NBCF ONLINE PROGRESS REPORTING FAQ

Contact the NBCF Research Office:
e. research@nbcf.org.au   p. 02 8098 4825

Please see the Researchfish Help Guide for technical issues with Researchfish.
 https://app.researchfish.com/helpwiz

Please see the SmartyGrants Help Guide for technical issues with SmartyGrants.
http://applicanthelp.smartygrants.com.au/

FREQUENTLY ASKED QUESTIONS:

ONLINE PROGRESS REPORTS/SMARTYGRANTS

1. How do I log in to SmartyGrants?

Log into SmartyGrants via https://nbcf.smartygrants.com.au/.

2. I'm a CIA/PI and I don't have a SmartyGrants account. What do I do?

All post 2015 NBCF Grants were submitted using the SmartyGrants system and a SmartyGrants account must have been created to submit the grant application.   Please try to login to SmartyGrants at https://nbcf.smartygrants.com.au/ with your current email.   If you are not successful and cannot reset your password please contact the NBCF Research Office.

All applications submitted prior to the use of SmartyGrants have been manually transferred to the system and the CIA/PI was sent an email with instructions. If this applies to you and you did not receive an email please contact the NBCF Research Office.

3. I want to change my SmartyGrants login email. How do I do it?

If you need to change your email address, please email the NBCF Research Office at research@nbcf.org.au with a list of your active grants (including those in follow-up) and your new email address. You will receive a confirmation for the creation of your new account when we have processed the change.

4. My grant wasn't submitted using the SmartyGrants system, how do I log in?

You should have received an email when your active grants were transferred to a new SmartyGrants account.   Please login to SmartyGrants at https://nbcf.smartygrants.com.au/ and click on "My Submissions" to view your pending progress reports. If you did not receive this email please contact the NBCF Research Office.

5. How long will the old progress report forms be accepted?

The old format template progress reports will no longer be accepted from 01/01/2018.

6. I've logged on to SmartyGrants but I can't see my annual report

Click on the "My Submissions" button at the top of the page. Each of your assigned reports and their due dates are listed on this page. Please contact the NBCF Research Office if you believe your listed reports are not correct, or no reports are listed.

7. The SmartyGrants form won't let me submit!

Some questions are marked with a red asterisk and must be completed before the report is submitted. Please complete all required fields. Please note that saving your form will not submit the report. Please contact SmartyGrants on service@smartygrants.com.au or +61 3 9320 6888 if you continue to experience technical issues.

8. How do I know if my form was submitted correctly?

You will receive a confirmation email is your report was submitted correctly. Please check your email junk folder if you do not receive an email. Please contact SmartyGrants on service@smartygrants.com.au or +61 3 9320 6888 if you experience technical issues.

9. I received an email saying my online report is due, but I already started my report using the old form! Do I need to start again?

If your report was due before 01/01/2018 and was submitted in the old form before 01/01/2018, then you do not need to resubmit using the new form. Please contact the NBCF Research Office if you receive reminder emails after you have submitted your report. Please do not submit reports due after 01/01/2018 using the old form, as you will be asked to re-submit using the new form.

10. How to I share the content of my SmartyGrants Progress Report with my Supervisor, Head of Department and Financial Officer?

This can be done in two ways. You may choose to share you SmartyGrants login details with the person who needs to review the report. Alternatively, you can navigate to the 'review and submit' page of the Progress Report and download a PDF of the report which can be emailed or printed.

RESEARCHFISH

11. How do I set up a Researchfish account and log in?

You should have received an email from Researchfish containing a link to set up your account. Once your account is set up please log into Researchfish via https://app.researchfish.com/.

12. I didn't get an email from Researchfish!

Please check your junk folder in the first instance. If you cannot locate the email please contact the NBCF Research Office to check we have your correct email address on the Researchfish system.

