FAQ PW

Frequently Asked Questions – Public Website

Revision Date:
December 6, 2016

This document was printed in Word and converted to an Adobe Acrobat .pdf format. In Word, press the Ctrl key and click the topic in the Table of Contents to jump to that topic; if you are viewing this in Acrobat, click the link.

[Refer to the online Help File for a general overview and some videos pertaining to the Public Website.]

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How Do I Start Using the Public Website?

Question

May I request material as a home gardener?

Answer

No.
Various websites and blogs may direct the general public to the NPGS as a source of free seeds and other plant material. However, such requests will be denied. The NPGS contains specialized collections designed to support research, plant breeding, and selected advanced educational projects. Plant material for home gardens is easily and affordably purchased from many seed companies and retail nurseries.

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Question

Are there any videos that explain how to use the GRIN-Global Public Website?

Answer

Yes. More will be developed. In the meantime, see:

Overview

Ordering Basics

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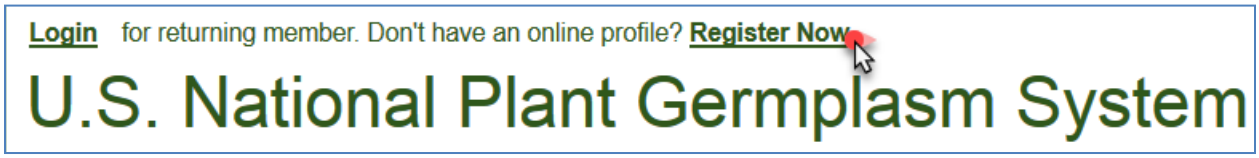
Question

How Do I Create a Profile?

Answer

Click the **Register Now** link and complete your name and shipping address information.



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Ordering Germplasm

Question

Can anyone order germplasm?

Answer

The U.S. National Plant Germplasm System (NPGS) collects, conserves, documents, evaluates, enhances, and distributes plant genetic resources used by U.S. and world agriculture. The GRIN-Global database maintains electronic information on more than 570,000 unique plant accessions at twenty NPGS locations. Distribution of available germplasm and information is free to researchers and educators worldwide. In return, recipients are asked to provide information regarding the utility of the germplasm for crop improvement, direct use, and scientific research. This information helps curators understand germplasm users' needs and better target Plant Genetic Resource use.

There are possible alternative sources for fulfilling your needs for this or similar germplasm. One website, Plant Information Online, operated by the University of Minnesota (http://plantinfo.umn.edu/default.asp), enables searches for numerous diverse cultivars, including many of the most popular samples in the NPGS. "Clicking" on the name of a cultivar downloads a list of commercial nurseries that can provide plants.

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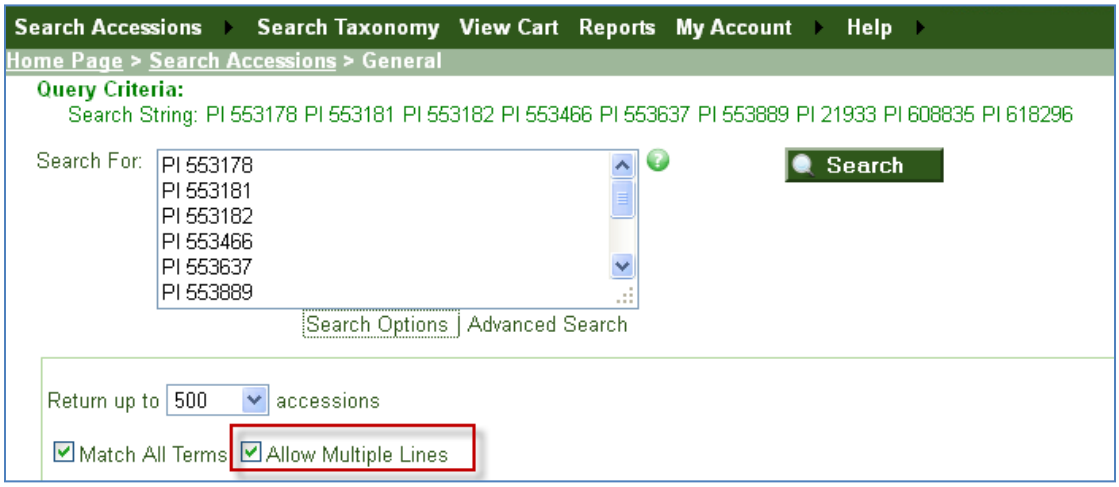
Question

How can someone ordering germplasm on the Public Website make a request based on a list of accessions?

