



Frequently Ask Questions

Answers to Questions about Logging on to the Portal

- I've forgotten my password. What should I do?
- How can I enter the curly bracket "{", which is part of the password you sent to me, from my Mac computer keyboard?
- 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?

Answers to Questions on E-Files

- Why can't I view any files under "_index.htm" and/or "_indexMyView.htm"?
- What can I do if there are problems displaying the documents after I've downloaded all files?
 - Using Windows
 - Using Mac-OS
- When using online access/offline access via "_index....htm", not all applications are shown. What should I do?
- On my Mac computer the downloaded documents are only shown as "getContent" and can't be opened. Why?
- The proposal documents are not available as a PDF file. What can I do?
- I can't open documents formatted in Office 2007 (.docx, .xlsx and .pptx). What can I do?
- Where can I download the latest version of the Adobe Reader?

Answers to Questions on Electronic Reviews

- I've set up an elan account but can only access the "Electronic Proposals" section. How can I access "Electronic Reviews"?
- The proposal for which I've been asked to submit a review is not listed. What should I do?

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For **subject-related inquiries** please contact
Tel.: +49 228 885-1 / e-Mail: postmaster@dfg.de
If you **encounter technical problems** please contact our hotline:
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Answers to Questions about Logging on to the Portal

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

On our login page you can request a new password. This can be done via the “If you have forgotten your password, please click here” link.

How can I enter the curly bracket “{”, which is part of the password you sent to me, from my Mac computer keyboard?

On a Mac computer the curly bracket character “{” is entered by the key command <Alt><8>. You can also copy and paste the password given in the DFG message into the corresponding field. Please make sure that you do not copy any spaces with the characters (tip: select the password by highlighting it backwards from its last character to its first).

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”

- **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”

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- **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”

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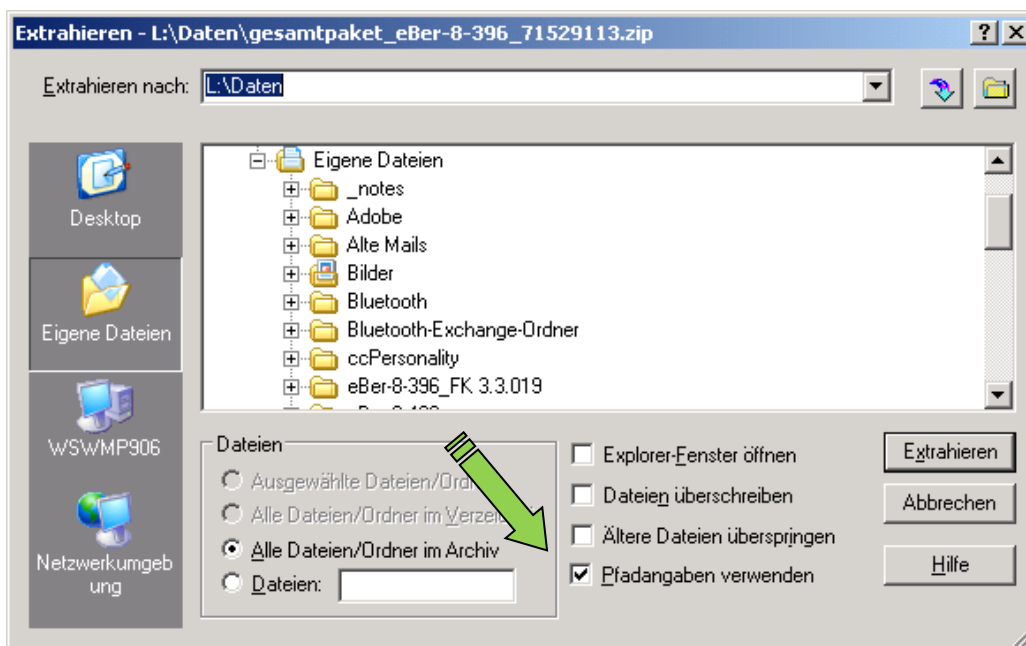
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Answers to Questions on E-Files

Why can't I view any files under “_index.htm” and/or “_indexMyView.htm”?

