

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 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. 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 Wales. In exceptional circumstances co-applicants can come from outside Wales but their inclusion should be fully justified.

5. Can a researcher apply for more than one call?

You can submit as many applications as you wish to the Research Funding Grants and Research for Public and Patient Benefit calls. You should however bear in mind that if these were all funded you would need to be able to manage them all.

6. Can an applicant submit an application to another funder (MRC) at the same time?

You are welcome to submit an application to Health and Care Research Wales as well as to other funders at the same time. However, you should declare this on the application form (History of Application section), including information on the timelines (closing dates etc.) for any other application.

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 Wales 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. 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.

10. For stage 2 form submission for the RfPPB Wales, Health Research Grants and Social Care Grants, various parts of the stage 1 form are pulled across into the stage 2 form. Are these sections editable in the stage 2 form?

No, the sections from Stage 1 that have carried forward to the Stage 2 application are not editable.

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 and Health Research Awards.

1. 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.

2. What are the benefits of using eGAS?

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.

3. 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

4. Can I change my password?

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

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

5. [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 username, you will be sent an email that contains a reset your password link. Clicking on this link will allow you to reset your password.

6. [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.

7. [How will I know that you have received my application?](#)

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

8. [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.

9. [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, and we recommend that you save regularly when working in the system. You may also wish to complete your work in a word processing document, and then copy and paste it to the form. If you do this, you will need to keep in mind that the system counts spaces and carriage returns as characters.

To save information 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.

You may also want to save a copy of all the text separately (for example in Microsoft Word) in case of technical issues.

10. [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.**

11. [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

12. [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.

13. [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.

14. [Does the system have a spell checker?](#)

No, we would advise you to complete large amounts of text in a word processor (*e.g.*, Notepad, etc.) 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. The eGAS system counts spaces and carriage returns as characters.

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.

15. [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, the system does, however, count carriage returns as a character, while Word does not, so this will affect the number of characters you are able to paste into eGAS. It is recommended to use a plain text processor like Notepad, as Word sometimes adds hidden characters.

16. 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.

17. 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. You may wish to type longer sections into a word processing programme, and then copy and paste into eGAS so you have a backup if a save fails. You may also want to save a separate copy of your text (for example in Word) in case of technical issues.

18. I am not able to find the organization for myself/co-applicant/mentor in the dropdown list in eGAS.

If the research institute does not appear in the dropdown list of organisations provided in eGAS, please email us at wales@soton.ac.uk with the following information and we will be happy to add this for you.

Full Organisation Name:

Legal Address (this may be different from the physical address. Your finance department should be able to provide the needed information):

Website:

Telephone:

Contact Name:

Contact Email: