



**Stakeholder Webcast
July 19, 2007
Questions/Comments**

QUESTIONS

Webcast/More Information Questions:

1. **Where do I find the tables/charts the director was referencing?**

Please visit: http://www.grants.gov/resources/stakeholder_communications.jsp.

2. **The broadcast is having trouble. I don't know if it is because so many people are logging in. But the system will run for a few minutes, and then freeze up, the entire time real player is trying to reconnect. Is there a way to make the broadcast better?**

Thank you for your feedback. We apologize for any inconvenience this may have caused you. We will work with the HUD studio, the host of our event, to avoid such issues on our next broadcast, which is October 17, 2007.

To view the presentation please visit:

http://www.grants.gov/resources/stakeholder_communications.jsp.

To view the webcast again (available Monday July 23) click here:

<http://www.hud.gov/webcasts/archives/>.

3. **There currently exists on the Grants.gov website a very comprehensive Flash animation that walks the user through the entire application process, including some basic navigation of the PureEdge viewer. Will there be a similar animated guide to the nuances of the Adobe package?**

We are in the beginning phases of development, please check back to the Grants.gov website for updates.

4. **I'm having major tech difficulty with the webcast. Can I get a transcript, particularly of the Q&A?**

Yes, it is always provided on the Grants.gov's website. To view the presentation and other materials please visit:

http://www.grants.gov/resources/stakeholder_communications.jsp.

General Adobe Questions:

5. **On the FAQ page currently posted on Grants.gov, in response to the question on what platforms can I use, Mac OS X v.10.2.8 or 10.3 were listed. Does that mean that the Adobe Reader will NOT work on newer versions of the Mac OS, like OS 10.4.10? And, if the current version of Adobe Reader will NOT work on 10.4, when is scheduled to work on the current Mac OS?**

Adobe is always striving to stay current with support for the latest versions of operating systems. There will always be a lag between when an operating system is released and Adobe can test and support that specific version. Adobe Reader 7.0.9 supports the Mac OS X 10.4.2. Adobe Reader 8.1 supports the Mac OS X 10.4.9. Although the Adobe Reader 7.0.9 has not been tested and certified on Mac OS X 10.4.10, it should still work being that there is only a minor version difference with the supported Mac OS X 10.4.2.

Once the update to Reader is made available, the latest version should then be used for Mac OS X 10.4.10.

6. **Also, is it possible to have a feature where a grant application can be unsubmitted? This feature was available on the previous online application through the Dept of Ed and is not available on Grants.gov that I can see.**

An application once submitted to Grants.gov cannot be “unsubmitted”.

7. **The other feature I miss is the PDF final version where you can see the entire application. This was also available in the online application system previous to Grants.gov is it possible Adobe version could have this feature?**

Yes this feature is available with the new 2007 system. All the data entry forms you complete are available to you in PDF format before and after you submit to Grants.gov

8. **Slide 8: What is counted as a submission? Is it a grant application package that is 'Received by Agency'?**

An application is counted as a submission when it is received and assigned a tracking number by Grants.gov. An online receipt is immediately issued to the applicant that includes among other things date/time of the receipt and the tracking number. In addition, an email receipt is also sent to the Authorized Organizational Representative (AOR).

9. **Slide 11: Will GRANT0xxxxxxx always mean it is a PureEdge package and GRANT1xxxxxxx be Adobe PDF?**

Yes.

10. **Slide 15: When will the Grants.gov 2007 System deployment be rolled out to acceptance test web site (atweb.grants.gov) for other agencies to test?**

All agencies are given permission to test. Please make sure you contact your Grants.gov Agency Program Advisor before you begin testing, click here for contact information: <http://www.grants.gov/assets/GrantsgovAgencyContactList.pdf>

11. **Will there be web-based training sessions available for the new Adobe forms?**

Please refer to the resources on Grants.gov for training materials. If you would like to request training please fill out our request form:

<http://www.grants.gov/section910/OutreachRequestForm.doc> and email the completed form to support@grants.gov and a representative will contact you.

Training Materials link: http://www.grants.gov/resources/training_materials.jsp

Help Materials link: <http://www.grants.gov/help/help.jsp>

12. **Is there a limit on the size of an application submission? In other words, are applicants able to load attachments as large as they like?**

The maximum package should not exceed a total of 150 MB.

13. **It would be extremely helpful if there was a link, from the Grants.gov home page which would give us a test application so we could easily do a hands-on test of the functionality and/or do hands-on training sessions. Also, do you intend to put an indicator on the FOA Download page telling us whether an application is PureEdge or Adobe? Our applicants would find this extremely helpful.**

Thank you for your suggestions, Grants.gov will review and take your suggestions under consideration.

