

GRANT SOLICITATION SYSTEM (GSS) HELP

CONTACT INFORMATION:

1. First, attempt to contact the Commission Agreement Officer listed in your specific solicitation.
2. Next, call the Contracts, Grants and Loans Office Main Line: 916-654-4381
3. For questions after 5pm or before 8am, please email the Commission Agreement Officer listed in your specific solicitation.

TIPS AND TRICKS

Registration

1. Password Requirements:
 - a. Minimum of 8 characters
 - b. Minimum of one upper case letter
 - c. Minimum of one number
 - d. Minimum of one special character
 - i. ! @ # () - [] { } : ; ' , ? / *

Testing

1. Testing Trick for first time users:
 - a. To familiarize yourself with the GSS, some users may want to do a test run. We suggest that you do a test run by applying to the TEST-123 solicitation available in the GSS. This will assist Energy Commission staff in differentiating between test applications and true submissions.

Uploads

1. Upload Timing:
 - a. The system will not allow applications to be submitted after the posted deadline. Applicants are warned that there are several factors that can cause delays in uploading files that are outside of the Energy Commission's control (for example: internet provider difficulties and user's internet connectivity and/or bandwidth).
 - b. There are NO EXCEPTIONS to the posted deadline. Applicants must complete all 3 steps in the GSS and receive their confirmation email prior to the deadline to have their application considered.
 - c. Applicants are encouraged to upload documents early or even one by one as each document is completed. Documents will not be submitted to the Energy Commission until the applicant completes Step 3.
 - i. For example, if an applicant has completed the Executive Summary but not yet completed the Project Narrative, they can upload the Executive Summary first and come back to the system to upload the Project Narrative later.

- d. In the unlikely event that the system server malfunctions on the due date for applications, the Energy Commission will post an addendum to extend the deadline.
- 2. File Size – Maximum 50 MB
- 3. File Name Length – Maximum 64 characters
 - a. Files exceeding the file name length will be rejected prior to Step 3
 - b. An error message will appear at the top of the page if one or more files are rejected

• The file 'GFO-16-505-Attachment_11-Commitment_and_Support_Letters_Form.this.file.name.is.too.long.docx' exceeded the maximum allowable length for file name and upload was discarded. ✕

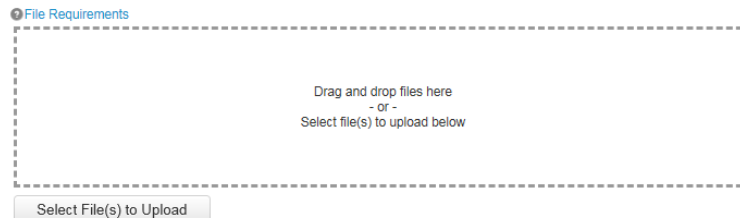
Submit an Application

- 1 Select Solicitation
- 2 Upload Files
- 3 Review & Submit

Step 2: Upload Your Documents

Instructions:

1. **Select Files:** Select the files you wish to upload by clicking the 'Select File(s) to Upload' button. Multiple files can be selected by clicking the button again or, in certain browsers, selecting multiple files. File drag and drop is also available in certain browsers. Note that file requirements apply.
2. **Upload Files:** Once your files have been selected, they will appear in the 'Files Awaiting Upload' section. Click on the 'Upload' button to transfer the files.
3. **Select Document Type:** After your files have been uploaded, they will appear in the 'Uploaded Files' section. Edit the file details before continuing.



- c. Applicants are encouraged to use the File Names provided in the solicitation followed by an abbreviated version of their Company Name for the benefit of the scoring team.
 - i. For Example:
 1. Attachment_01-ApplicationForm.docx (original file name 34 characters)
 2. Attachment_01-ApplicationForm-**ABCenergy**.docx (revised file name 43 characters)
 - ii. There is no need to add the solicitation number or title as the document will only be uploaded to your selected solicitation.
- 4. The system accepts the following File Types, however, applicants must upload files in the format in which they were given in the solicitation. The only exception is for documents requiring signatures which can be scanned and uploaded as a .pdf instead:

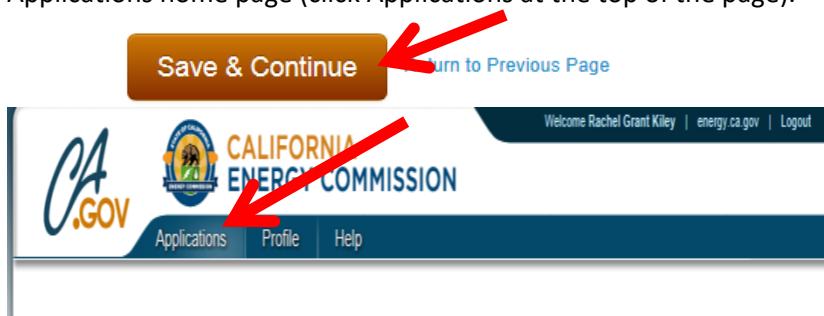
<input type="radio"/> .doc	<input type="radio"/> .rtf	<input type="radio"/> .jpg	<input type="radio"/> .avi
<input type="radio"/> .docx	<input type="radio"/> .txt	<input type="radio"/> .jpeg	<input type="radio"/> .wmv
<input type="radio"/> .xls	<input type="radio"/> .dwg	<input type="radio"/> .tif	<input type="radio"/> .mov
<input type="radio"/> .xlsx	<input type="radio"/> .dxf	<input type="radio"/> .tiff	<input type="radio"/> .mpeg
<input type="radio"/> .ppt	<input type="radio"/> .kmz	<input type="radio"/> .gif	
<input type="radio"/> .pptx	<input type="radio"/> .kml	<input type="radio"/> .mp4	

