

eGrant Troubleshooting Guide

Note: Throughout this document, IE refers to Internet Explorer.

Applicant Login Problems

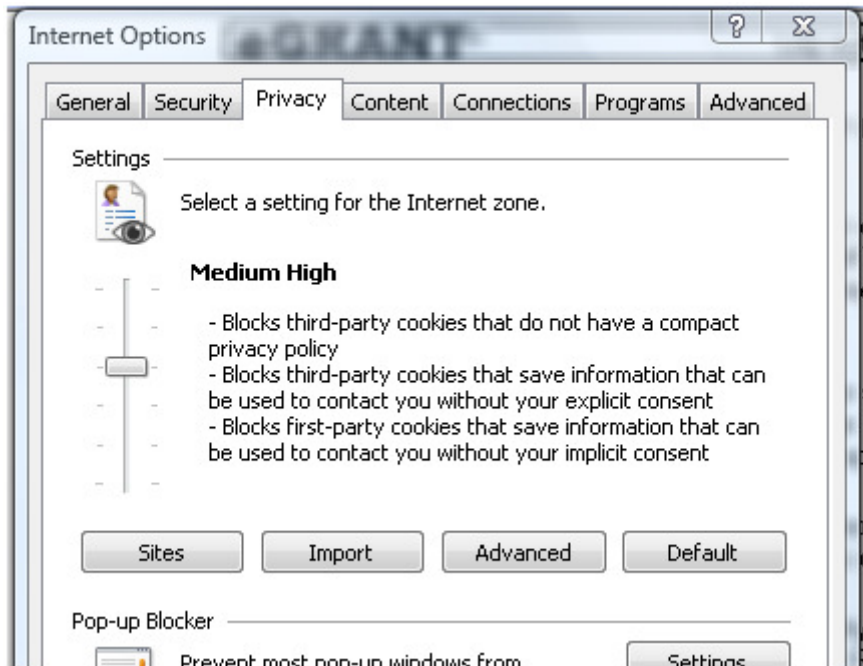
If the applicant is having problems logging into eGrant, check the following items. We recommend you make these adjustments in the order we've listed them.

URL Issues

During the winter and spring of 2008, there were many problems with applicants being unable to log in to eGrant. Applicants were repeatedly kicked back to the Login page after accessing eGrant from a 'browser favorite' link or by clicking on a desktop shortcut. The problem was an incorrectly formed URL. Changes to settings on the server have largely eliminated this problem. Call Bromelkamp Company if you continue to experience this problem.

Privacy Settings

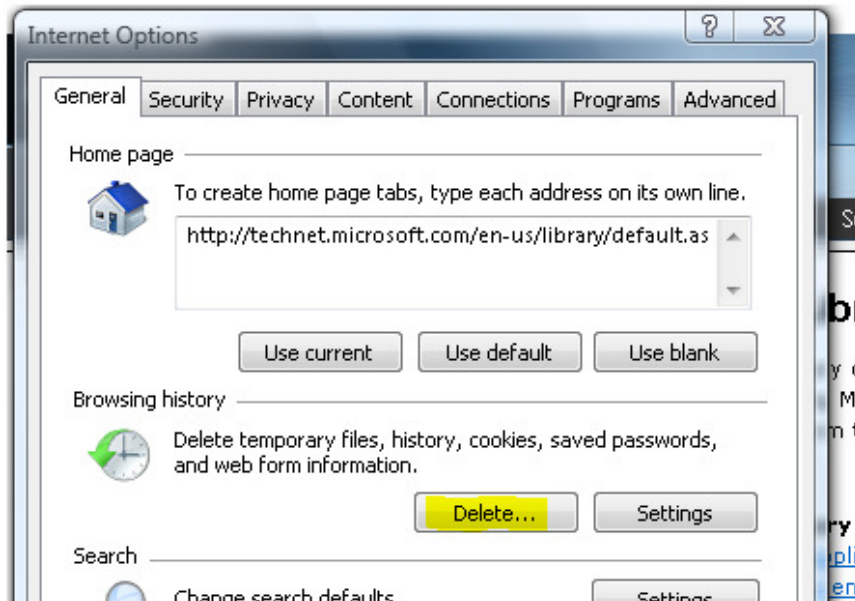
eGrant relies on the internet browser's ability to allow cookies (computer files containing user information). If privacy settings are too restrictive, the login process fails. Open **IE**, go to **Tools, Internet Options**, and make sure the **Privacy** settings are at Medium High or lower as shown here:



Clear Browsing History

Have the applicant:

Open **IE**. Go to **Tools, Internet Options**, the **General** tab. Click the **Delete...** button in **Browsing history**.



