Getting Started

Do you have a tutorial for using the [Online Grant Portal](#)?
Yes. A written tutorial may be found [here](#). If you prefer video tutorials, please visit our [website](#) and scroll to the bottom.

What internet browser do you recommend I use?
Our application system works with all major up-to-date internet browsers, though we recommend using Chrome or Firefox.

I can't find the application I am looking for.
After you have logged into our [Online Grant Portal](#), click the "Apply" link. This will take you to the list of grant opportunities currently accepting applications. If you can't find an application here, its deadline may have already passed, or it might not have opened yet.

Most of our applications have due dates of March 1st or September 1st. Be sure to visit our [website](#) for deadline information.

Can I apply for more than one grant opportunity at a time?
Yes. The online grants system allows you to start applications to multiple grant opportunities for projects/programs for which you want your proposal to be considered. Please do NOT apply for to the same opportunity for multiple projects/program.

Can I email or fax my application?
The majority of our grant programs are only available online. Please contact us grants@wccfoh.org if you have questions.

The Application

Do I have to complete my application all at once?
No. The system autosaves forms after every 100 characters typed, or when you click into the next question or anywhere outside the current question. At the bottom of the application is a "Save Application" button. We recommend you save your application before logging out or leaving the application page. You can log in at a later time to continue working on your application. (As an additional safeguard, you may cut and paste your application answers into a Word document to save as backup.)

Is there a character limit to the application questions?
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 be able to save a draft of your application if you exceed the character limit; however, you will not be able to submit your application until the characters are within the limit. You are not required to reach the character limit.

Will the Foundation follow-up with me if my proposal needs clarification?
Yes. We also suggest that you ask someone to review your application before submission – does he/she understand the project/request, do your responses to the application questions provide a clear and comprehensive picture to someone not already familiar with the project/request, etc.?

What time do I need to submit my applications by?
All applications must be submitted by 11:59pm (EST) on the day of the deadline. You will not be able to submit your application after that.

Attachments

What file formats will be accepted for attachments?
The file upload questions on the application specify acceptable formats. We prefer that you attach files in a PDF format (.pdf), but on most uploads, also accept files in Microsoft Word (.doc or .docx) or Excel (.xls or .xlsx). In some cases, we accept .jpg formats.

How 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 could be named "OrgName-budget FY2017". Do not use any symbols except for a period or a dash, as symbols can interfere with the upload process.

Is there a size limit for file attachments?
The maximum size for all attachments varies. If your attachment is larger than the allotted space, please contact us for assistance at grants@wccfoh.org.

I do not have the required attachments in electronic form. Can I submit paper/hard-copies?
No. The online system will not allow you to submit your application unless you attach the required materials. If you do not have the documents electronically, you can scan the information into a PDF file. If you do not have a scanner at your organization, you may contact us at grants@wccfoh.org to make arrangements to utilize the scanner at the Foundation.

Financial Information

What does "fiscal year" mean?
The term "fiscal year" refers to the twelve-month period or financial calendar that your organization uses. The start and end dates of the fiscal year can vary from organization to organization. Your accounting staff, board treasurer, or bookkeeper should be able to tell you when your fiscal year starts and ends.

We are a start-up with no financial history. How do we complete the financial section of the grant application?
Estimate the amount of in-kind support and volunteer hours your organization has received; include either actual or projected operating budget for the next year.

What is "in-kind" support?
In-kind support means items or services that are provided for your project at no cost, and items that your organization will contribute to the project. For example, if a consultant has agreed to provide free services for the project, you should list the fee that he/she would normally charge for the same service. If a business or landlord has donated office space to your organization, you should list the rent you would normally pay. The dollar amount you list here should be the actual or estimated cost of obtaining the same item/service.

Troubleshooting

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:

- Reloading 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 reopen your application.

Why am I having problems uploading files?

Double check that there are no symbols in the file name, the file type and size are okay, 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.
- Use a different computer to do the upload.

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 Online Grant 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.

I still have questions!

We aim to keep our website up to date with the most recent information. If you still have questions, please contact us at grants@wccfoh.org and we will be happy to assist!