

# Online Application Portal Guide

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## To Start a NEW Online Application

- Click on the link for the new application form you are interested in
- Log into (or create) your online account to access the application form
  - **Supported internet browsers for PC or MAC:** *Internet Explorer 9, 10, 11 or Edge for Windows; Firefox or Chrome for Windows or Mac; Safari for Mac.* See details under “Browser Compatibility”.

**IMPORTANT:** Late applications will not be accepted, regardless of the reason (computer problems, power outages, internet connectivity issues etc.), so plan to fill in and “SUBMIT” the application well in advance of the deadline. If you are “in progress” at deadline, you will be locked out of the application.

## Creating your Online Account

- Each applicant must use only one online account, so each applicant’s applications are saved together in one account. This will allow easy access to your online application history. If you create multiple accounts using multiple e-mails, it will become very confusing for you to access your history/documents.
- Organizations who have different people applying for grants on behalf of the organization may wish to create one shared e-mail account to use just for grants, but someone will have to check it regularly, or have the contents forwarded to an account that is checked regularly.
- Note the e-mail / password used to create your account. Use this same e-mail / password to login to your account on the grant portal to access your online grant history / applications in progress.
- Add [mail@grantapplication.com](mailto:mail@grantapplication.com) to your safe senders list to ensure you receive all system communications.

## Accessing Your Online Account

*Once you create an account, you will be able to:*

*Access your saved applications (“in progress/drafts” or “submitted”):*

- Log into your account at [\[insert Applicant Account URL here\]](#) to access your saved drafts and your submitted requests; sign in and select “in progress” or “submitted” in the drop down
- **Do not use the new application form link on the website** to access your saved drafts. If you use the application form link, it will create a new application each time you use it. If you keep entering through the application from link, you will end up with multiple copies of “draft/in progress” applications.
- Select “in progress”, to continue working on draft applications which have not been submitted and are still in draft form
- Select “submitted”, to view the applications that you have submitted. You cannot edit submitted applications.
- To delete an application, select the garbage can next to it.

### *Submit Final Report Forms for applications submitted online:*

- Log into your account at [\[insert Applicant Account URL here\]](#)
- Click the “Requirements” tab on the top left (next to “Applications”)
- Select “submitted” in the drop down box (lower L)
- Click on the **application name**, then click “requirements” (upper R)
- Choose the appropriate requirement. If the requirement is missing, email [abc@foundation.org](mailto:abc@foundation.org) to have it re-posted.

## **Application Form “How To”**

- **(IF APPLICABLE) Complete the “Eligibility Quiz”** and your application will open (if you are eligible to apply, based on your responses to the questions). This should occur only when you are starting a new application for the first time. If you are trying to access an application already in progress (and NOT start a new one), see “Accessing Your Online Account.”
- **When working on the application: always click the “SAVE” button at the bottom of the page** before closing or your work will not be saved.
- **You do not have to complete the application in one sitting.** To come back and work on the application later: Click “SAVE”, and sign out. You can then and sign back into your account later to complete and submit it at a later time (directions below). Click “SAVE” regularly in case of computer or internet issues or power outage.
- **The application will not be submitted until you click the “SUBMIT” button.** When the application is sitting in your account as in “in progress” draft form, the Foundation cannot see the application.
- **To return to your application DO NOT use the new application form link on the website.** Log into your account here: [\[insert Applicant Account URL here\]](#)  
If you click the new application form link, it will create a new application each time you use it.

### *To Print a Paper Copy of the Questions*

If you prefer to read through a print copy before entering your answers in the online form, or read through the questions then draft your answers in a word processing program to copy and paste into the online form fields:

- Open the application and click “**printer-friendly version**” link on the top right of the page.
- You can then read the form, draft your answers in a word processing program, then copy and paste each answer into the appropriate field in the online application form.
- If copying and pasting from a word processing program, **avoid your use of bullets and other formatting.** Use a dash instead of bullets.

### *To E-mail a Copy of the Draft Application*

E-mail a copy to yourself or to someone else for review or discussion (very helpful if you are applying on behalf of an organization or group):

- Click “**e-mail draft**” link on the top right of the page.

### *Attachments*

- **Attachments are allowed** (as requested in the application) to a **maximum of 25 MB per application.** If you have large video/audio files it is better to provide a link to it online.
- **If you have multiple documents** (such as letters of support) it is best to either scan or copy and paste to combine them into one document to upload.
- When attaching electronic files, use **PC compatible** file formats (.doc; .docx; .rtf; .pdf; .xls; .jpg; .tiff; .mp3; .mov; .wm; .wma; .wmv). We will not be able to open MAC only compatible files.

### *Submit the Completed Application*

- Late applications will not be accepted, regardless of the reason (computer problems, power outages, internet connectivity issues etc.), so plan to fill in and “SUBMIT” the application well in advance of the deadline.
- When your application is complete: you must click the “SUBMIT” button, and submit the application before the deadline.
- Once you “SUBMIT” successfully you will receive a confirmation e-mail (sent to your online account e-mail) with a copy of your application.
- If you do not see the e-mail in your inbox, check your “junk” or “promotions” folders. Add
- **mail@grantapplication.com** to your safe senders list in your e-mail program to ensure you receive all system communications.
- If you still do not see the confirmation e-mail, log out and log back in to your online account – if the draft is still “in progress” then re-submit.

## Browser Compatibility for the Online Application Portal

### Supported Browsers (latest versions preferred) for PC or Mac:

- Internet Explorer 9, 10, 11 for Windows
- Edge for Windows
- Mozilla Firefox for Windows or Mac
- Chrome for Windows or Mac
- Safari for Mac

### Issues Common to All Browsers

- Viewing is best using a resolution of 1680 x 1050 or larger. Lower resolutions may require use of full screen mode (F11) to access some buttons or fields.
- **Custom modifications** to the default browser settings may cause compatibility issues.
- **Zoom** levels (more than 100%) may cause loss of scroll bars.
- If your browser blocks all cookies, you may experience problems logging in.

### Known Browser Issues

#### *Internet Explorer*

- If using IE and your computer is blocking the site, please use following steps: Setup/Verify Pop-up and Security Settings
  1. Go to Tools > Pop-up Blocker > Pop-up Blocker Settings.
  2. Add the Online Applications site to the list of Allowed Sites in your Pop-up Blocker:
    - a. <https://www.grantrequest.com>
  3. Click Close.
  4. Go to Tools > Internet Options > Security tab.
  5. Click Trusted Sites and then click the Sites button.
  6. Add the Online Applications site: <https://www.grantrequest.com>

#### *Firefox*

- Scrolling may not be available In Firefox for Windows: When using Firefox, you may encounter scrolling issues depending on which version of Firefox you are using.
- Screens may not display horizontal and vertical scroll bars.
- If scroll bars are present, the scroll wheel on your mouse may not work.
- Workaround: As an alternative, use the arrow keys to navigate the website. If scroll bars are displayed, you can click and drag the scroll bar to move through the page. If the issue persists, it is recommended to use Internet Explorer.