

eSRA Troubleshooting Q A
2/21/2012

Topic Groups	Alphabetical Title	Problem	Answer
Approvals	Linking to proposal from email notification	The PI can't open the link in the Notification in order to give his/her approval.	The eSRA System is behind the LBNL firewall. Access through email from outside of the Lab requires VPN access. Instructions for VPN are on the IT Website at https://commons.lbl.gov/display/itdivision/VPN+-+Virtual+Private+Network
eSRA	Workspace	I logged into eSRA for the first time, but I can't see anything.	Everyone with an LDAP password can log into the eSRA system. Access to information is based on the role(s) assigned to you. Contact eSRAHelp@lbl.gov to request a role.
NIH Proposal	Modular Budget - 3rd year on R21	I can't add a 3rd year on an R21 proposal	The development team is continuing to work on this issue. Contact eSRAHelp@lbl.gov for the latest information about how to proceed.
NIH Proposal	Budget - changing from modular to detailed	The PI decided to submit a modular budget after I had started to create a detailed budget. What do I do?	1) Go to View 9.0 and change your selection to "Modular Budget." 2) Exit your eSRA Proposal and use the Activity "Update SF424." 3) Re-open your proposal to edit, jump to View 9.2 and follow the link to the budget in the SF424. You should now have a modular budget to work with.
NIH Proposal	Budget - changing from detailed to modular	The PI decided to submit a detailed budget after I had created a modular budget. What do I do?	1) Go to View 9.0 and change your selection to "Modular Budget." 2) Exit your eSRA Proposal and use the Activity "Update SF424." 3) Re-open your proposal to edit, jump to View 9.2 and follow the link to the budget in the SF424. You should now have a modular budget to work with.
Proposals	Workspace	I can't find the proposal I was working on	Proposals are organized in your Home View based on the state the proposal is in. If you have edit access, you will find the proposal in your "In Box" tab. If the proposal is being routed for approvals, look in the "In Process" tab. If the proposal is due today, look in the "Due Today" tab. If you still can't locate the proposal, look in the Grants Tab located in the upper left portion of the eSRA screen, then make sure you have a role on the project such as PI or RA. If you still have problems, contact eSRAHelp@lbl.gov

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Proposals	Funding Opportunity Changes	The PI gave me the wrong funding opportunity, but I can't change it in eSRA.	This is correct. When you select the funding opportunity, much happens in the background including the eSRA system downloading the corresponding SF424 application package. Copy the proposal with the wrong funding opportunity. Information from the eSRA funding proposal will copy and a new SF424 application package will be downloaded. Any information, including the budget, that is entered directly in the SF424 application will have to be re-entered. Remember to discontinue the eSRA proposal with the incorrect funding opportunity.
SF424	Performance Site - extra pages	The SF424 has several pages of blank performance sites. How do I get rid of that?	Because Grants.gov provides for up to 25 performance sites, all 25 are displayed when the application is compiled. You can delete the pages for the SF424.pdf file for easier viewing. These are not a problem when the proposal is submitted. The blank sections will not go past Grants.gov.
Sponsors	Look-up	I can't find a sponsor, but I think we've done business with them before.	Try using the wild card % in your search and searching with a small part of the name to provide the greatest possibility of your search finding the sponsor you want. Also, abbreviations make searching more difficult. You might need to try several variations if you think an abbreviation might have been used in the name. If you still can't find the sponsor, you could write to eSRAHelp@lbl.gov for more assistance.