Frequently Asked Questions (FAQs)
- Proposal Development (PD)

**FAQ Subject Categories (Color-Coded by Category)—**

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Access, Login, and Navigation

(1) How do I request security access to IRES PD?

ANSWER:
There are two requirements for PD Access: (1) completion of two related training workshops and, (2) department approval. The two related training programs are Introduction to Sponsored Project Administration and Proposal Development (PD). Register for these on the Yale’s Training Management System (TMS) in the Grants and Contract course location.

Additionally department approval is required. Use the link below to submit a request for IRES PD access. After you register for the training and submit the request form, your Training Access Coordinator (TAC) will be contacted for his/her approval. You will receive access on the second day of PD training.

http://its.yale.edu/forms-policies/forms/ebusiness-systems/ires-departmental-user-access-request-form

(2) After security access has been granted, where do I log into PD?

ANSWER:
You can log into IRES with these addresses/links:
- IRES System Login: https://ires.yale.edu
- IRES Reporting: https://re.analytics.yale.edu

(3) Can multiple users access the same proposal record at the same time?

ANSWER:
Yes. Multiple users can simultaneously access the same record at the same time, however within the record two people cannot edit the same tab/section at the same time (e.g., two people cannot edit the same proposal budget at the same time). Note: Remember to click “Done” when leaving the record to prevent inadvertently locking the record.

(4) Does a collaborative outside organization have access to proposal records on the Yale PD system?

ANSWER:
No. Only individuals employed by Yale are allowed access to IRES and proposal records on the Yale IRES PD system. These users are granted access to specific organization unit information to which they have been assigned.

(5) Does the Research Performance Progress Report (RPPR) link to Proposal Development (PD)?

ANSWER:
No. RPPRs are prepared and completed in the Sponsor’s system (e.g., if NIH then in Commons). PD is utilized as the Yale system of record and in a non-S2S mode used to route and obtain approvals. Progress reports are also referred to as non-competing continuations. See Quick Guide #28 to complete.

(6) Why does the system log me out without my requesting to log out?

ANSWER:
There are three potential scenarios when the system logs a user off. These include:
(1) A PD user is inactive for more than 120 minutes, and logged out automatically because the CAS (Central Authentication Service) session ended due to inactivity.
(2) The System Admin logs a user off because of a request submitted to ires@yale.edu (e.g., record locked due to not using “Done” to close).
(3) The PD User signed into IRES from another computer and logged into the same record. If one of the computers logs out of the record then the session on the other record will show the alert.

NOTE: These types of issues are usually a result of CAS timeouts. Users can reduce these types of issues by clearing their browser cache and may need to do this regularly. If this occurs, users should log out of IRES, clear their internet browser cache and cookies, reboot computer, and try again.

HOW TO CLEAR YOUR BROWSER CACHE --You may find the link below helpful if you are not familiar with clearing your cache. http://www.wikihow.com/Clear-Your-Browser’s-Cache

(7) What do I do if my IRES PD email notifications are being sent to Junk Mail?

ANSWER:
PD emails are sent to two locations: the user’s system mailbox, as well as to My Messages on the IRES/InfoEd main page. Most junk mail is managed by the email client. Yale also uses a spam filter service that could trap or block email. Please review these links to help manage junk mail settings below. We would also recommend adding these email addresses to your safe list:
- IRES-GCA@yale.edu
- ires@yale.edu
- yenre@yale.edu

If you do find the email in your junk mail you should right Click on the email, click “Junk,” and make the appropriate selection. If you click on Not Junk, it will move it make to your “Inbox.” In many cases when an email goes into “Junk” the email is in a “Quarantine” state and links may not work properly. Therefore, you need to move this back to your “Inbox.”

Spam filter Service - http://www.yale.edu/spamfilter
Firefox -https://wiki.mozilla.org/Thunderbird:Help_Documentation:Dealing_with_Junk_E-mail
Apple http://support.apple.com/kb/PH11692  or http://support.apple.com/kb/HT2500

If you continue to have issues receiving email please contact the ITS helpdesk 203.432.9000 Monday - Friday 7:00 AM. - 6:00 PM or Email helpdesk@yale.edu.

