



Online Grants Center

Frequently Asked Questions

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 you DO NOT use Internet Explorer to access our Online Grant Manager.

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. 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 (1) document per question.

Q: What is the Fax to File tool?

A: This tool allows users who do not have access to a scanner to use a fax machine in order to get physical documents into a digital format.

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.
 - a. This number will be available for 20 minutes before it expires.
3. Fax your document to the number provided.
 - a. Send a separate fax for each document and do not include a cover sheet.
 - b. All faxed documents will be automatically converted to .pdf format.
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 question 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 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 applications?

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 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 an upload field?

A: Applicants can only upload a single (1) 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:

1. 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.
2. 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 letters of support in a fax would result in one PDF file containing both letters.

Q: Why am I having trouble uploading a file?

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

1. File name – Remove extra periods or replace them with a dash or underscore, or shorten the file name.
2. File size – Files that exceed the maximum file size limit will cause an error. Compress the files or use Fax to File tool to create a smaller file.