Answer

Users who have a list of accessions can paste their list into the Search box. Select **Search Accessions** | **Search Options**; check the **Allow Multiple Lines** box; paste the list into the search box.



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Question

When do accessions with expiring PVPs become available?

Answer

The Plant Variety Protection status on the GRIN-Global (GG) database is dependent on the Plant Variety Protection Office (PVPO) data being updated. When the release information is updated in the PVPO site, this data is used to update the status of the GG records and only then is the germplasm available for ordering.

PVPO data is available on the website: https://www.ams.usda.gov/services/plant-variety-protection/application-status. At the bottom of the page is a contact PVPOmail@ams.usda.gov for questions on the page.

The GRIN-Global curators monitor the PVPO site and update the GG website as soon as possible. Any orders for germplasm whose PVP is expiring cannot be processed until the status from the PVPO officially indicates the release. Unfortunately, at the present time, in GRIN-Global, we do not have an automatic way to trigger orders in advance for germplasm whose PVP is about to expire.

Within GRIN-Global you can determine PVP status of germplasm using a variety of approaches. See https://goo.gl/GacRWk for details. We appreciate your patience.

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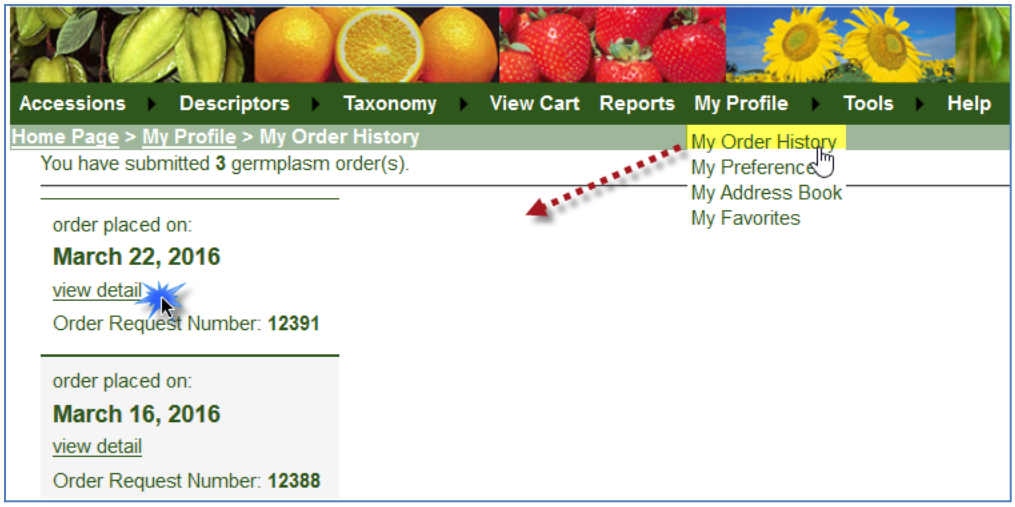
Question

Determine the Status of My Order?

