

Known Issues with NIH Multi-project Applications & Dealing with System Issues

Wednesday, July 23, 2014 2:30 PM

There are a couple of known software issues impacting electronic multi-project applications that we'd like to bring to your attention...

Character Limitation for Project Titles of Components

We are currently unable to process applications where the 'Descriptive Title of Applicant's Project' field on the SF424 (R&R) cover form used *within multi-project application components* is over 75 characters. Although you can use up to 200 characters for your main project title in the Overall component, you can only use 75 characters for the project titles of all other components. This limitation is the result of an issue with how we are generating the Table of Contents within our multi-project assembled application images.

If you are using ASSIST, then this issue may also impact your ability to successfully generate an application preview. If your attempt to generate a preview results in a 'Failed' status, check the length of each component project title before trying again.

The fix to this issue will be available on August 8, 2014. Until then, please limit the project titles of your components (other than Overall) to 75 characters or less.

This issue does not impact single-project applications (i.e., you can still include project titles up to 200 characters for your R01 and other single-project submissions.)

Multiple Editors and the Delete Application Action in ASSIST

One of the nice features of ASSIST is that you can have multiple people simultaneously working on your application. However, this also poses some challenges from a system's perspective. When implementing the new [Delete Application](#) feature, we did not correctly handle the scenario when one user attempts to delete an application when another user is editing it.

Currently, the system is working like this...Mary is editing a form in the application. John attempts to execute the Delete Application action, but receives an error indicating that a form in the application is locked by Mary. Mary gets out of the form so John can delete the application. On John's subsequent attempt to delete the application, he still receives a message indicating that the form is locked by Mary. John must log out of ASSIST and log back in in order to complete the action without errors.

We are scheduled to release a fix to this issue on October 17, 2014. This tiny glitch shouldn't cause too much worry in the meantime since it only impacts applications that you want to delete.

What to do if you encounter a 'System Issue'

Experiencing a [system issue](#) with ASSIST, Grants.gov, SAM, or eRA Commons that you believe threaten your ability to submit on time? Don't panic. NIH will not penalize applicants who experience confirmed system issues that are beyond their control. However, it is imperative that you follow our [Guidelines for Applicants Experiencing System Issues](#). This process includes contacting the eRA Commons Help Desk by the due date to report your issue and your good-faith effort to submit

on-time. Once it is confirmed that a system issue exists, the help desk will work with you to determine the best path forward. In many cases, the eRA production support team can reprocess your application without any additional action on your end. In other cases, they will provide guidance on changes that must be made to the application in order to process it. Either way, the first step to resolution is contacting the [eRA Commons Help Desk](#).

Applicants that fail to document their issues on or before the submission deadline or that do not have a confirmed system issue will be subject to the standard [NIH Policy on Late Submission of Grant Applications](#).

As always, the [eRA Commons Help Desk](#) is available to clarify any of the above items.

Take care,

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