(8) When I search for a proposal on IRES, many records appear. How do I tell which proposals are in development?

ANSWER:
Research proposals are created in the IRES Proposal Development (PD) module. After proposal submission, the related data is maintained in the IRES Proposal Tracking (PT) module. Using the “Proposal Status” field, choose the search criteria “In Development” to narrow the information to only those proposals in development. There are many search criteria available. Use these to narrow the number of outputs of the search (e.g., PI, department, status). See Quick Guide #3 for more details.
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Record Set-up and Changes

(9) How can I change the Title on a PD proposal?

**ANSWER:**
In most cases, the Title can be changed from the Face Page (i.e., SF424 tab). Some Templates do not have the title available to be changed. If you cannot locate where to change your title, please contact your Grants and Contracts (GCA) reviewer.

(10) When creating a proposal I entered an opportunity in the first set of setup questions and now it is gone. Why does it no longer show up on the Setup tab?

**ANSWER:**
This will happen if you select “Yes” for the question “Is this an unsolicited Application” on the Setup Questions Tab. You can correct this by un-completing the Setup Tab, changing the question to “No,” click “Save,” then enter the opportunity and continue developing the proposal.

(11) I am trying to add a subaward institution for a key consultant, and the institution is not listed as an option from which I can choose. How do I add the institution?

**ANSWER:**
If the Institution is not available when using the progressive search you will need to request, the institution is added to IRES by sending an email request to your GCAT mailbox including the following information:

- Name
- Address
- City
- State
- Postal Code
- Country
- Phone
- URL
- DUNS number
- Proposal Number

(Please also Review Quick Guide #15 for information on Entering a Subaward)

(12) I am trying to add a Sponsor, but the institution is not listed in PD. How do I add this information?

**ANSWER:**
You will need to request an institution be added as a Sponsor by sending the email request to your GCAT mailbox with the following information included:

- Sponsor Name
- Address
- City
- State
- Postal code
- Country
- Phone
- Email Address
- HIC Sponsor (Yes/No)
- International Phone
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- International Fax
- Sponsor URL
- Proposal Number

(13) I have built a proposal and see strange characters in the document. What should I do to fix this problem?

**ANSWER:**

In some cases, copying text from other sources or foreign documents will copy characters that can cause problems with a submission (e.g., á, ä, and Ġ). Special characters may cause an error in grants.gov. If you see characters that are not a US standard, you will need go back, remove, and then rebuild the document.

(14) We are preparing a budget and when we include a C&T employee as non-key in the budget, no salary information populates?

**ANSWER:**

At this time, the base salary information for C&T employees does not prepopulate in IRES. You will need to enter this salary information manually.

(15) Why do I see more sites than I expect?

**ANSWER:**

Whenever you add a subaward to the budget, the system will automatically add this institution to the Performance Sites tab. You can delete or make changes (i.e., address) as needed in the Performance Sites tab.

(16) We have already completed the budget and the wrong sub award PI has been chosen. How do I change?

**ANSWER:**

Unfortunately, the only way to fix this is by deleting and re-adding the correct subaward information. If you have marked the budget tab as complete, then you will need to un-complete, delete the subaward entirely, save, and then re-add the subaward information to include the correct subaward PI.

(17) We are working a PD proposal record and updating the Internal Documents tab. Do we need the “Regulatory Form” and the “Yale University Transmittal Form v.2012” form to be completed?

**ANSWER:**

You will only need the “Regulatory Form.” The electronic certification process in proposal development replaces the need for the “Yale University Transmittal Form v.2012”

(18) We are seeing the wrong deadline date for some opportunities in Proposal Development. Why?

**ANSWER:**

The deadline date being pulled in by the application depends on the type of submission. The deadline date will default to the next new proposal deadline date. Users can change the deadline manually.

