



Frequently Asked Questions

- I. **Online System Requirements**
 - II. **Application Issues**
 - III. **Troubleshooting**
-

ONLINE SYSTEM

What browser do I need to use in order to access the grant application?

We recommend using the newest version of any browser for optimal performance of our software. More specifically, here are the following browsers and versions our software supports:

- **Google Chrome (current stable version)**
- **Mozilla Firefox 3.6 and above**
- **Safari 4.0 and above**
- **Internet Explorer 8.0 and above**

Browser Settings

Make sure that JavaScript and Flash are both enabled on your browser and that you do not have a Firewall or pop-up blocker that is interfering with the software. To enable JavaScript, see, the appropriate help file for your browser:

- [Chrome](#)
- [Mozilla Firefox](#)
- [Internet Explorer](#)
- [Safari](#)

To install flash, go to: <http://get.adobe.com/flashplayer/>

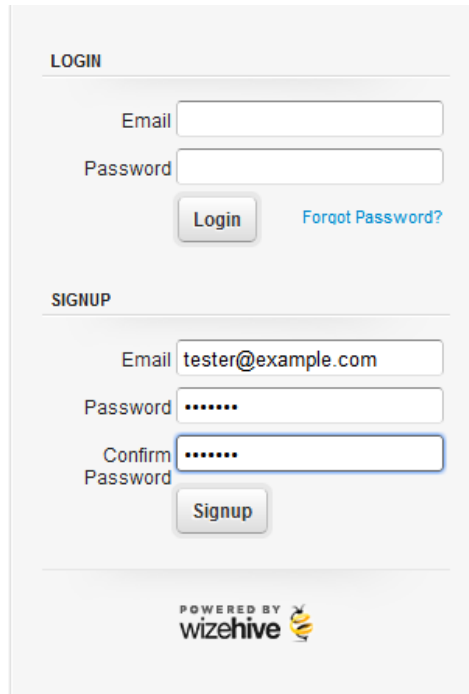
Why does the link not allow me to view the site?

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.

APPLICATION ISSUES

How do I access the application?

The very first time you visit the form, you'll need to create a username and password. You can do that by entering a valid email address and password in the **SIGNUP** box on the right side of the homepage of the application, as shown below:



The screenshot shows a web form with two sections: LOGIN and SIGNUP. The LOGIN section has fields for Email and Password, a Login button, and a link for Forgot Password?. The SIGNUP section has fields for Email (containing 'tester@example.com'), Password (masked with dots), and Confirm Password (also masked with dots), a Signup button, and a 'POWERED BY wizehive' logo at the bottom.

Make sure you use a valid email address that you can easily access. Once you've done this, click **Signup**, and you'll be taken to the application form. You do not have to complete the entire application at one time. You may save your application and return later to complete.

Do I have to create an account when I submit an application?

Yes. You must create an account to save and submit an application.

How do I save my application so I can return and finish it later?

To save an application as a draft so that you may return to it later, scroll to the bottom and click the **Save Draft** option.

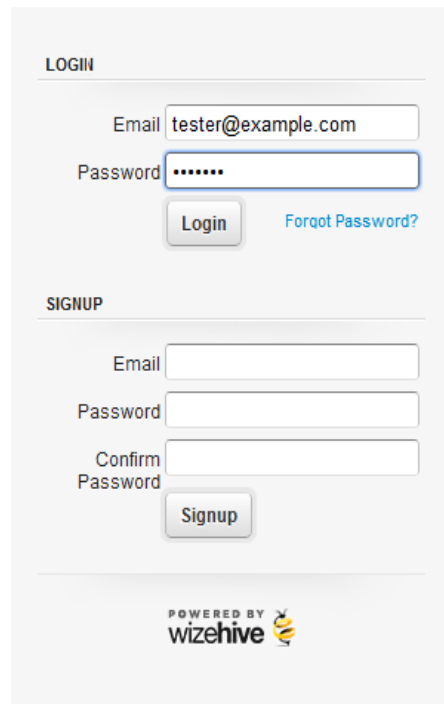


[Return to Menu](#)

If you ever access the application from a shared computer, you might find that someone else was on the site before you. If you load the application form and don't see the Login/Signup box displayed above, immediately scroll down, click Return to Menu, and then click Logout. After that, you can log in with your own credentials.

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

Most people will need to come back to the application at some point. If you have started an application and saved it as a draft, it's now associated with the email address and password you entered the very first time. Enter your email address and password in the LOGIN section. This will take you right back to the application you had saved as a draft.

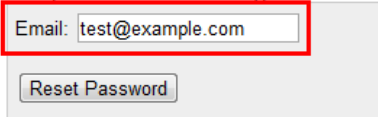


The image shows a web form with two sections: LOGIN and SIGNUP. The LOGIN section has fields for Email (containing 'tester@example.com') and Password (containing '*****'), a 'Login' button, and a 'Forgot Password?' link. The SIGNUP section has fields for Email, Password, and Confirm Password, and a 'Signup' button. At the bottom, it says 'POWERED BY wizehive' with a logo.