Adobe Version Questions:

14. **As the application package is being prepared, it is likely that somebody may use one of the unapproved Adobe standard or professional products to edit it. Will this introduce errors that can be checked for prior to submission?**

At this time it is important that you make sure any user working on the package is using Adobe Reader version 7.0.9. Errors currently may happen before and after submission, to minimize the risk please use Adobe Reader 7.0.9.

15. **I have the Adobe 8 version. From what I understand, I am unable to have two Adobe versions on one computer. Can I use the old platform until this problem is fixed?**

Adobe Reader 7.0.9 will be installed along side the version of Adobe Acrobat. The two applications cannot be used at the same time. Directions for the installation of the Reader will be available through Grants.gov. To use the Reader 7.0.9 to fill out a grant application, the Adobe Reader 7.0.9 should be running before the application is opened. This will ensure the application is opened within the Reader 7.0.9. All other access to PDF's will continue to occur through Adobe Acrobat unless the Reader is currently running.

Click here to read the Adobe statement and download Adobe Reader 7.0.9:
http://www.grants.gov/aboutgrants/technical_alerts.jsp

16. **If we have some version of Adobe Acrobat on our computers, in order to create the PDF attachments needed for NIH Grants.gov submissions, how will that program interact with the specific version of Adobe Reader needed to handle the SF424 (R&R) packages?**

Adobe Reader 7.0.9 will be installed along side the version of Adobe Acrobat. The two applications cannot be used at the same time. Directions for the installation of the Reader will be available through Grants.gov. To use the Reader 7.0.9 to fill out a grant application, the Adobe Reader 7.0.9 should be running before the application is opened. This will ensure the application is opened within the Reader 7.0.9. All other access to PDF's will continue to occur through Adobe Acrobat unless the Reader is currently running.

Click here to read the Adobe statement and download Adobe Reader 7.0.9:
http://www.grants.gov/aboutgrants/technical_alerts.jsp

17. **In a recent NCURA workshop I attended, it was made clear that there are serious conflicts that arise on computers that are running Adobe Reader 7.0.9 as well as a newer version of Adobe like Adobe Professional 8.1.0. The information presented to us indicated that even if you instruct your machine to open the application package with Adobe 7.0.9, if you have a new version installed on your machine, the computer defaults to the newer version. If this is, in fact, the case, this is a serious problem, since we need the newer versions of Adobe on our machines not only to create PDFs but to function in our jobs as research administrators. Can you elaborate on these conflicts?**

Which version of Adobe Reader or Acrobat is used as the default application on the desktop can be configured if the default behavior is not what is required. The Adobe Reader 7.0.9 can reside on the same machine Adobe Acrobat Professional 7.x or 8.x. Once the machine is configured to use Adobe Acrobat Professional as the default application for PDF's, the only time a PDF will be accessed by the Adobe Reader is when the Reader is already running. This way, all normal Acrobat usage will stay the same. When it is time fill out a grant application, the user will exit out of Acrobat and open the Reader and then open the grant application. For Acrobat users, you may contact Adobe support for help in this matter. Please refer to the statement by Adobe, http://www.grants.gov/aboutgrants/technical_alerts.jsp

18. Can applicants use the full version of Adobe Acrobat (as opposed to Reader) to complete the 424 R&R?

It is highly recommended you use Adobe Reader version 7.0.9 to complete the Grants.gov packages. These forms have not been tested with Adobe Acrobat Professional and may cause errors.

19. If we have used Adobe Reader 8.0 for submission without any problem, may we keep using this version?

In order to reduce the risk for the user Grants.gov recommends using Adobe Reader version 7.0.9 to complete the Grants.gov packages.

20. Is there any version of Acrobat (rather than Reader) will work with these forms?

No, currently you need to install Adobe Reader 7.0.9 in order to successfully submit an application using Adobe forms.

21. Only 1/2 of my question made it to the announcer. The question itself denoted with a * never made it to the screen. 1) As the application package is being prepared, it is likely that somebody may use one of the unapproved Adobe standard or professional products to edit it. * Will this introduce errors that can be checked for prior to submission?

All edits to an application package should be made with Adobe Reader version 7.0.9 in order to successfully submit an application using Adobe forms.

22. With the new Adobe form, will the form information be saved on the user's hard drive or will it be saved onto a server? Will earlier versions of Adobe Acrobat on the user's computer interfere with the downloaded Adobe Reader 7.0.9?