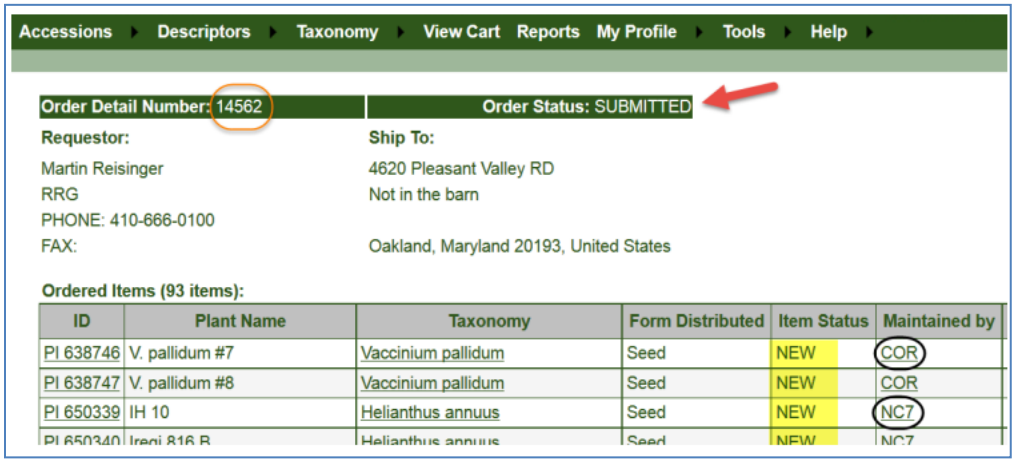
Answer

In order to determine an order's status, you must be logged in.

Select **My Order History**; then click on the view detail link for the respective order:



The order's details page contains much information.



The order's number is listed as well as the status. In this example, the order number is 14562 and the order has been received but not processed yet ("Submitted").

Only four items are shown here, but all of the item statuses for this order was listed as "New." In this case, some of the items will be shipped from the site "COR" and others from the site "NC7." Since these site codes are links, you can click on them to obtain the site's details, including site contact information.

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Error Messages

Question

The following error is displayed when the user requests "List available accessions from a site."

"We're sorry your last request caused an error in the server. Error details have been logged on the server …"

Answer

The GG administrator needs to check the **web.config** file in **inetpub\wwroot\gringlobal**. The web reports use one separate connection to query the database.

When checking your web.config file, ensure the following "DataManagerWeb" line Is uncommented:

```
<add providerName="sqlserver" name="DataManagerWeb"……
```

similar to the "DataManager" connection line and the connection parameter works for your database.

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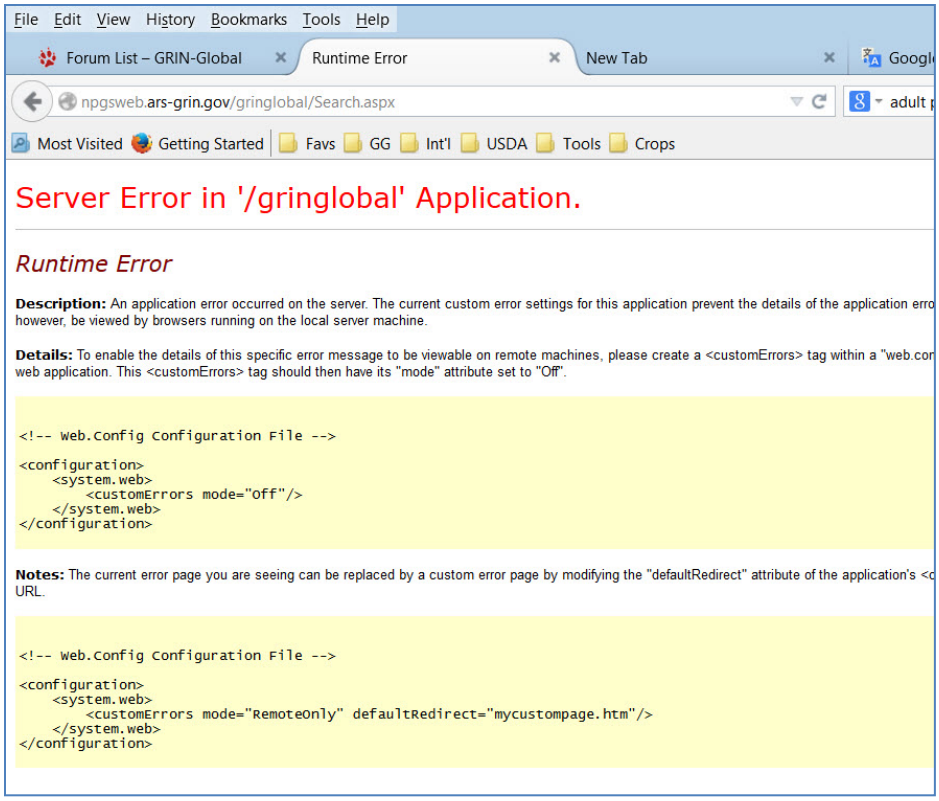
Server Error in '/gringlobal' (Clearing Cookies)

