Troubleshooting the PCGO Offline Application Functionality

1. To ensure full functionality, make sure pop-ups are disabled for this site in your browser. Windows may open in new tabs or new windows depending on individual settings. This site provides steps to disable the pop-up blocking in any browser: http://www.wikihow.com/Disable-Popup-Blockers.

2. Sometimes, certain functionality in the portal will not work well or at all if your browser cache is full. **It is highly recommended that you clear your cache especially before attempting to download or upload the offline application.** This site provides steps to clear you cache in multiple browsers: http://www.refreshyourcache.com/en/home/

3. Browsers must support Transport Layer Security (Version 2) in order to use the portal effectively. To ensure your browser's security protocols meet the requirements, go to www.howsmyssl.com. It should be "Good" or "Probably Okay".

Expected behavior for download:

Before going to the "Download Grant Application" page, you must ensure that the grant application or completion report you wish to download is selected in green in the "My Applications" or "My Grants" grid. If this grid is blank before you click to Download, the offline file will be blank, not linked to any existing grant/application record in the system and you will not be able to upload this file.

Just as the application can only be edited in the portal if the status is "Draft" and the completion report can only be edited in "Project Active" status, before downloading an application, the status must be "Draft" or "Project Active" for the completion report, otherwise you will not be able to upload the information from the offline file to update the grant information in the portal.

After you click the blue "Download" button on the Download Grants Application page, your cursor should turn into a spinning wheel or similar "processing" icon.
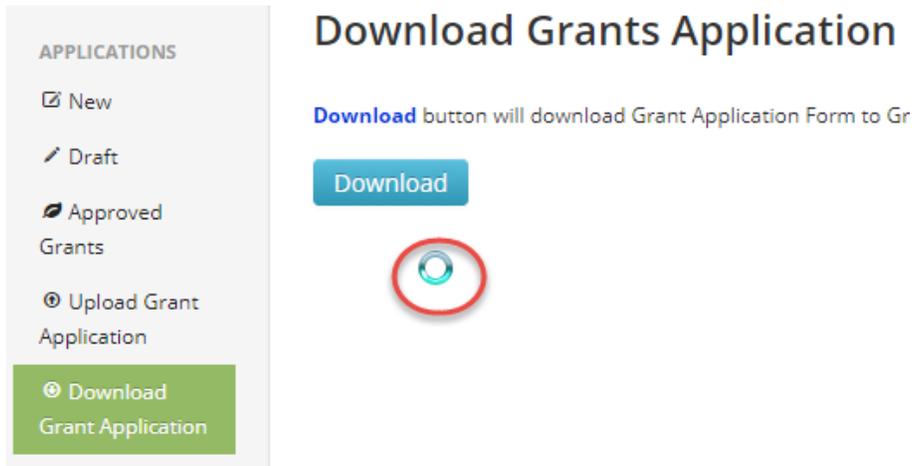

The cursor should remain in the "processing" state, indicating that the download is in process, until the file is downloaded. Keep in mind that the download may take a few minutes if you have a slow connection or if your application/completion report already has a lot of information filled out before it is downloaded. Please be patient if the cursor indicates the download is still processing.
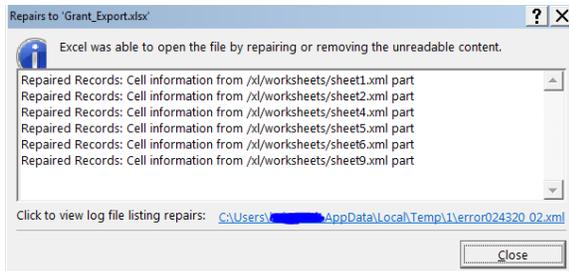
Once the download executes, a point a pop-up window should appear, giving you the option of saving a Grant_Export file (the computer you are using must have Microsoft Excel for this to work).
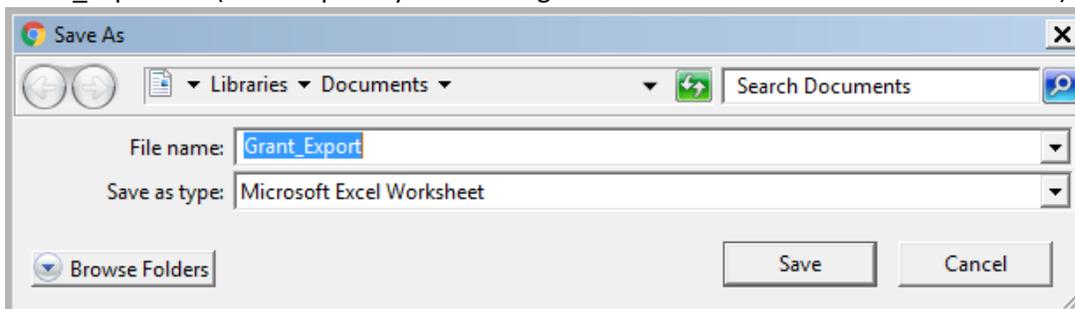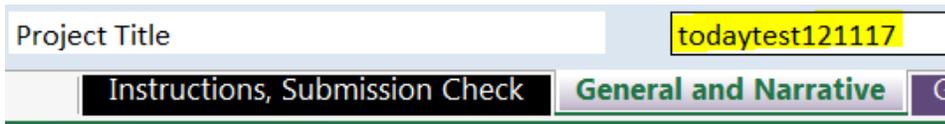

