

eGoldSheet Frequently Asked Questions

- General Questions -

1. How do I get into LiquidOffice?
 - a. You may use your web browser to navigate to the LiquidOffice website at <https://grant001.ats.iastate.edu> or click on the login link on [OPSA's web site](#).
2. Help! I've forgotten my password and username!
 - a. Most usernames in the LiquidOffice system match the first part of the users' ISU NetID – the first part of your "@iastate.edu" email address.
 - b. Your password may be reset by calling x4-5225.
3. Where can I get administrative support (i.e. add a user, reset password, update users in a Work Queue) with the eGoldSheet process?
 - a. OSPA's Proposals Team is exceptionally helpful and knowledgeable. They may be reached at x4-5225.
4. Where can I get technical assistance (i.e. form stopped routing, can't view a form) with the eGoldSheet forms?
 - a. Email eGoldSheetSupport@iastate.edu or call x4-8921.

- What's New for 2008? –

1. On page 1, the box that previously indicated your department and center affiliations is now used to indicate the unit that will manage the account if the grant is awarded. Generally, your home department will manage your account. If a center or institute will be managing your account, they should be listed instead. The "Administering Unit (RRC)" field will fill in automatically depending on the department/institute/center/extension unit you select. You can't edit the Administering Unit (RRC) field.
2. On page 2, the format for the names of departments/units has changed to include their associated Resource Responsibility Centers (RRC). The profiles of all investigators who have used the GoldSheet system in the last three years have been updated to reflect this new format. The correct information for department/unit names should therefore fill in automatically. If it does not, use the drop-down box to select the correct department/unit-RRC. If an investigator is affiliated with multiple units, choose his or her primary unit.
3. Be sure to click the button on the bottom of page 2 when you are done selecting or modifying the list of investigators.
4. On page 3, you now need to list the percent of PI Incentive and percent of contribution to the project for all investigators.
 - a. PI Incentive - can be distributed in any way that all investigators on the project can agree. This process has not changed from what it has been in the past.
 - b. Contribution - The term "contribution" refers to intellectual and other effort needed to complete the project. Note that it does not need to be proportional to the PI incentive distribution and it is not the same thing as federal work effort (the percentage of your time spent on the project).
5. Pages 3 and 4 have new drop-downs to help you correctly select the units that need to approve the GoldSheet. Be sure to list the unit that will manage the account and all units that pay the investigators' salaries. You may also list other units you feel should be informed about the project (i.e. centers, institutes or other units that don't pay salary).

6. We have eliminated the option to electronically reject or withdraw a GoldSheet. See below for assistance.

- Administrative Questions –

1. I would like to withdraw or reject a GoldSheet. How can I do this?
 - a. Please contact the Proposals Team in OPSA at x4-5225.
 - b. You may also contact technical support by either emailing eGoldSheetTechnicalSupport@iastate.edu or calling x4-8921.
2. Where can I check the status of an eGoldSheet?
 - a. From the LiquidOffice Web Desktop, you may click on the “Forms” tab, click on the “GoldSheet” folder, and then select “Goldsheet_Status”.

- Technical Questions -

General Questions (quick start guide):

1. Where do I sign the document that comes to me?
 - a. eGoldSheet forms have a highlighted yellow area to assist with finding signature spots.
 - b. Typically, signatures need to be applied at or near the bottom of a page and will be labeled with a large, flat button labeled “Sign_and_Submit”.
2. How do I know that I’ve actually signed a document?
 - a. The system will ask you for your password, affirming that you have seen the document and agree to its contents.
 - b. The document will no longer be visible in your work queue or inbox.

PDF Version of the Forms:

1. Which web browsers are recommended?
 - a. Windows: Internet Explorer (6.0 or 7.0)
 - b. Apple OSX: Safari (2.x or 3.x)
2. How do I interact with the eGoldSheet forms? Do I save them to my desktop?
 - a. No, the forms must be opened in the web browser.
3. I’m having trouble opening up the PDF file in a web browser window.
 - a. Safari and Internet Explorer open PDF files in the browser by default.
 - b. Firefox (2.x) can be tricky, there are a couple of things to try:
 - i. Download the Firefox [PDF Download](#) plug-in, version 0.9.3.2.
 - ii. [Download PDF Browser Plug-in](#)
4. What versions of Adobe Acrobat are supported?
 - a. Acrobat Reader 7.09
 - b. Acrobat Professional 7.09
 - c. Acrobat Reader 8.1.1
5. I’m running Apple’s OSX operating system. What should I know?
 - a. Apple's built-in PDF viewer, "Preview", is not supported. Please use Acrobat Reader 8.1.1 instead.

HTML Version of the Forms:

1. Why doesn’t the PI name automatically fill in after I enter a last name in the PI Lastname Search Field? It just says, “Select a PI.”

- a. The automatic fill-in feature currently is not working in the HTML version. You will have to select a PI name from the drop-down list.
 - b. This is a known limitation of LiquidOffice and we have a trouble report in with the software vendor.
2. After entering in more than 3 Co-PIs, the drop-down boxes for Department/Unit-RRC and Institute/Center/Extension Unit do not fill in. Why?
 - a. This happens when using Firefox (2.0.0.11). Technical support is looking into the issue.
 - b. In the meantime, you can save the form for later (using the “Save for Later” action on the last page) and then open the form in different browser.