FAQs: Applicant, Grantee, and Reviewer

THE PI GAVE ME ACCESS TO AN APPLICATION BUT WHEN I LOG IN, I DO NOT SEE IT. WHY? ........................................ 3
I COMPLETED MY APPLICATION BUT I DO NOT HAVE THE SUBMIT LINK. WHERE IS IT? ............................................... 4
HOW DO I KNOW IF I NEED TO UPLOAD THE SIGNATURE PAGE INTO THE APPLICATION? ........................................ 4
I AM REQUIRED TO UPLOAD A SIGNATURE PAGE WITH MY ATTACHMENTS. WHERE IS THE SIGNATURE PAGE? ... 6
I ANSWERED YES ON THE ASSURANCE PAGE FOR HUMAN (OR ANIMAL) TESTING BUT I GET A VALIDATION ERROR AND I CAN’T ENTER MY OHRP (OLAW) NUMBER. HOW DO I CORRECT THIS ERROR? ................................. 7
HOW DO I UPDATE THE PI’S DETAILS? I HAVE ACCESS TO THE APPLICATION BUT DON’T SEE A WAY TO UPDATE HIS/HER INFORMATION IN THE APPLICANT/PI SECTION OF THE APPLICATION? .............................................................. 7
I STARTED THE APPLICATION BUT I AM NOT THE PI. HOW DO I CHANGE THE PI ON THE APPLICATION? ................... 9
I SUBMITTED MY APPLICATION BUT I NEED TO CHANGE AN/uploaded attachment. HOW CAN I DO THIS? ... 10
THE CONTACT INFORMATION FOR MY INSTITUTION IS INCORRECT. HOW IS THIS UPDATED? ................................. 11
I HAVE ACCESS TO THE PI’S APPLICATION BUT I CAN’T SEEM TO MAKE ANY CHANGES. WHY? ................................. 11
IF I CLICK TO UNSUBMIT MY APPLICATION WILL I LOSE EVERYTHING THAT I HAVE ALREADY COMPLETED? .......................... 12
I SUBMITTED MY LOI BUT IT IS STILL UNDER "IN PROGRESS". HAS IT BEEN SUBMITTED? ........................................ 12
HOW DOES MY INSTITUTION GET CONFIRMED? ........................................................................................................ 12
I DON’T SEE AN INSTITUTION PROFILE FOR MY DEPARTMENT. DO I START A NEW PROFILE OR SHOULD I USE AN EXISTING PROFILE? ............................................................................................................................. 13
HOW DO I ACCESS THE APPLICATION TEMPLATES/INSTRUCTIONS FOR AN APPLICATION? .......................... 13
MY ABSTRACT IS NOT SHOWING FULLY ON THE SIGNATURE PAGE. HOW CAN I SEE THE WHOLE THING? .......... 14
HOW CAN I PRINT A COPY OF MY APPLICATION? ........................................................................................................ 15
WHEN I PRESS SUBMIT, DOES THE APPLICATION/LOI GET SUBMITTED TO THE FOUNDATION OR ROUTED TO MY GRANTS & CONTRACT OFFICE TO APPROVE? .................................................................................. 15
I NEED TO APPROVE THE APPLICATION FOR A PI. S/HE TOLD ME THEY SUBMITTED IT BUT I DON’T SEEM TO HAVE IT. HOW CAN I APPROVE IT TO SUBMIT TO THE FOUNDATION? .......................................................... 15
I AM A NEW GRANTS ADMINISTRATOR FOR MY INSTITUTION. HOW DO I SEE ALL SUBMITTED, IN PROGRESS AND AWARDED APPLICATIONS? ........................................................................................................ 16
HOW DO I UPDATE MY USERNAME/PASSWORD/EMAIL? ............................................................................................... 19
I THINK I HAVE MULTIPLE ACCOUNTS ON PROPOSALCENTRAL. CAN THEY BE COMBINED? .......................... 20
I ACCIDENTLY UPLOADED THE WRONG CRITIQUE FILE BUT I STILL SEE THE ORIGINAL. HOW DO I REPLACE IT? ... 20
I LOGGED IN AS A REVIEWER BUT I DO NOT SEE MY ASSIGNMENTS? WHY? .............................................................. 20
I THINK I COMPLETED MY CRITIQUE BUT I DON’T SEEM TO BE ABLE TO SUBMIT IT. WHY? .................................. 22
I submitted my critique but I need to make changes. Can I do this? ................................................................. 22
There is an application that is listed as a conflict but it isn’t an actual conflict for me. Can I change this? ..................................................................................................................... 23
I shouldn’t be a reviewer for a particular application because of a conflict. How do I remove it from my assignments? .................................................................................................. 23
How can I see other reviewer’s critiques? ...................................................................................................................... 24
Can I see my reviews from last year’s committee? ........................................................................................................ 25
My co-reviewer posted a comment about an application. How do I access and comment? ................................. 26
I have logged in to complete my critiques but I only see assignments from another committee. How do I access the current committee assignments? ................................................................................. 27
I need to upload a progress report to a PI’s record but when I log in to ProposalCentral, I do not see the award. Why? ........................................................................................................ 28
I have attached the deliverable to the record but there was no save button. Has the document been uploaded? ................................................................................................................................. 29
I cannot complete the publications (or other support) section for my principal investigator even though I have administrator access to the award. Why? ........................................................... 30
The original PI has left our institution so we need to change him/her on our award. How do I update the record? ................................................................................................................ 31
I’m a PI on a grant and I’ve moved to a new institution. How do I make this change? ............................................. 31
The PI gave me access to their award record so that I can upload a deliverable. However, I don’t see an upload link. Why? .................................................................................................................. 33
I am uploading a deliverable but it says I have no access to post-award. My PI says I should. How do I find the award? ................................................................................................................... 34
I was notified that my proposal status is now pre-award. I am supposed to upload deliverables to my award record but don’t see it under my awarded link. Where is it? ......................................................... 36
How will I know if the foundation has reviewed the deliverable? .................................................................................. 37
I am the signing official/financial officer for my institution. Why don’t I see all the award records for my intuition? .......................................................................................................................... 37
I need to upload a document that is not listed in the table of the award deliverables. Can I do this? ....................................................................................................................................................... 38
I need to give (get) access to an award record but the ”Contacts & User Access” link is grayed out. How can I add someone to the record? .................................................................................................. 39
How do I access the critique information for an award/application? .............................................................................. 40
I uploaded files in the attachment section of my application but they are not printing when I click on the signature pages. Why? ........................................................................................................... 41
The PI gave me access to an application but when I log in, I do not see it. Why?

