Answers

9. Most federal agencies send a confirmation email including the agency proposal identifier in the message. However others don't send any confirmation. Can this process be uniform?

At this time there is no standard process across the agencies. Grants.gov facilitates an Agency "User Group" consisting of representatives of each of the federal agencies. We will bring this topic up at the next meeting which is August 5, 2008.

Getting Technical Assistance/ Contact Center

- 10. Will we be able to leave a message if the phone lines are too full? And can you still guarantee that someone will call us back within 24 hours if we have to leave a message because it took someone 10 days to call me back from June 6, 2008?**

When wait times are long we post a message on the call in options identifying you may experience long wait times. At this time we do not have an option for callers to select to leave a voice mail. Our Contact Center is managed by a third party service provider, CSC DataTrac, contractually they have 24 hours to respond to voice mail. Grants.gov will address this issue as part of regular quality assurance. We will also analyze the telephony service in place and business processes for the feasibility to enable callers to leave voice messages during extended wait times.

- 11. Is there an internal mechanism through which Grants.gov alerts funding agency/program offices regarding system errors/submission problems as they occur, so that these agencies/program offices might be informed immediately, and as appropriate, extend submission deadlines for applicants?**

Grants.gov notifies all agencies when system issues arise. If the Find and/or Apply functionality is down Grants.gov notifies the agencies and we place a technical alert message on the homepage on Grants.gov.

- 12. How will the Contact Center new call-in menu options affect my wait time when I call in for assistance?**

The new Contact Center menu options will allow callers the option to skip the pre-recorded financial assistance message and have their call routed directly to a Contact Center Customer Care Operator.

Website Enhancements/ Changes

- 13. List of enhancements/changes - Is there a complete list of these on the website? When is the test system going to be updated?**

A list of system enhancements and changes are available preceding a system build. A document has been posted on the [Site Features and Enhancements](#) page for the last system build ([Build 2008-01](#)). For the next system build (Build 2008-02) a similar document will be created and will replace the existing document.

Stakeholder Webcast Questions & Answers

Transition to Adobe

14. For NIH applications: Do we have the choice of submitting in Adobe or PureEdge until the conversion (transition) is finalized or do we need keep using only PureEdge until October?
NIH will post the package in either PureEdge or Adobe through the remainder of the calendar year. To ensure the application package will open in the appropriate software version download both [PureEdge](#) and the [compatible version of Adobe Reader software](#), an application package will automatically open in the appropriate version. To identify which software the package has been opened in look at the application package file name, if it ends with .pdf, it is an Adobe Reader file, and if it ends with .xfd it is a PureEdge Viewer file.

15. Will we be able to submit the NSF project data form through Grants.gov?

NSF will have both the BIO Classification Form and the DUE data form available for submission through Grants.gov. Grants.gov currently has these forms for development. An implementation date into production is TBD.

Adobe Reader/ Adobe Acrobat Professional Software

16. To be clear, will applicants need to purchase and install Adobe Acrobat Standard which will allow us to create .pdf files to submit as part of the application?

All of the software you need to view, complete and submit an application package on Grants.gov, is available free of charge on the [Download Software](#) page. Feel free to use Acrobat Professional or Standard (versions 8.1.1 or later) you already have, but there is no need to purchase anything to use Grants.gov.

17. Do you anticipate supporting Adobe Professional instead of just the Reader in the future?

At this time no. Grants.gov is compatible with both Adobe Reader and Adobe Acrobat Professional software. For more information on Grants.gov software compatibility, visit the ["Download Software"](#) page or the ["Adobe Reader"](#) section of the ["Applicant FAQ"](#) page.

18. Do we need Adobe Professional to submit in Adobe? Walk me through avoiding trouble with opening earlier versions of Adobe that I may have on my desktop.

The [compatible version of Adobe Reader](#) is the recommended software for use with Grants.gov. Adobe Reader software is available free of charge on the ["Download Software"](#) page of the website. To avoid submission errors when submitting a Grants.gov application package, please use the Grants.gov latest compatible version of Adobe Reader which is version 9.0.

19. I use Adobe Professional - what version must I have to be compatible with grants.gov?

The latest compatible version of Adobe Professional is version 9.0.

Stakeholder Webcast Questions & Answers

20. When will Microsoft Office 2007 documents (docx documents) be compatible with grants.gov?

While using Adobe Reader application forms, you may attach documents created with Microsoft Office 2007. Adobe Reader application forms, unlike the PureEdge application forms are completely compatible with Grants.gov. When using PureEdge, you must convert documents created with Microsoft Office 2007 from .docx to the standard (.doc). See [Microsoft Office 2007/ Vista Compatibility](#) document for instructions.

21. I have Adobe Acrobat 8 Professional on my computer in order to convert files to .pdf format. When I try to open a grants.gov application, I get a message that I cannot open the application because I am using the wrong version of Adobe; however, I can go to the "open" drop down menu and open the application in Adobe Acrobat Reader 8.1.2. What is the problem with Adobe Acrobat 8 Professional?

Adobe Acrobat Professional version 8 like Adobe Reader version 8, is not compatible for use with Grants.gov. In order to complete an Adobe Reader application package you must download a compatible version of Adobe Reader for free from the "[Download Software](#)" page of Grants.gov or use a latest compatible version of Adobe Acrobat Professional which is version 9.0. For more information see "[Using Acrobat Professional with Grants.gov](#)".

22. Is Adobe Pro 8.1 still usable for Grants.gov PDF applications or, must I upgrade to Pro 9.0?

Adobe Acrobat Professional 8.1, 8.1.2 and 9.0 are all compatible with Grants.gov; therefore there is no need to have any other software if you have one of the compatible PDF viewer versions.

23. The "software compatibility" info on the Download Software page on GG site lists the compatible versions of Adobe Reader we can use, but I do not see anything on this page about compatible Adobe Pro versions.

Can you add that to this page? Is it listed on some other page I have overlooked?

Information on Adobe Reader and Adobe Acrobat Professional software compatibility is listed on the "[Download Software](#)" Page, this information is also listed in the "[Adobe Reader](#)" section of the applicant FAQs. For more information see "[Using Acrobat Professional with Grants.gov](#)".

24. How will the changes impact VISTA users? How are you working to respond to the Grants.gov VISTA issues?

Grants.gov is compatible with Microsoft Vista, while completing an Adobe Reader application package. Vista is not compatible with PureEdge software, which is being phased out during the system transition.

25. Can I find grant training on the "All About Grants" page?

There are various resources on the "[All About Grants](#)" page, including Grants.gov approved training. If you would like Grants.gov to provide training on the Find and Apply process please fill out the [outreach request](#) form.

Stakeholder Webcast Questions & Answers

26. What do you mean by “Success Stories”, what kind of information are you looking for?

Please send information about your successful Grants.gov application submission and subsequent grant award. We would like to know about your experience finding, completing and submitting an application package with Grants.gov. We would also like to know what types of programs or events you have created or plan to create with your grant award funds. To submit a success story, visit the [“All About Grants”](#) page, and click on [“Submit a Success Story”](#)