

## FAQ for electronic submission of RGC GRF/ECS proposals

### 1. I forgot my password. How do I reset it?

Please send the request to RO (ocsharon@ust.hk) for resetting the password.

### 2. I do not have a login ID. How do I create an account?

RO will create an account for all new eligible applicants (i.e. Assistant Professor / Associate Professor / Professor / Chair Professor) in around September when the RGC electronic system (System) is ready for proposal submission. New eligible applicants will receive a login ID and password directly from the System. Visiting Scholars and Research Assistant Professors (except those who employed under the university's RAP Scheme) are required to submit a "Research Grant Project Manager Recommendation Form" which downloadable from our website signed by HoD/Dean/VPRD to RO before setting up of account.

### 3. Why I fail to submit the proposal online?

Checklist for the possible reasons:

- The System is compatible with most browsers, however, Internet Explorer is recommended to run the System
- The PDF attachment is corrupted (refer to Q4 for details)
- If you are inputting your proposal directly to the System text box, make sure it does not contain any special characters
- An input field has exceeded the maximum characters / word limit
- Please make sure you have pressed the "submit to 1<sup>st</sup> level of IVC" button after completing the proposal online. Otherwise, the proposal will not be submitted successfully.

### 4. Why I cannot open the saved proposal / view the uploaded attachment?

Checklist for the possible reasons:

- The PDF file name is too long or contains symbol(s)
- The PDF file is not compatible with Adobe Acrobat Readers 5.0
- The PDF file is secure locked (i.e. encrypted) and please unlock the file.

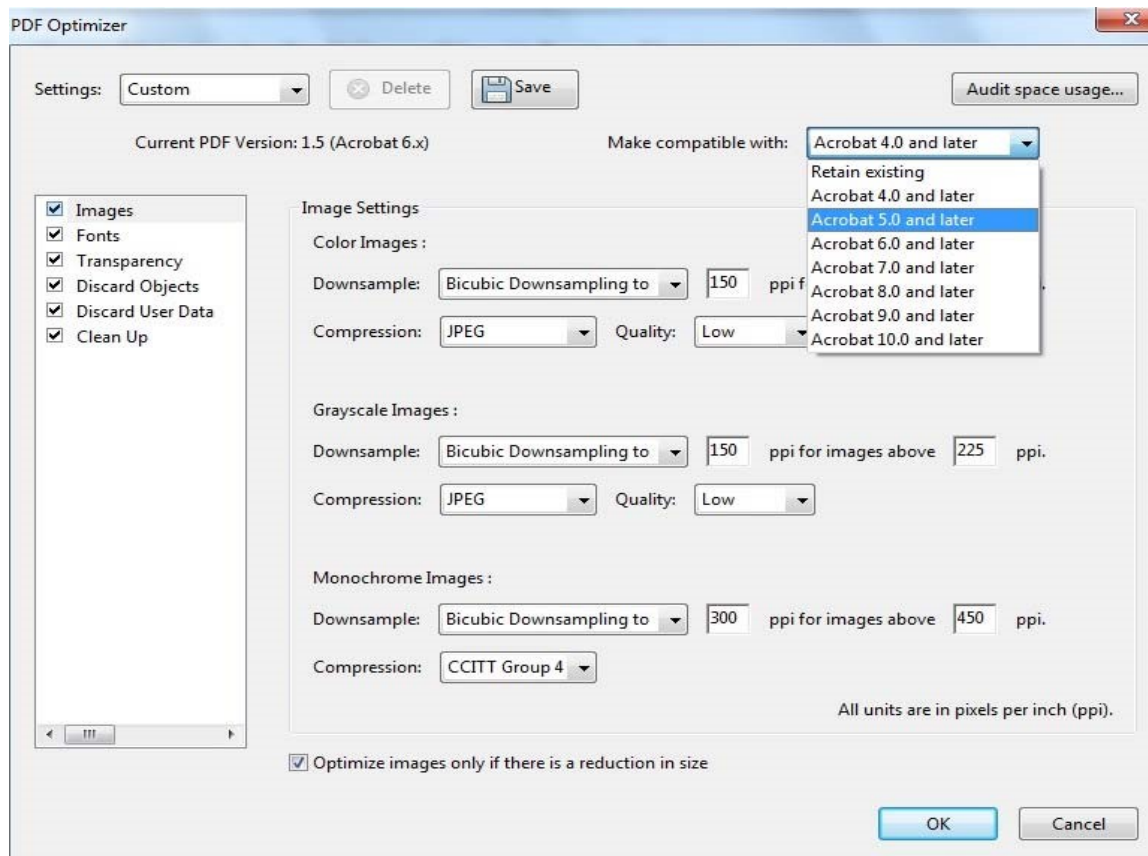
Please follow the steps below to fix the PDF file and make it compatible with Adobe Acrobat Readers 5.0:

- Click "Advance" on Manual Bar
- Click "Optimizer"
- Check the box for "Make compatible with 5.0"
- Then the file generated with this Acrobat Writer can be compatible with the System.

**OR**

- Open the PDF file
- File > Save As ... > Optimized PDF
- Make compatible with "Acrobat 5.0 or later"
- OK

(The above steps may differ from different versions)



#### 5. Why the content of my proposal has disappeared?

The System does not have auto-save function, please ensure you have pressed the “Save” button at the end of each section when you proceed to the next step / leave the System (Please also note the issue with “Connection Timed Out”).

#### 6. Why my total amount requested is incorrect?

By experience in previous years, if a PI changes the type of research supporting staff on the System, the System may be unable to remove the old record on cost, hence caused a miscalculation in the total amount requested.

You may try to solve the problem by:

- creating a new entry (of the original supporting staff type) and input cost as “0” , press “Save”
- retrieving the entry again and delete it
- creating a new entry (of the new supporting staff type) and input the new costs, press “Save”

#### 7. Why the System insisted a project duration of more than 36 months?

You probably have wrongly chosen the “longer-term research grant” which is for project longer than 36 months under special funding template. Please unclick this option.