

System Requirements

#1. Q: What browsers are compatible with IGX?

A: IGX works with Google Chrome, Microsoft Edge, Firefox, and Safari.

#2. Q: What software is recommended for viewing downloaded IGX files?

A: Adobe Acrobat Reader, Microsoft Excel, Google Sheets, or other third-party programs that support PDFs and spreadsheets.

System Transition and Data Migration

#1. Q: May we continue using EAGL to submit PRPR until IGX is online?

A: No, PRPR submissions must wait until IGX is live.

#2. Q: When is the estimated go-live date?

A: October 15th.

#3. Q: Will all information and uploads roll over from the current system?

A: Yes. All active applications and agreements will move to EAGL IGX on October 15; closed agreements will migrate later. Read-only access to the old EAGL system will remain for a time.

#4. Q: Can the old EAGL system still be accessed after 10/15?

A: Yes, the old EAGL system will be available in read-only mode until all documents are migrated to IGX.

#5. Q: If an agreement expired on 9/30/25 and an RCOR must be submitted, how should that be handled?

A: Contact your program directly or email eagl@ecy.wa.gov for guidance.

Help, Support, and Training

#1. Q: Where can users get help if their questions weren't answered during the webinar?

A: Email eagl@ecy.wa.gov for assistance.

#2. Q: Will support requests go to Ecology or to the software vendor?

A: Support requests go to the EAGL Support Team, which is Ecology staff.

#3. Q: Who is the program contact if issues occur while staff are on vacation?

A: You can contact Ecology at eagl@ecy.wa.gov for assistance.

#4. Q: Where is the external training manual located?

A: The EAGL IGX External Users' Manual can be accessed under the Training Materials button in the top navigation bar.

#5. Q: Will there be a training video for the Payment Request process?

A: Yes. Ecology is preparing a dedicated video to explain the Payment Request subdocument and its unique functionality.

#6. Q: When will the PRPR training be available?

A: Ecology is working to release the PRPR training video before the end of October. Additional support materials, including manuals and guides, will be available by October 15.

#7. Q: Will users receive a survey after the webinar?

A: Yes. A link will be shared in the chat and via email to collect feedback.

Access, Login, and Registration

#1. Q: When will users be able to register for IGX?

A: Registration will be available on October 15.

#2. Q: Will we receive a link to IGX when it goes live?

A: Yes, the link will be emailed and posted on Ecology's webpages.

#3. Q: If we are already a user and typically access through Secure Access Washington, will the SAW pathway still be active?

A: No, not for IGX. A new link will be emailed and posted on Ecology's webpages when IGX goes live.

#4. Q: Will existing users need to re-register in IGX?

A: No, existing users will not need to re-register. Their information will be migrated to IGX.

#5. Q: How do existing EAGL users log in to IGX?

A: They use the Secure Access Washington (SAW) link on the EAGL external page and log in with their existing credentials.

#6. Q: Will new users need to register in IGX?

A: Yes, new users will need to follow the registration instructions once IGX goes live.

#7. Q: If we are already registered but have a new person, what steps do they take?

A: New user registration instructions will be posted once IGX goes live, with step-by-step guidance.

#8. Q: What if my organization is not listed during registration?

A: Select "My organization is not listed" and manually enter the organization's details, including federal tax ID and vendor number.

#9. Q: What happens after registration is approved?

A: You'll receive an email confirmation and can then log in via the SAW link to access IGX.

Navigation and User Interface

#1. Q: Will IGX allow sorting in My Tasks?

A: Yes, you can sort tasks by the column headings.

#2. Q: Will IGX allow us to search for documents more easily?

A: Yes, IGX includes a new menu item that shows a history of recently viewed documents.

#3. Q: How many documents are shown in the recently viewed history?

A: Up to 25.

#4. Q: Will search results include all documents or only those we have access to?

A: Only documents you are assigned to and have permission to access will be returned in the search.

#5. Q: Is the search feature for awards more forgiving than the previous system?

A: Possibly. A new menu item shows the history of awards/agreements recently viewed.

#6. Q: Can users navigate between parent and subdocuments?

A: Yes. Use the Related Documents section in the left side navigation menu.

#7. Q: Can you sort within the uploaded documents?

A: You can sort by field names in the attachment repository.

#8 Q: Will the award feature be easier to search?

A: Yes, through the Opportunity Portal by organization type.

#9. Q: Can you search for opportunities available to other organization types (e.g., partnered with a city or county)?

A: Yes, you can view other organization categories in the Opportunity Portal. Within IGX, your organization's category determines which opportunities you can initiate.

Messages and Notifications

#1. Q: Will IGX send system messages to users' email addresses?

A: Yes, as long as the correct email is in the system and the message is set to send as both a system notification and email.

#2. Q: Can a user be tied to only certain grants/loans rather than getting all notifications?

A: The Authorized Official can modify your roles to control notifications.

#3. Q: Will IGX allow filtering notifications by document?

A: Yes, the Authorized Official can add your role as Reader to documents you don't want notifications for.

#4. Q: Can users archive system messages?

A: Yes. Archived messages are removed from the inbox but remain searchable.

#5. Q: What does the red dot next to a username indicate?

A: It signals that the user has unread system messages.

Roles

#1. Q: Does IGX make more distinctions between Authorized Official and other roles?

A: No. The Authorized Official role permissions are the same in both systems.

#2. Q: Can there be an additional role that combines Authorized Official and Project Manager?

A: You can request it, but it does not currently exist.

#3. Q: Can an entity assign one Authorized Official who manages users and access but cannot perform grant-related functions?

A: Not currently. Roles and permissions are identical to the original EAGL system, but Ecology may revisit configurations in the future.