(19) How do I change the start and end dates of the proposal?

**ANSWER:**

You can update the start and end dates from within the Budget > Setup Tab. This information will update the Face Page with the new date once you complete the budget tab.

(20) We created a proposal record by mistake and need it to be deleted. How do we do that?

**ANSWER:**

Please send the request for the proposal to be deleted to your reviewer. Use this format to request the deletion -- Subject line “Delete XX-XXXXXX”
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Please include the reason why you want to delete the record in the body of the email. If the record is a
duplicate of another proposal, please also include this information in your request. You may also enter “To Be
Deleted” in the title so others do not try to update the record by mistake.

21. I am working on a non-competing continuation that I would have typically entered through RPPR. After
completing the set up questions in PD, the only tabs that are appearing are the Internal Documents and Finalize
tabs. If I upload the PDFs of the forms that NIH requires, how will this information get loaded into Commons?
Do I have to enter the information there as well?

ANSWER: PD is only system-to-system for things that are submitted to grants.gov. The non-competing continuation/RPPR
mentioned will need to be both submitted in Commons and a separate record also created in PD. In the setup
question area of PD, choose “setup proposal manually.” Submit the information to Commons and create a
record in PD. Upload the information submitted to Commons into the PD record Internal Documents tab.

22. I am in edit mode, some items are grayed out, and I cannot mark the tab complete. Why?

ANSWER: Please check to make sure that you have opened the proposal in “edit” mode and not in “view” mode. This
could also be due to multiple users on the same tab or a user closed out of the record incorrectly. NOTE: Always
click the “Done” icon to exit a record properly.

23. We are trying to add a “TBN” post doc associate but the system does not allow such an entry unless associated
with an org number? How do we do this?

ANSWER: Please select the Primary Associated Org (Owning Org) that is assigned to the proposal as the TBN’s org number.
In the setup questions, the Associated Department field should be the six-digit proposal owning org number.

24. How do we setup department approvers for the certification process?

ANSWER: The current system does not have an automatic, pre-populated department approver setup. The default route
will only include the PI and the GCA reviewer. All others included in the route (for approval or information-only)
are added by the person building the proposal. See Quick Guide #23 (http://www.yale.edu/grants/toolkit/).

25. I changed the salutation from Ms. to Dr. but it keeps changing it back to Ms.

ANSWER: Personnel information is synchronized daily between IRES and the HR system (Oracle) with HR being the system
of record for personnel information. To make this change permanent, contact HR to update the person’s HR
profile.

26. We chose the wrong proposal type during the setup process. How do we change it?

ANSWER: Change this in PD in the Setup Questions --Step Two “Select a Proposal Type.” Sample proposal types populated
in PD include new, competing continuation, limited submission, non-competing continuation, supplement,
extension, transfer, binding letter of intent, and others.

27. We are ready to submit a progress report to NIH. Do we complete this in PD?

ANSWER: Yes. See instructions in Quick Guide #28. Please also contact your GCA Reviewer if you have additional
questions.
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(28) We need to upload a new document. How do I upload a new document?

ANSWER:
Un-complete the tab where the document is located and either chose replace or browse, select, and upload the newer version of the file.

(29) We are creating a PD proposal record and the performance site is coming up with 47 College Street. Do we need to update this information to actual work is being performed?

ANSWER:
Yes.
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Budgeting

(30) What are the number of module PD uses in the modular budget function?

ANSWER:
NIH uses a modular budget format (applicants request funds in lump sums of $25,000 intervals) for some applications, rather than requiring a full detailed budget. In PD, the modular budget defaults to a maximum of 10 and can be changed based on funding being requested (e.g., 10 modules x $25,000 equals the maximum of $250,000). This number can be set on a per year basis. Please review Quick Guide #11 for additional information on this topic.

(31) Where do I make changes to the start and end dates?

ANSWER:
Budget tab, Setup Questions, Periods/Dates.

(32) I updated the budget with a new start date but it did not change on the Face Page?

ANSWER:
This page will be updated with the new date after you save and complete both the budget and SF424/generic face page tabs.

(33) We are working on a modular budget and notice that there is an adjustment happening in the budget, why?

ANSWER:
The modular budget adjusts for any variances from the total modular amount requested in each year. Example: In year one if you add up each of the costs: $47,585 + $26,762.25 + $57,562 + $30,234.13 + $22,388.72 + 55,969 + 7,000 + 2,500 = $250,001.10, PD adjusts the budget by subtracting $1.10 to bring the module request to $250,000.

(34) How do I add a research mentor in PD? S/he has no salary.

ANSWER:
Use the Budget Tab to enter people who you plan to receive payment from the grant. Use the Personnel Tab to enter people involved who will not be paid. Add the mentor in the PD Personnel Tab using a personnel type of “Consultant Key.” This person will not appear on the budget. See Quick Guide #33: Understanding Personnel Types.

(35) We are finishing the budget and applying fringe. The numbers are not adding correctly.

ANSWER:
In many cases, this type of issue relates to periods overlapping fiscal years. Example: The first year of your grant includes the last 9 months of FY14 and first 3 months of the next fiscal year (FY15). The rate for the 9 months in FY14 is 32.4%, the rate for the 3 months in FY15 31.5%, and results in an effective fringe rate of 32.175% for the first year of the grant.

(36) I am making changes to a proposal budget in PD after finalizing and building the record. The budget in the budget tab is now not the same as the budget contained in the built document. What should I do?

ANSWER:
Make the changes to the budget in PD, complete the tab, and rebuild the document in the finalize tab. The budget changes will now match the document resulting from re-finalizing and re-building.

(37) When I export the budget to Excel, I do not see salary and fringe listed separately.
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ANSWER:
The exported Excel budget combines both salary and fringe. An enhancement request has been submitted to the vendor have these figures separated.

(38) When I enter a budget that starts in the next calendar year, the system seems to take the current salary rate and it does not add an increase. Do I manually change this to reflect an increase?

ANSWER:
The salary that populates in PD for the first year is the current salary. This number is obtained from the HR system. Updated salary information will appear when after processed in HR. You will need to change the number to reflect the planned increase. An easy way to do this is to leave the salary, enter your inflation, click the tab key, cut and paste the salary from year 2 into year one, and click the tab key once again to reflect totals which contain the planned increase for all years budgeted.
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Personnel

[39] How do I add a consultant to the personnel tab?

**ANSWER:**
When adding a consultant, you need to determine if this person is an internal consultant (Yale Employee) or external consultant (Non-Yale Employee). Note: For a complete listing of personnel types, see Quick Guide #33 Understanding Personnel Types.

If the person you are adding is an internal to Yale and in the Yale system, then you can add him/her by following these steps:
1. Click Personnel Tab
2. Click Personnel Type “Consultant”
3. Find User and select the PI and click “Add”

If the person you are adding is external to Yale, you can add him/her by following these steps:
1. Click Personnel Tab
2. Click Personnel Type and change to External Consultant
3. Type the name of the Entity in the “Subaward/External Institution” field and select the appropriate entity from the list.
4. Click in “Name” field, start typing the PI’s name, and select the appropriate name from the list. If the person’s name does not appear, click “+” to add him/her. If the person is not in the list under “Subaward/External Institution,” then you will need to request the Subcontract to be added through irs@yale.edu.

[40] We have external consultants listed in the Personnel Tab and they are showing COI information. They are not responsible.

**ANSWER:**
Currently the system is not completely configured for COI information. You will need to run the Case Status report to get information on current disclosure information. Please review requirements for external consultants with your reviewer.

[41] I am trying to remove/replace a biosketch. When I click the delete icon on the personnel tab, the following message appears “This functionality is disabled due to workflow security settings.” Why does this message appear?

