Stakeholder Webcast

Questions & Answers
January 21, 2009

Table of Contents

TRANSITION TO ADOBE (PUREEDGE)

1. **What are the names of the agencies again that still use PureEdge viewer?**
   23 of the 26 federal grant-making agencies have completed the Transition to Adobe. The three agencies that have yet to completely transition to Adobe are: National Science Foundation (NSF), United States Department of Agriculture (USDA), and the Department of Energy (DOE). Their transition to Adobe depends on the release of certain agency-specific forms.

2. **Does USDOE still use PureEdge or just Adobe?**
   The Department of Energy (DOE) is in the process of transitioning to Adobe. Their transition to Adobe depends on the release of certain forms. At this time DOE is using PureEdge.

3. **I currently have the PureEdge software installed, should I delete it and if not, when?**
   Currently you may apply for most grant opportunities using Adobe application packages; however until the transition to Adobe is complete, we recommend that you keep PureEdge software. If you are applying for a grant opportunity for an agency other then those referenced in #1 above you will need to download Adobe Reader 8.1.3 from Adobe via the Grants.gov.

All software downloads for use with Grants.gov can be found on the
Download Software page:
http://www.grants.gov/help/download_software.jsp.

VIEWING WEBCAST/ WEBCAST MATERIALS

4. **Can I print out the PowerPoint from this webcast or other printout information to share with my boss? If so, how?**
To download a copy of the PowerPoint used in current and past webcasts, visit the **Stakeholder Webcast page:**
http://www.grants.gov/help/stakeholder_communications.jsp.

   Use the following link to download a copy of today's webcast:
http://www.grants.gov/assets/shpres01212009.pdf .

5. **We're unable to view the webcast for today 1pm EST. Can you please help? Is there a number to call so that we can listen? How can we watch it live?**
To view the webcast you must have **Adobe Flash Player** installed on your computer and use the following link, to view the webcast live:
http://www.hhs.gov/grants/webcast/index.html . For more information on accessing the webcast live view the instruction/ agenda information posted in the Stakeholder Webcast table (on Stakeholder Webcast page) for the presentation prior to the presentation. The next Stakeholder Webcast will be held live, April 15, 2009 from 1-2 pm Eastern Time.

   If for any reason you were unable to view the webcast live, all webcasts are archived following the live presentation and can be accessed by visiting the **Stakeholder Webcast page:**
http://www.grants.gov/help/stakeholder_communications.jsp.

6. **Is that 1:30 p.m. Eastern time? I am in Hawaii and the time difference is 5 hours.**
All Stakeholder Webcasts are done in Eastern Time. The next Stakeholder Webcast will be held live, April 15, 2009 from 1-2 pm Eastern Time.

   Stakeholder Webcast page:
http://www.grants.gov/help/stakeholder_communications.jsp.

7. **How soon will the on-demand video be available after the January 21 webcast?**
The archived Stakeholder Webcast presentation will be available shortly after the live presentation but we do not have a date yet since a third party service provider maintains the archive versions. Once it is archived it can be accessed by visiting the
Stakeholder Webcast page:
http://www.grants.gov/help/stakeholder_communications.jsp.

ADOBE FORMS

8. **Will the Adobe Reader based application packages allow you to easily import PDF information provided from a co-investigator outside your own organization?**
Adobe application packages were created with collaboration in mind; however please pay close attention to attachment file names you and your co-investigator add to the packages as well as the version of Adobe Reader used while manipulating the package.

See FAQ: **What kind of information can be entered into my application package, are there any limitations on: entering data into application form fields, file size, attachments?**
http://www.grants.gov/applicants/applicant_faqs.jsp#90

At this time the compatible versions of Adobe Reader are 8.1.1, 8.1.2, **8.1.3** and 9.0. Adobe Reader 8.1.3 is the only version of Adobe Reader known to prevent the "Broken Pipe" error. See the **Compatible Versions of Adobe Reader** section on the Download Software page for more information:
http://www.grants.gov/help/download_software.jsp#adobe811 .

9. **When will the the Forms-B versions be ready for download and test? Any update on AT07?**

At this time there is no specific date for these forms to be released into AT07. For more information on forms updates please utilize the spreadsheet Grants.gov updates on the website each week:
http://www.grants.gov/assets/FormsFactoryControlLog.xls

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10. **So if an AFGP grant narrative that is originally written in Microsoft Office need to be translated to the Adobe Reader format before being 'cut, copied & pasted' into the online application?**
Grants.gov does not recommend copying and pasting information into your Adobe application packages other than plain text; as many characters other than plain text are foreign to the Adobe fillable forms.