The download is not Adobe dependent. Form information will be saved locally on the user's hard drive whenever the user saves the form. Once the form is submitted, the data will also reside on the server. The Adobe Reader 7.0.9 can reside on the machine as earlier versions of Adobe Acrobat. Please see the Adobe message on the grants.gov website for more information on how to download, install and work with this configuration. http://www.grants.gov/aboutgrants/technical_alerts.jsp

23. If you have Adobe Acrobat Professional 8.0 currently installed on your computer, will it interfere with the new Adobe application package if you try to download and use Adobe Reader 7.0.9 to complete the application package?

The Adobe Reader 7.0.9 can reside on the machine as Adobe Acrobat Professional 8.0. Please see the Adobe message on the grants.gov website for more information on how to download, install and work with this configuration. http://www.grants.gov/aboutgrants/technical_alerts.jsp

24. Will I be able to use Adobe Professional version 8 to edit the Grants.gov forms?

No, currently you need to install Adobe Reader 7.0.9 in order to successfully submit an application using Adobe forms.

25. Many at our university have access to Adobe Professional on our key server. Once we download the 7.0.9 version required for Grants.gov, how do they know which version they are using to complete the application package? Also, can you create PDF files using v7.0.9?

Adobe Acrobat Professional can be configured to be the default Adobe application for working with PDF's. The Adobe Reader 7.0.9 can reside on the same machine Adobe Acrobat Professional 7.x or 8.x. Once the machine is configured to use Adobe Acrobat Professional as the default application for PDF's, the only time a PDF will be accessed by the Adobe Reader is when the Reader is already running. This way, all normal Acrobat usage will stay the same. When it is time fill out a grant application, the user will exit out of Acrobat and open the Reader and then open the grant application. For Acrobat users, you may contact Adobe support for help in this matter. Please refer to the statement by Adobe, http://www.grants.gov/aboutgrants/technical_alerts.jsp

Adobe Forms Questions:

26. If the free Acrobat Reader is the software, how are forms saved, since the free Reader hasn't historically allowed saving?

Adobe Reader can save a data entry form provided the form has certain digital rights embedded in it. All Grants.gov forms contain the required digital rights which allow even Adobe Reader to save data entry forms. You do NOT need Adobe Acrobat Professional to complete or submit Grants.gov forms. Please refer to the statement by Adobe, http://www.grants.gov/aboutgrants/technical_alerts.jsp

27. You are telling us about downloading Adobe Reader 7.0.9 – will we be able to actually fill in the forms (my previous experience with Acrobat is that the reader only allows you to read but not to write or save)?

Adobe Reader can save a data entry form provided the form has certain digital rights embedded in it. All Grants.gov forms contain the required digital rights which allow even Adobe Reader to save data entry forms. You do NOT need Adobe Acrobat Professional to complete or submit Grants.gov forms. Please refer to the statement by Adobe, http://www.grants.gov/aboutgrants/technical_alerts.jsp

28. Mr. Purtell says that the Adobe system is deployed. When will we see full SF424 R&R forms available -- including sub award budgets? What agencies are now using the Adobe forms? Is Adobe really deployed in full submission function, or only for agencies to make new forms?

There are 147 forms in the Grants.gov repository with many forms combined into a forms family for application submission. Upon request by the agencies and grant community the forms are being phased into production with extended testing times. As of July 19 – 63 forms are in production available for testing with the Federal agencies. The remaining forms are being released to production over the next couple of months with a completion date projected for September 6, 2007. Grants.gov is advising all Federal Agencies to test their packages in Adobe through the Grants.gov Program Office before they post opportunities in the new system. The transition from the old platform using IBM

Workplace Forms to the new platform with the Adobe application packages is being phased in with each agency in order to provide adequate testing and communications with the grant community.

29. Is there any way to postpone putting data into required fields? Is there any way to avoid the error message that fields are required while filling out the form?

You can postpone entering data into required fields by selecting a field for data entry using a mouse instead of tabbing into the field. This will also prevent warning message from popping up for incomplete mandatory fields. The message box that appears when a user leaves a field blank that is required is a standard feature of Adobe Reader and Acrobat. It is intended to inform the user that they are leaving a required field blank. Adobe is looking at making these message boxes a user definable preference for future releases. Please note that all mandatory fields must be completed prior to submission.

30. Can forms be opened by double-clicking?

Forms cannot be opened by double clicking on them. On the cover page of the package, you must move the form you want to work with to the window on the right, select it and then click the Open button in order to open it.

