

FREQUENTLY ASKED QUESTIONS.

- 1. I am trying to register on the site but when I complete the form and tick the Terms & Conditions box, and then the Submit button, I repeatedly get the message: Page did not save. Please correct the following items and re-submit.**

We suggest that you include a symbol (e.g. !) in your password and a capital letter. We know that the format 'Example1!' works so try that type of password

- 2. I am trying to include pictures/figures (either .pdf, .docx, .pptx) directly into the Research Plan section of the online application form. Is there a particular format that allows the inclusion of figures within the text in this section?**

If you do need to upload figures you should add them to the references uploads (as .doc, .docx, or .pdf) you should however keep these to a minimum and justify their inclusion. If there are too many extra uploads they may be removed before the application is seen by the board to ensure all applications are treated fairly

- 3. I have been locked out of eGAS.**

Please contact us to unlock your account at wales@soton.ac.uk or 023 8059 1925

- 4. I am applying for the Social Care Fellowship. I am currently based outside of Wales but wish to move to a Welsh institution to undertake this fellowship. Am I eligible?**

Yes, as long as you have the support of the proposed host institution and the application forms are completed accordingly.

- 5. The guidance notes state that applicants must be based at an institution in Wales, but it is not clear if this refers solely to the Principal Applicant or Principal and Co-applicants. Would a co-applicant based in England be eligible?**

The lead applicant must be based within Wales and the majority of work should be taking place. In exceptional circumstances co-applicants can come from outside Wales but their inclusion should be fully justified.

- 6. Can a researcher apply for more than one call?**

Yes, you can submit as many applications as you wish into each funding call. You should however bear in mind that if these were all funded you would need to be able to manage them all.

- 7. Please can you clarify the role of the sponsor?**

The sponsor is the representative of whoever is 'sponsoring' your research project and will hold your contract for you. So if your research is taking place at Cardiff University they will be sponsoring the research and the Health and Care Research Wales contract will be with them.

- 8. I am applying for RfPPB as the lead applicant am I expected to work 100% FTE, or is a part-time commitment allowed?**

You do not have to work 100%FTE on your project but you will have to justify the level of involvement you have chosen and ensure that you have enough time to finish your project within the required timeframe – please refer to the guidance notes.

9. I am applying for a Fellowship as the lead applicant am I expected to work 100% FTE, or is a part-time commitment allowed?

Fellowships can be undertaken on a full-time basis over 3 years (100% WTE), or part time over 4 years (75% WTE) or 5 years (60% WTE).

10. Can you alter anything once a project is submitted?

Unfortunately we cannot make any changes or additions to your application once the submission date has been passed.

Health and Care Research Wales electronic Grant Application System (eGAS) Technical Support

The following guidance only applies to the Health and Care Research Wales schemes of Research for Patient, Public Benefit Wales (RfPPB), Social Care Awards, Health Research Awards and Fellowships Awards.

11. What is eGAS?

Health and Care Research Wales electronic Grant Application System (eGAS) is an integrated way for applicants, reviewers, and panel and board members to interact with Health and Care Research Wales programmes.

There is plenty of help and support available in using the new eGAS, and we would welcome any feedback from users to help shape future enhancement of the system.

eGAS is designed to enable Health and Care Research Wales programmes to target, fund, plan and co-ordinate research more effectively.

12. What are the benefits to using eGAS?

This guidance only applies to the Health and Care Research Wales schemes of Research for Patient, Public Benefit Wales (RfPPB), Social Care Awards, Health Research Awards and Fellowship Awards.

eGAS provides a flexible and secure system for selected activities within the Health and Care Research Wales RfPPB and Health Research Award Schemes, available online 24 hours a day, seven days a week, to research applicants, external reviewers and Chief Investigators of funded projects.

We will use eGAS for key interactions and correspondence with Health and Care Research Wales for their related projects. eGAS is a task-based system. This means that you can see at any time which tasks you need to complete and what information you need to provide to us. This has significant benefits in helping manage workloads and deadlines.

13. Which browsers support eGAS?

eGAS will operate successfully across a wide range of browsers, their versions and operating systems. However, we recommend that you use the following:

- Windows users – Internet explorer (versions 7 and 8), Firefox and Chrome
- Apple users – Safari and Firefox
- Linux – Opera, Firefox

If you are registering on eGAS as a new user you will be prompted for a password.