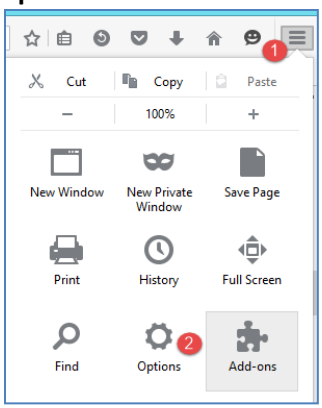
This is a browser conflict bug that we are researching. Sorry for the inconvenience. Usres have reported receiving a screen such as the following:



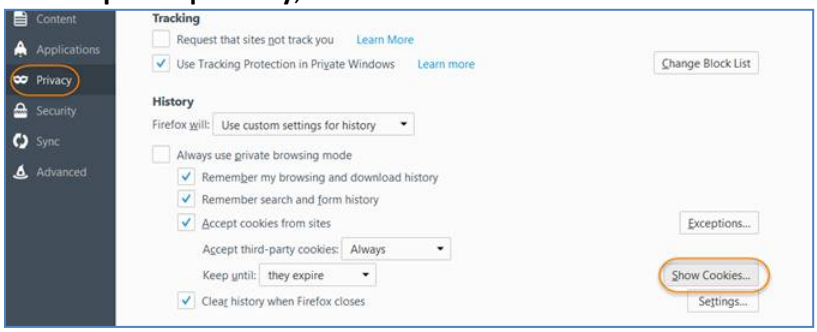
In the meantime, you can remove cookies which should remedy the situation.

Firefox

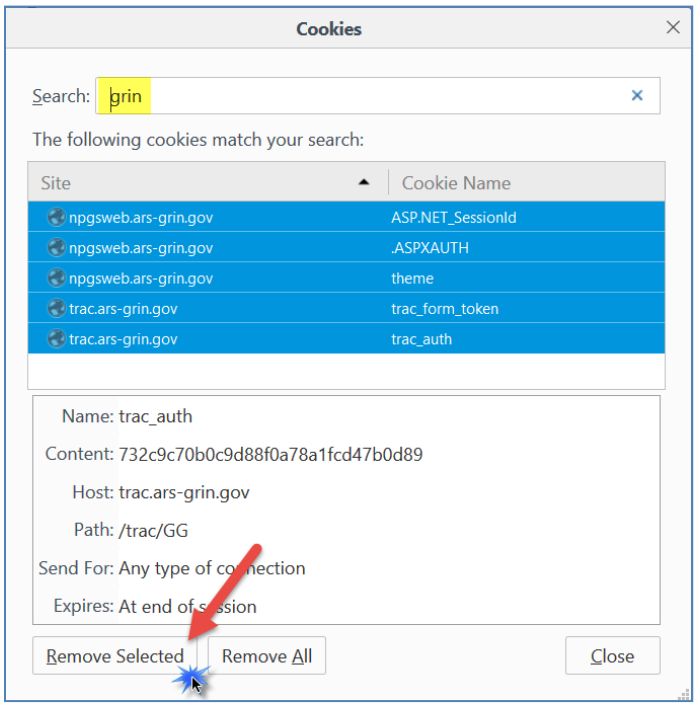
Options:



Under **Options | Privacy**, show the cookies:

