

NewsFlash!

Announcement: Please see the below important message from Cayuse regarding proposal submissions via Cayuse/Grants.gov. The DCG team is aware of these issues and have been working with PIs and RAs on their current proposal submissions. Please contact your [DCG Officer](#) as soon as possible if you plan to submit a proposal today and/or for the July 5th deadline. We anticipate these nationwide internet traffic issues will be resolved quickly, but want to ensure we work closely with you given the current challenges.

From: Cayuse Listserv

Sent: Friday, June 29, 2018 12:55 PM

Greetings Cayuse User Community,

The nationwide internet issues impacting proposal submission via Cayuse 424 are ongoing. For more information about the status of the internet issue itself, please [check out this link](#). Due to the complex nature of this issue, we have some recommendations to improve your odds of a successful proposal submission but none are guaranteed to work. However, we want to give you every option available. Read on for details.

Current status in Cayuse 424

- Cayuse 424 is online
- Some users are experiencing submission failures via Grants.gov and Research.gov
- We have seen some successful proposal submissions in 424 since the outage was first reported

Recommendations if you have a proposal submission failure in Cayuse 424

- Open a ticket with Grants.gov [here](#) to document the problem.
- Open a ticket with the granting agency (if eRA Commons, open a ticket [here](#)) to document the problem with them as well.
- Wait an hour and try your submission again. We do not recommend rapid, repeated submission attempts.

- Try submitting in 424 using a cell phone network. This may slightly improve odds of success.
- Connect to a different network (home, coffee shop, etc) and try submitting from there.
- Try rebuilding your proposal in Workspace and submitting from that system. It is *possible* this will work, but it is entirely dependent upon whether Comcast is a provider for any part of how your internet traffic is routed between that system and Grants.gov. This will vary across locations.

We are monitoring the situation closely and will continue to provide updates as we have them. We're here for you to help in any way we can!

If you have any questions, please contact Support by giving us a call at (503) 297-2108 x201 or opening a ticket via the [Help Center](#).

*Your Research Suite Experts,
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