Q: The save button saves only the tab you are working in.

A: Correct, we suggest that users save early & save often on each tab while they are working. The system will time you out in 30mins.

Q: I followed the link to the admin or finance form, but I can’t *do* anything.

A: The links take the user to a read only version, you MUST click edit first (top right corner of the form) or you must enter the form using the drop down box under the action column and choose ‘edit’.

Q: Are there size limits to any attachments?

A: There is not a specific size limit, but attachments of very large sizes (over 3MB) can take a long time to upload and will most likely time out the upload transaction.

*Note:  Can there be clear information regarding size limits for attachments on supplemental information tabs?*

Q: My Treasurer (or other officer) can’t get logged in.

A: Please contact us at [FORMS@acs.org](mailto:FORMS@acs.org) with the error message that is being received and who is trying to login so we may troubleshoot further.  As an example, here are the two error messages that most users see.

· “Invalid Login. Please try again.”    Means you have a problem with the ACSID, wrong user id or password.

· “Access denied. Not an authorized user.”  Means it’s a permissions issue and we need to ensure all applicable forms been filed with the Secretary’s office after the chapter elections or that the user is authorized.

Q: How do I request an extension?

A: Please email us at  [FORMS@acs.org](mailto:FORMS@acs.org) to request an extension but please be aware that in order to submit a nomination for a ChemLuminary Award your Admin form must be completed by the original deadline.

Q: How do I get help with FORMS?

A: On the FORMS Home Tab, you can get help in the following ways:

* Tutorial Videos
* A link to the FORMS User Guides
* Contact the FORMS support team

Q: How do I determine the status of my annual reports?

A: From the Home page, you can see, at a quick glance, the status of your annual reports. The status indicators represent the following:

* **FORMS Open** – On November 1st, both the Administration and Financial forms are available to you. This status will remain until you begin working on your form.
* **In Progress** – This status indicates that you have started working on your form and have saved some information.
* **Completed** – This status indicates that you have provided all of the required information and clicked the “**Complete and Save Tab**” button for each tab. NOTE: This status **DOES NOT** mean that you have submitted your form for approval.
* **Submitted for Councilor/Chair Approval** – Once you have selected the Submit for Councilor/Chair Approval button on your form, then you **HAVE** successfully submitted you form for approval.
* **Approved** – This status indicates that your form has been approved and submitted for review.