Copying and pasting data from a word processor (i.e.MSWord) is not advised as many characters and special formatting is unrecognized by the Adobe software. Data copied and pasted from a word processor may not be translated properly and may cause errors during submission.

If you would like copy and paste text, use a text editor such as Notepad as they use plain text.

11. **Is there still the issue of corruption with adobe packages if opened by anyone in the preparation stream who is using adobe 8.1.0 or earlier?**
Using a version of Adobe Reader other than the Grants.gov compatible versions may cause errors to occur during submission.

At this time the compatible versions of Adobe Reader are 8.1.1, 8.1.2, **8.1.3** and 9.0. Adobe Reader 8.1.3 is the only version of Adobe Reader known to prevent the "Broken Pipe" error. See the **Compatible Versions of Adobe Reader** section on the Download Software page for more information: http://www.grants.gov/help/download_software.jsp#adobe811 .

12. **Is there a problem with creating data with Adobe 9 and submitting the application package using Adobe 8.1.3?**
There should not be an issue with using Grants.gov compatible versions of Adobe Reader or Adobe Professional software to open, complete, edit or submit an application package.

Using the same Adobe software version does however limit the possibility of errors occurring during submission. Currently Adobe Reader version 8.1.3 is the only known version which prevents the "Broken Pipe" error. See the **Compatible Versions of Adobe Reader** section on the Download Software page for more information: http://www.grants.gov/help/download_software.jsp#adobe811 .

FORMS ISSUES

13. **When I try to print out the Grants.gov application file (before submission- e.g., a draft of the work in progress), When I press print it prints about a dozen or so nearly blank pages with lines and the budget pages are very tiny; Is there any way around this?**
If technical issues arise while completing an application package please be sure to contact the Grants.gov Contact Center (support@grants.gov or call 1-800-518-4726) so that a note can be made in the system about this issue and a resolution can be found.

This is a new issue, and will be investigated to determine the cause and a solution. There is no workaround at this time.

14. **Why are the Adobe-based application packages crashing? What can we do about it and what is Grants.gov doing about it? The packages are crashing when users are entering data, saving the package...**
If technical issues arise while completing an application package please be sure to contact the Grants.gov Contact Center (support@grants.gov or call 1-800-518-4726) so that a note can be made in the system about this issue and a resolution can be found.

This is a new issue, and will be investigated to determine the cause and a solution. There is no workaround at this time.

> **Answer / Information submitted by viewer:**
> When they refer to the "Adobe" crashing, on a Mac all it tells you is the "application unexpectedly" and there is nothing you can do if you haven't saved the document. I have had this happen frequently when moving things from the left to the right to open, but I have also had it happen after inputting info on the 424 form and have tried to save it. I just kept trying and it eventually worked. Hope this helps.

15. **Many people using Macs are having problems with the new Adobe forms, even using version 8.1.3. The program crashes frequently, particularly within the Non-modular budget module. Will this be addressed in future builds?**

Grants.gov is not aware of any specific issues regarding Macs while submitting in Adobe so please contact the Grants.gov with more specific information on the issue to include screenshots and the Grants.gov PMO will research the issue.

16. **I notice that these new applications take a considerably longer time to maneuver through particularly when shifting forward in the Senior/Key personnel report as well as shifting between budget periods. I've timed these Adobe applications and the forms take over a minute to load these new pages. Is this a software issue on my end? I have updated my Adobe Reader with the newest version found on the Grants.gov site, however I am still running on a Windows XP operating system, is this the issue?**

    The size of the Adobe application packages vary based on the types of forms and the types of attachments you have added to the package. The larger the application package, the longer it will take to load. The processing speed of your computer also plays a major role in how fast the application and its forms will load and open.

17. **After submission of an application why do we receive an html formatted page with the confirmation notice embedded in it, instead of just the confirmation notice that we used to receive?**
    After submitting an application package you receive a JavaScript screen with a confirmation number for your application package as well as an email confirmation notice. The confirmation email serves as a fail safe in case for some reason you did not have a chance to print the confirmation screen for your records. It is very important to keep the information listed on the confirmation screen and email for your records, as they are used for tracking the status of your submission.

