



Frequently Asked Questions on Submitting Electronic Proposals

Questions Pertaining to elan

- I've forgotten my password. What should I do?
- I've set up an elan account but am unable to view the processing status of my proposal. Why is this?
- Not all of my proposals are listed in the overview. Why is this?
- Each time I've tried to log in over the past few days I've received a message informing me that the system is currently under maintenance. What can I do?
- I'm getting the message "You have reached the maximum number of open user sessions allowed by your administrator"
- I received an e-mail stating "The proposal form you have saved in the DFG's elan system will be automatically deleted on ...".

General Questions on Submitting Proposals

- How do I submit a revised proposal?
- Will I be informed that the DFG has received my proposal?
- Why can't I select my research institution from the selection list?
- How can I submit additional documents to my proposal once it has been submitted?
- What will happen if my computer crashes while I'm entering data?
- Why can't I open my draft?
- I can't open the templates. What can I do?

Questions on Entering Data

- When entering the title or summary, I always receive the error message "Your entry contains invalid characters". However, I haven't used any special characters in my text.

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
If you encounter any technical problems, please contact our hotline:
Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

Questions Pertaining to elan

I've forgotten my password. What should I do?

The elan login page (elan.dfg.de) contains a link below the Login button that will lead you to a Reset password page. There, please enter your account's e-mail address and a new password will be sent to you.

I've set up an elan account but am unable to view the processing status of my proposal. Why is this?

You may only track the processing status if

- you are registered as the proposal's applicant and
- access to your data has been cleared by the DFG Head Office. If you have not yet been granted access, please consult the relevant DFG programme staff.

Please note that other persons involved with the proposal, such as cooperation partners, may not track the processing status.

Not all of my proposals are listed in the overview. Why is this?

Only projects in which you are the applicant and those which have not been declined, withdrawn or concluded are displayed.

For **joint proposals** please note that reference numbers are generated for each applicant; joint proposals will therefore have more than one reference number. The first alphabetical entry will be displayed in the overview.

A newly submitted proposal will not appear in the overview until the DFG has verified that the formal proposal requirements have been met.

If you have any further questions, please contact our programme staff.

Each time I've tried to log in over the past few days I've received a message informing me that the system is currently under maintenance. What can I do?

When you visit a website for the first time, your browser saves certain information in a browser cache, or temporary internet file folder. If you revisit the web page, instead of being retrieved from the original site, the files are retrieved from the browser cache on your computer, thereby enabling quicker loading.

A browser cache does not recognise when new content has been added and instead retrieves the outdated files, in this case a maintenance message from a previous visit to the site. You therefore need to delete the browser cache.

To delete the browser cache:

- **Internet-Explorer**
 - ➔ Click the "Tools" menu and select "Internet Options"
 - ➔ Select "Delete" from the "Temporary Internet Files" section
 - ➔ Click "OK"

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
If you encounter any technical problems, please contact our hotline:
Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

- **Firefox**

- ➔ Click the "Tools" menu and select "Options"
- ➔ Select the "Advanced" tab
- ➔ Select "Network"
- ➔ Click "Clear Now" under "Cached Web Content"
- ➔ Click "Clear Now" under "Offline Web Content and User Data"
- ➔ Select "OK"

- **Safari**

- ➔ Click the "Edit" menu and select "Empty Cache"
- ➔ Click "Empty"

- **GoogleChrome**

- ➔ Click on the wrench icon
- ➔ Select "Options"
- ➔ Click on the "Under the Hood" tab
- ➔ Under "Browsing" select "Clear Browsing Data"
- ➔ Select "Clear Browsing Data"

I'm getting the message "You have reached the maximum number of open user sessions allowed by your administrator"

You are already logged in to the portal and have to close at least one session to proceed. To close a session, select one from the checkbox and close it.

DFG Deutsche Forschungsgemeinschaft

You have reached the maximum number of open user sessions allowed by your administrator

To complete the login process, select one or more of the following sessions to close

	Login IP Address	Login Time	Idle Time	Browser
<input type="checkbox"/>	10.121.48.205	11/03/2014 17:16:05	0:00:16	Windows 7 MSIE

I received an e-mail stating "The proposal form you have saved in the DFG's elan system will be automatically deleted on ...".

This message informs you that you currently have drafts of online forms saved under *Proposal Submission – Drafts*. These drafts are automatically deleted after 100 days unless an extension has been requested. If you no longer need the draft, you can ignore this message. The draft will automatically be deleted. However, if you would like to extend the deadline by another 100 days, please go to *Proposal Submission – Drafts* to extend the deadline.