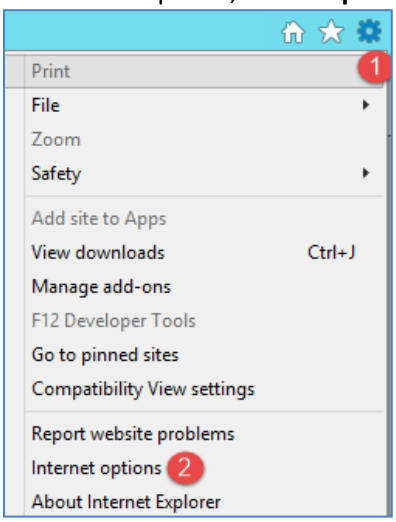


…delete the GRIN-Global cookies:

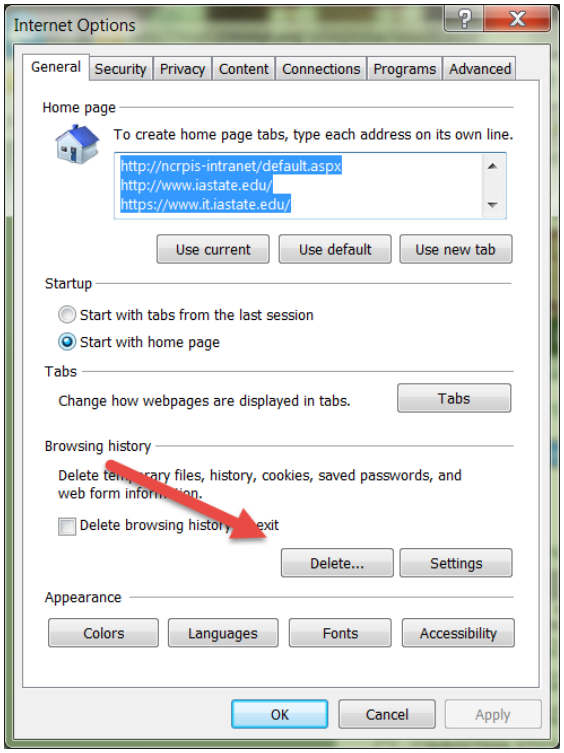


Internet Explorer

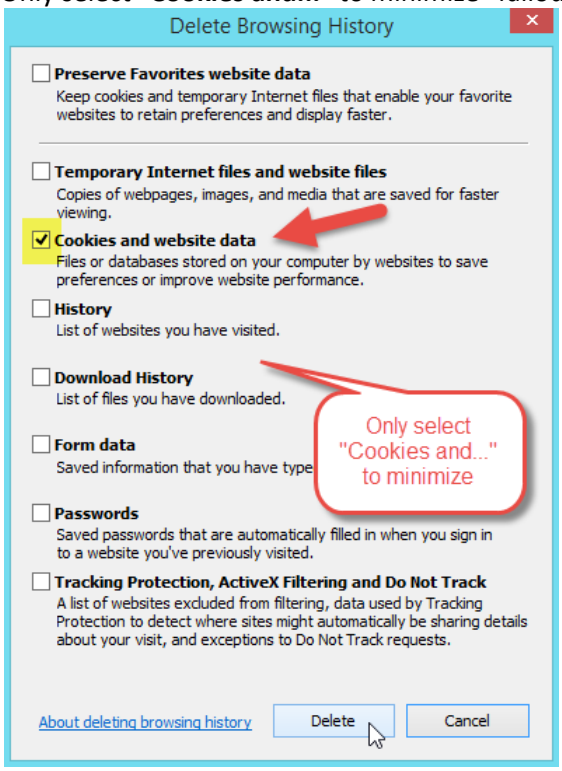
In Internet Explorer, under **Options**:



Click the **Delete** button:

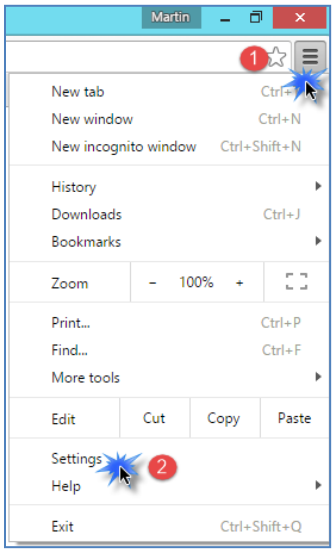


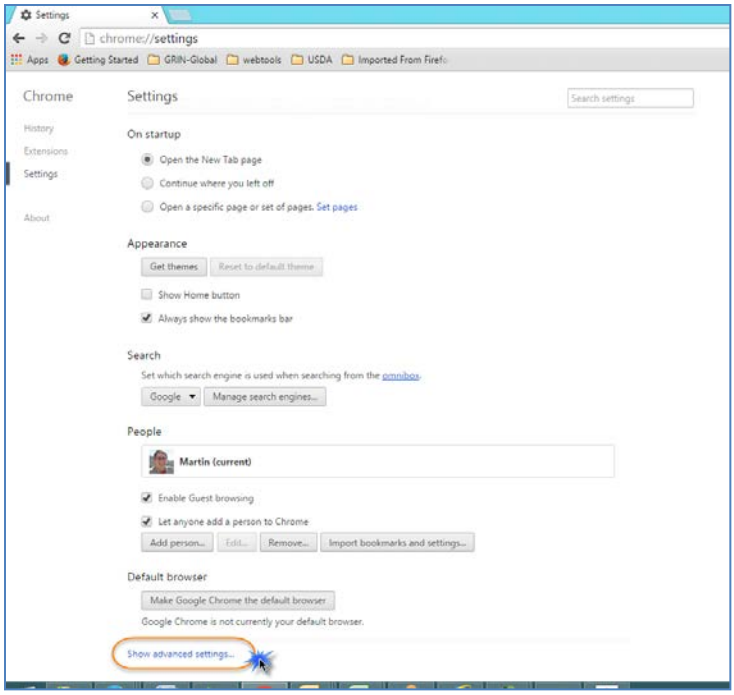
Only select "**Cookies and...**" to minimize "fallout"