When extracting the files, the option “Use directory names” must be checked in the relevant dialog box, e.g. in WinZip:



What can I do if there are problems displaying the documents after I've downloaded all files?

The zip file must first be unzipped using the “Extract” function in the respective zip program.

Using Windows

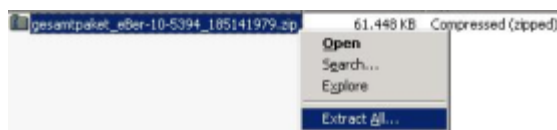
- To save the eDocuments to your hard drive, click on the link "Complete package for downloading":
- From the “File download” pop-up window, select the **"Save"** button (not "Open"):

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- Select the target folder and save the download package. To unzip the folder "Gesamtdokument_eBer....zip", right-click the file to open the context menu.
- From here, select
 - under **Windows** "Extract all", then the target folder and confirm this using the "Extract" button



- - if you are using the **WinZip program** - "WinZip" and "Extract to here":



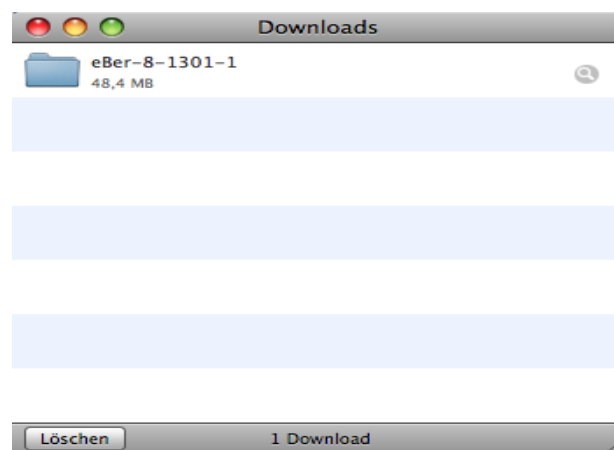
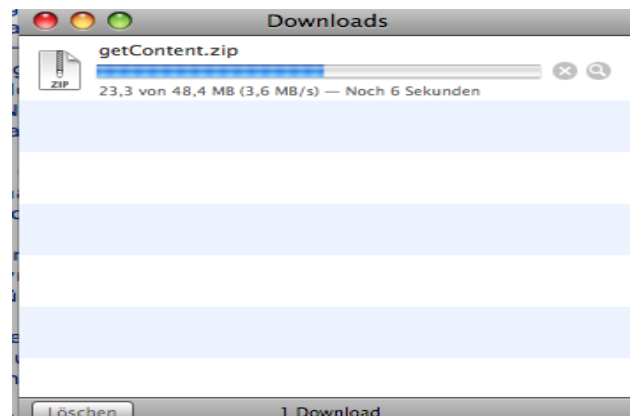
- This option automatically creates a separate folder with the same name as the document key. For an overview of all documents, please open the file _index.htm. From there you can navigate, as in the online view, to the individual proposals and open the associated documents. Please note that an additional window will appear asking you if you are certain you wish to open this document. Please respond with "Open" to access the document.

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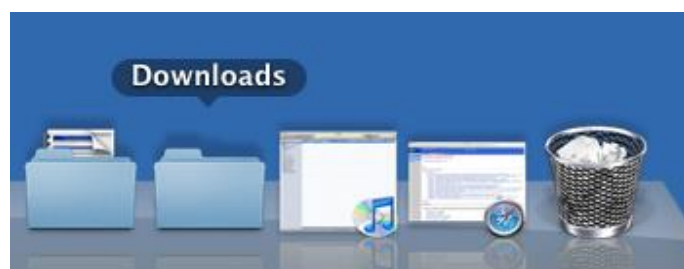
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Using Mac-OS

- To save the eDocuments to your hard drive, click on the link "Complete package for downloading"
 - The file "getContent.zip" is saved in the folder "Downloads" and automatically unzipped into a folder whose name is the same as the document key.