After you save and open the Excel file, you may see the message below. Click "Yes".
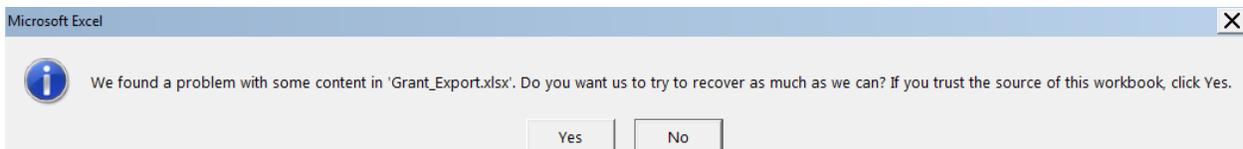
Click "Close" if the following message appears.

The Excel file should contain any of the information you saved in the portal. Check to verify the "Project Title" field matches the title of the grant/application record you selected in the portal before downloading.


Troubleshooting Steps

- If after clicking download, the cursor does not change to the "processing" state or if it reverts back to your normal cursor after some time, try clicking the download button again.
- If after multiple attempts, the download does not seem to be processing, first ensure pop-ups are allowed for this site.
- If have already confirmed that pop-ups are enabled for this site, try clearing your browser cache, then closing your internet browser, then reopening it and logging back into the portal and finally, attempting the download again.
- If the downloaded Excel file does not contain any grant/application data - if the Project Title field is blank or if the downloaded file information does not match the record selected in the portal grid, do not fill out this Excel file. Try clearing your browser cache and selecting and downloading the application file again.
- If you have tried the above steps and the download is still not working, contact your grant coordinator and request that they download the grant application for you and send you a copy.

Expected Behavior for Upload:

IMPORTANT: In order to upload a grant/application Excel file, it must have been downloaded from the portal either by you or a post staff member through the steps described above. Old offline application templates shared by other PCVs, files you created yourself, and files downloaded from the "Printouts" section of the portal cannot be uploaded to the "Upload Grant Application" page of the portal.

On the Upload Grant Application Page, after you click "Select File", a pop up window should appear to select a file from your computer. After you select the Grant_Export file that you downloaded from the portal and filled out, click "Open".
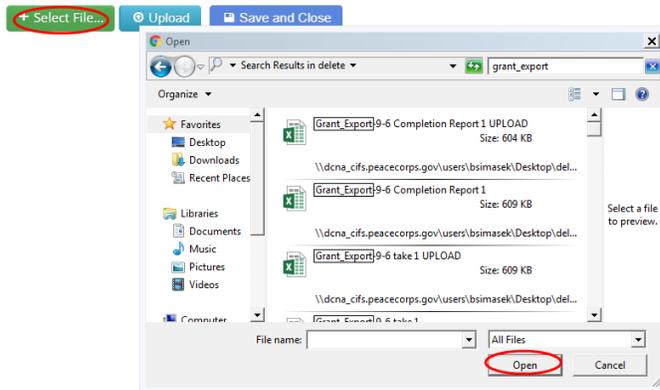
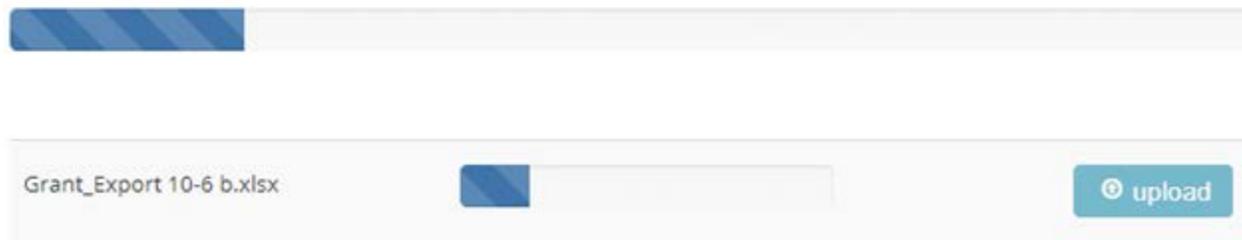Then click "Upload". The loading bar should appear as shown below:

