



## Online Application Frequently Asked Questions

**Q: Why does the link not allow me to view the formatted site?**

A: If you are having trouble viewing the form, you may need to lower your internet privacy options. If your privacy settings are set to reject cookies, you may not be able to access this link. A cookie is given to your web browser by the online application form as a placeholder to allow you to reach the form again. Information is not collected for any other reason.

**Q: I have answered all the questions for the eligibility quiz but cannot access the grant application. What should I do?**

A: The eligibility quiz is designed to help you determine if your proposal will qualify for a grant. If you have answered the questions and are unable to access the application, it is likely that your proposal will not meet the requirements for funding. However, if you feel that your proposal does meet the requirements for funding under our guidelines please click the "contact us" tab at the top of the application to discuss your proposal with a Foundation staff member.

**Q: How do I create an account?**

A: An account allows you to access your saved and submitted applications at anytime and allows us to send you an email that confirms that we have received your application and notifies you if additional information is necessary to process your application. To create a new account:

- At Account Login, click "I am a new online applicant" and click "Continue"
- Enter your email address
- Create a password (5 character minimum)
- Confirm your password

**Q. How can I access my saved, in-progress application?**

A. When you create your account you will receive an automatic email with your tracking number and a link to the log-in page of your online application form. You may use that link to log-in and access your saved application.

**Q: How do I attach the required documents?**

A. On the last page of the application you will be asked to attach a number of documents to complete your submission. Click the "Browse" button, this will allow you to select a file on your computer to upload. Once you have selected the proper file, click the "Upload" button.

**Q: What file formats will be accepted for attachments?**

A. Most file types are accepted including Word, Excel, and PDF formats. Files with ".exe", ".com", ".vbs", or

"bat" extensions cannot be uploaded. The maximum size for all attachments combined is 75 MB. If your attachments are larger than 75 MB combined, please contact Carly Oliver at [carly@foundationforroanokevalley.org](mailto:carly@foundationforroanokevalley.org) or 540-985-0204.

**Q: What if I do not have the required attachments in electronic form? Can I make other arrangements to deliver them to you?**

A. Yes, although we prefer electronic attachments. If you do not have the documents electronically, you may scan the information into a PDF file. If you do not have a scanner at your organization, you may use the services of a copy shop or a public library to scan your documents.