



Questions by Category

Application Sections.....	3
Q: Do the character count limits include spaces?	3
Q: How do I clear a radio button that I clicked on by mistake?.....	3
Q: How do I delete an application (project) that I created in error?.....	3
Q: How do I format my proposal with bolding, italics, superscripts, etc.?.....	3
Q: Is double spacing required for the text entered into an application field, such as the “Project Description”?	3
Q: What does this Budget validation error mean?	3
Q: Why am I getting a security error when I access certain pages of my application?	4
Q: Why is there nothing displayed in the lookup, and why is EGrAMS "hanging" and slow?	4
Q: Why can't I find my co-PI, co-applicant, additional author or trainee in EGrAMS?.....	4
PDFs and Attachments.....	4
Q: How do I create a PDF copy of my application?.....	4
Q: Why don't the titles I have added to my uploaded PDF document show up when I generate a PDF of my application in EGrAMS?	5
Q: How do I merge multiple PDF documents into one file?	5
Q: How can I fix a document that was not attached to my application properly?.....	5
Q: Why do I get an error message that EGrAMS can't find the file I've just uploaded when I try to click on the paperclip icon?	5
CVs	5
Q: Do I have to include CVs for everyone on the project team? What format should I use?	5
Q: Is the Common CV accepted?	6
Q: Why is CCSRI not a member organization of the Common CV Network?	6
Institution.....	6
Q: How do I change the Research Institution on my application?	6
Signing Authorities and References.....	6
Q: How do I delete an application Signing Authority or Reference?.....	6
Q: How do I know if my Signing Authorities or References have completed their section?	6
Q: What, and how many Signing Authorities are required?.....	7
User Profile	7



Q: How can I change my user profile status from Inactive to Active?..... 7

Q: Why aren't my Education, Institution or Biographical entries on my profile saved? 7

Q: Why does the system say I am an "Invalid User" when I try to log in?..... 7



Application Sections

Q: Do the character count limits include spaces?

A: The number of characters counted, where required during the field validation of your application, includes spaces.

Tip: The on-screen character count displayed in EGrAMS will not be an exact match to the word count tool of your word processor. It may be more or less. This difference is typically due to how each system counts non-visible characters, such as paragraph, or line feeds. Always leave a buffer between your word processor count and the character limit in EGrAMS to allow for this difference.

Q: How do I clear a radio button that I clicked on by mistake?

A: Go to the application index by clicking the **Index** tab in the banner (Index is the first tab listed from the left). Scroll through the list of application screens and locate the page containing the radio button you need to clear. Click the red **X** in the **Delete** column next to the appropriate page. **WARNING:** this action will delete the entire contents of the page in question. You will need to re-enter any other content on that page once you've clicked the delete button.

See validation tutorial: https://s3.amazonaws.com/EGrAMS_Videos/application-validation.swf

Q: How do I delete an application (project) that I created in error?

A: Only applications that have not yet been submitted can be deleted. For applications with abstract registration, the application cannot be deleted once an abstract has been submitted.

Go to the **Application Workbench**. Ensure that the correct program is selected in the workbench. Under the Applications section click the red **X** under the Delete column. Click OK in the pop-up.

Q: How do I format my proposal with bolding, italics, superscripts, etc.?

A: Complete the formatting of your proposal (or other text) in Word, then copy and paste this into EGrAMS. Formatting should be copied into and displayed in EGrAMS as per your original document. Adjustments, if necessary, can be made with the formatting toolbar found in EGrAMS. Use the CTRL + V keys to paste your content into EGrAMS for the best results.

Tip: Use the Preview toolbar icon in EGrAMS to view your text in a full screen window.

Q: Is double spacing required for the text entered into an application field, such as the "Project Description"?

A: No, any narrative type responses entered in the application should be single spaced.

Q: What does this Budget validation error mean?

A: The most common errors during validation of the **Budget** section are: Funds requested or Project cost is zero or not entered Funds requested 0.00 does not equal budget amount [your budget total] Project cost 0.00 does not equal budget + match amount [your budget total]

They all refer to the same error, which is that you've neglected to enter the amount of funds you are requesting on an earlier page of the application.

To resolve these errors: Go to the application index by clicking the **Index** tab on the banner (it is the first tab listed from the left). Click the link under **Background** entitled **2. Project**. (This will take you to the **Project Information** screen.) On item e) **Amount of Funds Requested**, enter the total amount of your budget (it must match the figure listed on the **Budget Summary** screen). The **Project Cost** field will be auto-populated with whatever value you enter in Amount of Funds Requested. Click the **Save** button to



complete the process.