18. **One of my co-workers submitted a HRSA Scholarships for Disadvantaged Students application last month, the application materials were on the Adobe forms. Upon submitting the application she received an error email from grants.gov notifying her that the application was not submitted. She resubmitted the application again only to receive the error message again. She contacted the grants.gov helpdesk and was instructed to submit the application a third time, this time the application went through without generating an error. To her shock the two applications that were originally submitted did later go through to the sponsoring agency resulting in 2 duplicate applications. What is the normal procedure we as administrators should follow should we receive a notification from Grants.gov that our applications are not being submitted?**

This issue you have described here "Potential Erroneous Email Notifications" has been reported and is under review to find a solution:

Potential Erroneous Email Notifications

Grants.gov has received notice that some applicants have received conflicting e-mail notifications after a submission. The following scenario has manifested itself more than once;

1. Applicant receives the Grants.gov Submission Receipt e-mail
2. The applicant then receives a Grants.gov Rejection Notice for application with a list of errors
3. This is followed by a Grants.gov Submission Validation Receipt for application e-mail

Applicants are receiving the third validation e-mail without correcting any errors listed in the second Rejection Notice e-mail. Because the Grants.gov system is automatically re-processing the applications, those without errors are being successfully validated, hence the applicant receiving the third Validation Receipt e-mail.

The applications that are re-processed and successfully received into the Grants.gov system are being forwarded to the agencies for retrieval. If the above occurs with your application, we are asking that you engage the [Grants.gov Contact Center](#), secure a case number, follow-up to ensure your application has been received.

The cause of this issue is undetermined at the moment. We are currently researching this issue. We will provide you with more information once we determine the root cause.

FINDING GRANT OPPORTUNITIES

19. **Tell me what grants are available for a woman who is widowed and has a current income of $332 a month to start her home based business. I do not drive anymore. My knowledge is fine; as I wish to market green products for our homes and our health. American people need this now, and I will be able to help other American's make money doing the same; marketing green products for our home and our health. "Solutions for**

our home, our health and wealth." A grant of $25,000 for me to start a home based business will work for me; I will become a grantor for others to do the same as I start making money from my home based business.

For help starting a small business the best place to start would be the **Small Business Administration (SBA):** http://www.sba.gov/. Visit the SBA site for information and assistance with starting a small business.

To see what types of grants are available on Grants.gov visit the **Find Grant Opportunities page:** http://www.grants.gov/applicants/find_grant_opportunities.jsp.

20. **How can the search for grants be simplified? (i.e. grants for basic transitional housing, day care for low to no income parents, housing for homeless singles and families (SRO) and ex-offenders, girls and or boys group homes)**

Visit the Find Grant Opportunities page on Grants.gov to begin your search for grants. The easiest way to search for grants if you are not sure what is available is to use the Basic Search and enter keywords relevant to your search. In your case you may search for grants using keywords such as: homeless, housing, and group homes, to see what type of funding is available for your project.

Find Grant Opportunities page: http://www.grants.gov/applicants/find_grant_opportunities.jsp.

21. **Where would a person start the process of applying for money to help us build a building? Is there a possibility of government owned land available or government seized land available? This seems like a daunting task to tackle along with all of my other duties so is there help available from the government to get the process going?** To start the process of searching for grants on Grants.gov, visit the Find Grant Opportunities page of the website.

Find Grant Opportunities page: http://www.grants.gov/applicants/find_grant_opportunities.jsp.

Other government aid and benefits are listed on the USA.gov website. To find an alphabetical listing visit: http://www.usa.gov/Citizen/Topics/Benefits.shtml.

RSS FEED

22. Is there a way to narrow the RSS feed announcements from grants.gov. I want policy and program announcements related to adolescent and child health, schools, nutrition, physical activity, wellness in the U.S., but I'm getting mostly research announcements, even those that are for work in other countries.

The parameters of your RSS feed are determined in part by the type of RSS feed reader you are using. If you would like to receive notices based on category, subscribe to the following feed "**New/Modified Opportunities by Category"**: http://www07.grants.gov/rss/GG_OppModByCategory.xml and use a feed reader such as Internet Explorer 7 feed reader to set up the way you receive information.