Once the file is fully uploaded, click "Save and Close". The spinning cursor or similar "processing" icon should appear. This icon should remain on the screen for as long as the upload is processing. The data transfer may take several minutes, so please be patient. You may use other applications while waiting.

Once the data is transferred, Part 1 of the application will appear on the page. If you were uploading an application, you can scroll down to see information entered in the General and Narrative tab of the Excel file. Click "Home" to return to the main page, where you can see information uploaded in Part 2 of the application. If you uploaded a completion report, you can find it in the "Approved Grants" section.

Upload Troubleshooting Steps:

If any of these upload steps do not lead to the expected results described above, ensure your browser allows pop-ups for this site, your cache has been cleared before attempting to upload and that your browser has Transport Layer Security 1.2.

If despite following the troubleshooting steps above, the upload was still unsuccessful, or some of the information was not imported, check for data entry errors in the Excel file. The following errors will prevent complete and successful upload:

- Deleted/edited information in the Program Element, Metric, or Category columns in the Indicators tab. The application will not upload if information in these fields upon download was deleted or altered. Only cells in the Proposed Indicators column can be updated.

- Non-numerical data or decimals in the Proposed Indicators Field – only integers can be entered here.

- Empty required fields – If you don't fill out required fields for certain records (like budget category for budget details or the "Goal" field for goals and objectives), these records will not import.

Goal	Objective
Example Goal 1	Goal 1, Objective 1
	Goal 1, Objective 2

- Skipped lines in the budget - any lines after the first skipped line will not import.

Line #	Item Description	Budget Category	Unit Cost (Local Currency)	Quantity
1	Workshop facilitator	Labor	300.00	3
2	Computers	Equipment	1,500.00	15
3	Notebooks	Materials/Supplies	18.00	15
4	🚫			
5	Counterparts travel cost	Travel/Per	97.00	15
6				
7	Lunch for participants	Travel/Per	55.00	15

Will not import

Goals and Objectives | Indicators | Timeline | **Budget** | Referrals (PCPP and LGL only) | Final Resu ... ⊕

- Errors in the budget - budget lines that say "ERROR on this line" to the right of the table will not import. Total cost must equal the sum of grant amount, community and 3rd party contribution fields.

Unit Cost   x   Quantity   =   Total Cost   =   Grant Amount   +   Community Cash + Community In Kind + 3rd Party Cash   +   3rd party In Kind

Budget Category	Unit Cost (Local Currency)	Quantity	Total Cost (Local Currency)	Grant Amount (Local) ≠	Community Contribution (Local Currency) Cash	In-Kind	Third-Party Contribution (if applicable) (Local) Cash	In-Kind	
Labor	300.00	3	900.00	0.00	120.00	0.00	0.00	0.00	ERROR on this line

- Budget cells in which formulas have been entered rather than a typed number will not be imported.

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I	J	K	L		
Unit Cost x	Quantity =	Total Cost =	Grant Amount +		
Unit Cost (Local Currency)	Quantity	Total Cost (Local Currency)	Grant Amount (Local)		
300.00	3	900.00	900.00		

If you cannot find any data entry errors, you have tried the troubleshooting steps, and you are still having trouble uploading your grant application, please send the Excel file to your grant coordinator along with a detailed description of the problems you had with uploading the file.