

Problems with saving electronic forms?

These hints should help you with saving. If you need more help, please email to cgis@toronto.ca or contact your Agency Review Officer.

Have only one person log on the CSP on-line system at one time.

Only complete the forms titled with “CSP 2012”.

Please do not work on the forms which you have submitted in the past, such as the CSP 2008 application form, CSP 09 Flatline OR Increase form, CSP 2010 Flatline OR Increase form or CSP 2011 Flatline OR Increase form. You cannot make any changes to the submitted forms. Check the notes "The form has been submitted" at the bottom of the page of your electronic form to see if the form has been submitted.

Answer the question “Program Name” at the top of the page and then save to save your program details page.

For returning applicants, if you are working on your CSP Program List of your “CSP 2012 Returning Applicant Application” form, please answer the question “Program Name” at the top of the page and then save first. Then you can work on the rest of the page and save your information.

Do not type answers into the system directly.

Prepare your information ahead of time in Word document. When you are satisfied with your answers, copy them into the system and save. You cannot save too often. The system wouldn't catch up with too frequent savings.

Please note that when you click the save button at the bottom of each page you will need to wait a few seconds for the system to save your information. You can monitor the save process by watching the progress bar at the bottom of the page. The save time in the program details area is longer, since it is a longer form. You will know that the system has finished trying to save your information when your screen has refreshed and has returned to the top of the page you are working on.

Please wait a while and come back and see whether your information will be there.

Check for red message that is right below a question.

Quickly scan the page from top to bottom for any red messages **RIGHT BELOW** a question. That red message signifies you that the format of your answer is incorrect or it exceeds the character limit and all the newly entered information since your last save is **NOT saved**. Go back to that question and correct the answer in the right format and save, then check again.

You can still save the page when there is a red message at the bottom of the page that says “Note: This formlet contains mandatory fields for which no value has been saved.” This message tells you that there are mandatory questions on this page that you need to answer before you can submit your application.