First, make sure you’re logging in to the right place:

1. Go to https://proposalcentral.altum.com/ and log in under the “Application Login” section.
2. Click on the blue Manage Proposals tab and then the In Progress link in the blue bar.

If you do NOT see the application listed, there are two possibilities:

- **Option 1:** You have multiple accounts in proposalCENTRAL and the PI gave you access under a different account. To determine if this is the case, click the green Professional Profile tab and then Section 9 “Account Information” in the gray menu on the left. On that screen you will see the e-mail address(es) affiliated with this account. Contact the PI to see if the e-mail address(es) used matches one that you see. If it does, proceed to Option 2. If it does NOT match any of the address(es) you see, you can proceed one of two ways:
  - You can have the PI add access to the application using one of the e-mail addresses you see. Or,
  - Click the Logout link in the upper right and then click the Forgot Your Username/Password? link under the “Application Login”. Enter the e-mail address that the PI used. This will send an e-mail to that address with a link to set your password. Please note that this will only work if you have access to e-mail messages sent to that e-mail address. If you don’t but it was a valid e-mail for you (e.g. it’s an e-mail from your last position), contact Customer Support for assistance.

Note – If you have multiple accounts, Altum recommends that you consolidate them. This will preserve all information under a single account and prevent confusion when accessing. [Click here](#) for more information on merging accounts.

- **Option 2:** If the e-mail address the PI used did match one of the e-mail addresses in your account, it’s possible that the PI included your account information as a listed contact for key persons or organizational officials, but did NOT specifically provide you access. In proposalCENTRAL it is possible for a PI to indicate someone is part of an application without giving them access to the application.

  The PI can provide you access by:
1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the In Progress link in the blue bar.
3. Clicking the Edit button next to the appropriate application.
4. Clicking the “Enable Other Users to Access this Proposal” link in the gray menu on the left.
5. Adding your e-mail address at the bottom and click the Find User button.
6. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the Accept Changes button. The possible access levels are:
   - View: View only. Cannot change any details.
   - Edit: Can view and change information in the grant application. Cannot Submit or view the “Enable Other Users to Access this Proposal” screen.
   - Administrator: Can view, edit and submit the application. Can give access rights to others on the “Enable Other Users to Access this Proposal” section.

I completed my application but I do not have the submit link. Where is it?

There are two possible reasons you may not have the ability to submit:

1. The deadline has passed. At the top of the page you’ll see the deadline in red. If it’s in the past there will also be a note indicating that the deadline has passed and you cannot submit.
If that is the case, you will not be able to submit unless the grant maker provides you an extension. To contact the grant maker, click the Email to Program Admin link in the Support Links section of the gray menu on the left.

NOTE – Altum proposalCENTRAL staff CANNOT provide you an extension; ONLY the grant maker can.

2. **You do not have permission.** If your access level on the grant is either “View” or “Edit” you will not able to submit the application; only “Administrator” level can submit. To determine your access level, look in the gray menu on the left that lists the sections of the application. If you do NOT see a section titled “Enable Other Users to Access this Proposal” it means you do NOT have “Administrator” permissions. In order to submit you will need to contact a user with “Administrator” permission to submit the application.

How do I know if I need to upload the Signature Page into the application?

There are a few ways that you can determine if this is required:

1. In the section of the application that allows you to upload files:
   a. Click the “Attach Files” button and then the “Attachment Type” drop down menu to see if the grant maker has provided an option for a signature page.
   b. Check the section with the instructions in the gray bar that state, “Required attachments that have not been uploaded...” The table below those instructions will list all attachments that you are required to upload that you have NOT uploaded yet. If a signature page is required and not yet uploaded, it will be listed.

2. Review the Program Guidelines that the grant maker has supplied by clicking the link or document icon for “Program Guidelines” in the Support Links section of the gray menu on the left.
3. If it’s still not clear, you can contact the grant maker by clicking the Email to Program Admin link in the Support Links section of the gray menu on the left.

I am required to upload a Signature Page with my attachments. Where is the Signature Page?

There are two ways that the grant maker may be collecting a signature page from you:

1. **Using proposalCENTRAL’s Signature Page (most common method):** The application will include a section that looks like the following screenshot. The name of the section could be anything, but is typically referred to as “Signature Page(s)” or something similar. It’s located between the Validate and Submit sections in the gray menu on the left. To access the Signature Page, click the Print Signature Pages button on the left. This will generate a PDF that includes several templates, the first of which is the Signature Page.

2. **Using their own Signature Page:** Some grant makers provide their own signature page. If so, their form would be found in the section titled “Download Templates & Instructions” in the gray menu on the left.
I answered yes on the assurance page for human (or animal) testing but I get a validation error and I can't enter my OHRP (OLAW) number. How do I correct this error?

