

Electronic Grant Application Solutions to Common Problems

Situation	Solution
The user cannot complete the Assurances.	This is usually because the user is not the Agency Administrator (AA; main District Administrator). Only the AA can complete Assurances and submit applications to ISBE.
During a Consistency Check, the user receives a "Program Risk Conditions" error message, but there are no risk conditions listed on the Program Risk Conditions tab.	This may occur because the user has not completed their Organizational Risk Assessment (ORA) for the fiscal year or has not completed the PRA-ISBE Specific tab of their application. The ORA is accessed through its own IWAS system; the PRA-ISBE Specific tab is within each grant.
During a Consistency Check, the user receives a "PRA-ISBE Specific" error message, but the page appears completed.	Responses to the PRA-ISBE Specific tab may be prepopulated within ISBE grant applications. If a new application is created, the page must be resaved.
During a Consistency Check, the user receives an "ICQ Conditions" error message, but there are no risk conditions listed on the ICQ tab.	This may occur because the user has not completed their Fiscal and Administrative Internal Controls Questionnaire (ICQ) for the fiscal year in the GATA Grantee Portal . If the fiscal year ICQ has been completed, please contact gata@isbe.net .
The user cannot make or save changes to the application.	This may occur because the application is Final Approved, locked upon ISBE program staff returning it for changes, or locked by a successful Consistency Check. If Final Approved, create an amendment. If returned by ISBE or once an amendment is created: 1) select the pages to unlock on the Page Lock Control tab and immediately 2) save the tab. Pages marked Final must be opened by ISBE staff. If the page status is Open on the Page Lock Control tab, the District Administrator may need to unlock the application on the Submit tab.
The user cannot unlock the FFATA page.	To minimize the risks for applicants and ISBE, FFATA pages cannot be unlocked by applicants once an application is submitted. If it is determined by ISBE that the FFATA page requires changes post-submission, then the FFATA tab can only be unlocked by ISBE program staff. Reach out to the program contact for the grant.
The user reports they receive an error message when saving a page after copying responses from a word	This may occur because word processing software adds formatting to text. This formatting is incompatible with ISBE's current grant system. A user

processing document (e.g., Word or Google Docs) and pasting into the application.	should 1) remove any special characters (e.g., bullet points, symbols, and ellipses), 2) save the text into Notepad or similar .txt-file applications, and then 3) copy/paste the narrative response from that new file. The user may also 1) copy the text, 2) right click in the narrative text area, and 3) choose Paste as Plain Text.
The user reports they receive an error message that includes session timeout language.	The page data will not save if a session times out. The user may be able to use the browser back button to copy and paste narrative text from that page into another document. Log completely out of IWAS. Log in and reenter the grant application. Save frequently; sessions time out with 20 minutes of inactivity.
The user reports data not saving on a page after navigating to the next page.	The user must address all red "Error" messages at the top of the page when saving before navigating to the next page. All content will be lost if the errors are not addressed. If you are unsure of how to resolve a question, add placeholder language and save. Make sure you resolve the question completely prior to submitting to ISBE.
The user reports that the Indirect Cost Rate is not available.	Reach out to the program contact for the grant when you have an approved Indirect Cost Rate in the GATA Grantee Portal. The program will contact the appropriate Grant Administration staff who will load the rate. You will need to do an amendment to your application to include indirect costs once the rate is in place.
The user is attempting to upload a file, but the uploaded files will not save.	This may occur because the file name contains special characters (non-alphanumeric symbols) or the upload exceeds the size limit. Note: IWAS enforces a maximum upload limit of 10 MB. Files must be: <ul style="list-style-type: none"> • Named using only alphanumeric characters. • Under 10 MB. Common strategies for reducing file size include removing unnecessary graphics, reducing PDF quality, or splitting larger files into multiple, smaller ones for upload.

Who do I contact if I have any questions or problems with my application?

Many grant questions are answered in Instructions hyperlinks contained on application pages. Additional questions should be directed to the program contact as indicated in the initial grant award notification. Program contacts are also listed in the grant application on the Overview, NOSA Grant Information, and Exhibits pages.

Date	Updates
11/14/2025	Original