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
If you encounter any technical problems, please contact our hotline:
Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

General Questions on Submitting Proposals

How do I submit a revised proposal?

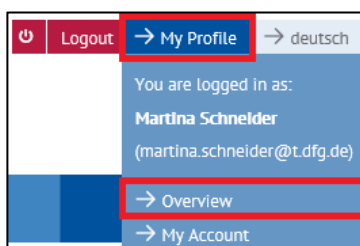
A revised version of a previously rejected proposal should be entered as a new project.

Will I be informed that the DFG has received my proposal?

Yes. Upon proper submission, you will automatically receive a short e-mail message from us confirming that your proposal has been received.

Why can't I select my research institution from the selection list?

If your institution is not included in the drop-down menu, save your entries by clicking *Save* and enter the institution via the *My Profile* tab under *New Address*. Please allow one working day before continuing your proposal.



How can I submit additional documents to my proposal once it has been submitted?

- As soon as your proposal appears in the overview, you can use the Correspondence link to add additional documents.
- In all other cases, please forward the document(s) by e-mail, using the transaction number provided in your confirmation, to the relevant DFG programme contact or, if unknown, to the following e-mail address: postmaster@dfg.de.
-

What will happen if my computer crashes while I'm entering data?

Entries that were not saved will be lost. To avoid losing data you should regularly save your entries by clicking the *Save* button. Data will be saved locally on your computer. Entries that have not been saved cannot be retrieved.

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
If you encounter any technical problems, please contact our hotline:
Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

Why can't I open my draft?

In this case, the browser pop-up blocker is active. Please see the following list of various browsers for instructions on how to deactivate your pop-up blocker.

- **Internet Explorer**
 - ➔ Click the "Tools" menu and select "Pop-up Blocker"
 - ➔ Select "Turn Off Pop-up Blocker"

- **Firefox**
 - ➔ Click the "Tools" menu and select "Options"
 - ➔ Select the "Content" tab
 - ➔ Remove the "Block pop-up windows" checkmark
 - ➔ Click "OK"

- **Safari**
 - ➔ Click the "Edit" menu and select "Block Pop-Up Windows"

- **GoogleChrome**
 - ➔ Click on the wrench icon
 - ➔ Select "Options"
 - ➔ Click on the "Under the Hood" tab
 - ➔ Under "Privacy" select "Content Settings"
 - ➔ Click "Pop-ups" and select "Allow all sites to show pop-ups"

I can't open the templates. What can I do?

We offer the templates as RTF (Rich Text Format) files so that they can be used by various word processing programs from various operating systems. Many operating systems, such as Windows and MAC OS, use RTF.

If this does not apply to your operating system, please proceed as follows:

- Right click to save your file to your PC.
- Right click on the saved file and select "Open", selecting from the word processing programs available to you.

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
If you encounter any technical problems, please contact our hotline:
Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

Questions on Entering Data

When entering the title or summary, I always receive the error message "Your entry contains invalid characters". However, I haven't used any special characters in my text.

In order for your entries to be displayed correctly in other programs (such as GEPRIS, the DFG's project database), the data are interpreted according to ISO 8859-1, which allows the following characters:

Space	!	“	#	\$	%	&	'	()	*	+	,	-	.	/
0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
P	Q	R	S	T	U	V	W	X	Y	Z	[\]	^	_
`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
p	q	r	s	t	u	v	w	x	y	z	{		}	~	
Non-breaking space	ı	¢	£	¤	¥	ı	§	¨	©	ª	«	¬	Soft hyphen	®	–
°	±	²	³	´	µ	¶	·	¸	¹	º	»	¼	½	¾	¿
À	Á	Â	Ã	Ä	Å	Æ	Ç	È	É	Ê	Ë	Ì	Í	Î	Ï
Ð	Ñ	Ò	Ó	Ô	Õ	Ö	×	Ø	Ù	Ú	Û	Ü	Ý	Þ	ß
à	á	â	ã	ä	å	æ	ç	è	é	ê	ë	ì	í	î	ï
ð	ñ	ò	ó	ô	õ	ö	÷	ø	ù	ú	û	ü	ý	þ	ÿ

When copying text from a word processing program, sometimes an invalid code may be included. The following characters are examples in Microsoft Word:

“	'	_	.
---	---	---	---

These characters must be deleted in the form and entered again.

Deutsche Forschungsgemeinschaft

For subject-related inquiries, please contact
 Tel.: +49 228 885-1 / E-Mail: postmaster@dfg.de
 If you encounter any technical problems, please contact our hotline:
 Tel.: +49 228 885-2900 / E-Mail: elan-helpdesk@dfg.de

