Quick Tips: Frequently Asked Questions

1) **Q:** The check-off box is highlighted for me, but when I try to click to "check off and approve" the proposal nothing happens and my approval does not register in the routing chain. What should I do?

   A: This is caused by a browser conflict. Check your browser to make sure you are using one of the compatible browsers. http://support.cayuse.com/docs/browser-support-configuration

2) **Q:** I am next in the routing chain but the box is grayed out so I cannot "check off and approve" my proposal. What should I do?

   A: When your user account was created it may not have been linked to your profession profile. Please contact ORAA to correct. oraa@umces.edu

3) **Q:** I start Cayuse, open my proposal and the screen is mostly white, content is missing and I can't do anything within the forms. What should I do?

   A: This is a browser cache issue. The Cayuse software may have been upgraded since you last used Cayuse, but your browser is still trying to draw from your history. Clear your browser cache and this should correct the problem.

4) **Q:** I completed the 424A, and now I am getting the following warning in Cayuse "Warning: [SF424A] [Cayuse] First year Federal Forecasted Cash Needs from section D should match Federal New or Revised Budget total from section A."

   A: This is seen because the SF424A Form is not being used as it was originally intended. This is an error that is created specifically for Cayuse, not in response to any outside validations. In the past, the form was not often filled out in this manner. However, requirements and use of the form have changed over time. Even with this warning, the Proposal can be submitted. The instructions for the Proposal supersede the Error that Cayuse is giving. To be absolutely clear, follow the instructions provided by the Opportunity, not this specific error in Cayuse.

5) **Q**: I am getting a "Cayuse offline" "site not found" message when I click my bookmark, what can I do?

   A: You may have accidently bookmarked the "long URL" instance for Cayuse. The information in this URL such as port numbers, can change with Cayuse updates and if it does your bookmark will no longer work.

Bookmarking Your Cayuse 424 Application
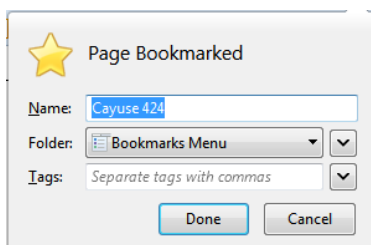
When you are creating a bookmark, the additional information is not normally visible. You only see the page title and where you want to put the bookmark:

But when visiting your bookmarked page, if you see a URL that looks like this in the URL bar, that's what has happened:
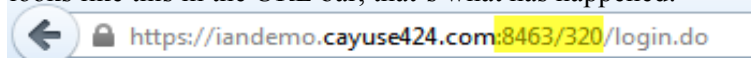
(Your Long URL will contain your application name, usually your institution's domain name, where you see 'iandemo' in the screenshot.) To change this, access your bookmarks in your browser and select your bookmark for Cayuse 424. Edit the Location for the bookmark to remove everything after .com except one slash:

https://iandemo.cayuse424.com/

This is called the Short URL and it will always take you to your Cayuse 424 application. Our Short URL is **umces.cayuse424.com/**

6) **Q:** What are the Errors, Warnings, and Info notice I am seeing in Cayuse?

A: The Validation panel in Cayuse 424 show three different types of messages: Errors, Warnings and Info. Here's summary of what each means.

Errors in Cayuse 424 reflect problems that will impose a hard-stop rejection at Grants.gov or the funding agency. Agency errors display the agency name in brackets to the right of the field in question (e.g., [Research Plan 2.2][NIH]). To ensure that your submission is successful, Cayuse 424 runs a final check on Grants.gov and agency validations before you submit a proposal. Actual agency validations may vary depending on the federal opportunity instructions. When it comes to agency-specific errors, the current federal opportunity instructions supersede Cayuse error messages.

Warnings pertain to agency validations or may serve as notices from Cayuse regarding missing attachments. For example, Cayuse 424 does not require a budget justification; however, Cayuse 424 displays a Warning, because a budget justification is a common attachment. Warnings do not prevent proposals from being submitted or from being reviewed.

Info tips are Cayuse recommendations. Forgetting to enter a Sponsor Deadline, for example, prevents the Deadline from appearing in your list of proposals. Cayuse 424 will alert you when this happens. Info messages are specific to the software and do not prevent proposals from being submitted or from being reviewed.