#4. Q: Does the Authorized Official role apply to all agreements?

A: Once given the role of Authorized Official, they will automatically be assigned to any newly created documents and subdocument. They will need another organization member in the role of Authorized Official to add them to any document initiated before their permissions were assigned. Users can also contact eagl@ecy.wa.gov for assistance with role assignments.

#5. Q: Is there a role below the AO (Authorized Official) level?

A: Yes. A full list of roles and their permissions will be available in the EAGL IGX External Users' Manual.

#6. Q: Will IGX allow assigning members to agreements only after the agreement is active?

A: This has been suggested and is under consideration.

#7. Q: What is the purpose of the "Add/Edit People" tool?

A: It allows Authorized Officials to add or modify users on a document, including setting roles and activation/inactivation dates.

#8. Q: Can users from different organizations be added to a document?

A: Only by contacting Ecology at eagl@ecy.wa.gov. Authorized Officials can only add users from their own organization.

#9. Q: Can we add a member who isn't associated with a particular project?

A: Yes. If they are registered with your organization, you can add them to a document in the Reader, Contractor, or Writer roles.

#10. Q: Will users who no longer work for the organization be removed from IGX?

A: They must be made inactive; users cannot be deleted.

#11. Q: If supporting two organizations (e.g., Port of Tacoma and NWSA), does access change?

A: Users with multiple organizations will still have access; the organization selector has moved.

#12. Q: Can we get a role that allows PRPR submissions but not user changes?

A: You can request it, but it does not exist yet.

Forms

#1. Q: Do IGX forms auto-save?

A: No. Users must manually save forms. If you try to leave a form without saving, IGX will prompt you with a warning.

#2. Q: What do the form icons mean?

A:

- Blank box: Unsaved
- Checkmark: Saved with no errors
- Circle with exclamation: Error
- Triangle with exclamation: Warning
- Folder with arrow: Multiple instances of form
- Flag: Incomplete form

#3. Q: If you initiate a subdocument by accident, can you delete it?

A: No, but you can cancel it, which archives it and allows a new one to be created.

#4. Q: What is a form dependency?

A: A section of a form that becomes visible only after certain criteria are met (e.g., selecting Yes to a question).

#5. Q: What happens if you exceed the character limit in a text box?

A: The form may not save, and IGX may not alert you. Stay within the limit to ensure data is saved.

#6. Q: What file types are supported for uploads?

A: Common formats like .doc, .xls/.xlsx, .pdf, and others.

#7. Q: What is the file size limit for uploads in IGX?

A: 200 MB per individual file.

#8. Q: Can users add multiple files to a form?

A: Yes. Use Add New Row to upload multiple documents.

#9. Q: Will IGX allow uploading multiple documents at once?

A: Yes, you can upload a .zip file.

#10. Q: Do uploads need to be in a specific order?

A: No. You can upload in any order.

#11. Q: Will IGX allow sorting within uploaded documents?

A: You can sort by field names in the attachment repository, usually in alphabetical order based on form names.

#12. Q: Is there a date field for uploads?

A: No, not yet.

#13. Q: Where should memo documents for open grants be uploaded?

A: Use the Uploads form located under the agreement in the left navigation bar.

#14. Q: Will IGX allow us to upload expenses from Excel?

A: This feature has been requested and is under consideration for future updates.

Tools

#1. Q: What does “proceed with an opportunity” mean?

A: It means initiating an application for the selected funding opportunity.

#2. Q: Can users cancel an application?

A: Yes. Selecting “Application Canceled” archives the application.

#3. Q: How do users initiate subdocuments?

A: Via the Initiate Related Document button in the My Tasks panel or use the left navigation bar found on the landing page of the parent document.

#4. Q: What is the attachment repository?

A: A tool showing all files uploaded to the parent document. It does not include files from subdocuments.

#5. Q: Can users download and re-upload payment requests in Excel?

A: No. That functionality is not supported in IGX.

#6. Q: What does the Print Document tool do?

A: It lets users generate a PDF of selected forms, with options to include attachments or blank copies.

#7. Q: What is document validation?

A: A tool that checks for errors before a document status can be changed. It appears automatically if you try to submit a document with unresolved issues.

Comments and Suggestions

- Appreciation for helpful explanations and webinar support.
- Feedback on ease of use and improvements in search functionality.
- Request for training materials and manual availability at go-live.
- Suggestion to allow uploading expenses from Excel.
- Suggestion to allow assigning members to agreements only after the agreement is active.
- Suggestion to add a video guide for the PRPR process.
- Suggestion to improve sorting within uploaded documents.
- Suggestion to clarify notification settings and document access.
- Suggestion to maintain both internal and external message delivery.

Publication Information

This document is available on the Department of Ecology's website at <https://apps.ecology.wa.gov/ecy/publications/SummaryPages/2501007.html>

Contact Information

Ecology Grants and Loans Coordinator

Email: eagl@ecy.wa.gov

P.O. Box 47600

Olympia, WA 98504-7600

Phone: 360-407-7055

Website¹: [Washington State Department of Ecology Grant and Loans](#)

ADA Accessibility

The Department of Ecology is committed to providing people with disabilities access to our information and services by meeting or exceeding the requirements of state and federal laws.

To request an ADA accommodation, email ecyadacoordinator@ecy.wa.gov, call (360) 407-6831, or call Ecology through the Washington Telecommunication Relay for services including text telephone (TTY) at 711 or through your preferred relay service provider. Visit [Ecology's website²](#) for more accessibility information.

¹ <https://ecology.wa.gov/about-us/payments-contracts-grants/grants-loans>

² <https://ecology.wa.gov/about-us/accessibility-equity/accessibility>