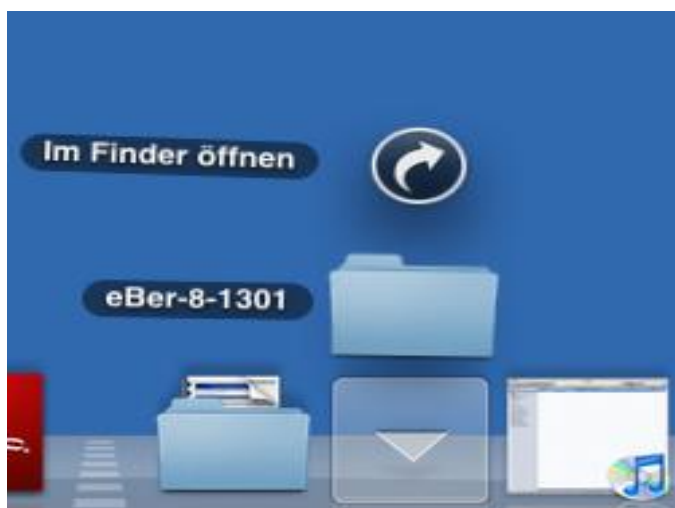


- Once the download is complete, the files can be opened in the "Finder" (Downloads) or moved from there to a new location.



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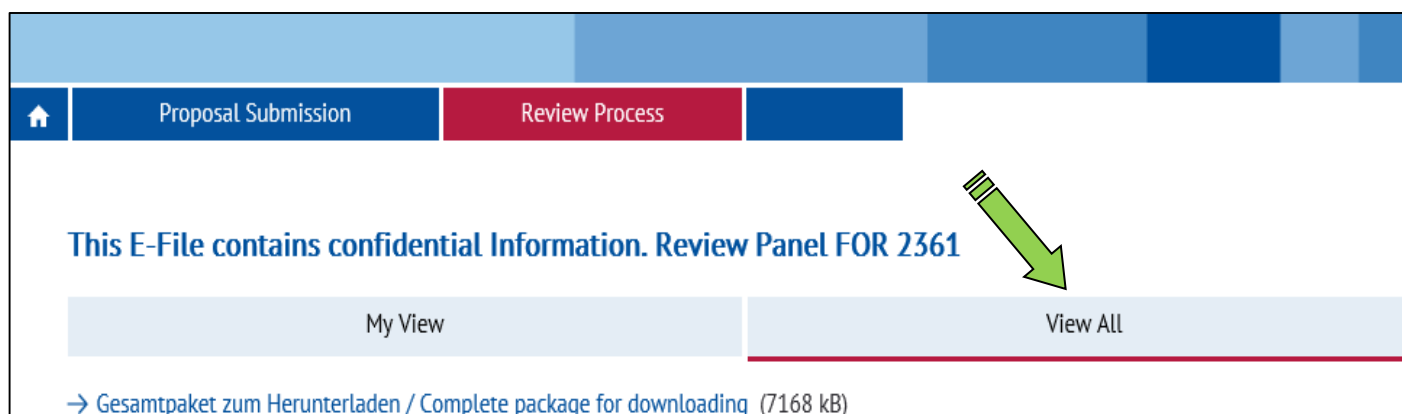
- For an overview of all documents, please open the file `_index.htm`. From there you can navigate, as in the online view, to the individual proposals and open the associated documents. Please note that an additional window will appear asking you if you are certain you wish to open this document. Please respond with “Open” to access the document.

When using online access/offline access via “`_index....htm`”, not all applications are shown. What should I do?

For convenience, certain types of documents are offered both in “Complete view” and “My view”. “My view” contains only the proposal documents for which you are responsible.

