



Welcome to IGAM

This document contains a summary of the new features and fixes to known issues released in the Internet Grant Applications Manager (IGAM).

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Upgrade Information

IGAM/Online Applications is compatible with the following MicroEdge product versions or later: GIFTS 6.7, GIFTS Alta 1.8, and GIFTS Online.

Upgrading to IGAM 6.2

GIFTS Online users who currently have Online Applications will be upgraded with scheduled updates.

GIFTS and GIFTS Alta users, please note you will need to also upgrade your GIFTS or GIFTS Alta installations to the latest version to be compatible.

Please send a request to upgrade_inquiry@microedge.com, noting your current GIFTS or GIFTS Alta version. The process general takes 3-5 days.

Technical Preparation

For Internet Explorer Users:

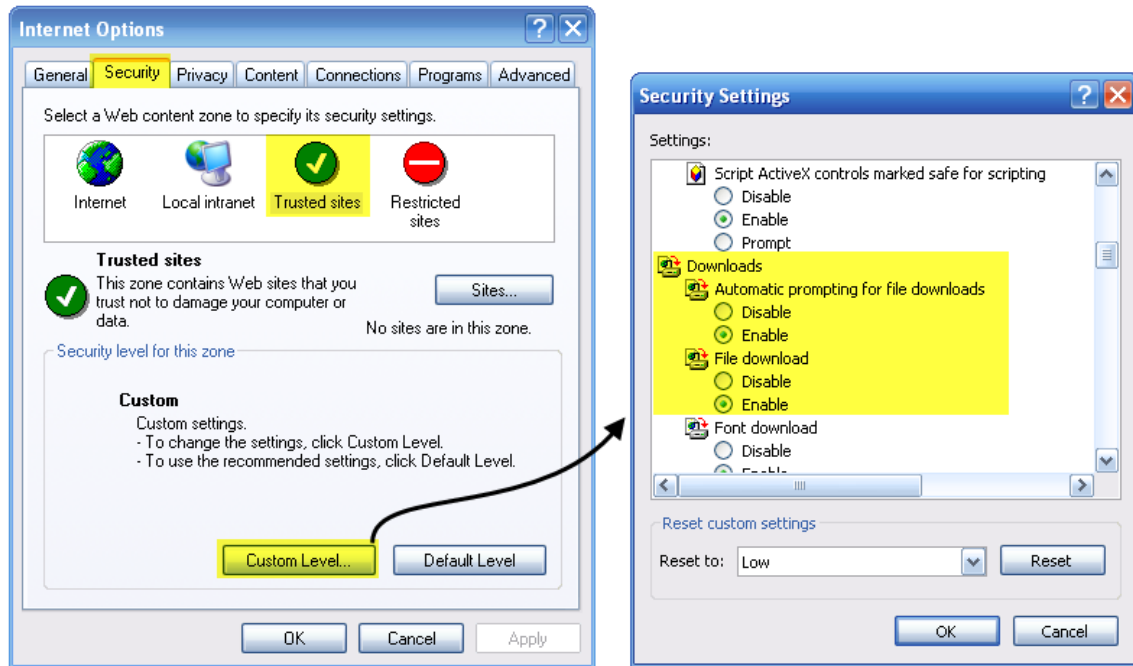
Setup/Verify Pop-up and Security Settings

If using Internet Explorer, please make sure the following steps are taken:

1. Add your site to list of **Allowed Sites** in Pop-up Blocker. (Tools > Pop-up Blocker > Pop-up Blocker Settings..)
2. Add your site to your browser's list of **Trusted Sites**. (Tools > Internet Options > Security > Trusted Sites > Sites button)
3. With Trusted Sites icon selected, click the **Custom Level** button and scroll down to the Downloads section.
- For IE 10 or 11, make sure the **File Download** option is Enabled.

NOTE: The above download settings are enabled by default but may have been disabled as part of your organization's security policy.

NOTE: If you do not see the Security tab or are unable to access the above settings, please contact your organization's Technical Support/Helpdesk for assistance. Due to your organization's computer security policy, you may not have been given permission to make these changes.



Clearing Your Browser Cache

If you use Internet Explorer, it is required to do the following prior to logging in to GIFTS Online 4.0 for the first time:

1. In **Tools->Internet Options**, delete browsing history. This should include temporary internet files and cookies.
2. Use the F12 key to open the developer mode. Then, in the Cache menu, select **Clear Browser Cache**. Once done, use the F12 key to close.
3. Close Internet Explorer completely and make sure no instances of Internet Explorer are running. This can be checked by looking for the process iexplore.exe in the Windows Task Manager and ending it if necessary once Internet Explorer has been closed.

For Firefox & Chrome Users: Verify you are using the latest version.

Logging In After an Upgrade

GIFTS Online users, please note after an update the login process may take slightly longer when first logging in. Subsequent logins will not have this delay.



Technical Support

Need Help or Have Questions?

If you have questions or need assistance in any way, please contact MicroEdge Technical Support in any of the following ways:

Support Hours: M-F, 8:00 am – 8:00 pm ET

GIFTS, GIFTS Alta, and GIFTS Online Users:

Phone: 877.704.3343

Email: helpdesk@microedge.com

FIMS and FIMS Host*Net Users:

Phone: 800.256.7772

Email: FIMSupport@microedge.com

Get Help Online: Go to www.Microedge.com and login to PowerME. Click the **Cases** link at the top of the homepage and click the **Create New Case** button.

Known Issues Fixed in IGAM 6.2

The following **IGAM known issues** have been fixed in this release:

ID	Title
337146	Resolved issue with reports of general slowness.
299566	Resubmission - Attachments previously submitted (and required) were still enforced as required on resubmission.
296297	IGAM was ignoring the Grant Term settings in the Admin Module.
294174	Word count was subtracting return carriages before you hovered over the box.