eLINK Guidance Document

Frequently Asked Questions

January 29, 2014

> **Purpose** - The purpose of this guidance is to highlight some of the features, definitions, and decision-making associated with changes in the new eLINK system as well as answer questions as the new system is used. Check back frequently – this document will be updated as questions arise.

Account Issues

01. I used the password reset function on the login page and the system indicated the reset was successful, but I never got an email with the new password. What do I do? (7/2/13)

Check your junk mail folder for the email, and make sure *BWSR_Elink Support is not a blocked sender.

02. I sent something to eLINKsupport@state.mn.us and haven't received a response, should I resend my issue? (7/2/13)

We are making every effort to respond as quickly as we can. Please be patient.

03. Can I use Google Chrome to access eLINK? (9/25/13)

eLINK has been designed to work with Internet Explorer 9 and newer, as well as Mozilla Firefox. We do not recommend using Google Chrome or other unsupported internet browsers.

04. Does the system have spellcheck? (7/2/13)

Spellcheck is a function of your browser settings. All browsers except Internet Explorer have spellcheck integrated.

05. Why do I lose my search criteria when I use the back arrow on my browser? (7/2/13)

To keep your search criteria, use the "Cancel/Go Back" button or click the breadcrumbs on the top of the screen rather than using the back arrow on your browser; this should retain any search criteria you had entered and won't refresh the grid on a screen.

06. In eLINK4WEB, I could log in under different organizations, but in new eLINK I don't have that option and can't access grants of my partners. (9/23/13)

Users can access grants of partners through one of two ways:

- You can request for your partner to assign you as a Team Member for individual grants in which you are working in partnership; this method must be used for any grants that were migrated from eLINK4WEB. Users can set the permissions to either read-only or edit. This is a new feature to eLINK that gives users more control over grant access. Please note that team members must be registered users within eLINK.

- Alternately, you can request for BWSR to change your organization associations in eLINK to include the partner organization; this will give you access to all future grants of the partnering organization. Submit the request for additional organization links to eLINKsupport@state.mn.us with the subject heading "Account Assistance." The request should come from, or with the approval of, the partnering organization.

Grants and Reporting

07. Some of my grants that were complete and should be closed are showing up as "In Progress." Do I need to resubmit these? (7/2/13)

If you see grants on your home page grants that should be closed but are not, send an email with the name(s) and ID(s) of the grants to your Board Conservationist. We will follow up in the next few months.

08. I am seeing grants of organizations to which I don't belong on my home page. What do I do? (7/2/13)

This is a result of data migration where you were a contact within the other organization whose grants you are now seeing and were inadvertently migrated as a member of this organization. Submit a request to be removed from that organization to eLINKsupport@state.mn.us identifying the issue, organization, and your own name with the subject heading "Technical Issue/received an error."

09. How do I report one activity that uses funds for multiple Fiscal Years? (7/3/13)

In these situations, the activity must be linked to both grants in the system. Linking associates the activity and its related data, such as details and indicators with both grants; streamlines the tracking process; and eliminates the need to double-enter the activity. Please see the Managing Activities guidance document on the BWSR webpage for additional information: http://www.bwsr.state.mn.us/outreach/eLINK/Guidance/Managing_Activites.pdf

10. How do I report returned funds in the new eLINK? (9/26/13)

Returned funds are reported in the new eLINK system through the progress report tab by selecting the progress report type "Final Report w/ Funds Returned to BWSR". This will unlock new fields for entering the amount returned and a check number. You must save this information before generating the report, or the report that is generated will be blank. Details on this process can be found in the Progress Reports guidance document at http://www.bwsr.state.mn.us/outreach/eLINK/Guidance/Progress_Reporting.pdf.

11. How do I handle migrated returned funds activities from the old system? (7/9/13)

BWSR is aware that this is an issue and is working on a solution. If you had a returned funds initiative that was migrated and you need to proceed with progress reporting before the solution is in place, you can open the expense action for the returned funds activity and delete the expenditures (note the amounts and check numbers prior to deleting). Next you can delete the activity itself – this is a hard delete and the activity cannot be recreated – be sure you are deleting only the returned funds activity. The returned funds activity is now gone. Go to progress report and proceed as in question Q12: *How do I report returned cost share funds if it is prior to the final report,* noting the individual amounts and checks in the progress report entry, and the final total returned when submitting the final report.

