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How do I register?

You will need a username and password in order to access the website. If you need to register, please navigate to the Visiontracker homepage and click the link under Need a User ID on the left-hand-side of the screen. Steps to register are listed below:

1. Fill out all fields on the Registration pop-up window. Please read the Agios privacy notice by clicking the link under Privacy Policy on the left-hand-side of the screen.

2. Required fields are indicated with an asterisk (*).

3. Click OK after completing the form.

4. After submitting your request, registration information will be sent to the email address provided. To access the system, log in with the email used during registration and the temporary password provided in the email. For future access to the system, your email address and permanent password will be required.

5. Clicking Cancel will close the pop-up window and return to the login screen.

How do I update my profile?

You can update your profile by clicking Update Profile on the left-hand-side of the screen or on the top right-hand-side of the homepage after you have successfully logged in.

Your profile information will appear in a pop-up window; make any necessary changes and/or updates.

Click OK to update the information entered or click Cancel to go back to the homepage.
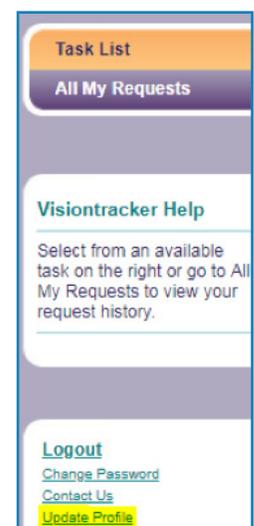
How can I change my password or User ID?
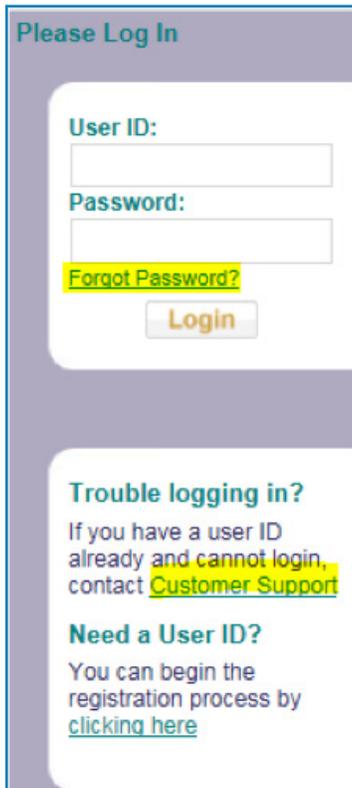
You have the ability to change your password at any time by clicking the Change Password link located on the left-hand-side of the screen.

Password configurations are as follows:

- User ID configurations
    - Minimum characters: 7
- Password configurations
    - Minimum characters: 8
    - Current password cannot be reused as the new password
    - Last 5 passwords cannot be reused as the new password
    - At least 1 character from 3 of the 4 following categories must be used in a password: uppercase letter, lowercase letter, number, special characters
   - Upper/lowercase
    - Alphanumeric
- Special characters (eg, !@#$%^&*?/)
- Lock out configurations
    - User accounts lock out after a 5 invalid log in attempts

If you forget your password at any point, you can send a request for a new one directly from the login screen. Enter your User ID and then click the Forgot Password? link.

You may also contact VT Support by clicking the Customer Support link on the left-hand-side of the homepage screen; this will provide you with an email address for our Customer Support Team.

User ID

Your User ID, by design, will always be the email address you entered when first registering with the website. It is not possible to change your User ID from the website application. However, if you do require a different User ID, submit a request via the Contact Us link located on the left-hand-side of the screen.
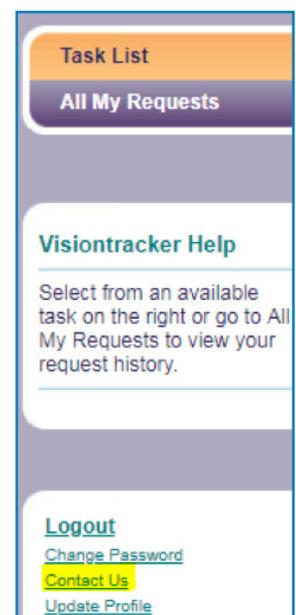
What do I do if I am locked out of my account after failed attempts?

If you are locked out of the system after 5 failed login attempts, you will need to request a new password.

If you forget your password at any point, you can send a request for a new one directly from the login screen. Enter your User ID and then click the Forgot Password? link.

After receiving a new password, close all open browser windows, reopen Visiontracker and then try again.