To correct this error, the institution profile must be updated to include this information. Only people with access to the lead institution’s profile can update it. To find out who this person is, go to the section of your application that collected the name of the lead institution. The name of this section could be anything, but is typically referred to as something along the lines of “Organization/Institution” and is typically found in the gray menu on the left after the page that collected the name of the PI/applicant. Below the information about the institution will be the name, e-mail, and phone number of the person at your institution who created the profile and should have access to update it.

If that person is no longer at your institution you can contact Customer Support (pcsupport@altum.com) to find out if there are other individuals at your institution who can update the institution profile.

How do I update the PI’s details? I have access to the application but don’t see a way to update his/her information in the applicant/PI section of the application?

The PI must explicitly provide some access to his/her profile in order for that person to be able to update it. If you do not have access to the PI’s profile, s/he can use the following instructions to allow you access to his/her profile:

1. Go to https://proposalcentral.altum.com/ and login under the “Application Login” section.
2. Click the green Professional Profile tab and then click the “Enable other users to access your profile” link in the gray menu on the left.
3. Add the e-mail address of the person who should have access to your profile and click the Add User button.
4. Once the person has access, select the appropriate access level in the “Edit Permissions” column and then click the Save button. Here is a description of each access level:
   - View: View only. Cannot change any details.
   - Edit: Can view and change information in the profile. Cannot give other users access to the profile.
   - Administrator: Can view and change information in the profile. Can give other users access to the profile.

Once the PI has provided you with access to his/her profile, you can update their profile by:

1. Go to https://proposalcentral.altum.com/ and login under the “Application Login” section.
2. Click the green Professional Profile tab and then click the Other Profiles link in the green bar.
3. Click the Edit link next to the PI’s name. That will bring you to the PI’s profile and you can update information. Remember to click the Save button to retain your changes.

Additionally, you’ll be able to update the PI’s profile from within the application by:

1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the In Progress link in the blue bar.
3. Clicking the Edit button next to the appropriate application.
4. Going to the section of the application that is pulling information from the PI’s profile and clicking the **Edit Professional Profile** button.
5. This will direct you to the PI’s profile. From there you can make changes. When you’re done making changes, click the **Return to LOI/Proposal** button that will show at the top of the PI’s profile. If you returned to the page showing the PI’s contact information in the application, make sure to click a **Save** button on that page to refresh the page with the updates to the profile.

I started the application but I am not the PI. How do I change the PI on the application?

First, the PI must have an account in proposalCENTRAL. If s/he has an account already, skip to the next section below. If they do not, tell him/her to register by following these steps:

1. Go to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and click the orange **CREATE ONE NOW!** button below “Application Login”.
2. Provide the information requested. An e-mail will be sent to him/her with a confirmation number. Open the e-mail and copy the confirmation number.
3. Return to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login under the “Application Login” section by providing the username and password you created in Step 2.
4. Paste the confirmation number and click the **Submit Confirmation Number** button.
5. Enter profile information (e.g. affiliated institution, address, phone number, etc.) Most grant makers will require this information in an application and once saved in a professional profile, it will carry over into any application started on proposalCENTRAL.

Second, once the PI has an account, you must give the PI “Administrator” access to the proposal in the “Enable Other Users to Access this Proposal” section. To do this:

1. In the application click the “Enable Other Users to Access this Proposal” link in the gray menu on the left.
2. Add the PI’s e-mail address at the bottom and click the **Find User** button.
3. Once they’ve been added, select the “Administrator” permission in the “Permissions” column and click the **Save** button.
Finally, now that the PI has access, s/he needs to:

1. Go to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login below “Application Login”.
2. Click the blue Manage Proposals tab and the **In Progress** link in the blue bar.
3. Click the **Edit** button next to the proposal.
4. Within the application, the PI needs to go to the Applicant/PI section, select his/her name from the drop down, and click the **Save** button. Please note that the “Applicant/PI” section may be named something different depending on the grant maker.

I submitted my application but I need to change an uploaded attachment. How can I do this?

If it’s before the deadline and the grant maker has not added your application to a reviewer committee, you can unsubmit the application by clicking the **UnSubmit** link next to the application in the Submitted section of Manage Proposals. You will be prompted to confirm that you want to unsubmit it. If you want to proceed, click the **Ok** button. You will then see the application in the “In Progress” section and you can click the **Edit** button next to it, make the appropriate changes, and then re-submit the application. **You MUST re-submit the application in order for the grant maker to review it.**
If it’s after the deadline and/or the grant maker has added your application to a review committee, you will not be able make any changes. However, the grant maker can either update the file for you or unsubmit the application for you to make changes and resubmit. You can contact the grant maker to see if they are willing to allow changes to the application. You can e-mail the grant maker by clicking the View button next to the application in the Submitted section of Manage Proposals and then clicking the Email to Program Admin link found in the gray menu on the left.

The contact information for my institution is incorrect. How is this updated?

Only people with access to the institution’s profile can update it. To find out who this person is, go to the section of your application that collected the name of the lead institution. The name of this section could be anything, but is typically referred to as something along the lines of “Organization/Institution”. It is typically found in the gray menu on the left after the page that collected the name of the PI/applicant. Below the information about the institution will be the name, e-mail, and phone number of the person at your institution who created the profile and should have access to update it.

If that person is no longer at your institution you can contact Customer Support (pcsupport@altum.com) to find out if there are other individuals at your institution who can update the institution profile.

I have access to the PI's application but I can't seem to make any changes. Why?
There are different levels of access to an application that you may have, including “View”. If the PI provided you “View” access, you will not be able to make any changes. If you would like to make changes, you must ask the PI to change your access level. The PI can do this by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login using the “Application Login”.
2. Clicking the blue Manage Proposals tab and the In Progress link in the blue bar.
3. Clicking the Edit button next to the proposal.
4. Selecting either “Edit” or “Administrator” from the drop down menu in the “Permissions” column for your account and clicking the Save button. The difference between the permission levels is described by clicking the ? icon at the top of the screen.