You can change your password at anytime, using the Change Password link on the left-hand side of the screen.

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15. What should I do if I have lost or forgotten my password?

There is a 'Forgot your Password' link on the log-in page of eGAS. If you click on this and enter your user name, you will be sent an email that contains a reset your password link. Clicking on this link will allow you to reset your password.

16. Can I change the information that you hold about me on eGAS?

If you have applied for funding through eGAS, you can update your own information.

Once you have logged-in to eGAS you can change the contact information that we hold about you, or update your CV, at any time through the 'Profile' tab on your 'home' screen.

17. How will I know that you have received my application?

eGAS will send you an email acknowledging receipt of your application.

18. Will I have to insert all my contact details again if I apply for funding in the future?

If you log-in to eGAS and then click 'Apply for Funding', your basic contact information will automatically be included in the new application.

19. Can you save what you are doing halfway through the task?

There are a number of ways that you can save information as you are completing tasks in eGAS:

- Save allows you to save the work you have done on the current page and keeps you on that page
- Save and Continue allows you to save the work you have done on the current page and takes you to the next form in the task
- Continue takes you to the next form in the task, where there is no information to save
- Close allows you to navigate to an earlier page in the task, but does not save the work you have done on the current page

- Save and Close will save the work you have done on the current page and allows you to navigate to an earlier page in the task.

20. Will the system time you out if you don't enter anything for a period of time?

Yes - eGAS will time you out if you haven't entered anything for more than one hour. You will lose the data you entered on that screen if you haven't saved it. eGAS will give you a warning that you are due to be timed out 10 minutes before it times you out. If this message is displayed, you should close the pop-up screen and save the task that you are carrying out. Each page in eGAS has a save button and this should be used regularly.

21. What do the various icons that appear on eGAS screens mean?

When you are completing a task in the system, the following validation icons show you which sections of the task have been carried out correctly and which still need to be completed:

	Complete	The section/form has been filled out correctly
	Incomplete	Mandatory information has not been provided and the task cannot be submitted until this has been completed
	Attention	This section has not been completed but is not mandatory

22. How secure is the system, as my work is confidential?

Access to eGAS over the internet is secured using 128-bit SSL encryption which is the standard encryption used by online banking and credit card applications.

23. Is there a limit on the size of files that can be uploaded on to the system?

When you need to upload a report or information, the maximum size of file that you can upload is shown on the screen.

24. Does the system have a spell checker?

No, we would advise you to complete large amounts of text in a text processor (e.g. Word) first and then cut and paste them into the relevant screens in eGAS. If you paste content that is longer than the character limit it will be cut off, so please check the content after you have pasted it. Please note that copying text from Microsoft Word sometimes includes hidden characters which may not display but which reduce the character count.

As an application delivered through a web browser, spell checking is available in a number of browsers including Mozilla Firefox, Google Chrome and Internet Explorer 10.

25. Does the system have a character counter?

Yes, the character limit for each screen and the number of characters that can still be entered are clearly displayed on eGAS screens. You will not be allowed to enter more than the specified number of characters for each screen.

The character counter is generally consistent with that in Word so you can prepare text in Word and then cut and paste it into eGAS. However, it is recommended to use a text processor like Notepad.

26. I cannot view any PDFs or templates in eGAS. What should I do?

This could be for a number of reasons.

- There could be an issue with pop-up blockers, as some sections of eGAS launch and display in a secondary browser window. If your browser blocks pop-up windows, please allow them from the eGAS domain.
- Please note that eGAS also uses cookies, so you must have cookies enabled on your computer to use eGAS correctly. This is the default setting for most browsers, including Internet Explorer.
- It may also be because you need to have Adobe Reader installed on your hard drive. Please contact your local IT department for support.
- You may also want to try logging-in to eGAS using a different browser such as Google Chrome or Firefox which handles PDF files differently.

27. What happens if my internet connection fails mid data save? How much data will I lose?

As long as you have clicked on the Save and Continue buttons whilst completing the screens you will only lose the data entered since you last saved.