Online:

By default, in the online overview “My View” is displayed. You can switch to the complete view via the “View All” tab:



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Offline:

For navigation, two directory listings (index files) are provided if present. The “_index.htm” file contains the complete view; the “_indexMyView.htm” contains the proposals for which you are responsible. From an opened index file you can then use the appropriate link to switch between these two views:

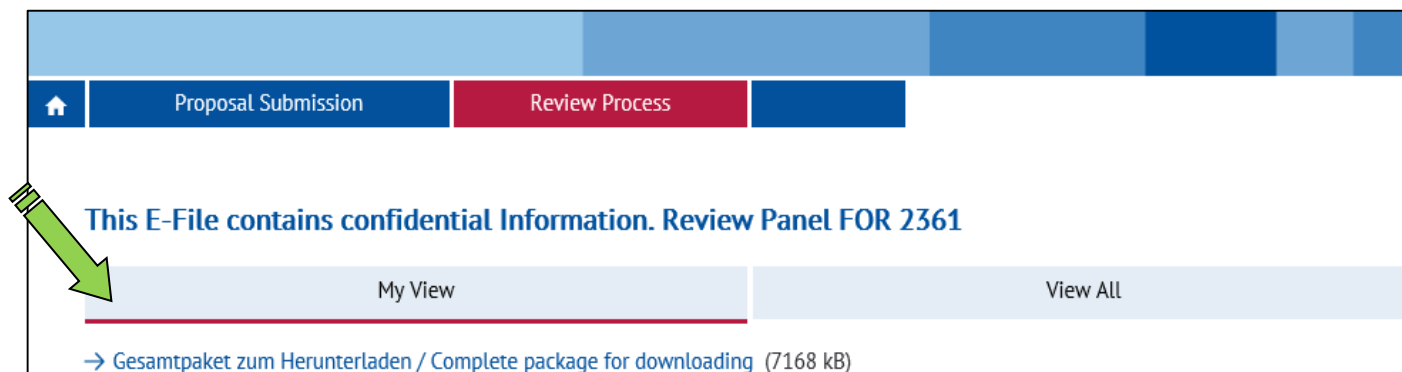
On my Mac computer the downloaded documents are only shown as “getContent” and can’t be opened. Why?


As a rule, documents are sent as PDF files. There is a known problem with Mac OS and the Safari browser, which does not recognise the file format and stores all files as “getContent”. Until there is a technical solution to this problem, please use alternative access options:

- You can rename the downloaded files, e.g. to “Document1.pdf”, in which case they will be correctly recognised.
- Use a browser that does not have this problem, e.g. Camino (caminobrowser.org).
- Download the document to your computer as a complete package (zip file); the files will then be correctly recognised once they are unzipped.

The proposal documents are not available as a PDF file. What can I do?

For certain types of documents the tab “My View” is available in addition to “View All”. “My View” displays only the documents for which you are responsible.



The option “My View” must be available in order to access, via the icon , all proposal documents as one PDF file and subsequently display, print or view them.

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I can't open documents formatted in Office 2007 (.docx, .xlsx and .pptx). What can I do?

Office 2007 files can be opened in older versions of Office by using the following converter:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=941B3470-3AE9-4AEE-8F43-C6BB74CD1466>

Where can I download the latest version of the Adobe Reader?

Under <http://get.adobe.com/reader>.

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Answers to Questions on Electronic Reviews

I've set up an elan account but can only access the "Electronic Proposals" section. How can I access "Electronic Reviews"?

Your account must be activated by the DFG's Head Office to allow access to the highly confidential information necessary to prepare your review. The information is located in a protected area. Please get in touch with the DFG programme contact who requested the review for more information.

The proposal for which I've been asked to submit a review is not listed. What should I do?

All proposals included in the list have been marked by the DFG accordingly. The relevant proposal may not have been marked. Please get in touch with the DFG programme contact who requested the review for more information.

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