Please see an important update regarding the current Cayuse issues (loading and viewing proposals). Please work closely with your DCG Officer on any proposals with submission deadlines of today or early next week.

UPDATE: Cayuse issues impacting TARA users this week

This is an update to the message we sent late yesterday (10/11/2018) about the two issues hindering TARA users when trying to access their proposals in the third-party Cayuse system.

We will start by addressing the **second** of those issues: If you are trying to access Cayuse, but finding that the application fails to load, we have a temporary solution for you while these issues are being worked on.

Recap of Issue #2: The whole Cayuse application may fail to load. When TARA users click the "Open S2S Proposal" button on the Grants.gov tab in their KC Proposal Development eDoc, the Cayuse system remains stuck while attempting to load.

Temporary Solution: If you have the ***Cisco AnyConnect Secure Mobility*** client installed on your computer, please use it to establish a VPN connection to the USC network. The Cayuse application should then load as usual when you are connected to the university's network through the VPN.

If you are having issues with Cayuse not loading and you do not have the Cisco AnyConnect Secure Mobility client, please use the following link for instructions on how to install this VPN client on your computer:

https://itservices.usc.edu/vpn/anyconnect/

Returning now to the other issue, where you are able to get the Cayuse application to load on your computer, but you find that sections within the Cayuse proposal are blank or not fully loaded, please refer to the temporary solution offered for Issue #1 below.

Recap of Issue #1. Certain sections within a Cayuse proposal either load as blank pages or do not load completely. You might also experience trouble viewing pages related to attachments, specifically the Supporting Documents section of a Cayuse proposal.

Temporary Solution: As we reported yesterday, the team at Cayuse will be applying a patch to their system this Saturday, 10/13/2018, to resolve this issue. You should therefore expect Cayuse 424 will be unavailable from 9:00am to 3:00pm Pacific time on that day. Until that patch is implemented, the temporary workaround solution they have provided is as follows:

1. Close all open applications on your computer.
2. Thoroughly clear your browser cache. (Be sure to change the date range, if necessary, to remove all of your history.)
3. Enter the proposal in edit mode:

   o If you are entering your Cayuse proposal directly from a KC Proposal Development eDoc, the Cayuse proposal will automatically open in edit mode.
   o If you are accessing your proposal from the *Proposals* tab of the Cayuse application, be sure to click on the blue hyperlink name of your proposal to open it in edit mode instead of clicking the read-only icon (an orange box containing an uppercase 'R').

Thank you for your patience while we continue to work with the team at Cayuse to resolve these issues.

-- The TARA Team