You may also need to clear any cached pages from your browser – please follow the instructions below if you are still receiving the failed login message after closing and reopening your browser:

1. On the browser menu, click Tools
2. Click Internet Options
3. On the General tab, under Browsing History section, click the Delete button
4. Click the box for Temporary Internet Files and click the Delete button again
5. Click OK

How do I open a saved application?

Once you begin your grant application, you have the ability to save it and return to the website at any time to continue your work.
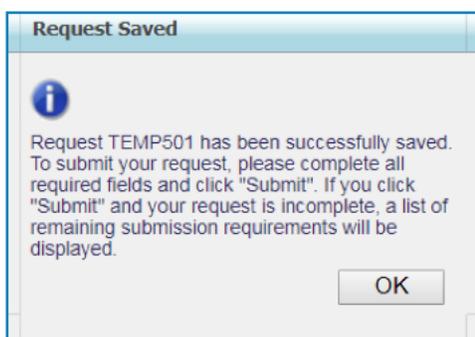
PLEASE NOTE: Before leaving the website to return at a later time, it is important to make sure that you save your work. A successful save will display a message on the screen stating that your application has been saved and will provide you with a temporary tracking number.

After logging in to Visiontracker, you will see a list tab of selections below your login name to the left-hand-side of the screen.

- You can locate a saved application by either clicking the tab called **Task List** or **All My Requests.**

- **Task List:**

 – All applications that you have started, saved, and not yet submitted will appear under the banner **You have X Requests to Complete.**

- – Click **Complete Request** under the column **What would you like to do?** to open the application.
- – Applications that require you to provide information or an update will appear in your Task List. Click the **Tracking Number** or the link under the column **What would you like to do?** to open the application and perform the task.

- **All My Requests:**
  - – Click the **View Request** under the **Action** column to view an application
  - – Applications that require you to provide information or an update will appear in your Task List. Click the **Tracking Number** or the link under the column **Action** to open the application and perform the task.

- You can also click the **Tracking Number** to open the entire application.

Is there a time limit on how long my Visiontracker session lasts?

Yes, your web session will time out **after 60 minutes** and you will be prompted to reenter your User ID and password information. Like many other web applications, this step is in place for security purposes. Please save your information frequently to prevent loss of data.

PLEASE NOTE: If you have been working on a new application for over 60 minutes, but have not saved it, you WILL lose your data with no way of recovering it. It is crucial to save your work early and often. After your initial save, a session timeout will NOT result in any data loss. After each successful save, the session timeout clock will be reset.

Can I use my web browser's Refresh button?

It is highly recommended that you **do not use the Refresh button on your web browser**. Clicking Refresh before you have saved your application will cause you to lose all of your data.

There is, however, a Refresh button located within the Toolbar section of the application (just to the right of the Print button). The purpose of this Refresh button is to revert your application back to its previously saved state. This can be particularly useful if you have entered erroneous data or wish to rewrite any of your information. Rather than deleting several fields, you can simple click the application's Refresh button and continue working from the last saved state of your application.

What do I do if I receive an error message while completing my application?

There are various types of error messages or warnings you may encounter throughout the application. The most common of which will occur when attempting to submit an application that is missing some required fields. This type of message simply displays what is missing from your application; you can click OK and proceed.

Other types of error messages may be less clear if you have encountered an issue with either the server or the database. **In this case, you will receive what is called a Processing Error message. If this occurs, it is very important that you do not exit or refresh your browser or application; doing so will most likely result in losing any unsaved data**. When this type of error does occur, the best thing to do is the following:

– Copy any text that is contained within the error message and click OK to exit that message and return to your application.

– Click the Task List or All My Requests tab to return to the Homepage of the website. All of the application tabs will remain visible and you will be able to return to them later.

– On the Homepage, locate and click the Contact Us link located on the left-hand-side of the screen.

– Copy the error text into the message area of the window and please provide your name, to which company you are applying, and any other details about the actions you performed just before the error message was displayed. Then click Send; a Technical Support representative will get back to you within one business day.

– You may also call the Technical Support hotline number: USA: +1 860 266 4944 (8:30am – 8:30pm EST) UK: +44 (0) 1403 322 095 (3:30am – 8:30pm) EST, but you may call at any point and leave a detailed message.
Email: Visiontracker_general_requests@envisionpharmagroup.com

Internet Explorer Specific Error Messages (Google Web Toolkit [GWT] and Out of Bounds References)

When using the Internet Explorer browser, you may encounter a variety of error messages that reference GWT somewhere within the content. These types of messages occur most often when you begin a new application. Therefore, it will be highly unlikely that you have begun to enter any data for your grant request.