If I click to unsubmit my application will I lose everything that I have already completed?

No, you will not lose any information. However, if you want the grant maker to have your application, you will need to repeat the submission process.

I submitted my LOI but it is still under "In Progress". Has it been submitted?

Submitted LOIs will stay in the “In Progress” area of the “Manage Proposals” tab. However, you can tell if it’s successfully submitted by looking in the “Status” column. If it states “LOI: Submitted” then it was successfully submitted.

How does my institution get confirmed?

To have your institution profile confirmed, please send an e-mail to pcsupport@altum.com requesting the confirmation. Please make sure to include the full name of the institution as shown in proposalCENTRAL.
I don't see an institution profile for my department. Do I start a new profile or should I use an existing profile?

While applicants will have the ability to start a new institution profile by clicking the pink “Institution Profile” tab found in proposalCENTRAL’s Application Module, proposalCENTRAL strongly suggests contacting your Grants & Contracts Office (or the equivalent at your institution) before doing so. Many institutions prefer that all applications be submitted for funding under a main profile for the specific school or organization. Additionally, if a foundation requires that you provide specific information within an application for your institution such as an OHRP number, an OLAW number, an IRS number or a DUNS number, this will need to be completed within the Institution Profile. This information is often retained by a Grants & Contracts office at an institution.

How do I access the application templates/instructions for an application?

Before you have logged in or started an application, you can access the Policies and Guidelines by:

1. Going to https://proposalcentral.altum.com/ and click the blue See All Opportunities button below the grant maker cards at the bottom.

2. Search for the opportunity and click either the link or document icon in the “Program” column to see the Policies & Guidelines. Most times the grant maker will include information about the purpose of the grant, who is eligible, and what is expected in the application. Based on this information, if you decide to apply you can access more information/templates by following the next set of instructions.
To see detailed instructions and download templates, you must login and start an application. To do this:

1. Click the Login link in the upper right to return to the homepage. From there, login under the “Application Login” section.
2. Click the gray Grant Opportunities tab, filter the list by the grant maker and click the Apply Now link for the appropriate program.
3. Once you’re in the application, add a title and click a Save button. The grant maker will have instructions posted throughout the application in addition to templates and information provided in the “Download Templates & Instructions” section found in the gray menu on the left. If you do NOT see this section, the grant maker has opted to NOT include any templates or instructions beyond what you see in the other sections.

My abstract is not showing fully on the signature page. How can I see the whole thing?

Depending on the browser you’re using and your version of Adobe, you may see a in the bottom right corner of the abstract box. If you click the , a scroll bar will appear along the right side and you can use that scroll through the abstract.
How can I print a copy of my application?

The application will include a section that looks like the following screenshot. The name of the section could be anything, but is typically referred to as “Signature Page(s)” or something similar. It’s located between the Validate and Submit sections in the gray menu on the left. Click the Print Signature Pages and Attached PDF Files button on the right. This will generate a PDF that includes several standard templates (e.g. signature page, contacts, abstracts), followed by all of the Word and PDF documents that you uploaded.

![Print Signature Pages and Attached PDF Files](image)

When I press submit, does the application/LOI get submitted to the foundation or routed to my grants & Contract office to approve?

Clicking the Submit button will send the application directly to the Grant Maker.
I need to approve the application for a PI. S/he told me they submitted it but I don’t seem to have it. How can I approve it to submit to the foundation?

If the PI submitted the application, it has already been sent to the grant maker. If the PI should have had your approval before submitting, they can unsubmit the application IF it’s before the deadline and the grant maker has not started the review process. The PI can unsubmit by clicking the **Unsubmit** link next to the application in the Submitted section of Manage Proposals and then clicking the **OK** button to proceed with unsubmitting. (Note – If the application was a Letter of Intent (LOI), the submitted LOI would be found in the In Progress section of Manage Proposals.)

Once the PI has unsubmitted the application, s/he can give you access by:

1. Clicking the “Enable Other Users to Access this Proposal” link in the gray menu on the left.
2. Add your e-mail address at the bottom and click the **Find User** button.
3. Once you’ve been added, s/he should select “Administrator” from the drop down in the “Permissions” column and click the **Save** button. Only a user with Administrator permission will be allowed to submit the application.

After your review, if you would like to submit the application, you must proceed to the Submit section found in the gray menu on the left and then click the **Submit** button. You will ONLY be able to submit if it’s before the deadline and all requirements have been met.

I am a new grants administrator for my institution. How do I see all Submitted, In Progress and Awarded applications?
The Principal Investigators (PIs), or another administrator, on the applications and grants must provide you access.

An applicant with an in progress application can provide you access by:
1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the In Progress link in the blue bar.
3. Clicking the Edit button next to the appropriate application.
4. Clicking the “Enable Other Users to Access this Proposal” link in the gray menu on the left.
5. Adding your e-mail address at the bottom and clicking the Find User button.
6. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the Save button. The possible access levels are:
   - View: View only. Cannot change any details.
   - Edit: Can view and change information in the grant application. Cannot Submit or view the “Enable Other Users to Access this Proposal” screen.
   - Administrator: Can view, edit and submit the application. Can give access rights to others on the “Enable Other Users to Access this Proposal” section.

An applicant with a submitted application that is not awarded cannot provide you access without unsubmitting the application. And, they cannot unsubmit it if it’s after the deadline or if the grant maker has started the reviewer process for it. If they are still able to unsubmit it, they can do so by clicking the Unsubmit link next to the application in the Submitted section of Manage Proposal and then clicking the OK button to proceed with unsubmitting.