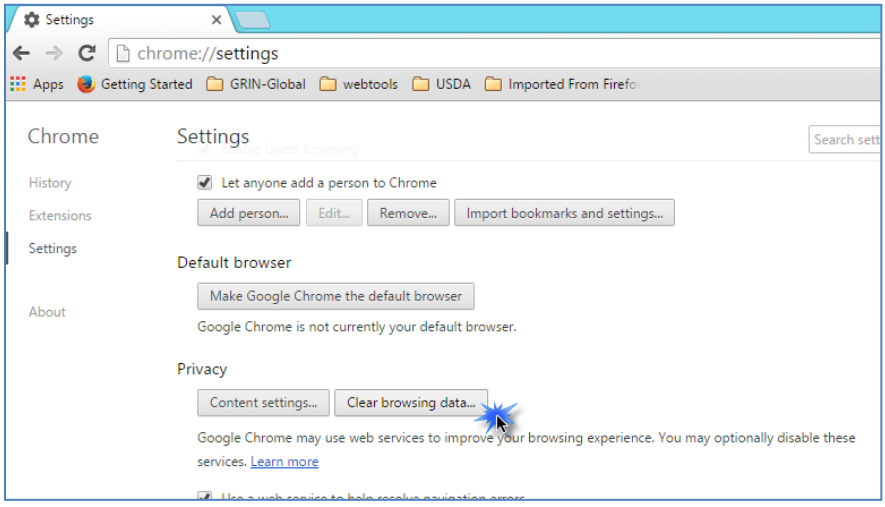


Chrome

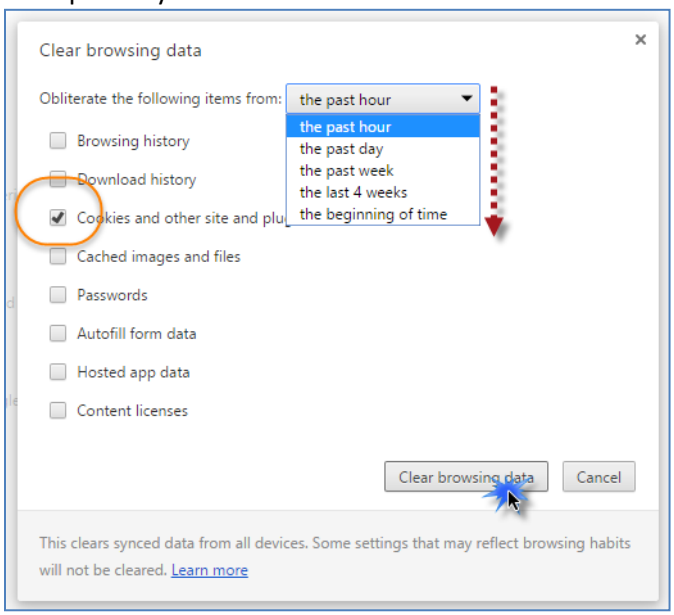
Here's how in Chrome:




Settings
chrome://settings
Apps
Getting Started
GRIN-Global
webtools
USDA
Chrome
Settings
History
Extensions
Settings
About
On startup
Open the New Tab page
Continue where you left off
Open a specific page or set of pages. Set pages
Appearance
Get themes
Reset to default theme
Show Home button
Always show the bookmarks bar
Search
Set which search engine is used when searching from the omnibox.
Google
Manage search engines...
People
Martin (current)
Enable Guest browsing
Let anyone add a person to Chrome
Add person...
Edit...
Remove...
Import bookmarks and settings...
Default browser
Make Google Chrome the default browser
Google Chrome is not currently your default browser.
Show advanced settings...


Settings
chrome://settings
Apps
Getting Started
GRIN-Global
webtools
USDA
Imported From Firefo
Chrome
History
Extensions
Settings
About
Settings
Search sett
Let anyone add a person to Chrome
Add person...
Edit...
Remove...
Import bookmarks and settings...
Default browser
Make Google Chrome the default browser
Google Chrome is not currently your default browser.
Privacy
Content settings...
Clear browsing data...
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. Learn more

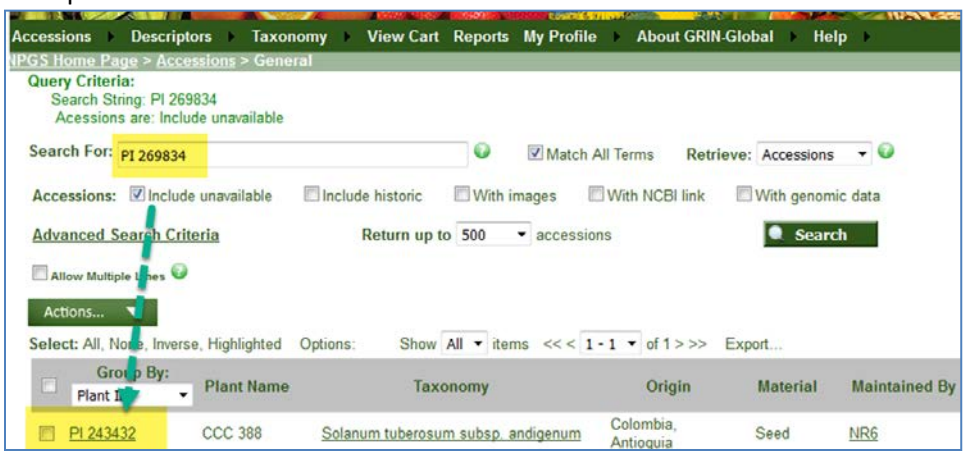
? the past day - not sure?



Unexpected Results

Question

How can it be that when I search for PI 269834, I get PI 234432? (w/ video)
Why does the Search return an accession whose number doesn't match the one I entered?
Example:



Answer

The search in the Public Website includes searching the 3 inventory fields used in the Inventory Identifier (Inventory –prefix –number, and –suffix). The PW user will sometimes receive a confusing result, for example, when he omits using a prefix such as PI. The accession number that is returned will not match the number inputted. (Example: Input **377786** in the search box on the GG Public Website main page - or - watch the video at
http://www.ars-grin.gov/npgs/gringlobal/videos/pw_search_inv_2016nov22.mp4

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