5. Grouping Documents - Applicants should not group multiple files into one document. Each separate file should be uploaded separately and tagged in the system with the appropriate document type.
6. Confidentiality - Some solicitations may allow for specific documents to be designated as confidential. In this situation, the applicant must properly identify that document as confidential when choosing the document type (refer to the Confidential Information section of the solicitation for more information). The Energy Commission reserves the right to determine whether confidential information submitted adheres to the confidentiality requirements contained in the solicitation. Applicants purposely or erroneously designating information as confidential beyond what is allowable in accordance with the solicitation may lead to rejection and disqualification of the application.

Pausing Application

You may pause the application process prior to submittal by:

1. Clicking Save & Continue at the end of Steps 1 or 2 and then logging out or going back to your Applications home page (click Applications at the top of the page).



- On your My Applications home page you will have a listing of all of the applications that you have begun, both submitted and draft. Applications with a status of Draft will have an edit button in the Action column until the deadline for that solicitation has passed. When you select Edit, you will be able to modify information for Steps 1 and 2 including the option to upload more files or remove previously uploaded files. Draft applications cannot be edited after the deadline.

The screenshot shows the 'My Applications' page on the California Energy Commission website. At the top, there is a navigation bar with 'Applications', 'Profile', and 'Help' links. Below the navigation bar, there is a search filter and a 'New Application' button. The main content is a table with the following data:

Solicitation Number	Solicitation Title	Application Title	Status	Action
TEST-123	Test Solicitation	Diana's Solicitation	Draft	Edit
TEST-123	Test Solicitation	Test 12	Draft	Edit
TEST-123	Test Solicitation	CR&R Test	Submitted	
TEST-123	Test Solicitation	Boby	Submitted	
GFO-16-601	Zero-Emission Vehicle Regional Readiness and Planning Solicitation	ABC	Draft	Edit
GFO-16-502 Phase 2	2016 Natural Gas Energy Efficiency Research Grants for Residential and Commercial Buildings - Phase 2	TEST ONLY	Draft	
GFO-16-305 -	Advancing Cutting-Edge Technologies and Strategies to Reduce Energy Use and Costs in the Industrial, Agriculture and Water Sectors	Testing	Draft	

- After hitting the I Agree & Submit button in Step 3, your application will be closed to further edits and the status on your My Applications home page will change to Submitted. To revise a submitted application prior to the deadline you must submit a new complete application (starting again at Step 1) and request that the Commission Agreement Officer for the specific solicitation retract the previously submitted application.

Review and Submit

Overall Tips and Tricks

- Never use the browsers back, forward or refresh buttons to change pages or to expedite loading, always use the buttons within the GSS:
 - Save & Continue or Return to Previous Page at the bottom



- Or the hyperlinks at the top of the page for each Step:



FREQUENTLY ASKED QUESTIONS:

1. I uploaded 10 files but only 6 are showing in Step 3: Review & Submit. Why are 4 documents missing?
 - a. Likely Problem: The likely problem is the 4 documents had file names that were too long. The system will discard items with file names that contain more than 64 characters.
 - i. Return to Step 2 by clicking the Edit Button next to the files in Step 3.
 - ii. Upload only the 4 missing documents.
 - iii. After uploading is complete and the page refreshes to require the Document Types, scroll to the top of the page to see if an error message about file length appears.
 - iv. If the file length error message appears, shorten the names of the files and upload again.
 - v. Continue to shorten the file names until they are accepted by the system.
 - b. Other Possible Problems:
 - i. The files were corrupt
 - ii. The files were too large (50 MB maximum per document)
 - iii. Call the Commission Agreement Officer for additional assistance.
2. I accidentally submitted an incomplete application. Can I add documents to my submitted application?
 - a. Applicants cannot modify a submitted application. The best way to address this problem is to complete a new application and only click I Agree & Submit after all application documents are successfully uploaded. Once you have submitted the correct version of your application, you can send an email to the Commission Agreement Officer listed in the solicitation to request that they retract the first submittal.
 - b. NOTE - The system will not allow you to edit or submit an application after the posted deadline.
3. I am having trouble registering because the system will not accept my password.
 - a. See the password requirements in the Tips and Tricks section of this document.
 - b. If you still encounter registration issues, contact the Commission Agreement Officer listed in your solicitation or the Contracts, Grants and Loans Office Main Line number provided in the Contact Information section at the beginning of this document.
4. The uploading seems to be taking too long. Should I refresh or try again?
 - a. NO! Do not refresh your browser. Do not use your browser's back button. Until you actually get a timed out message, continue to wait while your files are uploaded.
 - b. Applicants are warned that there are several factors that can cause delays in uploading files that are outside of the Energy Commission's control (for example: internet provider difficulties and user's internet connectivity and/or bandwidth).
 - c. In the event that you receive a timed-out message you can try the following:
 - i. Restart your computer and make sure not to open any other programs.

- ii. Try a different browser. Some users have reported slower response times with outdated browsers although the system is set up to work properly on all browsers.
- iii. Try a different computer or different internet connection such as a co-worker's computer or a home computer.