31. Early reviews mentioned very slow transfer of forms from "Documents" to "Completed Documents Ready to Submit". Has this problem been fixed?

Yes the problem has been fixed. Please email the Contact Center at support@grants.gov if you face any problem with this feature.

32. Will any information from a year 1 budget page (e.g., names of Key Persons) pre-populate the budgets for later years?

The following fields are forward populated to Year 1 to later years: DUNS number, Budget Type, Organization name, Section A - Line 1--- Prefix, First Name, Middle Name, Last Name, Suffix, Project Role (Line 1 only - no other lines) and Budget Justification attachment.

33. Is there a way for us to locally populate the Adobe forms with standardized institutional information (before the investigator starts filling out the form)?

No. Each package has information unique to it that is required by Grants.gov. Importing information from an external file will overwrite that information and make the package invalid.

34. Will the forms be auto-filled so that you don't have to re-enter standard agency information for each new proposal?

No. Each package has information unique to it that is required by Grants.gov. Importing information from an external file will overwrite that information and make the package invalid.

35. Under the previous Grants.gov version, we experienced difficulty saving narrative information. Fields would be filled out and saved, only to be discovered missing when forms were reopened. Is this an issue with the new version?

This should not be an issue. Please email the Contact Center at support@grants.gov if you face any problem with this feature.

36. Will the SBIR program provide detailed line-by-line instructions and advice for the new Adobe form package, as it does for the PureEdge package?

From NIH: NIH will publish an application guide with Adobe form specific instructions. The current application guide with PureEdge form specific instructions also will be maintained until all opportunities have transitioned to Adobe.

37. I have very practical questions about using the Grants.gov portal for NIH SBIR grant applications for individual companies (not universities with grants administration departments). When will the new Adobe forms be implemented for NIH SBIR grants?

From NIH: NIH will not be able to finalize plans to transition to Adobe until we have a chance to thoroughly test and gain familiarity with the new SF424 (R&R) forms. Once our plans are finalized, a notice will be posted in the [NIH Guide for Grants and Contracts](#). Every effort will be made to provide at least 60 days notice prior to transitioning any NIH grant program.

38. Sandy Rosenberg mentioned errors in numeric fields - could you reiterate those two points? He said if the data is an integer the program will truncate the data after the 1st comma...and if it's a decimal it will leave it blank? We're not sure what this means - please provide more details.

The Adobe version treats incorrect entries for integer and numeric fields differently. The integer is truncated if the entry has incorrect placement of commas as follows:

Entry: 11, 2345

Result: 11

The numeric field is left blank as follows:

Entry: 11, 2345.99

Result: Blank

The PureEdge version placed commas every third position

39. What effect will the Adobe forms have on system to system submissions between applicants and grants.gov?

None, please refer to the applicant release notes for more information, <http://grants.gov/assets/ApplicantReleaseNotes070207.pdf>

40. Mr. Rosenberg why the changes from having fields open on the left side of the face page, and then move to right when done. Now you make us move to right in order to open, and we CANNOT DOUBLE CLICK. Why make us move them. Also, you do not keep the forms in the original order after they are moved. Why not just have a single list of fields, and allow us to double click to open them?

We will consider this feature as a possible enhancement in the future. The Adobe version does currently require that you move all forms to the right on the cover page. The architecture used in the process accommodates having a complete form that contains all of the forms in the application in one package. This has advantages in terms of navigation throughout the application and in printing complete packages. It also requires that you highlight a form and hit "open" to go directly to the form. Double clicking on the form does not work. The order of the forms is dictated by the pattern of the packaged forms. If you select in order, the pattern should be consistent.

In the future we anticipate that all of the mandatory forms will be in a single list and will not require a selection that moves the form to the right.

Adobe Print All Forms Questions:

- 41. With the new Adobe packages, will it be possible to print all forms and attachments in the package at once? This is the most common complaint about the current PureEdge packages.**

Yes, you can print all forms in the application package at once. But file attachments must be printed one at a time.

- 42. Will Grants.gov ever have the option to print the entire submitted package with one button rather than go to each form?**

There is no button on the forms to print the application package. You can print all forms in the application package at once. But file attachments must be printed one at a time.

