Technical Frequently Asked Questions

1. **What browser do I need to use in order to access the scholarship application?**
    We recommend using the newest version of any browser for optimal performance. More specifically, here are the following browsers and versions this software supports:
    - Internet Explorer (version 10/11 and above)
    - Google Chrome (current stable version)
    - Mozilla Firefox (version 3.6 and above)
    - MS Edge (current stable version)
    - Safari Desktop (version 7,9 and above)
    - Safari Mobile version 5,6 (iOS 5,6)

2. **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. Also, be sure to use the most current version of the web browsers mentioned above.

3. **Do I have to create an account when I submit an application?**
    Yes. You must create an account to save and submit an application. An account allows you to access your saved application and required documentation, and it 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.

4. **How do I create an account?**
    To create a new account:
    a. At Account Login, click **SIGNUP**
    b. Enter an email address and confirm. Be sure it is an email address that you frequently use and that The Community Foundation can use to communicate with you about your application.
    c. Create a password (passwords are case sensitive)
    d. Confirm your password.
    e. Begin your application.

5. **How do I save my application so I can return and finish it later?**
    We recommend that you fill in some of your application and then scroll to the bottom of the page and click the **SAVE DRAFT** button.

6. **How can I access my saved, in-progress application?**
    To continue editing your application:
    - Go to **MY ACCOUNT** and click **APPLY NOW** and you'll be taken to the login screen where you will enter your email address and password.

- In the box that appears, select **CREATE OR EDIT APPLICATION**.
- Complete your application. Click **SAVE** when done.
- Click **RETURN TO MENU** at the top of your application. From here you can check your recommendations, print or logout.

After receiving BOTH recommendations, you are ready to submit your completed application:
- You will receive an email when both of your recommendations have been submitted.
- Go to **MY ACCOUNT** and click **APPLY NOW** and you'll be taken to the login screen where you will enter your email address and password.
- Click **CREATE OR EDIT APPLICATION**. Scroll to the bottom of the page and click **SUBMIT**.

Should you need to replace a Recommender, follow these instructions:
- Go to **MY ACCOUNT** and click **APPLY NOW**. You'll be taken to the login screen where you will enter your email address and password.
- Click **ADD OR EDIT RECOMMENDATION REQUESTS**. Once there you can see which recommendations have been submitted.
- If you have a Recommender you need to replace, replace the old recommender's information with the new recommender and email. Click **SAVE CHANGES** and then click **RESEND REQUEST**. An email will be sent to the replacement recommender.
- You will be notified when both recommendations have been completed.

7. **How do I attach a required document to my application?**
    Wherever you see an **UPLOAD** section, click the **BROWSE** button to find the completed and saved document on your computer. Click on that document and hit **OPEN**. The file will appear in the box when attached. Click **UPLOAD** to save the document to your account.

8. **What file format will be accepted for attachments?**
    The Community Foundation online application system will only accept PDF files.

9. **What if I cannot attach the required documentation? Can I make other arrangements to deliver them to you?**
    No. You can try using a different browser or computer. You will be unable to submit your application without the attachments.

10. **Will you still accept hand-delivered applications?**
     No.

11. **How do I know that you have received my scholarship application?**
     You will receive an email from **Community Foundation of Middle Tennessee** staff acknowledging receipt of the scholarship application and informing you of the timetable for the review process for the year.