

SMARTSIMPLE FAQ AND TECHNICAL TIPS FOR EXTERNAL USERS

Account Issues

Q: I tried to create an account and was told that an account already existed.

A: At the home page, click on “reset password”.

Q: When I clicked “reset password” I did not receive an email to reset the password.

A: Check your spam/junk email box. If there’s not an email from SmartSimple please email us at

RGPOgrants@ucop.edu

Q: When I clicked the link in the reset password email, I got an error that said “Invalid link: token expired”.

A: This is due to the security settings on some email servers; please email us at RGPOgrants@ucop.edu to reset your password.

Q: I have two accounts with two different email addresses.

A: Please contact us at RGPOgrants@ucop.edu ; we can merge the accounts for you.

Q: The institution on my account is incorrect.

A: Please email us at RGPOgrants@ucop.edu to update the institution.

Navigating the system

Q: I started an LOI but can’t find it/started a duplicate one.

A: Click on “Home” in the upper-right hand corner to access the home screen. Click on the In-Progress Applications tile to access all draft LOIs and Full Applications.

The screenshot shows the 'My Applications' dashboard in the SmartSimple system. The top navigation bar includes 'UNIVERSITY OF CALIFORNIA' on the left and 'Home', 'Available Funding Opportunities', and 'Historical Applications' on the right. The user's name 'Jane Doe' is visible in the top right corner. The main content area is titled 'My Applications' and features three tiles: 'In Progress Applications' with a count of 3 (circled in red), 'Submitted / Under Review Applications' with a count of 0, and 'Awarded Applications' with a count of 0.

Q: My LOI was approved but I can’t find the Full Application materials or templates.

A: Click on the “Continue” button on the bottom of the screen to access the full application.

UNIVERSITY OF CALIFORNIA

Privacy & Security RGPOTest Becky PI2

Home Available Funding Opportunities Historical Applications Open Calls (Testing)

1 of 43

Main C22CR3990 RGPOTest CRCC Project Title

Notes

Call for Application Details
Name: CRCC 2021-22 - Faculty Seed Grants
Deadline: 04/01/2021 12:00:00

Templates and Instructions:

CRCC_LOI_Instructions_for_2021-22_Awards.pdf
636.7 KB - 12/01/2020 10:04AM

Preview

TITLE PAGE APPLICANT / PRINCIPAL INVESTIGATOR PROJECT INFORMATION PROJECT CONTACTS BUDGET SIGNATURE PAGE

* Project Title: RGPOTest CRCC Project Title
73 characters left

* Project Duration (year): 1

* Proposed Project Start Date: 10/01/2021

Continue

Click "Continue" to access full application materials and interface

Editing/Updating Application Materials

Q: I can't edit my application even though it is in Full Application Draft status.

A: The application can be edited by one user at a time. If another user already has the application open, you will see a message at the bottom of your screen indicating that the application is currently locked. You will not be able to edit the application until the first user closes their session.

Q: I can't edit the Institution Contacts listed on the Project Contacts tab.

A: Enter your Institution Contacts (signing official, fiscal officer, and contracts & grants officer) by clicking on the Budget tab and opening the budget. The Institution Contacts on the Project Contacts tab is a read-only display of the information entered through the Budget tab.

Q: My signing official wants me to change something, but I cannot edit the budget.

A: If the application is in "Submitted to Signing Official", the signing official will need to send it back to the PI. This will unlock the budget automatically. If the application is in "Full Application Draft", and the budget is locked, please contact RGPOgrants@ucop.edu for assistance.

Q: Can I change anything in the application (research proposal upload, etc.) after it has been submitted to the signing official?

A: No, the signing official will need to send it back to you for you to make any changes.

Q: Why doesn't my signing official/fiscal contact/analyst/etc see the application?

A: For individuals added in Institutional Contacts: the signing official only sees it when it has been submitted to them by the PI. The Fiscal Contact and C&G Analyst do not see it until the pre-funding stage. To grant them access to an application in the status of Full Application Draft, they need to be invited as PI Assistants (edit access) or Co-Investigators (view access).

Validation and Submission Issues

Q: When I clicked “Submit” I got an error that not all required fields were completed.

A: This may have been caused by navigation away from a page before the “save” is complete. If you navigate away from a page before the “save” is complete, the information on that page will be lost. A screen refresh occurs automatically when the save is complete, and that is visible by a screen blink. Be sure to click “Save Draft” frequently, especially when moving from tab to tab.

Q: When I submit to signing official, I get an error to please select today’s date, but I’ve selected the date.

A: Please click “Save Draft” after selecting today’s date on the SIGNATURE PAGE tab. Then you will be able to submit the application.

Q: One of my uploaded documents does not show up in the PDF generated by the [Preview] button.

A: Check if the PDF has any electronic signature on it. Try printing the document to PDF, and uploading that new version of the document.

Q: I do not see a “submit to signing official” button.

A: A user who is designated as both Principal Investigator and Signing Official will not be able to submit the application through SmartSimple. The Principal Investigator should designate a different user, who can sign on behalf of the institution, as the Signing Official in order to avoid errors.