



Grant Management System - Frequently Asked Questions

Getting Started

Q: What browser do you recommend I use?

A: For the best user experience when applying for a grant, we recommend using Google Chrome 14+ (highly recommended), Firefox 9+, or Safari 4+. We recommend that you DO NOT use Internet Explorer to access our Online Grant Manager.

Q. When will I hear about my grant application?

A. Grant notifications will be sent by email to the address used in the original application. If your grant was approved, you should log in to your account to complete and submit your signed agreement. Once you have done that, the system will allow you to request your grant check. You have up to two years to make the request and use the funds from the time the grant was awarded, but you may not apply for a new grant from the same fund until a year has passed.

If your grant was declined, you are welcome to apply again after one year has passed.

The Application

Q: Do I have to complete my application all at once?

A: No. At the bottom of the application is a “Save as Draft” button. We recommend you save your application often and before logging out. You can log in at a later time to continue working on your application. We recommend that you cut and paste your application answers after each question into a Word document to save as backup.

Q: Do you have sample project budget document I can view?

A: Yes. We have sample [budget](#) document available to help you. You may use this document or something similar.

Q: Is there a spell check feature?

A: No. We strongly suggest that you cut and paste into Microsoft Word.

Q: Will the Foundation follow-up with me if my proposal needs clarification?

A: Yes, and we suggest you ask someone to review your application before submission.

Q: What time do I need to submit my application by?

A: All applications are due by 5pm (EST) on the day of the deadline. You will not be able to submit your application after that time.

Attachments

Q: How do I upload files to the application?

A: For application questions that request an uploaded attachment, click the **Browse** button and then choose the desired document from your computer. (PDF only) The file name of the uploaded file will be indicated under the Browse button. Then save your application (button at the bottom of page). Pay attention to your file names - remove extra periods or replace them with a dash or underscore character. You may only upload one document per question.

Q: How do I use the Fax to File tool?

A: Using the fax tool is simple:

1. To start, click the **Fax to File** link on the left-hand side of the screen.
2. Then click the **Request a Fax #** button and you will be presented with a toll-free fax number.
You have this number for 20 minutes.
3. Fax your document to the number provided.
Send a separate fax for each document and do not include a cover sheet.
 - All faxed documents will be automatically converted to .pdf format.
 - You have 20 minutes to fax your documents before the number expires.
4. After you have faxed each separate document click the **Finished Faxing** button to see your list of files.
5. Download your converted documents to your computer and save them.
6. Upload the documents to the appropriate questions on the online form.

Q: What is the maximum allowable file upload size?

A: The file size limit is noted next to the **Browse** button and the system will not accept files greater than this limit. Some users have trouble with appropriate settings on a scanner and end up with larger file sizes. If these documents are converted using the Fax to File tool, the file size can be dramatically decreased.

Q: How do I delete a file that I've uploaded to the application?

A: There are two ways to remove an uploaded file from an application:

1. Once the file has been uploaded a delete button will appear below the file name. Clicking **Delete** will remove the file.
2. To replace the file a new file can be uploaded in its place. Simply upload the correct form to the question and the old uploaded form will be erased.

Q: Can I upload more than one file in one upload field?

A: Applicants can only upload a single document in response to an upload question. If an applicant has more than one file they need to upload, they need to combine the files either electronically or via scanning. There are two methods applicants can use:

- If the files to be uploaded are in a format that is editable (such as Word or Excel), the applicant may take multiple Word documents or Excel sheets and combine them into one file.
- If the files are not easily edited (PDF or physical copies), they may be combined by utilizing the Fax-to-File tool. For example, sending two resumes in a fax would result in one PDF file containing both resumes.

Trouble shooting**Q: Why am I having trouble uploading a file?**

A: There are a few different reasons one may experience file upload issues:

File names - Remove extra periods or replace them with a dash or underscore character.

File size - Files that exceed the maximum file size limit will cause an error. Compress the files or use Fax to File to create a smaller file.

Q: How do I print my application for my records?

A: If you would like a paper copy of your application for your own records, login to the application portal and choose the Application Packet link. This will create a PDF of your application. You can print or save this document. You will always have access to your application by logging back into the application portal, even after you submit it.

If you have any further questions, please contact the office at 513-863-1717.