Once the PI has unsubmitted the application, s/he can give you access by:
1. Clicking the “Enable Other Users to Access this Proposal” link in the gray menu on the left.
2. Add your e-mail address at the bottom and click the Find User button.
3. Once you’ve been added, s/he should select “Administrator” from the drop down in the “Permissions” column and click the **Accept Changes** button. Only a user with Administrator permission will be allowed to submit the application.

Please note that the application must be submitted again in order for the grant maker to have it. Any user with Administrator permissions for the application can submit by going to the Submit section found in the gray menu on the left and clicking the **Submit** button.

**A PI on an awarded grant can give you access by:**

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Clicking the **Award Details** link next to the appropriate grant.
4. Clicking the **Contacts & Users Access** link.
5. Adding your e-mail address twice and clicking the **Add Award Contact** button.

6. Entering your role at the top (e.g. Signing Official, Financial Officer) and clicking the **Save & Close** button at the bottom.

7. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the **Save Changes** button. The possible access levels are:
   - View: View only. Cannot change any details.
- Edit: Can view and change information in the grant. Cannot Submit or view the “Contacts & Users Access” screen.
- Administrator: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.

How do I update my username/password/email?

1. Go to https://proposalcentral.altum.com/ and login under the “Application Login” section.
2. Click the green Professional Profile tab and the link for Account Information in the gray menu on the right.
3. You can update your username, password, and/or e-mail from this section. Make sure to click the Save button to retain your changes. Please note that you can only enter an e-mail address that is unique to proposalCENTRAL (i.e. not already in use). Therefore, if your main purpose for updating is to consolidate with another proposalCENTRAL account that you have, please see click here for information on combining profiles.
I think I have multiple accounts on proposalCENTRAL. Can they be combined?

Yes, to do so:

1. Go to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login under the “Application Login” section using the account you’d like to maintain as your “current” account.
2. Click the green Professional Profile tab and the Combine Profiles link in the green bar.
3. Enter the e-mail and password for the other account you’d like to add to the account you are logged in as and click the Review the Account to be merged button.

4. A summary of the records (e.g. applications, grants) contained under the other account will show. To proceed with the account merge, click the CONFIRM Merge button. To cancel the merge, click the CANCEL Merge button.

**NOTE:** Once you merge the two accounts you cannot un-merge them.

I accidently uploaded the wrong critique file but I still see the original. How do I replace it?

Some grant makers allow their reviewers to revise their critiques, including the files that they have uploaded (e.g. Word documents). If the organization you’re reviewing for permits this, you can upload a new file during the revision period the same way you uploaded the original file. You will see two buttons, one button for the initial critique file that was uploaded and one for the second critique file that you uploaded.

If the organization you’re reviewing for does not allow revisions, or you would prefer there to be no record of the original file, you will need to contact the grant maker. Only the grant maker has the ability to unlock your critique. If they approve your request, after they’ve unlocked your critique, you can upload a new file, the same way you uploaded the original, and then you must SUBMIT the critique again. Once you submit the critique, it will consider the new file as the “original” because it is prior to submission.

I logged in as a Reviewer but I do not see my assignments? Why?
First, make sure you logged in to the Review Module. The Review Module login is accessed here: https://proposalcentral.altum.com/review/Login.asp. If you are able to login, proceed to the next section. If you are getting an error that states “You are not an active reviewer on this system.” then the Grant Maker likely assigned applications to you using a different account for you. Contact the grant maker to find out the e-mail address associated with the account they made the assignments with. Once you have that information, you have two options:

1. Combine the two accounts. Click here for more information on how to do that.

2. Log in using the account they made assignments with. If you don’t remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don’t remember the password for the account and you:

   a. Have access to the e-mail, you can go to https://proposalcentral.altum.com and click the Forgot Your Username/Password? link. This will send an e-mail to that address with a link to set your password.

   b. Do NOT have access to that e-mail, you will need to go with Option 1, merging accounts, and will need to contact Customer Support.

Second, after logging in click the logo for the grant maker you are reviewing for. If you do NOT see their logo, contact the grant maker to see if they made assignments using another account. If they confirm that’s what happened, see the instructions above.

After clicking the logo you may be directed to one of the following:

1. Asked to read and sign a confidentiality/conflict of interest statement. You won’t be able to proceed until this has done.

2. Directed to a committee. If it’s not the committee you were expecting, see if there’s a drop down menu with a list of committees. If you don’t see the committee, contact the grant maker to see if they made assignments using another account or if they haven’t turned on the view access yet. If they confirm they made assignments using a different e-mail address, see the instructions above.

If you do see the current year’s committee in the drop down, select it and click the Go button. At this point, you may then be directed to the confidentiality/conflict of interest statement.
3. Directed to a blank page with no committees. If that’s the case, contact the grant maker to see if they made assignments using another account. If they confirm that’s what happened, see the instructions above.

I think I completed my critique but I don't seem to be able to submit it. Why?

Click the **Your Critique** link for the application.

Below the application information at the top, there will be a section called “Submit Your Score/Critique”. If you have met all of the criteria, a **Submit** button will show.

If you have not, it will indicate what you are missing. You must provide the missing information before being able to submit.

I submitted my critique but I need to make changes. Can I do this?

It depends on whether or not the grant maker allows reviewers to submit revisions. If the grant maker allows a reviewer to make revisions, you can continue to make changes and save them after your initial critique submission.
If you cannot make changes, your critique will show as read-only after you have submitted it. Please contact the grant maker and they can unlock the critique for you to make edits.

There is an application that is listed as a conflict but it isn't an actual conflict for me. Can I change this?

