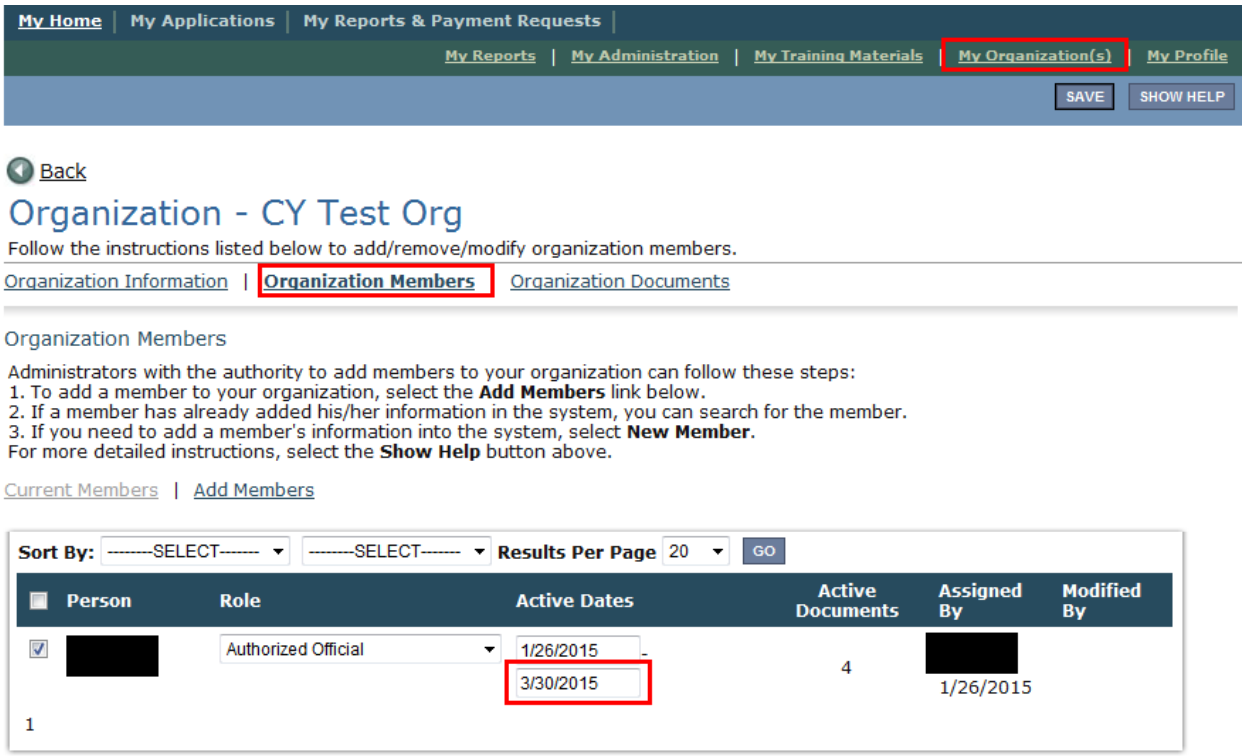
Frequently Asked Questions
External

GETTING STARTED

#1 Q. How do I know what grant and loan programs I am eligible to apply for?
#1 A: EAGL will list the grant and loan programs (called Funding Opportunities) for which you are eligible based on your organization information. Please see the Grant and Loan website for a complete list of funding opportunities.

ADDING AND EDITING PEOPLE

#1 Q: How do I remove a member of our organization that no longer works for us?
#1 A: You must be an Authorized Official to perform this action. Visit the "My Organizations" page in EAGL and browse to the "Organization Members" screen. Enter a deactivation date next to the member you wish to remove. SAVE the page. Please do not modify the checkboxes on this page. You do not need to deactivate the user on each document.



