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Online Grants Manager 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 Firefox 9+ (highly recommended), Google Chrome 14+, or Safari 4+. We recommend that you DO NOT use Internet Explorer to access our Online Grant Manager.

Q: I'm having trouble logging in to my account, what should I do?

A: If you have forgotten your password, use the Forgot My Password link to reset it. If you continue to have trouble, contact Andrea@adkfoundation.org or via phone at 518-523-9904.

Q: All of the information I pasted in is not showing up in the answer field of the application, why is this happening?

A: There are character limits (including spaces) to each of the fields in applications and follow up reports. These limits are stated below the field like so: [250 left of 500]. The numbers go down as you type. You will not be able to save data entered beyond these character limits, so you need to be mindful of this if you are cutting and pasting data from another source.

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 document per question.

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. You have this number for 20 minutes.
3. Fax you document to the number provided.
Send a separate fax for each document and do not include a cover sheet.
All faxed documents will be automatically converted to .pdf format.
You have 20 minutes to fax your documents before the number expires.
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 questions 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 file 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 application?

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 file 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 one upload field?

A: Applicants can only upload a single 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:

- 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.
- 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 resumes in a fax would result in one PDF file containing both resumes.

Q: Why am I having trouble uploading a file?

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

File names - Remove extra periods or replace them with a dash or underscore character.

File size - Files that exceed the maximum file size limit will cause an error. Compress the files or use Fax to File to create a smaller file.

Q: Do I need a fiscal sponsor?

A: Our grants must be paid to a registered 501(c)(3) non-profit (including churches) or to a public entity, such as a town, public school, or state agency. All others will need to use a fiscal sponsor. Contact Andrea Grout at andrea@adkfoundation.org, or call 518-523-9904 if you have questions.

Q: Can I submit more than one application for this grant?

A: No, organizations may only submit one application per grant cycle for a given fund. If there are extenuating circumstances or if your organization has multiple independent departments, such as branches of government or schools, sometimes exceptions may apply. If you think your situation may apply, contact Andrea Grout at andrea@adkfoundation.org or call 518-523-9904 to discuss.

Q: I'm not the best with using a computer and am having trouble navigating the Online Grants Manager software. Can someone help walk me through it?

A: For step by step assistance with creating an account and the application process, view a video tutorial here: <https://www.adirondackfoundation.org/online-grants-manager>