You must contact the grant maker to have them remove the conflict.

I shouldn't be a reviewer for a particular application because of a conflict. How do I remove it from my assignments?

Check the box in the “Conflict” column and click the Remove Conflicts button.
How can I see other reviewer's critiques?

It is up to the grant maker to decide if you can see other critiques. However, even if the grant maker does allow it, you will NOT be able to see a co-reviewer’s critique until you submit your own.

There are several ways to see if you can access other critiques for an application:

1. Click the Other Critiques link. If the grant maker allows you to see other critiques, they will show at the top. The grant maker may or may not reveal the other reviewers’ names.

2. If you are on the page where you submitted your own critique, click the link at the top of the page to link to Other Critiques and Threaded Discussion Page. If the grant maker allows you to see other critiques, they will show at the top. The grant maker may or may not reveal the other reviewers’ names.
3. If the grant maker allows you to use a threaded discussion to communicate with other reviewers, click the link in the “Discuss” column (e.g. ½, ¾). Note – The link in the “Discuss” column will be in the form X/Y where X is the number of participating reviewers and Y is the total number of posts.

If the grant maker allows you to see other critiques, they will show at the top. The grant maker may or may not reveal the other reviewers’ names. Additionally, you can post comments on this page.

Can I see my reviews from last year's committee?

It depends on whether or not the grant maker has left last year’s committee active or if it has been archived. If it’s archived, you will not be able to see critiques from prior years. If the old committee is still active, you can select the old committee from the drop down menu at the top and click the Go button. Click the Other Critiques link for an application to see the critique you submitted. Please note that this will only work if the grant maker allowed you to see other reviewers’ critiques in the old committee.
My co-reviewer posted a comment about an application. How do I access and comment?

First, if the comment is for an application you are also assigned to, you will NOT be able to see a co-reviewer’s comment until you submit your critique.

Second, there are several ways to see if you can access the threaded discussion for an application:

1. Click the link in the “Discuss” column (e.g. ½, ¾). Note – The link in the “Discuss” column will be in the form X/Y where X is the number of participating reviewers and Y is the total number of posts. If the grant maker allows you to see other critiques, they will show at the top. Additionally, you can review and post comments on this page.

2. Click the Other Critiques link. If the grant maker allows you to see other critiques, they will show at the top. Additionally, you can review and post comments on this page.
3. If you are on the page where you submitted your own critique, click the link at the top to Link to Other Critiques and Threaded Discussion Page. If the grant maker allows you to see other critiques, they will show at the top. Additionally, you can review and post comments on this page.

I have logged in to complete my critiques but I only see assignments from another committee. How do I access the current committee assignments?

Select the current committee from the drop down menu at the top and click the Go button.
If you do not see the current committee in the drop down list, it’s possible that the grant maker made assignments this year using a different account for you. Contact the grant maker to find out the e-mail address associated with the account they made the assignments with. If it was a different e-mail address, you have two options:

1. Combine the two accounts. Click here for more information on how to do this.

2. Log in using the account they made assignments with. If you don’t remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don’t remember the password for the account and you:

   a. **Have access to the e-mail**, you can go to https://proposalcentral.altum.com and click the Forgot Your Username/Password? link. This will send an e-mail to that address with a link to set your password.

   b. **Do NOT have access to that e-mail**, you will need to go with Option 1, merging accounts, and will need to contact Customer Support.

**I need to upload a Progress Report to a PI’s record but when I log in to proposalCENTRAL, I do not see the award. Why?**

You must have access to the grant with either “Edit” or “Administrator” permissions in order to upload a report. The PI can add your access by:

1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the Awarded link in the blue bar.
3. Clicking the Award Details link next to the appropriate grant.
5. Adding your e-mail address twice and clicking the Add Award Contact button.

6. Selecting your contact type (e.g. Key Person) and entering your role at the top (e.g. Collaborator) and clicking the Save & Close button at the bottom.
7. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the **Save Changes** button. The possible access levels are:

- View: View only. Cannot change any details and therefore will NOT be able to submit a report.
- Edit: Can view and change information in the grant. Cannot view the “Contacts & Users Access” screen.
- Administrator: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.

After the PI has added your access, you will be able to access his/her award by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Clicking the **Award Details** link next to the appropriate grant.
4. Clicking the **Deliverables** link to submit a report.

**I have attached the deliverable to the record but there was no Save button. Has the document been uploaded?**

If you successfully uploaded a file, you will see a **Replace**, **View**, and **Delete** links for the item. Please note that the “Edit Status” column pertains to the grant maker marking a deliverable as “Final”.
I cannot complete the Publications (or Other Support) section for my Principal Investigator even though I have administrator access to the award. Why?

Only users that have access to the PI’s Professional Profile can update the Publications and Other Support stored in the PI’s profile. The PI must explicitly provide access to his/her profile in order for that person to be able to update the profile. If you do not have access to the PI’s profile, s/he can use the following instructions to allow you access to his/her profile:

1. Go to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login under the “Application Login” section.
2. Click the green Professional Profile tab and then click the “Enable other users to access your profile” link in the gray menu on the left.
3. Add the e-mail address of the person who should have access to your profile and click the Add User button.
4. Once the person has access, select the appropriate access level in the “Edit Permissions” column and then click the Save button. Here is a description of each access level:
   - **View**: View only. Cannot change any details and therefore cannot update Publications and Other Support.
   - **Edit**: Can view and change information in the profile. Cannot give other users access to the profile and therefore can update Publications and Other Support.
   - **Administrator**: Can view and change information in the profile and therefore can update Publications and Other Support. Can also give other users access to the profile.
The original PI has left our institution so we need to change him/her on our award. How do I update the record?

