MICHAEL SMITH FOUNDATION
FOR HEALTH RESEARCH

Discover. Connect. Engage.

MSFHR 2018 Funding Competitions

APPLYNET SYSTEM FAQs

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1. I enabled pop-ups, but was logged off the system.

This is normal for secured sites. Please log in to the system again and it should work. Keep in mind that if you have been away for more than 60 minutes, the system will log you out automatically due to inactivity. To avoid losing any entries you have added into the online form, please save your work regularly.

2. Why am I unable to log in to MSFHR ApplyNet with my password and login information from previous years?

Applicants and third parties (supervisors/department heads, deans, references, researchers, research users, patient co-leads) who already have an account in MSFHR ApplyNet from previous competitions need to contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609 to confirm their login information. New applicants or third parties will need to register on MSFHR ApplyNet and create a system account email and password.

3. Can I still access my previous MSFHR ApplyNet system account?

Yes, just log in to your ApplyNet account. If you have forgotten your login or password, please contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609 for assistance.

4. Can I still access my submitted/completed applications?

Yes. To view your submitted applications, click on “View All My Tasks”.

5. Why do I keep getting an error message when I try to create my MSFHR ApplyNet password?

To create your MSFHR ApplyNet password, please ensure you follow these rules:

- Should not contain your first or last name
- At least eight characters and no more than 16
- At least one uppercase letter
- At least one lowercase letter
- At least one digit (0 – 9)

- At least one special character
- Different from your last eight passwords

Example: **Applicant$2020**

6. I did not receive an email with my username and password after I registered and created my MSFHR ApplyNet account.

Please check your spam/junk mailbox. Also, ensure you are checking the email address that you registered with.

7. I forgot my password for my MSFHR ApplyNet account. Can you tell me what it is?

Select the hyperlink "Forgot Password?" on the login page. The system will ask you to enter your login ID (email address) and submit. Password reset instructions will be sent to your email address.

Please note that if you have changed your email address since you initially registered in the system, your updated email address will now be your login ID. Ensure that you are using the correct login information.

8. My MSFHR ApplyNet account is locked.

The MSFHR ApplyNet system will lock you out after entering incorrect password information four times. Please contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609 to reactivate your account.

9. Why did I receive a message saying "The email address you have entered already exists in the system…" when I tried to register? What does this mean?

- It is possible that you have already created a login account in the system. Please contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609.

- It is possible that you have a previous MSFHR ApplyNet account. Please contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609.
- It is possible that an applicant has already nominated you as a third party user (supervisor, department head, dean, reference, researcher co-lead, research user) in their Full Application Form. Please check your email (including your spam/junk mailbox), as you would have received an email notification with your login and temporary password information. Use this information to log in to MSFHR ApplyNet. For assistance, please contact MSFHR Help Desk at helpdesk@msfhr.org or 604.714.6609.

10. I accidentally launched an Eligibility Quiz for the wrong competition and now I have an extra task showing on my home page. How can I delete this extra task?

As a user, you will not be able to delete any records from your Grant File, but MSFHR can remove it from your list of tasks. In order to process this request, please send an email to helpdesk@msfhr.org and provide the following information:

- Grant ID#
- Reason for request

11. Do I still need to use the Canadian Common CV (CCV)?

Yes, the CCV is still a requirement in various MSFHR competitions.

12. I submitted my CCV, but it is not showing in my MSFHR ApplyNet account.

The current MSFHR ApplyNet system is not linked with the Canadian Common CV system. To complete your requirements, please save a .pdf copy of your CCV.

On your MSFHR ApplyNet account, go to the **Uploads** section of your Full Application and upload a .pdf copy of your **CCV** and your **Publications, Patents and Intellectual Property Rights** attachment. Please refer to the specific funding program instructions you are applying for at www.msfhr.org.

13. How can I change my last name/contact details?

Log in to your MSFHR ApplyNet account. Select the **Profile** tab on your Home page, which will display the View My Contact Details hyperlink. Select this hyperlink to make updates to your personal details and contact information.

14. Do I need an MSFHR pin?

No. The MSFHR ApplyNet system only requires your primary email address and password.

15. I keep getting this system error message page with the buttons Resume, Log Out, or Send an Email. What should I do?

This can be caused by internet access or MSFHR ApplyNet system load issues. Please open the technical data description by clicking "Click here to view the technical data related to the issue" at the bottom left corner of the page. Save a screenshot of the error message and email it to helpdesk@msfhr.org. If you are unable to capture a screenshot, then please right click, select all, copy, and paste into an email.

As a workaround, close your MSFHR ApplyNet account and log back in again.

16. My department name is too long. How do I fit it on the application form?

The department field only has a character limit of 50. To fit your department name into this field, you may use abbreviations.

17. Is there a maximum number of pages I am allowed to attach per document (e.g. Program of Research, Letters of Collaboration, etc.)?

Please refer to the appropriate funding program instructions found at www.msfhr.org.

18. How do I download Adobe?

If you do not have a .pdf conversion program, download a free version of PrimoPDF, available at www.PrimoPDF.com, or convert the document using an online system at www.online.primopdf.com. Mac users have .pdf conversion built into the Macintosh system "print" function.

19. The system is taking a very long time to generate the .pdfs. Is there something I can do to remedy this?

The latency issue is dependent on the browser you are using to access MSFHR ApplyNet, your internet access speed, or MSFHR ApplyNet load.

The MSFHR ApplyNet system supports the following browsers:

- Internet Explorer v9 – v11
- Chrome v40 – v55
- Mozilla Firefox v30 – v50
- Safari v5.1.7, v6 – v8
- Opera v25 – v31

If you continue to experience this problem after verifying browser version and internet speed, please contact helpdesk@msfhr.org.

20. The third parties (supervisor, co-supervisor, referees, department head, dean, researcher co-lead, research user co-lead, patient co-lead) are unable to view their tasks. I have entered their information in the Full Application, so why isn't there a task on their respective home page(s)?

Please check the following:

1. In the **Third Party** section of your Full Application form, ensure you have clicked **Notify** under the Options column.

2. Ensure the email address of the third parties you have entered into your Full Application form is the **same** email address they registered with in the MSFHR ApplyNet system.

21. Please add my university/organization to the list of research locations in the MSFHR ApplyNet system.

Please email MSFHR Help Desk at helpdesk@msfhr.org and provide the following information:

- Name of university/school
- Name of the head of the office of research

22. I want to make some changes to my Full Application form, but I have already submitted it. Can MSFHR reopen my application?

No. The instructions for our funding programs specifically state that once an application is submitted, the applicant is no longer able to make any changes or edits.

23. I am copying and pasting my Project Information/Additional Information from a Word document into the specific text boxes in MSFHR ApplyNet, and when I click "Save," the scientific characters do not display correctly. How can I fix this?

If using scientific and/or mathematical symbols, please spell them out, as the MSFHR ApplyNet system may not recognize these characters. It is your responsibility to review the .pdf copy of your application to ensure that all the data you have entered is complete and accurate. Go to the **Review and Submit** page and click on "View PDF".