Delete **Temporary Internet Files, Cookies** and **Form data**:



Applicant is Unable to Save Work

This is most often caused by a data type validation failure. For example, an applicant enters a comma into a number field. Since number fields in eGrant cannot accept non-numeric text (including commas), none of the data entered on that page will be saved. Your users should see a validation message in red text and an asterisk next to the field value that isn't valid as shown here:

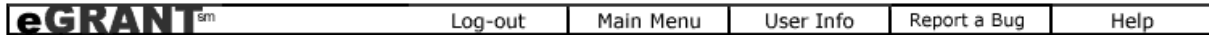
The screenshot shows the eGRANT application interface. At the top, there is a navigation bar with the eGRANT logo and links for Log-out, Main Menu, User Info, Report a Bug, and Help. Below this is a menu with buttons for Introduction, Project Summary, Applicant, Project, Budget, Required Materials, Statistics, Certification, and Finish. A red validation message is displayed: "Enter a numeric value for Estimated population of the region. (Do not enter commas or other text.)". The main section is titled "PROJECT INFORMATION" and contains a form with the following fields:

Name of Artist/Company	Steve Jones
Name of Lead Presenter for ArtsCONNECT project	John Ford
Your Project Start Date	1/1/08 (mm/dd/yyyy)
Your Project End Date	1/31/08 (mm/dd/yyyy)
Total Number of Days	31
Number of Public Performances at your site	31
Number of Complementary Activities at your site	12
Estimated population of community served	300,000*

If users only see a red asterisk by the field and no validation message at the top of the page, contact Bromelkamp to have a validation message set up for that field.

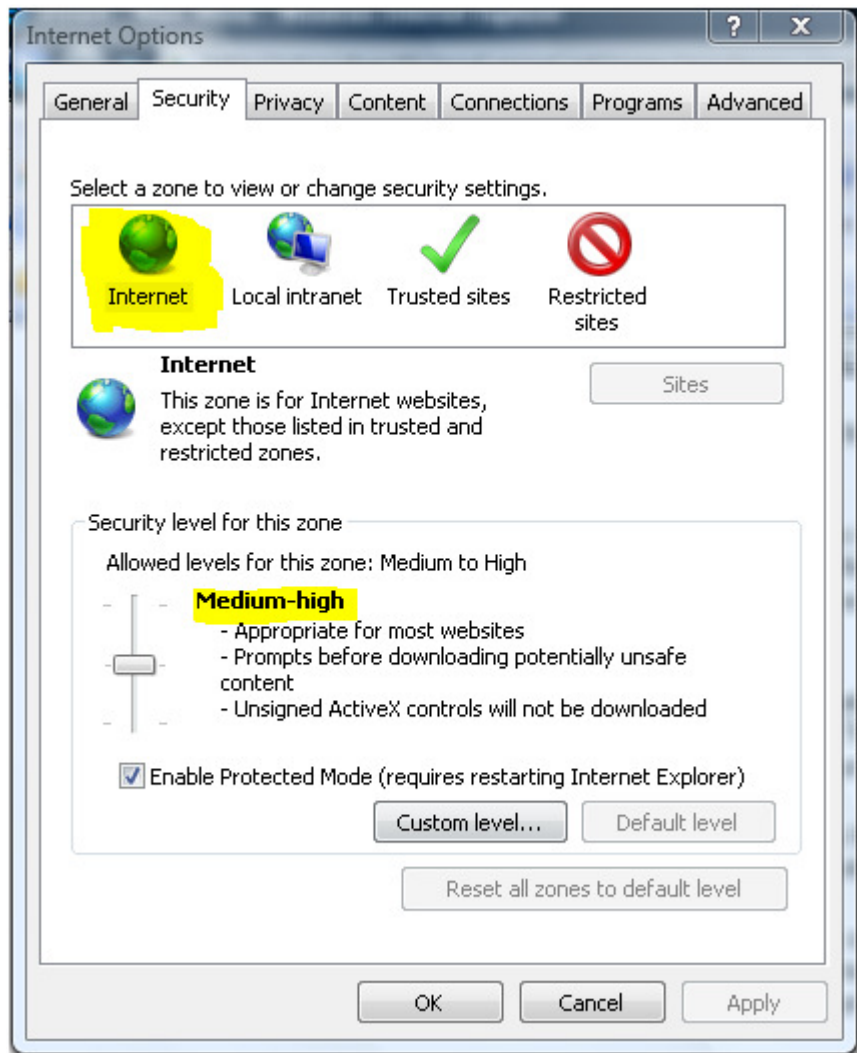
Applicant is Unable to Use the Top eGrant Navigation Bar

An applicant may report that the top navigation bar is non-functioning.



Have the applicant:

Open **IE**. Go to **Tools, Internet Options**, the **Security** tab. The settings for the **Internet** zone should be set no higher than **Medium-high**.




Managing Due Date Issues

If applicants are unable to submit an application because the Due Date has passed and you choose to give them an extended grace period, you may temporarily set the Due Date forward and then move it back. In the Administrative Interface, select the application type and then click Edit on the phase you wish to change.

eGRANTsm

[Log-out](#) | [Main Menu](#) | [User Info](#) | [Report a Bug](#) | [Help](#)

Messages
Applicants
Applications
Grant Information
System Settings



Application Types/Phases:

This page allows you to manage and edit the various different types of grants and phases available to your applicants.