#2 Q: How do I change the role of one of my organization members?
#2 A: You must be an Authorized Official to perform this action. Visit the "My Organizations" page in EAGL and browse to the "Organization Members" screen. Set the role using the dropdown next to the name of the member that you would like to update. SAVE the page. Please do not modify the checkboxes on this page. If you also want to change the role of this member on certain documents, you will need to update the role on each document as well.

#3 Q: How do I change the role of one of my organization members on a document?
#3 A: You must be an Authorized Official to perform this action. From the application menu for the document, under the header Access Management Tools, click "View Management Tools," and then "Add/Edit People." Set the role using the role dropdown next to the name of the member that you would like to update. SAVE the page.

In some cases you may see a member's name unchecked. If a member's name is unchecked, they are not active on the document. Check the member's name and SAVE the page to activate the member on this document. Please do not uncheck members that are currently checked.

APPLICATION

#1 Q: What is the easiest way to search for an application?
#1 A: On the "My Applications" page, simply click "search," and EAGL will pull the documents connected to your organization. Locate the application number and click on it.

#2 Q: Can an application be recovered after an applicant cancels it?
#2 A: Yes. Contact your Financial Manager.

#3 Q: Can we add a shortcut to our application in EAGL?
#3 A: No. You must search for an application on either the "My Applications" page or through "My Organization" in EAGL.

#4 Q: Can an applicant reuse their application during the next funding cycle?
#4 A: It depends. If the system will allow you to roll over data from a previous application cycle, EAGL will provide you with instructions for this process when you apply for the opportunity.

#5 Q: What forms can Ecology staff edit at any time?
#5 A: Ecology staff can edit Location and Recipient Contact Forms at any time and in any status after the application is submitted, except in agreement close out statuses.

#6 Q: If an application modification is required, do I have to resave all of the forms before they are resubmitted?
#6 A: You have to save any forms on which changes were made, and any forms that were dependent on information from the forms that were changed. The system will prompt you or you'll receive an error message for any unsaved pages.

EAGL SYSTEM

#1 Q: Do Ecology employees, applicants, and recipients have to stay out of EAGL between 2:00 pm to 3:00 pm on Mondays?
#1 A: Yes. The EAGL system undergoes routine system maintenance during this time. If you work during this time period, you may lose data.

#2 Q: Why is the save button located at the top of the screen?
#2 A: The save button is designed to be at the top of the screen so that it can be found in the same location on every page in the system (if the page can be edited). As you scroll through long forms, the save button will follow you down the page so that is always easily accessible.

#3 Q: How does the system back button work?
#3 A: Generally, the system back button will take you to the previous screen. In some situations, the back button may take you several screens back rather than to your most recent page. To avoid this, we recommend that you use the "You are here" links (breadcrumbs) or the document number links.

#4 Q: How do I open a second window in EAGL?
#4 A**:** In Internet Explorer – go to the File menu and click new session. Log into EAGL a second time and navigate to the document that you were working on.

#5 Q: What happens if I copy text into EAGL without using notepad?
#5 A: EAGL only accepts plain text characters in all boxes and data entry fields. If any other formatting makes its way into a text box, the system may not accept it, and you may lose text.

#6 Q: Instead of using Notepad, can we save text on a Word document as plain text and copy and paste that into EAGL?
#6 A: Yes, as long as there are no wingdings or special characters. Times New Roman and Arial are the preferred fonts to work with in EAGL. Helvetica is appropriate when using a MAC.

#7 Q: How do you log off EAGL?
#7 A: You will automatically be logged off when you close the browser.

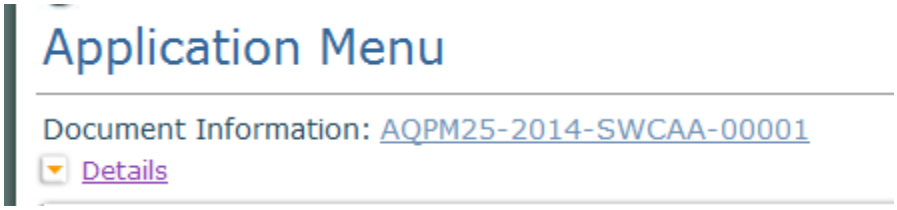
#8 Q: Can I have the user manual open and work on my document at the same time in EAGL?
#8 A: Yes. You can do this by right clicking on the link to the user manual and selecting open a new window to view the user manual while you fill out the application.