To change the PI on a grant, you must contact the grant maker. They can provide you with information about how they handle change of PI requests.

I’m a PI on a grant and I’ve moved to a new institution. How do I make this change?

To change the lead institution on a grant, you must contact the grant maker. They can provide you with information about how they handle change of institution requests.

You can send correspondence to the grant maker by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the Awarded link in the blue bar.
3. Clicking the Award Details link next to the appropriate grant.
4. Clicking the Correspondence link.
5. Clicking Send Correspondence to Admin at the top.
6. On the next page, you can select the recipients and compose your message. Select recipients by checking the box next to their name. It is recommended that you only select the relevant individual(s).

7. If your grant has been assigned to a particular administrator(s), you’ll be able to identify that individual(s). Most grant makers recommend that if your grant has been assigned to a specific administrator that you only select them. Here’s an example of how it may appear if your grant is assigned to specific administrators:

After selecting the recipients, you may enter a CC (e.g. an administrative assistant or collaborator), enter the subject and body of your e-mail, and attach a file. When you are ready to send the e-mail, click the Send E-Mail button.
The PI gave me access to their award record so that I can upload a deliverable. However, I don't see an upload link. Why?

It's possible that the PI gave you “View” level access instead of either “Edit” or “Administrator” permissions. Only users with “Edit” or “Administrator” permissions can upload a report. The PI can change your access level by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and logging in under the “Application Login” section.
2. Clicking the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Clicking the **Award Details** link next to the appropriate grant.
4. Clicking the **Contacts & Users Access** link.
5. Selecting either “Edit” or “Administrator” from the drop down in the “Permissions” column and clicking the **Save Changes** button. Here is the difference between the permissions:
   - **Edit**: Can view and change information in the grant. Cannot Submit or view the “Contacts & Users Access” screen.
   - **Administrator**: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.
I am uploading a deliverable but it says I don’t have access to Post-Award. My PI says I should. How do I find the award?

If the PI did grant you access to the award, you can access it by:

1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the Awarded link in the blue bar.
3. Clicking the Award Details link next to the appropriate grant. (If you don’t see this link, see the section below.)
4. Clicking the Deliverables link to submit a report.

If you did not see the Award Details link, then either the PI did not grant you access or granted the wrong access level or granted you access under a different account. Contact the PI to have him/her correct your access level and/or tell you which account s/he provided it under (s/he could have used a different e-mail address for you).

Here’s how the PI would correct/confirm:

1. Go to https://proposalcentral.altum.com/ and login under the “Application Login” section.
2. Click the blue Manage Proposals tab and then the Awarded link in the blue bar.
3. Click the Award Details link next to the appropriate grant.
4. Click the Contacts & Users Access link.
5. S/He should review the table showing the users who have access. IF your name IS included, see a and b below. IF your name IS NOT included, proceed to #6 instead.
   a. Check if the Permission Level is “Administrator” or “Edit”. If it is already one of those, proceed to b below. If the access is “No Access”, s/he can change it by selecting either “Administrator” or “Edit” from the menu and clicking the Save Changes button. With this change you will be able to access the grant.
   b. If the access was already at either “Administrator” or “Edit”, s/he should let you know what e-mail address is showing in the “E-Mail” column. If it’s a different e-mail address than the one associated with the account you were using, you have two options:
      i. Combine the two accounts. Click here for more information on how to do that.
ii. Login using the account s/he used. If you don’t remember your username, you can login using your e-mail address instead. Your username and e-mail address can be used interchangeably. If you don’t remember the password for the account and you:

1. **Have access to the e-mail**, you can go to https://proposalcentral.altum.com and click the Forgot Your Username/Password? link. This will send an e-mail to that address with a link to set your password.

2. **Do NOT have access to that e-mail**, you will need to go with Option 1, merging accounts, and will need to contact Customer Support.

6. If your name isn’t showing on the table, s/he can provide you access by:

   a. Adding your e-mail address twice and clicking the **Add Award Contact** button.

   ![Add Award Contact Button](image)

   b. Selecting your contact type (e.g. Key Person) and entering your role at the top (e.g. Collaborator) and clicking the **Save & Close** button at the bottom.

   ![Contact Details](image)

   c. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the **Save Changes** button. The possible access levels are:

   - View: View only. Cannot change any details and therefore will NOT be able to submit a report.
   - Edit: Can view and change information in the grant. Cannot Submit or view the “Contacts & Users Access” screen.
   - Administrator: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.
I was notified that my proposal status is now pre-award. I am supposed to upload deliverables to my award record but don’t see it under my awarded link. Where is it?

Because your grant has not yet been marked as “Awarded”, it will be found under your All Proposals link or your Submitted link in the Manage Proposals tab. If you have been asked to upload deliverables to your record, you can do so by clicking on the Award Details link highlighted in yellow in the “Status” column.

This will open the award record where you will see a link for Deliverables.

Should the status of your proposal be changed to “Awarded”, you will then find your grant listed under the Awarded link.
How will I know if the foundation has reviewed the deliverable?

To see this:

1. Go to https://proposalcentral.altum.com and login under the “Applicant Login” section.
2. Click the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Click the Award Details link for the appropriate grant and then click the Deliverables link.
4. If there is a “Final” in the “Edit Status” column then the grant maker has reviewed it.

