**Frequently Asked Questions**

## Contents

# How do I open a saved application?

Once you have begun your grant application, you have the ability to save it and return to the Web site at any time to continue your work.  Before leaving the Web site to return at a later time, it is important to make sure that your work has been successfully saved. A successful save will display a message on the screen stating that your application has been saved and will provide you with a temporary tracking number **(1A).**

Upon your next return to the Web site you will notice a new option located in the main area of the Homepage called 'Open a saved application'. Click 'Yes' to the right of this option **(1B)**.

You will now be on the 'Applications' tab. This page will list, in table format, all applications that you have started, saved and not yet submitted. Locate the application listing you wish to open, hover directly over it and single-click to highlight **(1C – Red)**. Once highlighted, click the 'Open Application' icon located to the far right of the purple Applications Table banner **(1C – Black)**.

**1A. Successful Save Message:**

Picture here from your configured Visiontracker application.

**1B. Open a saved application Homepage option:**

Picture here from your configured Visiontracker application.

**1C. Selecting and opening your grant from the Applications Tab:**

Picture here from your configured Visiontracker application.

# How do I print my application?

During any point of the application process you have the ability to generate a PDF print-out of your entire application. The Print icon is located in the application toolbar, between the Next and Refresh icons **(2A)**.  It is important that you use this Print button and not the printing function of your Web browser.

If you are using Internet Explorer, it may be necessary to alter your download settings in order to see the PDF print-out.  If nothing happens when you click Print, please follow the instructions in **2B, 2C and 2D**.
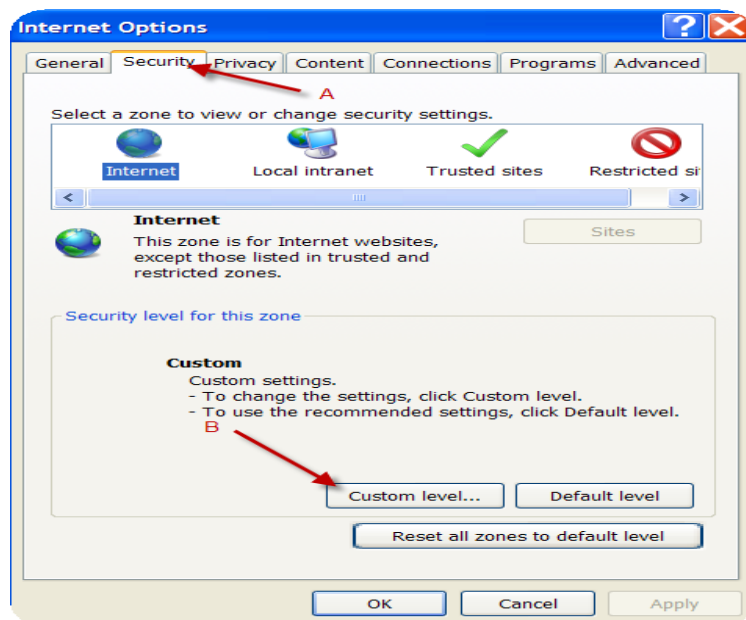
**2A. Print Icon located on the Application Toolbar:**

Picture here from your configured Visiontracker application.

**Correcting the Internet Explorer Settings:**

**2B. Select Internet Options from the Tools Menu:**

**2C. Click the 2<sup>nd</sup> tab from the left called Security (A) and then click on the Custom level button (B)**



**2D. This will open the Security Settings window. Scroll down to the Downloads section and make sure all three options (Automatic prompting for downloads; File download; Font download) are set to 'Enable'. Then click OK.**

**Security Settings - Internet Zone**

Settings

○ Prompt
Script ActiveX controls marked safe for scripting*
  ○ Disable
  ⦿ Enable
  ○ Prompt
Downloads
  Automatic prompting for file downloads
    ○ Disable
    ⦿ Enable
  File download
    ○ Disable
    ⦿ Enable
  Font download
    ○ Disable
    ⦿ Enable
    ○ Prompt
Enable .NET Framework setup

*Takes effect after you restart Internet Explorer

Reset custom settings

Reset to: Medium-high (default)　　[Reset...]

[OK]　[Cancel]

## Is there a time limit on how long my session lasts?

Yes, your Web session will time out after 90 minutes and you will be prompted to reenter your Username and Password information. Like many other Web applications, this is in place for security purposes.

**PLEASE NOTE:** If you have been working on a new application for over 90 minutes, but have not saved it, you WILL lose your data with no way of recovering it. It is crucial to save your work early and often. After your initial Save, a session timeout will NOT result in any data loss. After each successful Save, the session timeout clock will be reset.

## Is it alright to use my Web browser's Refresh button?

It is highly recommended that you do not use the Refresh button on your Web browser. Clicking Refresh before you have saved your application will cause your to lose all of your data.

There is, however, a Refresh button located within the Toolbar section of the application (just to the right of the Print button). The purpose of this Refresh button is to revert your application back to its previously saved state. This can be particularly useful if you have entered erroneous data or wish to rewrite any of your information. Rather than deleting several fields, you can simple click the application's Refresh button and continue working from the last saved state of your application.