#9 Q: What is the difference between a document number, a parent number, and a sub-document number?
#9 A: The term "document number" or "document information" in EAGL refers to the document currently being viewed and is not an indication of its relationship to an agreement. Every document in EAGL has a "document number."

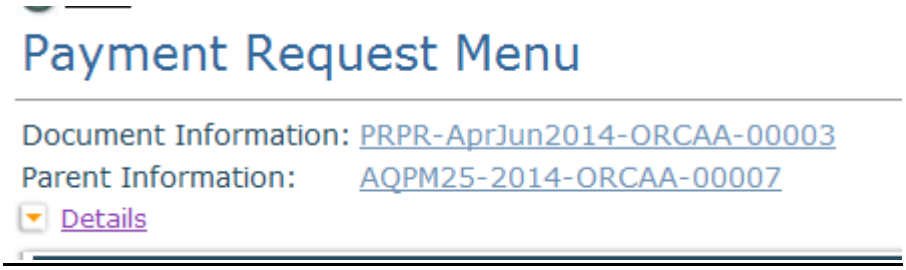
The term “parent document number” or “parent information” refers to the main application/agreement. Payment requests, site visit reports, equipment purchase reports, etc. are not parent documents; they are sub-documents to the parent document.

The term “sub-document number” or “sub-document” is not used in the EAGL system, but is used by Ecology staff to refer to a document belonging to a parent document, such as a payment request, site visit report, or closeout report. You can tell that you are working on a sub-document if EAGL displays both a document number (the sub-document) and a parent document number (parent information), as shown below.

No parent information is displayed when you are working on the parent document.



PRPR-AprJun2014-ORCAA-00003 is a sub-document to the parent, AQPM25-2014-ORCAA-00007.



ENVIRONMENTAL DATA

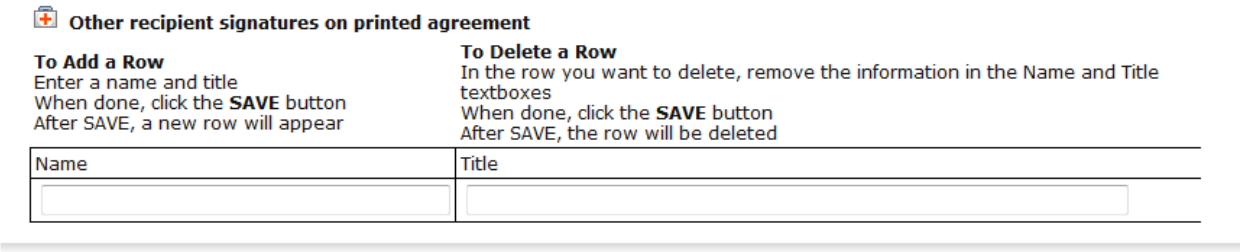
#1 Q: How do I know if I should collect environmental data?
#1 A: This varies by funding program opportunity. Please see your application instructions or consult your Funding Coordinator.

RECIPIENT CONTACT FORM

#1 Q: What does an applicant do if they have more than one official that needs to sign a grant agreement?
#1 A: The primary signatory, which EAGL refers to as the Authorized Signatory, must be registered with SAW and EAGL. Only one Authorized Signatory is allowed per application.

Once the Authorized Signatory has been selected, you may add signatories using the grid on the bottom of the Recipient Contacts form. Enter the Name and Title of each additional signatory.

Press the SAVE button to save your work and add rows. You may also enter a name with no title or a title with no name. Please note that the names will appear exactly as typed in these boxes.



