NETSCC MANAGEMENT INFORMATION SYSTEM (NETSCC MIS)

FREQUENTLY ASKED QUESTIONS

If you can’t find the answer to your question here or by using the online support or Guidance Notes available on the NETSCC MIS, please get in touch with us, using the contact details on the Contact Us page.

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General questions

1. What is the NETSCC MIS?

The NETSCC MIS is NETSCC’s new Management Information System. From 2 April 2012, NETSCC will begin to use the NETSCC MIS for its research management activities, starting with Applications and Funding, with Monitoring to follow later in the summer.

2. Why has NETSCC introduced the new NETSCC MIS?

We have introduced the NETSCC MIS to help us provide a consistent and high-quality research management service to all our external stakeholders. Use of the NETSCC MIS will help us to target, plan, fund and manage research more effectively and meet the changing needs of the research community, health practitioners, the public and funders. It is an online system, taking advantage of the latest technology and will replace a number of NETSCC’s existing systems.

3. What will be different about the NETSCC MIS compared to NETSCC’s existing systems?

The main differences are that:

- All NETSCC’s research management activities will now be managed through one system (the NETSCC MIS) rather than through a number of different systems
- External users (such as research applicants, external reviewers and Chief Investigators of funded projects) will manage all their interactions and correspondence with NETSCC through the NETSCC MIS, rather than through a variety of different online and email based systems
- Information about applications and projects will be available in real-time to both NETSCC external stakeholders and staff
- The NETSCC MIS will use the new NIHR Standard Application Form.

4. What is the Standard Application Form?

The Standard Application Form has been introduced by the Department of Health for applications for all NIHR-funded research programmes. The Standard Application Form is different to the form you may have used for previous applications, so you should familiarise yourself with it before starting your application. You can see an example of the form [here](#).

5. Will I need to work with NETSCC differently because of the NETSCC MIS?

The way that you work with NETSCC will not change significantly but there will be changes to the way that you interact with NETSCC and provide information to us.
6. **Do I need to use the NETSCC MIS to submit my application for research funding?**

From 2 April, you must use the NETSCC MIS to submit:

- All applications to new calls opening from 2 April
- Existing applications to open calls, where the applicant is shortlisted and asked to submit a full application.

7. **Do I need to use the NETSCC MIS to provide reviews of proposals?**

The NETSCC MIS will be used for external reviews of proposals for all new calls that open from 2 April.

Reviews that are already in progress on 2 April will be completed using our existing systems.

Reviews of other documentation, such as research briefs or final reports will be managed through the NETSCC MIS from later in the year.

8. **Do I need to use the NETSCC MIS to submit project management reports?**

Chief Investigators of funded projects should use the NETSCC MIS to submit project progress reports, output notifications, final reports and other information that we ask for from later in the year (we expect that this will be later in the summer).

Your NETSCC Programme Manager will be in touch with you to tell you when you need to start using the NETSCC MIS.

9. **Can someone else submit project management reports on my behalf?**

Yes, a Chief Investigator can nominate a Trial or Project Manager who can submit project management reports through the NETSCC MIS. They will receive copies of all emails sent to the Chief Investigator to tell them they have a task to complete.

10. **Do I need to use the NETSCC MIS to access Board and Panel meeting papers?**

Board and Panel members will be asked to use the NETSCC MIS to access and download their meeting papers from later in 2012. Your NETSCC programme contact will let you know when you will need to start doing this. We will provide full support and training in using the NETSCC MIS.

11. **How do I sign up for your email alerts?**

You can sign up for email alerts, as you do now, using the links from the NETSCC programme websites. From later in the year, you will first be asked to log-in to the
NETSCC MIS and then choose which NETSCC email alerts, bulletins or media releases you would like to receive.

12. How do I submit a research suggestion?

You can currently submit research suggestions to us using the links in the NETSCC programme websites. From later in 2012 you will be asked to log-in to the NETSCC MIS first and then submit your suggestion.

13. Which browsers support the NETSCC MIS?

The NETSCC MIS will operate successfully across a wide range of browsers and operating systems. However, we recommend that you use the following:

- Windows users - Internet Explorer (versions 7 and 8). Firefox and Chrome
- Apple users - Safari and Firefox
- Linux - Opera.