To correct the problem – simply log out, refresh your web browser, and log back in. When logged back in, your application should begin without issue. Remember to save your application frequently when you continue working.

Some common examples of this type of error message:

- Problem getting grant: java.lang.IndexOutOfBoundsException

- Getting Initial Page has failed: The call failed on the server; see server log for details: com.google.gwt.user.client.rpc.StatusCodeException: The call failed on the server; see server log for details

- Failure getting Panel definition from the server: com.google.gwt.user.client.rpc. StatusCodeException:

- org.gwtwidgets.client.util.regex.Pattern._createExpression(Ljava/lang/String;Ljava/ lang/St ring;)Lcom/google/gwt/core/client/JavaScriptObject;

How do I print my application?

During any point of the application process, you have the ability to print a PDF of your entire application. The Print icon is located in the application toolbar, to the left of the **Save** and **Submit** buttons. **(9a). It is important that you use this Print button and not the printing function of your web browser**.

**9a. Print icon located on the Application toolbar:**

If you are using Internet Explorer, it may be necessary to alter your download settings in order to see the PDF printout. If nothing happens when you click Print, please follow the instructions below.

Correcting the Internet Explorer settings:

1. Select Internet Options from the Tools Menu

2. Click the Security tab **(A)** and then click the Custom level button **(B)**
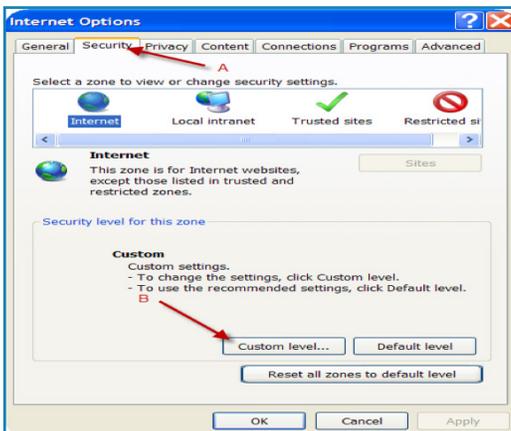
3. This will open the Security Settings window. Scroll down to the Downloads section and make sure all three options (automatic prompting for downloads, File download, and Font download) are set to Enable. Then click OK.
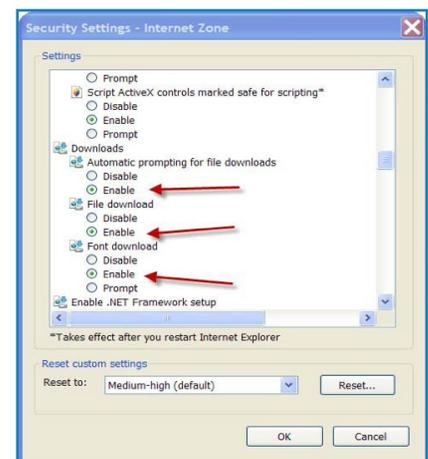
How do I copy my application?

The Copy Request feature is available on the Task List or All My Requests list.

1.   Locate your application in either tab
2.   In the Action column, click **Copy Request**
3.   You must agree to the submission agreement; then click OK
4.   Begin your new copied application
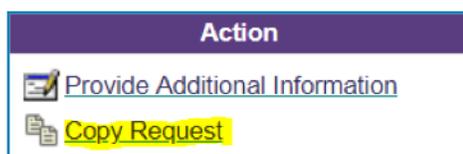
Can I delete or cancel my grant request?

Any application that you have begun, but not yet saved, may be discarded at any time by either logging out of the website or by returning to the homepage by clicking Task List or All My Requests and reselecting the New Request button at the top of the screen. There will be no record of any data you had entered previously.

However, once you have saved your work, the application will be stored in the database indefinitely regardless of whether or not you have submitted the application. The pending application will remain listed in the Task List page or All My Requests page.

If you have an in-process application stored in the system that you wish to delete, you may use the Contact Us link located on the left-hand-side of the screen. **Please include the Tracking Number in your email to Technical Support**.

If you wish to cancel a submitted request for any reason, you must contact Agios directly by clicking the **Withdraw Request** link for that Tracking Number in the Task List or All My Requests. An email will generate with the email address for Agios. Please include the reason you are requesting to withdraw or cancel your application in the email.