**ANSWER:**
The “remove button” removes the person entirely. In order to remove the biosketch, you will need to click the upload button and then remove the biosketch attachment and upload the newer version. You may need to un-complete the personnel tab to make these changes.
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Attachments

(42) When we upload documents to the appropriate PD tab in the record (e.g., internal documents, research plan, and other attachments), will these automatically convert to PDF? Can we replace one if we accidentally upload the incorrect version?

ANSWER:
Yes. All documents uploaded to a PD record will automatically convert to PDF form when added to the PD record. You are able to delete and replace any file that is uploaded to PD. All attachments should be uploaded into the “General” folder, not the “Root” folder. Note that there are naming conventions used when uploading documents to the IRES Proposal Development (PD) Internal Documents tab (see quick guide #31 on naming conventions).

(43) When submitting a proposal, can we keep a copy of all PDFs for our files?

ANSWER:
You can access the submitted proposal and attachments in the following ways:

- PD - Navigate to the finalize tab and click the view icon to open the Assembled Doc which shows the full proposal for S2S submissions; for other submission types, this file usually contains bio sketches only.
- PT View - Navigate to the attachments tab and click the Assembled Doc

(44) We have built and submitted our proposal through Proposal Development (PD) and now have additional documentation that need to be included. How do we add these files?

ANSWER:
Please send any additional documentation to your GCAT Mailbox and GCA Reviewer. They will add these files via Proposal Tracking (PT).

(45) Is there a size limit to files uploaded?

ANSWER:
No. All sizes of both MSWord and PDF can be uploaded to the proposal record.
Routing and Approvals

(46) If the proposal is in the routing process and we change the template, will we have to re-start the approval route?

ANSWER:
Changing the template will have no impact on the current route.

(47) What happens if someone chooses “Not ready to Submit”?

ANSWER:
When a person in the route selects “Not Ready to Submit,” the route is stopped. After the changes are made the proposal must be re-build and the route initiated again from the Finalize Tab by selecting the Thumbs up icon. See Quick Guide #23 for additional information.

(48) Can I approve routing using my iPhone / iPad?

ANSWER:
Yes, you will need VPN set up on your iPhone. Once it is setup, you need to turn it on in Settings prior to going into the Reviewer Dashboard. The process is the same as completing this on a laptop/desktop. Click the link to the Reviewer Dashboard, review the documents, marked as reviewed, save, ready to submit, and save. If you need help installing VPN please contact the ITS Helpdesk at 203-432-900.

(49) The route was started, reviewed, and marked “Not Ready to Submit.” We fixed the problem, however the approver is now not able to approve it in the dashboard.

ANSWER:
When the “Not Ready to Submit” option is selected, the route stops and is reset. To restart the route, you must go back into the PD proposal record’s Finalize Tab to rebuild and resubmit the proposal to routing. Please note that you will need to add in the approvers for the Department once again since rebuilt. See Quick Guides # 23.

(50) I am trying to delete someone in the route. There is no deletion option.

ANSWER:
When you first initiate the route, you have the ability to delete people that you add. Once that route has been initiated (you click submit), you can only add people and not delete. If someone needs to be deleted after you click submit, then send an email to Ires@yale.edu with a request the deletion.

(51) Are IRES system generated emails sent to notify given people when their approval is required?

ANSWER:
Each person included in a proposal route is sent an email from IRES. This notification message is sent to email account addresses (e.g., pat.smith@yale.edu). These messages are also sent to the IRES > My Messages inbox. If you need to access the message from with IRES, follow these steps:
1. Login into IRES
2. Selecting the My Messages tab located on the lower right-hand side of the screen
3. Selecting the Inbox icon
4. Opening the Approval Email
5. From here, the approver can open the reviewer Dashboard and complete the review and approval.
Finalizing, Building, and Assembling

(52) Am I required to click the orange “XML Validation” button?

**ANSWER:**
Yes. When you click this button, the system will check the appropriate validation formatting required to submit the proposal to the sponsor. If you receive errors when doing this validation, make the appropriate changes and re-run the check. If you need assistance resolving validation errors, please email ires@yale.edu.