12. How do I report returned cost share funds if it is prior to the final report? (7/9/13)

This example applies primarily to cost share grants prior to FY14. In this case: submit a progress report with the type of "Interim Report", noting the Amount Returned and Check Number in the Progress Report entry, repeat interim reports as needed, and submit the check with the Returned Funds Form found in the administrative requirements section of the BWSR Grant Manual. When the final project is completed, submit a "Final report w/ Funds Returned to BWSR," enter the TOTAL funds returned from all interim reports in the Returned Amounts field and '0000' into the check number field – this will make sure the financial information in eLINK correctly reflects returned versus spent funds.

13. How do I report FY09 Cost Share T/A? (7/3/13)

Some FY09 Cost Share T/A grants were migrated accidently and will eventually be removed from the system. Please ignore these and do NOT use the FY09 Cost Share TA grant to report T/A for FY09. Report FY09 Cost Share T/A as with the more recent process - create an activity with a category of "Technical/Engineering in the FY09 Cost Share Grant (not the T/A grant) and report all T/A expenditures under this activity.

14. My grant status says "Award Finalize", and I cannot submit a progress report. (1/15/14)

A grant status of "Award Finalize" indicates that your grant agreement has not yet been executed. Please return your grant agreement (including signature by your authorized representative) as soon as possible to Kari Keating, BWSR, 520 nical/Engineering AssistanceLafayette Road North, St. Paul, MN 55155.

15. Is the Cooperators field required in order to meet reporting compliance?

Cooperators are no longer required for reporting purposes. The Cooperators screen within the workplan area of eLINK is provided as a tool to keep track of cooperators' contact information alongside the associated project(s).

Team Membership

16. How do I assign someone as a Team Member? (7/2/13)

Members of your own organization with eLINK user accounts are assigned team membership to your grants by default. To add members outside your organization or change view/edit privileges of someone in your organization, select the pencil action icon on the Home page for the grant to which you want to add a member. Then go to the Team Selection tab. The first grid shows existing team members. The second grid is where you can find and add new team members.

17. Team members are showing up in Team Selection who never were or are no longer staff at my organization, what do I do? (7/2/13)

This is a result of data migration where the person has an *association* with your organization in the old eLINK and was inadvertently migrated to the new system as members of your organization. You can simply delete these individuals as team members from the grants where they are appearing. We also recommend checking the contact list for your organization and sending a list of edits to eLINKsupport@state.mn.us with the subject heading "Account Assistance" to remove these individual from association with your organization – this will ensure these individuals do not show up as team members on future grants.

Contacts

18. Why can't I delete old contacts, or edit other contacts? (7/2/13)

Users can search for and view any information on contacts within the database; however, editing of contacts is limited to the user's own information or those contacts within the user's primary organization who do not have eLINK user accounts, such as board members. If you are having trouble editing contacts or have found particular contacts need to be removed from association with your organization, send a list of the edits to eLINKsupport@state.mn.us with the subject heading "Account Assistance."   See also the eLINK Guidance Document *Managing Contacts and Organization Information*.

Organizations

19. Why can't I edit the vendor number? (7/2/13)

The organization vendor number is from the state accounting system; this number ensures grant payments from BWSR get to the correct organization. Only BWSR staff can edit this number.

Attachments

20. How do I open the attachments that have a *rpt extension? (7/2/13)

Treat these files as you would a *.pdf file. When you first view or download one of these attachments, your system may ask which program to view the report with; simply select Adobe Reader to open the file.

21. Why can't I tell what an attachment pertains to? (7/2/13)

Descriptions of migrated attachments are limited to what was available in the old eLINK system. Attachments and descriptions that are created within the new system will use a clearer and more consistent naming convention.

Mapping

22. When mapping an activity, why don't the township and section lines show up when I zoom in? (1/22/14)

Township and section lines were not included in the standard base maps provided by ESRI. BWSR is working to add this and other layers as necessary to the map services in the near future.