# How do I copy my application?

To copy your application, you will need to access the Applications Tab; if you have opened a saved application then you will be familiar with this section of the Web site. From the Homepage of the Web site, click 'Yes' next to the 'View your history' option **(5A)**. The history window lists, by Grant Status, every application you have ever saved or submitted through the system **(5B)**. For example, a grant you submitted last year for which the program has ended and all funding has been reconciled will be listed under the 'Closed' status. Clicking on any status within the History window will open the Applications Tab.

In the Applications Tab, locate the grant application in the grid that you wish to copy and single-click anywhere over the listing to highlight it **(5C – Red)**. Once highlighted, click the 'Copy Grant' icon; this is the middle icon to the top right of the purple banner of the Applications Table **(5C – Black).**

You will now be prompted to read and acknowledge the Submission Agreement and answer the Key Application Questions. Remember, based on your answers to these questions, the newly copied version of your application may now contain different fields required for submission. If you are unsure of what information needs to be added, simply click the Submit button to be provided with a full list of missing requirements.

**Important!**

Once you have copied your application it will be necessary to go to the Activity Details tab.  On the Activities Details tab, go to the Faculty section.  Double click on each entry to assign the corresponding Activity Title.  Once you assign the Activity, click OK.  You will need to repeat this step for each entry in the Venue section as well.  If all other information is complete, you may now submit your request.


**5A. View your history Homepage option:**

Picture here from your configured Visiontracker application.


**5B. History Window:**

Picture here from your configured Visiontracker application.


**5C. Selecting and copying your grant from the Applications Tab:**

# What do I do if I receive an error message while attempting to Start, Save or Submit my application?

There are various types of error messages or warnings you may encounter throughout the application. The most common of which will occur when attempting to submit an application that is missing some required application (See image 5D above for an example). This type of message simply displays what is missing from your application; you can click OK and proceed.

Other types of error messages may be less clear if you have encountered an issue with either the server or the database. **In this case, you will receive what is called a "Processing Error". If this occurs, it is very important that you do not exit or refresh your browser or application; doing so will most likely result in losing any unsaved data.** When this type of error does occur, the best thing to do is the following:

- Copy any text that is contained within the error message and click OK to exit that message and return to your application.

- Click on the Home tab to return to the Homepage of the Web site. Don't worry, all of the application tabs will remain visible and you will be able to return to them later.

- On the Homepage, locate and click the Contact Tech Support link located under the Company Info section on the right.

- Copy the error text into the message area of the window and please also provide your name, which company you are applying to and any other details about what actions you performed just before the error message was displayed. Then click Send; a technical support representative will get back to you within one business day.

- You may also call the Technical Support hotline number: (860) 266-4944. Hotline hours are 9AM – 5PM EST, but you may call at any point and leave a detailed message.

### *Internet Explorer Specific Error Messages (GWT and Out of Bounds References)*

When using the Internet Explorer browser, you may encounter a variety of error messages that reference 'GWT' somewhere within the content. The most common occurrence of these types of messages is when beginning a new application. Therefore, it will be highly unlikely that you have begun to enter any data for your grant request.

To correct the problem – simply log out, refresh your web browser and log back in. When logged back in, your application should begin without issue. Remember to save your application frequently when you continue working.

Some common examples of this type of error message:

- Problem getting grant: java.lang.IndexOutOfBoundsException

- Getting Initial Page has failed: The call failed on the server; see server log for details: com.google.gwt.user.client.rpc.StatusCodeException: The call failed on the server; see server log for details

- Failure getting Panel definition from the server: com.google.gwt.user.client.rpc.StatusCodeException:

- org.gwtwidgets.client.util.regex.Pattern._createExpression(Ljava/lang/String;Ljava/lang/String;)Lcom/google/gwt/core/client/JavaScriptObject;

## Can I delete or cancel my grant request?

Any application that you have begun, but not yet saved, may be discarded at any time by either logging out of the Web site or by returning to the Homepage and reselecting the 'Apply for Grant' option. There will be no record of any data you had entered previously.

However, once you have saved your work, the application will be stored in the database indefinitely regardless of whether or not you have submitted.

If you have a saved, yet incomplete, application stored in the system that, for any reason, you wish to have deleted, you may use the 'Contact Technical Support' link located in the Company Info section on the right side of the Homepage.

If you wish to cancel a submitted request for any reason, you must contact the company directly by using the 'Contact Form' link located just below the 'Need Help' option on the right of the Homepage.

## How can I change my password/username?

You have the ability to change your password at any time by using the 'Change Password' function located in the Need Help section to the right of the Homepage. Keep in mind that your password must be six characters long and is case-sensitive. For security purposes, you will not be allowed to reuse any of your last five passwords.

If you forget your password at any point, you can send a request for a new one directly from the Login screen. Enter your Username and then click the 'Forgot Password?' link.

Your Username, by design, will always be the e-mail address you entered when first registering with the Web site. It is not possible to change your Username from within the Web site application. However, if you do require a different Username, you may request one via the 'Contact Tech Support' link located in the Company Info section to the right of the Homepage.