eGrant System FAQs

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GETTING STARTED

What internet browser is most compatible with this eGrant system?

- For the best user experience when accessing our eGrant system, we suggest using
  one of the following browsers: Google Chrome 14 or higher, Firefox 9 or higher, or
  Safari 4 or higher. It is fine to use Internet Explorer, but you may encounter some
  minor technical issues.

How do I submit an online application?

- Online applications are submitted through the eGrants system. If you already have
  an account, you can login.
- If you are new to our system please review the guidance document before creating a
  new account by visiting our website.

What if I don’t know my login/password?

- If your password is lost use the “Forgot Password” link on the login page to reset it.
- Go ahead and create an account for you and your organization so that you can get
  started right away. Then send us a quick email. We will make sure you have access
  to what you need. We will clean-up any duplicate accounts as needed.

What if I don’t know if my organization has registered with NWCF’s
 eGrant system?

- Go ahead and create an account for you and your organization so that you can get
  started right away. Then send us a quick email. We will clean-up any duplicate
  accounts as needed and ensure you have access to your organization’s historic info.

What if I know my login, but forgot my password?

- Use the “Forgot Password” link on the login page, or contact office@nwcf.org to have
  it reset for you. To change your password once you are logged in, click “Edit Profile”
  in the dropdown menu at top right.
I'm new to my organization, and taking over for someone who had a login/password already. Can I log in and click “Edit Profile” to change the old contact information to my new information?

- No. Please do not overwrite an existing/inactive user's contact information, even if you have taken over their position. Go ahead and create a new account for you and your organization so that you can get started right away. Then send us a quick email office@nwcf.org so we can make sure you have access to what you need.

I am a contractor working for multiple organizations. Can I use the same login (email address) for all of them?

- No, the system allows each unique login (email address) to be tied to only one organization at a time. For the same user to have logins associated with multiple organizations, please set up a different email address for each one. If you do not have organization-specific email addresses for the various organizations you contract with, you can try this tip for creating multiple email addresses from a single gmail address by adding periods or plus signs into the email name. Feel free to contact us for help or suggestions.
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THE LOI / APPLICATION

Can I preview the LOI and/or Application questions before working in the eGrant system?

- Yes! You may preview the questions for both the LOI and the Application (follow links). If logged into the eGrant system, you can also click the gray button to the top right of the form that says "Question List."

Do I have to complete my LOI/application all at once?

- No. At the bottom of the application is a “Save as Draft” button. The system auto-saves each time you tab into a new box. 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.

Can multiple people access and edit the same grant request/LOI?

- Yes! More than one person may work on the same LOI. Once you've started your LOI/Application you will see a Collaborate button at the top of the page. This can be used to invite other people to work on the request with you. View this short video tutorial for more details.

Is there a spell check feature?

- No. Some internet browsers offer this but many people cut and paste into a word document to ensure grammar and spelling are checked before submission.

Do the character counts include spaces?

- Yes, the character counts include spaces. There are limits on the amount of text you can submit. You will see a character counter displayed below the entry field. This will actively tell you how many characters you have entered and will let you know when you are approaching the limit. You will not be able to save a draft of your application if you exceed the character limit. A helpful tool is to complete your questions in word and copy/paste once you are sure character counts are within limits.

- You are not required to reach the character limit!

Will my formatting in word carry over into the LOI/Application?

- No. Unfortunately, formatting in word (e.g. bullet points, bolded words) will not carry over into the eGrant LOI/Application.
Can I preview the entire request, including my answers, before hitting "Submit"?

- Yes, you can preview the entire LOI or Application packet within the eGrant system by clicking the gray button to the top right of the form that says "LOI Packet" or "Application Packet." This will create a PDF merge of the entire request, which you may review and save for your records.

What time do I need to submit my LOI / Application by?

- All applications must be submitted by 11:59pm (PST) on the day of the deadline. You will not be able to submit your LOI/application after that.
ATTACHMENTS

How do I upload files to the LOI/application?

- For application questions that request an uploaded attachment, click the Upload a File button and then choose the desired document from your computer. The file name of the uploaded file will replace the 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.
- We prefer that you attach files in a PDF format (.pdf). We will also accept files in Microsoft Word (.doc or .docx) or Excel (.xls or .xlsx). Unacceptable formats include files with "exe", "com", "vbs", and "bat" extensions.

What should I name my files?

- You should give each file a name that identifies your organization and the type of required document it represents. For example, a file representing your budget “Agency Name - Budget”. Do not use any symbols except for a period or a dash, as symbols can interfere with the upload process.

Is there a file size limit?

- The file size limit is noted next to the Upload a File 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 your attachment is larger than the allotted space, please contact us for assistance at office@nwcf.org.

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

- There are two ways to remove an uploaded file from an application:
  1. Once the file has been uploaded, a Delete File button will appear beside the file name. Clicking this button will remove the file.
  2. To replace the file a new file can be uploaded in its place. Click on the Upload a File button to simply upload the correct file to the question and replace the original one.
Can I upload more than one file in one upload field?

- Applicants can only upload a single file 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 documents in a fax would result in one PDF file containing both resumes.

Why am I having trouble uploading files?

- Double check that there are no symbols in the file name, the file type and size are OK, then try one or more of these suggestions:
  - Sometimes the problem can be a corrupt file. Try saving a new, renamed version of the document.
  - Try saving your file as a different type. For instance, if you tried to upload a (.pdf) file, try uploading the original Word or Excel version of this document. If it is a Word (.doc or .docx) or Excel (.xls or .xlsx) document, try saving it as a (.pdf) file and then uploading this version. If you scanned a document to create a (.jpg) file, try saving it in a (.pdf) format instead.
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SYSTEM TROUBLESHOOTING

How do I print my application for my records?

➢ 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.

Help! Why did I lose my edits?

There are a few common reasons why this can happen:

▪ If you stay on one page for an extended period of time without saving, your account may “time out” without warning.
▪ A weak internet connection may momentarily disconnect your computer while you are working on the application.

As a safeguard, we recommend that you:

▪ Save your application often
▪ Cut and paste your application answers after each question into a Word document to save as backup.

To restore your edits, try:

▪ Re-loading your internet page, as sometimes the browser will cache an older version of your page.
▪ Logging out, wait a few minutes, and then log back in and re-open your application.