Once you've saved this information, go back to the Budget section and click the **Validate** button again. The error(s) should now be cleared.

Q: Why am I getting a security error when I access certain pages of my application?

A: When you use Internet Explore to access your applications, a security error may pop up when you are on a page with EGrAMS' rich text editor. You can make changes to your Internet Explorer's security settings to disable this message:

1. Click on Tools -> Internet Options
2. Go to Security tab
3. Click on Custom level... button under "Security level for his zone" section
4. Under "Miscellaneous" branch, for Display mixed content parameter, select the radio button of Enabled

Q: Why is there nothing displayed in the lookup, and why is EGrAMS "hanging" and slow?

A: If you're running Skype on your computer you may be experiencing an issue caused between the Skype add-in and Internet Explorer (IE). This is a known issue with the Skype add-in and, while not related to EGrAMS, can impact the operation of the system, causing lookups to fail and the system to hang.

While in IE, disable all Skype add-in from your explorer settings from the Internet Options > Programs > Manage Add-Ins selection. Close your browser. Then re-open your browser and log back into EGrAMS.

Q: Why can't I find my co-PI, co-applicant, additional author or trainee in EGrAMS?


A: There are a few possibilities:

1. The user whom you are looking for has not yet created an EGrAMS account.
2. The e-mail address that you have supplied is not the one that is used in your co-PI's user profile.
3. Your co-PI* has left host institution blank on his/her user profile; host institution needs to be selected in order to have exact e-mail search function properly.

* "co-PI" noted above can be replaced with "co-applicant", "additional author" or "trainee"

PDFs and Attachments

Q: How do I create a PDF copy of my application?

A: Go to the **Application Workbench**. Ensure that the correct program and application within that program is selected. Click the  icon to generate a PDF.

Tip: If a PDF Reader window does not pop-up, check the pop-up blocker settings in your browser. Pop-ups must be allowed from the EGrAMS website by your computer.



Q: Why don't the titles I have added to my uploaded PDF document show up when I generate a PDF of my application in EGrAMS?

A: The use of "Typewriter" text to insert titles or other notations in your uploaded PDF attachments is not supported by the EGrAMS PDF generator, and therefore will not render properly.

The solution is to print the final version of your attachment to a PDF output device to create a revised PDF file. The process of printing to a PDF merges the typewriter text in with the original document.

Q: How do I merge multiple PDF documents into one file?

A: If you have a full version of Adobe Acrobat (i.e. not just the Reader) installed on your computer, use that program to merge multiple PDFs into a single PDF document that can be attached to your application. If you do not have Adobe installed, there are free internet tools that will allow you to merge your PDF files. One example can be found at www.pdfmerge.com.

Note: CCS does not recommend specific PDF merge tools or guarantee their results or security. Please contact your organization's IT department for their recommendation.

Q: How can I fix a document that was not attached to my application properly?

A: When you upload a document to your application (e.g. your CV or a budget justification), you should always click the paperclip icon that appears after clicking **Save** to ensure the document was uploaded properly.

If clicking the paperclip yields faulty or no results, click the red **X** next to the paperclip to indicate you want to delete the attachment, and then click **Save**. This will clear the attachment, so you can attempt to attach the document again.

Tip: Do not upload a file with the exact same file name to different sections in EGrAMS. Only one copy will be stored and deleting that file in one section, deletes it for all other sections. The result is that the file will appear to be missing on these other sections.

If you continue to encounter difficulty uploading documents, contact egramscancer.ca

Q: Why do I get an error message that EGrAMS can't find the file I've just uploaded when I try to click on the paperclip icon?

A: Some possible causes for this problem are: Uploaded file names should not contain any special characters (e.g. &, #, %, @, [, etc.), except for underscores or hyphens. Special characters can be interpreted incorrectly by the system. Make sure the file names you are uploading are unique. EGrAMS only stores one copy of each file, based on the name. If you use the same name in more than one place on the application, but then delete one of these occurrences, all other occurrences on your application will have lost that file reference. To correct this, delete the attachment reference using the red **X**, saving and then re-upload the file.

Contact egramscancer.ca if you continue to have an issue.

CVs

Q: Do I have to include CVs for everyone on the project team? What format should I use?