Accessing and logging-in to the NETSCC MIS

14. How will I know when I need to access and use the NETSCC MIS?

If you are a current NETSCC applicant or reviewer we will send you an email at the start of May to tell you how to log-in to the NETSCC MIS. The email will contain a link to the NETSCC MIS and your user name and password. We will have moved your contact details to the NETSCC MIS from our existing systems. Chief Investigators of funded projects will receive a similar email later in the summer.

Chief Investigators, reviewers and Board and Panel Members will not have to use the NETSCC MIS until some time after they have received their user name and password. We will send you a further email shortly before you need to use the system for the first time to remind you of your user name and password.

15. How do I log-in to the NETSCC MIS?

You should access the MIS using the link that we send you or one of the links from the NETSCC websites. The URL for the NETSCC MIS is http://netscc-mis.nihr.ac.uk

You will be directed to the NETSCC MIS log-in screen where you need to log-in with your user name and password.

If you are a new user you will need to complete a simple registration screen.

16. What will my log-in and password be?

If you are an existing NETSCC contact we will send you your user name and password for the NETSCC MIS. Your user name will be your standard business email address. (e.g. j.smith@soton.ac.uk).
If you share an email address with colleagues, we will be in contact with you to ask you to provide a unique email address and your NETSCC MIS log-in.

17. Can I change my password?

Yes, if we have sent you your NETSCC MIS user name and password, you will be prompted to change your password after you first log-in.

If you are registering on the NETSCC MIS as a new user you will be prompted for a password.

You can change your password at any time, using the 'Change Password' link on the left-hand side of the screen.

18. What should I do if I have lost or forgotten my password?

There is a ‘Forgot your Password’ link on the log-in page of the NETSCC MIS. If you click on this and enter your user name, you will be sent a temporary password which you can use to access the system. You will be asked to change your password as soon as you have logged-in.

19. Can I change the information that you hold about me on the NETSCC MIS?

If you are an existing NETSCC contact, we will move the information that we currently hold about you from our existing systems to the NETSCC MIS.

Once you have logged-in to the NETSCC MIS you can change the contact information that we hold about you, or update your CV, at any time.

Using the NETSCC MIS

20. What will happen after I have logged-in to the NETSCC MIS?

Before you can carry out any activities on the NETSCC MIS you should log-in first or register as a new user (if you haven't registered before).

If you are a research applicant and log-in to submit an application for funding (having clicked on a link from the NETSCC web pages) you will be taken to a list of calls from which you can select the application form for the call you are applying to.

If you are a reviewer or a Chief Investigator and we have sent you an email to tell you that you have a task to complete, once you have logged-in to the NETSCC MIS you will be taken to a ‘My Tasks’ screen. By clicking on the appropriate task, you will be taken to the screens where you can provide the information we have asked you for.
21. What do I need to do to submit a new application for funding?

To submit a new application for funding to NETSCC, please follow the process set out below:

- Use the information on our websites to check that your proposal falls within the remits of our programmes and to plan your proposal.
- Then click on the ‘Apply Now’ button for the call you are interested in
- Log-in to the NETSCC MIS using the user name and password we have sent you (or register as a new user)
- You will be taken to a list of open calls, Select and click on the call you wish to apply for
- You can now complete your application using the NIHR Standard Application Form. The form is different from the one you may have used for previous applications so please familiarise yourself with the form before submitting it. You can see an example of the form [here](#).
- If your application includes co-applicants, you cannot submit your application until we have received your form and sent an email to the co-applicants asking them to complete their section – you must allow them time to do this before the closing date for the call.
- There is comprehensive online support available as you complete the form – click on the instructions link at the top of the screen
- You can also click to access the detailed Guidance Notes for the call
- If you need further help or support use the contact details at the bottom of the application form pages.

22. What do I need to do to submit a full application, if my application is shortlisted?

If we send you an email to tell you that your application has been shortlisted and we would like you to provide a full application, please follow the process below:

- Log-in to the NETSCC MIS using the user name and password we have sent you
- You will then be taken to your home page where you will see a task called ‘Submit Full Application’ asking you to submit a full application
- Click on the task, which will take you to the NIHR Standard Application Form to complete your application. The form is different from the one you may have used for previous applications so please familiarise yourself with the form before submitting it. You can see an example of the form [here](#).
- If your application includes co-applicants, you cannot submit your application until we have received your form and sent an email to the co-applicants asking them to complete their section – you must allow them time to do this before the closing date for the call.
- Some of the form will have been pre-filled from your original application
- There is comprehensive online support available as you complete the form.
23. What do I need to do to provide a review?