Recovering a Forgotten Password

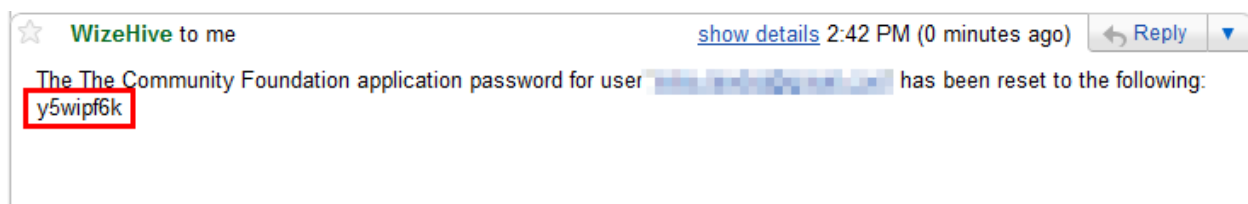
If you've forgotten your password, you'll need to click the 'Forgot Password' link to recover it. That will take you to a screen where you'll be asked for the email address you used when you first created an account. Enter that as shown below and click Reset Password:

Your password is stored encrypted in our database. In order to login, your password must be reset and the new password will be emailed to you.



The image shows a form for resetting a password. It has a label 'Email:' followed by a text input field containing 'test@example.com'. Below the input field is a 'Reset Password' button.

The system will send you an email which has a new, temporary password. An example of one of those emails is shown below. The item circled in red is your new password.



The image shows an email interface. The header says 'WizeHive to me' with a star icon, a 'show details' link, and a timestamp '2:42 PM (0 minutes ago)'. The body of the email says 'The The Community Foundation application password for user [redacted] has been reset to the following:'. Below this, the password 'y5wipf6k' is displayed and circled in red.

Back on the application homepage, click the “Back to Login” link, shown below:

Password reset has been requested. You should receive an email shortly.

[Back to Login](#)

This will return you to the main login screen. At this screen, type in your email address and the temporary password from your email:

On your screen, the password will only show up as black dots. We’re showing it here just so it’s clear that you should use the one from the email you received.

LOGIN

Email

Password

[Forgot Password?](#)

SIGNUP

Email

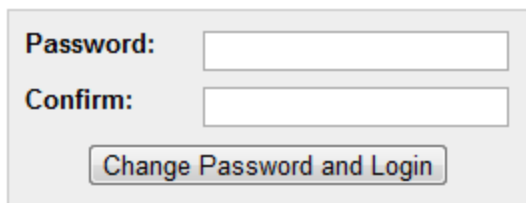
Password

Confirm Password

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This will take you to a screen where you’ll be asked to supply a new, personalized password to replace the temporary one. Enter a password that you can easily remember in the boxes shown below, then click “Change Password and Login”.

Your password was reset, please choose a new password for your account:



Form fields and button:

- Label: Password: [Input Field]
- Label: Confirm: [Input Field]
- Button: Change Password and Login

This will take you right back to the application you had in progress. The next time you return to the login screen, you'll use your email address and the new password.

How do I attach and submit the Program Budget Form?

After you have filled out and saved your Program Budget Form, you will need to upload the document to your application. Follow the directions below for uploading your document:

Upload Instructions:

1. Click the **SELECT A FILE** button to search your computer for the saved file you wish to upload. Click on the file you want to attach and then click **OPEN**.
2. The upload will begin. Once finished it, the document's name will appear in the box and will show **UPLOAD COMPLETE**.

When you are satisfied that your application is complete, click the **Review and Submit** tab. Review your application for completion and then click the **Submit** button at the bottom of the page.

I can't access the Program Budget Form. What should I do?

You will need to have access to Microsoft Excel in order to complete the Program Budget form. This is the only file format we will accept. You must use the Program Budget Form that we have provided. If the problem persists, contact the Grants Coordinator at 615-321-4939 or grants@cfmt.org.

What file format will be accepted for attachments?

The Program Budget Form is an EXCEL (.xlsx) file and that is the only file format we will accept. You must use the Program Budget Form that we have provided.

What if I cannot access the required attachment? Can I make other arrangements to deliver them to you?

No. If the problem persists, contact the Grants Coordinator at 615-321-4939 or grants@cfmt.org.

Will you still accept hand-delivered applications?

No.

How do I know that you have received my Discretionary Grant application?

You will see an automated message on your screen and you will receive an email confirming that your application has been received and informing you of the timetable for the grant process for the year.

TROUBLESHOOTING

Why are there word limits to the application questions?

We place limits on the amount of text you can submit so that we can fairly evaluate the many applications for funding that we receive. You will see a word counter displayed below the entry field. This will actively tell you how many words you have entered and will let you know when you are approaching the limit.

It looks like I lost the edits I just made. Now what do I do?

There are a few common reasons why this can happen, even after you click the Save button. For instance, while you were working in your online application, a weak Internet connection may momentarily disconnect your computer, or if you stay on one page for an extended period of time without saving, your account may **TIME OUT** without warning. In these cases, unfortunately, you won't be able to recover the changes you made. We recommend that you save your application often, and as you enter answers to the application questions, cut and paste this text from your application into a Word document on your computer that you can save as a backup.

I can't get my attachment to upload, even though I followed all of your instructions.

The attachment upload process can be unpredictable. If you've made sure there are no symbols in the file name, the file type and size are okay, try one or more of these suggestions:

- a. Try saving a new, renamed version of the document. Sometimes the problem can be a corrupt file.
- b. Use a different computer to do the upload and see if it makes a difference.
- c. Try using a different web browser. If you've been using Firefox, Safari, or Google Chrome, try using Internet Explorer or upgrade your browser by downloading and installing a newer version.