A: Applications requiring CVs must include CVs for the Principal Investigator, as well as any co-PIs, co-Applicants, and Additional Authors.



When you are entering each project team member into the **Participants** page of the application (located in the **Background** section/tab), you can attach the CV by clicking the **Browse** button next to that field on the screen.

All participants (excluding the Financial Officer, for whom a CV is not required) should follow the formatting guidelines described for the Principal Investigator.

Q: Is the Common CV accepted?



A: An abbreviated version of the Common CV is accepted, however, this should contain only the items required by CCSRI as described in the application guide. As we are not a member organization of the Common CV Network, you will need to create an abbreviated version of your full Common CV to attach to the application. This can be achieved by generating a PDF of the draft or other appropriate version and subsequently removing/deleting the sections not required. The 3 page limit mentioned in the guide does not apply if you are using an abbreviated Common CV, only if you are creating an abbreviated CV as described in the guide.

Q: Why is CCSRI not a member organization of the Common CV Network?

A: The CCS is not a member of the Common CV network given the significant annual membership fee.

Institution

Q: How do I change the Research Institution on my application?

A: Go to the **Application Workbench** screen. Ensure that the correct program is selected. Under the Applications section, use the  lookup under the Institution column to select a new institution. Click  to save this change.

Signing Authorities and References

Q: How do I delete an application Signing Authority or Reference?

A: Signing authorities and references can only be deleted if the status of the record is **Pending**, in other words, the signing authority has not updated your application yet.

From the **Application Workbench** screen ensure that the correct program is selected. Under the Signatories and references section, find the signatory you wish to delete and click the red **X** under the Delete column next to their name. Click OK in the pop-up.

If an incorrect signing authority has completed signoff, you will need to contact egramscancer.ca for assistance.

Q: How do I know if my Signing Authorities or References have completed their section?

A: Go to the **Application Workbench** screen. Ensure that the correct program is selected. Under the Signatories and references section the **Status** column in the display will indicate the current status of the signatory entries for your application. These are Pending, Work In Progress (WIP), and Complete.



Q: What, and how many Signing Authorities are required?

A: At least two, and possibly three, electronic signatures are required for you to submit a full application.

1. **Head of Department** (or the **Dean** of the Department, if the Head is part of the research team) electronic signature is required for submission. Only one name can be used for this.
2. The **Executive Authority for the Research Host** institution, where the research will be conducted.
3. The **Executive Authority for the Administration (Finance) Host** institution, where the funds will be administered. This signatory is only required if the administrative and research host institutions for your project are the different.

Note: CCSRI will require that you confirm and/or update the required research and finance host executive authorities during the grant acceptance for those grants awarded funding.

With respect to the PI and others, the PI is assumed to be doing the submission, therefore by default the application along with the fact that it's tied to their user name and profile in the system is considered to be their "signature". The Co-PIs, Co-Apps and Additional Authors don't have to sign. Having their names and attaching their CVs is the only requirement.

User Profile

Q: How can I change my user profile status from Inactive to Active?

A: If you have recently created a new user profile and tried to log in with it, you may have received an error message stating:

"Your User Status is Inactive in the EGrAMS application. You should have an Active status to access the EGrAMS application. Please contact System Administrator for assistance."

New profiles must be activated by a CCSRI system administrator. This activation normally takes place within 24 hours of a request. If you need your activation expedited, send an e-mail to egramscancer.ca requesting that your profile be activated.

Q: Why aren't my Education, Institution or Biographical entries on my profile saved?

A: When you're updating your profile, and specifically, when updating the additional information (education, institution, biographical), you need to press the OK button on each screen, including the main profile screen. For example, clicking OK after entering your Education is not enough. After the Education screen closes, you must then click OK on the profile's User Details screen. This will save your entries.

Q: Why does the system say I am an "Invalid User" when I try to log in?

A: If you have recently created a new profile and received an error message when trying to log in that reads "Invalid User. You are not authorized to use the EGrAMS application" it may mean that a CCSRI (formerly NCIC) system administrator has deleted your new profile because you already have a profile in the system.

If you have had previous interaction with the CCSRI as a grant applicant or a reviewer, you will probably already have an account in the EGrAMS system. If a system administrator identifies that you have



created a duplicate account, the newest profile will be deleted, and we will contact you with information on how to access your existing account.

Tip: You should also confirm that you are connected to the Canadian Cancer Society EGrAMS system. Look for the CCS logo on the page.

If you do not hear from a system administrator, contact egramscancer.ca.