If we send you an email to invite you to provide a review of a research proposal, please follow the process below:

- Log-in to the NETSCC MIS using the user name and password we have sent you
- On the next screen, click on My Tasks
- You will then see a task called ‘Respond to External Review Request’ asking you to accept or decline the invitation
- Click on the task to accept or decline
- If you accept the invitation, and we would like you to provide the review, we will send you another email when the proposal is ready to be reviewed
- When you receive this email, log-in to the NETSCC MIS, as above
- You will then see a task called ‘Complete External Review Comments’
- Click on the task to access the proposal and provide your review
- If you need further help or support use the contact details at the bottom of the page.

24. What do I need to do to send you project monitoring information?

Once we begin to use the NETSCC MIS for Monitoring and we send you an email to invite you to send us a progress report, output notification, final report or other information, please follow the process below:

- Log-in to the NETSCC MIS using the user name and password we have sent you
- On the next screen, click on My Tasks
- You will then see a list of your tasks
- Click on the task that you want to complete and fill in the screens to send the information we have asked you for
- If you need further help or support use the contact details at the bottom of the page.

25. What if I want to send you project monitoring information that I haven’t been asked for?

We recognise that you may want to send us information about your project (such as a project output notification or a protocol change request) without us requesting it from you. You can do this in one of two ways:

To create your own task

- Log-in to the NETSCC MIS using the user name and password we have sent you
- On the next screen, click on My Projects
- You will then see a list of your projects
- Click on the relevant project
- You will see a list of possible tasks
• Click on the relevant task from the drop down list and fill in the screens to send us the information
• If you need further help or support use the contact details at the bottom of the page.

Alternatively you can contact your NETSCC Programme Manager who will set up the task for you.

**Submitting an application**

26. **I am already in the process of submitting an application for research funding to NETSCC. Do I have to re-enter it in the NETSCC MIS?**

If you are already submitting an application to a call that opened before 2 April, you should continue to submit it using our existing processes. If the application is shortlisted, in a two-stage process, after 2 April you will need to submit the full application using the NETSCC MIS. We will send you an email asking you to do this.

27. **If I have recently submitted an application – do I need to resubmit it using the NETSCC MIS?**

If you have submitted an application to a call that opened before 2 April, you do not need to resubmit it using the NETSCC MIS.

If you are shortlisted in a two-stage process and we ask you to submit a full application after 2 April, you will need to do this in the NETSCC MIS.

28. **Can more than one person access an application to complete it?**

Outline applications can only be completed in the NETSCC MIS by the lead applicant.

For full applications they can nominate someone in an administrative role to fill in some of the form, as well as a finance person to complete the relevant sections. These people would be sent a user name and password.

If you enter a co-applicant in your application, the NETSCC MIS will automatically send them an email with their user name and password so that they can log-in to the system and complete their sections. You must allow time for them to do this before the closing date for the call.

29. **Do I have to provide a signed paper copy of the applications?**

No, all the signatures that are required can be provided electronically as part of the online application – there is no need to provide a separate paper copy.
30. How will I know that you have received my application?

The NETSCC MIS will send you an email acknowledging receipt of your application.

31. Will I have to insert all my contact details again if I apply for funding in the future?

If you log-in to the NETSCC MIS and then click ‘Apply for Funding’, your basic contact information will automatically be included in the new application.

Planning your application

32. How can I find out if you are funding research in a particular field?

You should look at the information on the NETSCC and programme websites to find about the types of research funded through the NETS programmes and which calls are currently open or due to open.

33. How can I find out if I am eligible for research funding?

You should first of all visit the NETSCC programme websites and see if there is an appropriate call for you to apply to. Each call has a Commissioning Brief or Specification document. If you click on this you will be able to read the programme remit and guidance notes about the call to help you decide if you are eligible to apply.

There are also contact details which you can use to discuss whether you would be eligible with a programme expert.

34. How can I find out when your next calls for proposals are?

Details of current and forthcoming calls for proposals can be found on the Funding Opportunities pages on the NETSCC programme websites.

35. How can I find out the deadline for an application?

The deadline for each call can be found on the Funding Opportunities pages of the NETSCC programme websites. If you submit an application, you will receive an email seven days before the closing date. The due date will appear on your screen as well.

36. How can I find out which research costs are eligible for funding

Please click here to go to a list of more detailed FAQs on study costs.

