

SIMON Frequently Asked Questions

Q1. My user account was rejected, why?

A. The SIMON system does not allow users to have more than one account. If you already have a user account in SIMON, the request will be rejected. If you are sure that you do not already have a user account, call the SIMON specialist at the Office of Criminal Justice Grants.

The SIMON system also does not allow abbreviations in user account requests. While these are often automatically corrected, if they are excessive or unclear, the user account will be rejected.

Q2. SIMON has automatically logged me out, why?

A. After 30 minutes have elapsed without clicking on any link within SIMON, your account will be timed out. To prevent being timed out when entering large amounts of data at once, e.g. project narratives, it is suggested that you type the data on a text editor such as Notepad, Microsoft Word or WordPerfect, then copy and paste the data into SIMON.

Please note that at this time, you cannot paste by right-clicking within SIMON. To paste, you will need to click to place the cursor where you want the data to go, then press Ctrl+V (or Open Apple+V on a Mac)

Q3. My account has been disabled, why?

A. As a security measure, any account that accumulates more than 3 subsequent failed logins by incorrect password will be disabled until the user manually resets their password. To do this, click the “Forgot my Password” link on the login page of SIMON and follow the instructions on that screen. If you require any additional assistance, contact OCJG at 850-617-1250

Q4. I cannot save data in an application or report.

A. Make sure the application or report is locked for editing. All SIMON documents are read-only unless “checked out” by locking the transaction for editing. Lock the transaction from the overview screen of the application or report by clicking the button labeled, ‘Lock transaction for editing.’

If you still cannot edit the document, make sure you have permissions to do so. On an application, check the “officials/contacts” screen, or on any other report, check the “subgrant contacts” screen. Make sure the permissions role listed by your name has the ability to edit the report. The permissions chart appears on page 22 of the user manual.

Q5. I received the error “You do not have sufficient privileges to submit this application,” what does that mean?

A. To submit an application in SIMON, your user account must be an organizational contact (ORCO) of either the subgrantee or the implementing agency. Either those organizations are incorrect on the “General Project Info” screen, or you have not yet been associated with your organization. To be added to an organization, submit a written security permissions request within SIMON by clicking the “Modify Permissions” link in the “Security” tab under the “My Account” menu. Be sure to include your full name, username, and the name of the organization you need to be associated with as well as a number where you can be reached if there is any problem fulfilling your request.

Q6. My personal information has changed, how do I change this in SIMON?

A. To change your personal information, you must contact the SIMON specialist at the Office of Criminal Justice Grants at (850)617-1250

Q7. My Chief Official or CFO Changed, how do I change this in SIMON?

A. The new Chief Official or CFO needs to create a SIMON user account. Then the current Chief Official can submit an Organization Amendment from the “My Account/Organizations” drop-down menu. If the current Chief Official is no longer available, please call the Office of Criminal Justice Grants at (850)617- 1250 for assistance.

Q8. My Project Director has changed, how do I reflect this in SIMON?

A. The project director, like the Chief Official and the Chief Financial Officer, is a formal position and cannot be changed normally from the contacts screen. To change the project director, you must submit a grant adjustment by clicking “Grant Adjustments” then “create new grant adjustment” then click “officials/contacts” within the grant adjustment and change the position as usual.