- 43. In the previous "paper" application system that used fillable Adobe forms, many of us found the forms difficult to use. We had problems with auto-formatting within text fields, especially with text wrapping and making corrections. Also, most applicants keep paper copies for our files, and we had problems printing each form page to a single paper page. Will the new system address those problems?**

All the forms can be printed at once using the File->Print menu option from Adobe Reader 7.0.9. However, if a field contains multi-line text response which has more characters than the data field can handle Adobe Reader will print the field a '+' sign. Please note, the electronic copy of the completed package will always have all the data entered by the user, and the package will be correctly submitted to Grants.gov.

COMMENTS

- 44. ADOBE/General Dynamics: PLEASE get rid of the pop up box that occurs when you pass a required field. This is a terrible feature when filling out forms. People like to go in their own order and not have to stop and close a box when they pass a field they do not want to fill out. This feature ruins an otherwise, useful system. The Adobe version will be worse than the PureEdge version if this remains.**

You can postpone entering data into required fields by selecting a field for data entry using a mouse instead of tabbing into the field. This will also prevent warning message from popping up for incomplete mandatory fields. The message box that appears when a user leaves a field blank that is required is a standard feature of Adobe Reader and Acrobat. It is intended to inform the user that they are leaving a required field blank. Adobe is looking at making these message boxes a user definable preference for future releases. Please note that all mandatory fields must be completed prior to submission.

- 45. I have been unable to keep sound and picture for more than a minute or 2 at a time. It is quite frustrating.**

Thank you for your feedback. We apologize for any inconvenience this may have caused you. We will work with the HUD studio, the host of our event, to avoid such issues on our next broadcast, which is October 17, 2007.

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46. **To Adobe: Speaking from a University perspective, and I understand that we get only a very small share of the \$400 billion grant funds, it is very troubling that Adobe cannot get their new programs to work with Grants.gov. I suspect the non-university users find this a problem too.**

We apologize for the inconveniences please refer to the Adobe statement for clarification on system requirements. Click here to read the statement from Adobe:
http://www.grants.gov/aboutgrants/technical_alerts.jsp

47. **We want to stay on the cutting edge of new programs but end up on the bleeding edge in this case. Many universities have bought and installed the 8.0 if not 8.1 version of Adobe. Now we must go back to faculty and staff and say, "you cannot have the most current version of Adobe, if you want to apply for grants."**

We apologize for the inconveniences please refer to the Adobe statement for clarification on system requirements. Click here to read the statement from Adobe:
http://www.grants.gov/aboutgrants/technical_alerts.jsp

48. **Thousands of grant seekers in the United States, all must now back up, or at least not go forward, with their choice of Adobe products. This is very strange for a company that previously had such a good reputation for high quality products and service.**

We apologize for the inconveniences please refer to the Adobe statement for clarification on system requirements. Click here to read the statement from Adobe:
http://www.grants.gov/aboutgrants/technical_alerts.jsp

49. **I think it would be helpful for this Field Name to be changed to state '2006 and Prior' or '2007'. 'Legacy Record' and logical T/F answers seem to be technical jargon which doesn't belong on a screen aimed at end users who are not necessarily technical.**

Thanks for the suggestion. We will consider this change in the next round of enhancements.

50. **I have tried for over 45 minutes to watch the Live Webcast and due to the delayed interruptions and echoes of the speaking and the sentences being broken to the point that a person can not understand it, I am leaving the Webcast. However, a week ago I viewed an archive from the list as a test and it was excellent in both viewing and speech. I am sorry this did not work out.**

Thank you for your feedback. We apologize for any inconvenience this may have caused you. We will work with the HUD studio, the host of our event, to avoid such issues on our next broadcast, which is October 17, 2007.

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- 51. Michael, Excellent job with outreach activities. Grants.gov staff is doing great work helping people understand the systems, both in person and via web.**

The Grants.gov Program Management Office strives to help all users and we appreciate your feedback. Please let us know if you have any suggestions to improving our website or training tools.

If you would like to request training please fill out our request form: <http://www.grants.gov/section910/OutreachRequestForm.doc> and email the completed form to support@grants.gov and a representative will contact you.

- 52. Thanks much for working to remove those pesky message boxes. There are other error checking mechanisms that will take care of reminding users of required fields.**

- 53. Assuming the purpose of changing the grants tracking numbering system for FY07 by putting a 1 in front of the grant number, I'm wondering if you considered starting the number with the fiscal year the announcement came out i.e. 060310066 for '06 applications, and 07031066 for '07 applications. This would be helpful if institutions wanted to search on all apps available or applied to in a given fiscal year.**

This was the best solution to ensure the 2006 submission counter does not overlap the 07xxxxxx count.

If you have additional questions please e-mail them to:
support@grants.gov