Grants.gov RSS Feed page:
http://www.grants.gov/help/rss.jsp

DAILY EMAIL NOTIFICATIONS

23. I receive daily opportunity postings from notifier@grants.gov and notifier7@grants.gov . The listings are sometimes repeated between the two listings. Is there a plan underway to consolidate these listings?

There is a plan to consolidate in the next build which is tentatively scheduled to be deployed in the May timeframe.

24. How do we sign up for the daily email updates?
To sign up for daily email notices visit:
http://www.grants.gov/applicants/email_subscription.jsp and pick the type of notification email you would like to receive:

○ Grants.gov Updates
Receive updated information about critical issues, new tips for users and other time sensitive updates as information is available. To unsubscribe

from this update you will need to follow the instructions provided in the bottom of the email.

⊙ All Grants Notices
Receive daily notification of all new grant opportunities.

⊙ Notices Based on Advanced Criteria
Select notifications based on specific criteria such as funding instrument type, eligibility or sub-agency.

⊙ Notices Based on Funding Opportunity Number
Select this option to receive notifications based on Funding Opportunity Number (FON). A FON is a number that a federal agency assigns to its grant announcement.

25. **Does gov.grants still send out daily e-mail request for proposals?**

Yes, to sign up for daily e-mail notifications go to:
http://www.grants.gov/search/subscribeAdvanced.do

26. **I signed up to receive the email notification about grants, but haven't received any. I did receive an e-mail that I successfully signed up. What do I need to do to get these notices?**

You may have signed up for an agency that has yet to post a new opportunity. You will only receive e-mail notifications for new opportunities posted by that particular Agency.

If you are continuing to have an issue please contact the Grants.gov Contact Center (support@grants.gov or call 1-800-518-4726) so that they may assist you with setting up your email notification subscriptions.

Subscriptions page:http://www.grants.gov/applicants/email_subscription.jsp.

REGISTRATION (ORGANIZATION (AOR), INDIVIDUAL)

27. **Can an organization have multiple AORs? Does each AOR need their own username and password in order to submit grant applications or should the organization use one username and password to submit applications?**
An organization can have multiple AORs, it is up to the organization to grant AOR status to any of its members. Each AOR registers for their own username and password, for use while accessing the system and submitting

grant applications on behalf of their organization. The username and password is used as an electronic signature.

28. **Is it still a requirement for a Corporation to be associated with Academia for submitting proposals to a grant.?**
It is not a requirement for a corporation to be associated with academia in order to submit a grant application package. Each grant opportunity lists the eligible applicants. For more information on eligibility visit: http://www.grants.gov/aboutgrants/eligibility.jsp .

29. **What is the time frame on the changes in e-authentication – build 2008 - 03? When would AOR's expect to see this change occur?**

    Grants.gov has delayed the deployment of Build 2008 – 03. At this time we do not have a specific date for deployment. Please look to the Grants.gov blog for updated information: http://grants-gov.blogspot.com/

    Once this build is deployed existing AORs will see the change the first time they logged into the system. Prior to deploying the build Grants.gov will distribute a detailed communication on what is occurring in the build via this listserve: http://www.grants.gov/applicants/email_subscription_signup.jsp

30. **Can you go over the problems with the Central Contractor Registry again or post the information on your Web site?**

    The problem does not exist with CCR, the issue resides with Grants.gov pulling updated date from CCR: http://www.grants.gov/aboutgrants/notices_system_information.jsp

31. **What does this mean for system to system? Will AOR's experience submission issues upon submitting an application when credentials are being authenticated?**

    The change to Step 3 of the registration process has no impact on System-to-System (S2S). S2S users utilizes a certificate to submit grant applications.

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32. **Have you heard about the eGrants system that will be rolled out free of charge in 2010? How will that affect our Grants.gov application process?**

    Grants.gov is not aware of such a system.

33. **Is or does NASA plan to use Grants.gov exclusively for applicants submitting proposals to the agency? If so, when? I realize announcements are posted on Grants.gov, however, we have had to submit packages through the NASA NSPIRES system.**

    At this time NASA does not have plans to exclusively use Grants.gov for the submission of applications.

34. **We submit applications to the Corporation for National and Community Service through eGrants. Will the eGrants process eventually be replaced by Grants.gov for this agency? eGrants is very clunky compared to grants.gov.**

    Grants.gov is the source for all Federal Agencies to post grant opportunities for the applicant community to search. Several Agencies have their own systems for which applicants can submit grant applications instead of submitting through Grants.gov.

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