(53) If after I complete the build process, I make changes to any given tab and information, do I need to complete the build again?

**ANSWER:**
Yes. If after you run the XML validation and build the proposal, you make changes to any give tab in the record, you must rerun the XML validation and rebuild the record for changes/edits to be incorporated.

(54) Where do I add people into the proposal routing?

**ANSWER:**
The PI and GCA Review will be the only people included in the default route. You must add internal department reviewers and indicate whether they will receive notification as either “information only” or for “approval.”
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Templates

[55] Are resubmissions of either previously submitted new grants, or competitive renewals, considered child records?

**ANSWER:**
Resubmissions and renewals are not child records. GCA will relate the records during the review process to the original proposal. You do not need to do anything different in order to initiate the record except to select “Resubmission” as the proposal type in the PD setup questions. Progress of child record is the progress report/non-competing continuation.

[56] Are progress reports processed in IRES as child records?

**ANSWER:**
Yes. Progress reports (non-competing continuations) are processed as child records of the parent grant. See Quick Guide #7 for further information.

[57] I have a question about a PD proposal record that I am working on. Who do I contact to address?

**ANSWER:**
All questions should be submitted directly to your reviewer. Always enter the Proposal number in the subject line. Enter the proposal record and short description into the subject line of your email (e.g., 12-000001 Question on Cost Sharing). Please provide as much details as possible about your question in your message (e.g., description of error you are questioning). You may also include a screenshots with this type of details.

Use the links below to learn how to take a screenshot:
http://take-a-screenshot.org/
http://www.wikihow.com/Take-a-Screenshot-in-Microsoft-Windows

[58] Can I create a sample or demo record to practice working in PD?

**ANSWER:**
No. Practice records should not be created in the IRES production system. IRES is Yale’s official information system of record for grants and should not contain fake records with false information.

[59] We have a solicitation that we believe should be S2S. When building the record, answering the setup questions and opportunity number, PD is not allowing us to use that template. Why?

**ANSWER:**
If there is not an available opportunity listed in grants.gov, then a record cannot be created, nor submitted system-to-system (S2S) to the sponsor using PD. Grants.gov opportunities can be locates by using the search option within Grants.gov. When a solicitation opportunity is listed and selected, PD will populate with the appropriate template and forms required to complete and submit electronically (S2S) from Yale to the appropriate government sponsoring agency.

Note: SPIN contains both grants.gov and non-grants.gov solicitation information. Search grants.gov if you are submitting an S2S proposal, as the opportunity listings you obtain in your search will only contain S2S solicitations.

[60] Do we process At Risk Requests through Proposal Development (PD)?
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ANSWER:
No. Use PD to process proposals that require a Transum. Follow the standard process for At Risk Requests (i.e., send the signed form and any other required documentation to your GCAT box with a cc to your award manager).

(61) Do I initiate a progress report in both eCommons and in PD?
ANSWER:
Yes. In PD, progress reports are considered non-S2S records. You are required to prepare progress reports in Commons and create a record in Yale’s PD IRES system. Creating a record in PD will require uploading a copy of the information you submitted in eCommons to PD. When creating the record in PDs, choose “Setup Proposal Manually” in the step one setup questions. An abbreviated template and form will be used in generating this non-S2S record. Note that if there is no change to budget or personnel, you will use the Non-Competing Continuation Template. If there is a change, you will use the revised budget template. See Quick Guide #28.

(62) Why aren’t JITs submitted through PD?
ANSWER:
JITs do not require approvals, do not require a paper Transum with hardcopy signatures, and are not submitted using PD. The Transum is no longer required with PD, as the records created in PD will be routed for electronic signature/approval.

(63) What does the red flag in the budget tab mean?
ANSWER:
The red caution flag symbol is not an error. It simply means that the default F&A (66.5%) rate has been changed and not being used in this given budget.

(64) How should I name my documents in the PD Internal Documents tab?
ANSWER:
See Quick Guide #31 on the file naming conventions used at Yale.