<table>
<thead>
<tr>
<th>Date Submitted</th>
<th>Deliverable Type</th>
<th>Date Submitted/ User</th>
<th>Text Description</th>
<th>Deliverable Description</th>
<th>Add</th>
<th>View</th>
<th>Delete</th>
<th>Edit Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/2013</td>
<td>Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Uploaded version of the grant</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>09/01/2014</td>
<td>Annual Progress Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Please provide the requested information</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>12/30/2014</td>
<td>Request for Transfer of Funds</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Here is the attached draft form</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>04/15/2015</td>
<td>Change of Organizational Approvals (EO, FAC, DMS)</td>
<td>04/15/2015</td>
<td>(Ross, Jenne)</td>
<td>IRR Approval</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>09/01/2015</td>
<td>Annual Progress Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Please provide the requested information</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>09/01/2015</td>
<td>Annual Financial Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Download the template below, complete, and upload files</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>09/01/2015</td>
<td>Final Financial Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Download the template below, complete, and upload files</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
<tr>
<td>09/01/2015</td>
<td>Final Progress Report</td>
<td>12/30/2014</td>
<td>(Ross, Jenne)</td>
<td>Please provide the requested information</td>
<td>View</td>
<td></td>
<td></td>
<td>Final</td>
</tr>
</tbody>
</table>

Please note that it is possible that the grant maker may have reviewed it but not marked it as final yet. To determine if this is the case, you can click the Back to Award Details link at the top of the page and then the Correspondence link. From the Correspondence page you can send the grant maker an e-mail by clicking the Send Correspondence To Admin link and following the instructions on sending an e-mail to them.

**TIP:** There are comprehensive instructions for grantees posted on proposalCENTRAL: https://proposalcentral.altum.com/docs/Instructions_Award_Info.pdf

I am the Signing Official/Financial Officer for my institution. Why don't I see all the award records for my intuition?

The Principal Investigators (PIs) on the grants must provide you access. PIs can grant you access by:

1. Going to https://proposalcentral.altum.com/ and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Clicking the Award Details link next to the appropriate grant.
4. Clicking the **Contacts & Users Access** link.
5. Adding your e-mail address twice and clicking the Add Award Contact button.
6. Entering your role at the top (e.g. Signing Official, Financial Officer) and clicking the **Save & Close** button at the bottom.

7. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the **Save Changes** button. The possible access levels are:
   - **View**: View only. Cannot change any details.
   - **Edit**: Can view and change information in the grant. Cannot Submit or view the “Contacts & Users Access” screen.
   - **Administrator**: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.

---

I need to upload a document that is not listed in the table of the Award Deliverables. Can I do this?

Yes, to do this:

1. Go to [https://proposalcentral.altum.com](https://proposalcentral.altum.com) and login under the “Applicant Login” section.
2. Click the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Click the **Award Details** link for the appropriate grant and then click the **Deliverables** link.
4. Click the **Add Deliverable** link. If you do NOT see a pop-up, or another tab in your browser, please turn off your pop-up blocker.
5. Select the deliverable type, click the **Choose File** button to select the file from your computer, provide a description, and click the **Save** button.

![Add Deliverable Screen](image)

**TIP:** There are comprehensive instructions for grantees posted on proposalCENTRAL: [https://proposalcentral.altum.com/docs/Instructions_Award_Info.pdf](https://proposalcentral.altum.com/docs/Instructions_Award_Info.pdf)

---

I need to give (get) access to an award record but the "Contacts & User Access" link is grayed out. How can I add someone to the record?

Only users with “Administrator” access can add/remove other users’ access to the grant. It’s possible that the PI gave you “Edit” level access instead of “Administrator”. The PI can change your access level by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and logging in under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the **Awarded** link in the blue bar.
3. Clicking the **Award Details** link next to the appropriate grant.
4. Clicking the **Contacts & Users Access** link. (Note – If the **Contacts & User Access** link is unavailable to the PI, contact the grant maker to have the person added. You can contact the grant maker by clicking the **Correspondence** link and then the **Send Correspondence To Admin** link.)
5. Selecting “Administrator” from the drop down in the “Permissions” column and clicking the **Save Changes** button.

You will then be able to add access for someone else. You can do this by:

1. Clicking the **Contacts & Users Access** link.
2. Adding the person’s e-mail address twice and clicking the **Add Award Contact** button.

![Add Award Contact Screen](image)
3. Selecting the contact’s type (e.g. Key Person) and entering their role at the top (e.g. Collaborator) and clicking the **Save & Close** button at the bottom.

4. Selecting the appropriate access level from the drop down in the “Permissions” column and clicking the **Save Changes** button. The possible access levels are:
   - **View**: View only. Cannot change any details and therefore will NOT be able to submit a report.
   - **Edit**: Can view and change information in the grant. Cannot Submit or view the “Contacts & Users Access” screen.
   - **Administrator**: Can view, edit, and give access rights to others on the “Contacts & Users Access” section.

### How do I access the critique information for an award/application?

If the grant maker has made the review/critique information available, you can access it by:

1. Going to [https://proposalcentral.altum.com/](https://proposalcentral.altum.com/) and login under the “Application Login” section.
2. Clicking on the blue Manage Proposals tab and then the **All Proposals** link in the blue bar.
3. Clicking the View Review Info button next to the appropriate application.

If the page you are directed to states that there are no reviews available or Summary Statements entered, then the grant maker has not supplied the information yet. You can contact them to find out more information. You can e-mail the grant maker by clicking the **View** button next to the application and then clicking the **Email to Program Admin** link found in the gray menu on the left.
Proposal Information
Applicant: Jodi, Alfred
Title: LOI 3
Type/Competition: Research Announcement 10-01 v1
Institution: US Employment & Training Administration
App #: 64496

Committee: ATI LOI Review Committee
There are no reviews available for this application in this committee. If you believe you are seeing this message in error, please contact proposalCENTRAL Customer Support.

Committee: LOI DEMO COMMITTEE
Summary Statement
No Admin Summary has been entered.

Committee: ATI MAY 2011 LOIs
Summary Statement
No Admin Summary has been entered.