13. I can only see one of my grants on Researchfish.

You should have received separate email invitations from Researchfish for each grant. For your first invitation you will have set up your account. When you receive you second invitation you need to follow the link and select "I already have a Researchfish account" so the new grant is linked to your account. https://userguide.researchfish.com/accept-invite.html

14. I need help using Researchfish! Where can I get it?

- ➢ Introductory video: https://www.youtube.com/watch?v=5tQs7EbmA5Y
- ➢ Frequently Asked Questions: https://app.researchfish.com/documentation/faq
- ➢ Researchfish User Guide: https://userguide.researchfish.com/
- ➢ Researchfish User Manual: https://s3-eu-west-1.amazonaws.com/rfuserguidedownloads/RF-userguide.pdf

Please contact the NBCF Research Office if you require further assistance. For technical assistance with Researchfish please contact support@researchfish.com.

15. I have finished or almost finished my grant, do I have to go back and add all the research outputs that I've already reported to NBCF in previous Progress Reports?

No, you only need to enter outputs for the reporting period.

16. Using the old templates I only needed to complete one report. Why do I have to enter information into both SmartyGrants and Researchfish? Isn't that twice the work?

The new reporting system has been designed to reduce, rather than add to the reporting burden for the CIA/PI. As submissions are online, the reports no longer need to be printed and posted or emailed. The SmartyGrants Progress online Reports have been streamlined and abbreviated from

the previously used templates, effectively reducing the amount of work required from the CIA/PI to complete the report. However, the SmartyGrants system does not allow to systematically capture research outputs, therefore it in necessary to record these through the Researchfish online platform. Entering outputs into Researchfish can be done prospectively throughout the year which will save time when the reports need to be submitted.

17. Does Researchfish connect to my ORCID account?

Yes! Once you are logged in you can click the button at the top right corner of the screen to connect to ORCID. All publications on your ORCID account will be automatically added to your Personal Portfolio. All you have to do then is assign your publications to your NBCF grant(s). Please see the Researchfish user guide for further details https://userguide.researchfish.com/orcid.html.

18. Can I have a student/Co-Investigator enter my research outputs in Researchfish for me?

Yes! You can add a delegate or collaborator to enter your outputs for you and assign them to your NBCF grant. Please note that only the CIA/PI can submit their Researchfish report. Please see the Reserachfish user guide for further details https://userguide.researchfish.com/add-delegate.html or
https://userguide.researchfish.com/add-collaborator.html.

19. Do I have to do Researchfish reports in between my final and follow up report?

You are not required to submit your reports in between your final and follow-up report; however, it is a good idea to keep your NBCF outputs up to date as you will need to submit your outputs in Researchfish before you submit your follow-up report.

20. I have published a paper from work funded by a different funder. Do I still have to capture it in Researchfish?

You don't have to, as long as the publication wasn't funded in any way by an NBCF grant. In Researchfish you can attribute your outcomes to as many funders as you wish. For example, you may have published a paper as a result of both NHMRC and NBCF funding. In this case you would enter the publication and assign it to your NBCF grant. Please keep in mind that if you add your outputs from other funders you can make full use of the Researchfish Personal Portfolio! https://userguide.researchfish.com/download-pp.html

21. I have published a paper from work funded partly by NBCF and partly by a different funder. Do I still have to capture it in Researchfish?

Yes, you do. In Researchfish you can attribute your outcomes to multiple funders. Once you enter your output (i.e. a publication), you would assign it to NBCF (and the other funder if they are also using Researchfish).

22. Where can I add my conference presentations?

If a paper has been presented at a conference, this is reported in the Publication section. If you or a team member were personally invited as a keynote or other named speaker at a conference, then it is reported in the Awards & Recognition section.

23. I don't have any outputs to enter via Researchfish in the reporting period. Do I still have to submit the report?

Yes, you do. When submitting your report you will be asked a couple questions regarding consumer engagement which NBCF needs to compile data. Please also review outputs overview document (link provided under question 24) which outlines which outcomes can be entered into the Researchfish.

24. Do you have guidance on what outputs should be included within each common outcome section?

You can download output overview document [here](#), which gives you guidance on what outputs should feature in which section.