37. How can I find out about the Contracting process?

Please click here to go to a list of more detailed FAQs about NETSCC contracts.
The online application

38. Can you save what you are doing halfway through the task?

There are a number of ways that you can save information as you are completing tasks in the NETSCC MIS:

- ‘Save’ allows you to save the work you have done on the current page and keeps you on that page
- ‘Save and Continue’ allows you to save the work you have done on the current page and takes you to the next form in the task
- ‘Continue’ takes you to the next form in the task, where there is no information to save
- ‘Close’ allows you to navigate to an earlier page in the task, but does not save the work you have done on the current page
- ‘Save and Close’ will save the work you have done on the current page and allows you to navigate to an earlier page in the task.

39. Will the system time you out if you don’t enter anything for a period of time?

Yes - the NETSCC MIS will time you out if you haven’t entered anything for more than one hour. You will lose the data you entered on that screen if you haven’t saved it. The NETSCC MIS will give you a warning that you are due to be timed out 10 minutes before it times you out. If this message is displayed, you should close the pop-up screen and save the task that you are carrying out.

40. What do the various icons that appear on the NETSCC MIS screens mean?

When you are completing a task in the system, the following validation icons show you which sections of the task have been carried out correctly and which still need to be completed:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>Complete</td>
</tr>
<tr>
<td>✗</td>
<td>Incomplete</td>
</tr>
<tr>
<td>!</td>
<td>Attention</td>
</tr>
</tbody>
</table>

41. How secure is the system, as my work is confidential?

Access to the NETSCC MIS over the internet is secured using 128-bit SSL encryption which is the standard encryption used by online banking and credit card applications.
42. Is there a limit on the size of files that can be uploaded on the system?

When you need to upload a report or information, the maximum size of file that you can upload is shown on the screen. The maximum size of file that can be uploaded to the NETSCC MIS is 100Mb (for final reports).

43. Does the system have a spell checker?

No, we would advise you to complete large amounts of text in Word first and then cut and paste them into the relevant screens in the NETSCC MIS. If you paste content that is longer than the character limit it will be cut off, so please check the content after you have pasted it.

44. Does the system have a character counter?

Yes, the character limit for each screen and the number of characters that can still be entered are clearly displayed on the NETSCC MIS screens. You will not be allowed to enter more than the specified number of characters for each screen.

The character counter is consistent with that in Word so you can prepare text in Word and then cut and paste it into the NETSCC MIS.

45. What should I do if my account gets locked?

Please use the contact details link at the bottom of the NETSCC MIS screens for details of who to contact to get help with unlocking your account.

46. I cannot view any PDFs or templates in the NETSCC MIS. What should I do?

This could be for a number of reasons:

There could be an issue with pop-up blockers, as some sections of the NETSCC MIS launch and display in a secondary browser window. If your browser blocks pop-up windows, please allow them from the NETSCC MIS domain, following the guidance for your particular browser.

Please note that the NETSCC MIS also uses cookies, so you must have cookies enabled on your computer to use the NETSCC MIS correctly. This is the default setting for most browsers, including Internet Explorer.

It may also be because you need to have Adobe Acrobat installed on your hard drive. Please contact your local IT department for support.

You may also want to try logging-in to the NETSCC MIS using a different browser such as Google Chrome or Firefox which handles PDF files differently.
47. What happens if my internet connection fails mid data save? How much data will I lose?

As long as you have clicked on the ‘Save and Continue’ buttons whilst completing the screens you will only lose the data entered since you last saved.

Help and support

48. Where can I get help and support?

There is extensive help and support available to you in carrying out NETSCC system tasks.

Each screen of the NETSCC MIS provides online support through a Learning Guide feature shown by a link in the Instructions box at the top of the screen – you should then click on each box of the Learning Guide for instructions on how to complete that screen. You can also click on a link to the detailed Guidance Notes for each call on the programme website.

If you need further help or support please use the contact details at the bottom of each screen on the NETSCC MIS or use the contacts for each programme on the Contact Us page.

49. I have some more questions – what should I do?

Please use the programme contact details on the Contact Us page to speak to someone about your question or email your question to us.

50. Will I get any training on the NETSCC MIS?

The NETSCC MIS is easy to use and the way it works will be familiar from other online systems that you may use. There are also extensive online help facilities provided in the system. However if you have any queries on the system please use the contact details at the bottom of each NETSCC MIS screen or use the programme contact details on the Contact Us page.