#2 Q: Which member of an applicant organization should be assigned the Authorized Signatory role on the Recipient Contact form?
#2 A: The Authorized Signatory should be the individual who is primarily responsible for authorizing and signing an agreement. This individual must register through SAW and EAGL in order to be added and appear in the Authorized Signatory drop down menu. For additional signatories, see the previous question.

#3 Q: When is the last opportunity for an applicant to edit the Recipient Contact form?
#3 A: The recipient can edit the Contact form up until the application has been submitted. The Recipient Contact form can also be edited by the Authorized Official prior to signing an agreement, when the document is in "Agreement requires signature" status.

#4 Q: How do we get additional members from my organization to appear in the drop down list on the Recipient Contact form?
#4 A: Additional members must register in SAW and have their EAGL account approved. Their name will appear once they are set up in EAGL.

LOCATION FORM

#1 Q: Is it really important that the location information be accurate on the Location form?
#1 A: Yes. Ecology frequently answers questions from interested parties about the location of grant work. The location information will also be used to summarize grant and loan results agency wide for the public.

#2 Q: Why do we need to save to add another region or legislative district on the Location form?
#2 A: This is a part of the system functionality. When you click save, it adds another row for data entry.

#3 Q: What forms can Ecology staff edit at any time?
#3 A: Ecology staff can edit Location and Recipient Contact forms at any time once the document has reached the "Agreement Initiated" status. These forms remain editable unless the agreement is closed or declined.

#4 Q: Will EAGL populate information from other resources like the Integrated Site Information System or Facility/Site? If a program requires Lat/Long (for example), shouldn't it come from Facility/Site in order to maintain accuracy?
#4 A: No, EAGL will not allow other systems to populate EAGL forms. Links are provided for identifying Lat/Long and Environmental Information Management (EIM) data. Ecology staff will verify accuracy.

PAYMENT REQUESTS / PROGRESS REPORTS

#1 Q: Is there a required due date for payment requests?
#1 A: EAGL does not enforce a due date on payment requests. The system labels payment requests by quarter, and each quarter's payment request is available from the start of the quarter to the end of the following quarter. For example, January-March payment requests are available until the end of June.

Once a payment request has been initiated, the recipient may take as much time as needed to submit it. Although EAGL does not enforce a due date, you should follow the terms set in your agreement.

#2 Q: When are final payment requests due?
#2 A: Generally, final payment requests are due within 30 days after expiration of the agreement. You should always refer to your agreement for specifics.

SCOPE OF WORK – ADDITIONAL TASKS FORM

#1 Q: What amount should be entered under costs for tasks? Total eligible or state share?
#1 A: Each task should be entered as total eligible cost.

- Total eligible cost = State share + Required match

#2 Q: What is total project cost?
#2 A: The total project cost reflects the entire cost of the project, including any outside funding not being used as required match.

- Total eligible cost + Outside funds = Total project cost

#3 Q: Why is the Additional Scope of Work form called "additional?"
#3 A: Most of Ecology's grant programs use a pre-populated task form for the tasks that are required for all projects, such as Project Administration. The Additional Scope of Work form is used to capture any tasks beyond those that are pre-populated for the agreement.

UPLOADS

#1 Q: Can we get a list of documents and records that need to be uploaded to EAGL?
#1 A: The documents that need to be uploaded vary by program. Please contact the appropriate funding program for more detail on required documents.

#2 Q: Can I view all of the documents I have uploaded to EAGL?
#2 A: You can view all of the attachments associated with a document by visiting the attachment repository. To do that, go to the application menu on your document. Under the header "Access Management Tools," click on the button "View Management Tools." From the management tools menu, select "Attachment Repository." You will now see a list of all uploads associated with the document.

You can take the same steps above to find attachments for payment requests, equipment purchase reports, and other types of documents in the system. Remember, the attachment repository shows all uploads on a specific document, not all of the uploads associated with an agreement or parent document.