Application Types: 2009 Sunspot Grants

Editing: Sunspot Grants

Title:	Sunspot Grants	Status:	Open
Fiscal Year:	2009	FY Display:	2009
Contact Name:	Bennett Schwab	Email Address:	bennett@bromelkamp.cor
Guidelines URL:	http://www.bromelkamp.com/Home/		
	Max # Apps (0 unlted):	0	

Phases:

Title	Due Date	Guidelines URL	Order	Edit	Apps
Application		http://www.bromelkamp.com/Home/OurFoundation/Guidelines/tabid/79/Default.aspx	▲ ▼	Edit Apps	

Set the Due Date to the new date and click Update.

Phases:

Title	Due Date	Guidelines URL	Order	Edit	Apps
Application	<input type="checkbox"/> Never Due 	http://www.bromelkamp.co		Update Cancel Apps	

The applicant will need to close **IE** and log in again for the change to take effect.

Helping Applicants with Downloads and Uploads

Often it is necessary for an applicant to download a form and upload a completed form as an eGrant attachment. Some applicants may not know how to do one or both of these actions. Example:

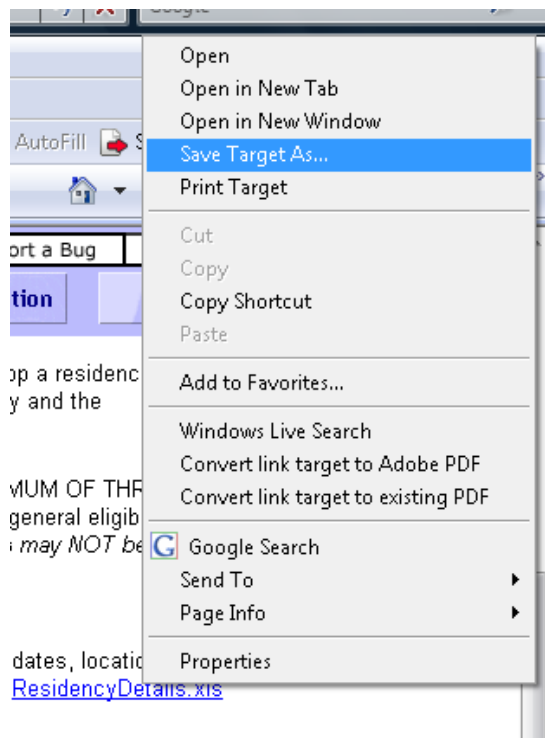
Residency Details

Complete a Residency Details spreadsheet for your engagement. Please provide the planned dates, locations, and activities that are part of your engagement. Download this Excel document to your computer: [ResidencyDetails.xls](#)

Attach completed Residency Details spreadsheet here:

Select the *BROWSE* button and choose the file from its location on your computer.

In this case the applicant should right-click on the link to ResidencyDetails.xls and select Save Target As...



The applicant should save the file to a location on his/her computer where it can be easily found again. After filling in the necessary information and saving changes, the applicant should then be able to browse to the file and upload it to eGrant.

SSL Issues

Many things can cause **IE** secure connection problems. Here are a few things to try. Try them one thing at time, closing **IE**, opening **IE**, and testing before doing the next one. You can test **IE's** ability to make secure connections using [VeriSign's SSL test site](#).

- Install all Windows updates.
- Scan for worms, viruses, and spyware. They can cause this sort of problem. We recommend [AVG](#) for viruses and worms, and both [AdAware](#) and [Spybot S&D](#) for spyware/adware. All three are available as free downloads.
- Verify that IE is working on unsecure web sites. Refresh this page.
- Open **IE** and click **Help, About Internet Explorer** and look at the **Cipher Strength**. It should be 128 bit. If the Cipher Strength is anything less then 128-bit, download and install the Internet Explorer High Encryption Pack.
- Open **IE**, go to **Tools, Internet Options, Advanced** and scroll to bottom of list. The **SSL** and **TLS** options (all versions) should be checked.
- **Delete Cookies, Delete Files** and in **Tools, Internet Options, General** tab. Click the **Delete...** button under **Browsing history**. (Deleting Cookies may delete some stored Internet passwords.) Click the **Delete files...** and **Delete cookies...** buttons.
- Uncheck the box for **Enable Third Party Browser Extensions** in the **Advanced Section** of Internet **Options** (all other settings in Advanced Section are set to Default). Click **Apply** and **close and open IE**.
- Configure Security settings for the Trusted sites zone in IE: **IE, Tools, Internet Options, Security** tab, select **Trusted sites, Default Level. Sites**, enter the address (URL) of the site in the **Add this Web site to the zone:** box, **Add, OK, Apply**.