23. I can upload the shape file to the map, but it isn't saving. (1/22/14)

The Upload Shape File feature is not currently saving, and we are working to fix this before the end of the reporting period. In the meantime, you may upload the shape file to the mapping interface, then trace it with the eLINK system tool.

Quick Reports

24. Is the information within the Quick Reports accurate?   (1/2/14)

Ongoing improvements are being made to the Quick Reports. Any issues with reports should be directed to eLINKsupport@state.mn.us with the subject heading "Technical Issue."

All Details (for migrated grants or grants in existence before June 7, 2013):
- Grant Execution Date corresponds to the date the executed grant agreement was loaded into the eLINK system by BWSR staff. Please refer to the date on the Executed Grant Agreement (*.pdf file) within the Attachments tab of the grant.
- Grant End Date defaulted to a placeholder date of 1/1/2020; the actual date on the grant agreement applies. BWSR has corrected the end dates on many grants and will continue to fix these on an as-needed basis, but the ability to complete reporting should not be affected in the interim.
- Grant Day to Day Contact will be blank for migrated grants.
- Rates and Hours, and Start/End dates for Grant Activities will be blank unless data has been entered through the new system. Rates and Hours is an optional field for migrated grants; however, it will be required for some future grants and may be used for all grants.

Application Report:
This report is functioning properly, and should be an accurate reflection of what has been entered in eLINK.

Financial Report (for migrated grants or grants in existence before June 7, 2013):
The Grant Revenue table is new to the report. This will reflect the amount awarded.
To use this report to meet reporting requirements - the Quick Report is generated in Word, you can edit the amount received and remaining to match the actual amounts.
If your report shows an activity category of "LEGACY NON_MAPPED ACTIVITIES," this is a placeholder for migrated activities that were not assigned a "Primary Practice" in the old eLINK. You will need to find the activity and assign it an activity category.
The percent spent reflects the "total spent" / "amount awarded.

Grant Story:
This report is still under development. It will eventually be used to populate the Clean Water Fund Stories page on the BWSR website and as a more public-friendly option for meeting website reporting requirements of all grants.

Work Plan:
This report is needed only for creating a workplan when required after a grant award.

25. Deleted activities are still showing up in my All Details Report. What should I do? (1/2/14)

When submitting a progress report, confirm that all data entered in eLINK is correct. Your Board Conservationist will base approval of your progress report on what you have entered in eLINK.

26. My Final Financial form contains errors. What should I do? (1/2/14)

If all data entered in eLINK is accurate, but the report itself contains errors, please complete the following:

1. Generate and save two copies of the report.
2. On one copy, enter "System Generated Report incorrect" on the signature line.
3. On the other copy, correct inaccuracies on the Word document before printing and obtaining your authorized representative's signature and date.
4. Upload both documents into the attachments tab of eLINK.

27. Why is my report blank? (8/7/13)

When accessing a Quick Report, extra spaces or characters in the Grant Title field may result in a blank report. This can occur if you are copying and pasting the grant title rather than selecting it from the eLINK list, as any extra spaces following the text may be inadvertently selected, copied, and pasted along with the grant title. If you do copy and paste, be sure to remove any spaces after the title until the grant name appears in the auto-complete selection.

28. Why am I receiving an error report "Report Generation Failed: ORA-01722: invalid number"? (1/2/14)

The system is currently unable to handle scientific notation, including fecal coliform bacteria data from the MinnFARM tool. We are working to fix this in the system, but in the interim you can convert the data from scientific notation to decimal by moving the decimal point the number of places indicated by the exponent. For example:

$$4.26 \times 10^{-8} = .0000000426$$

29. Which report do I use to achieve web reporting requirements? (8/7/13)

The All Details report should contain most of the information required for your own website. This report is generated in Microsoft Word; BWSR recommends adding your organization's logo, making edits to correct any issues noted in Q21 above, and generating the final version in PDF prior to website posting. Further information on web reporting can be found in the Grants Administration Manual at http://www.bwsr.state.mn.us/grants/manual/#/Reporting/14/top.