

## **IMPORTANT: FREQUENTLY ASKED QUESTIONS & USEFUL TIPS!**

This page is prepared to assist in completing the application to the Alexandria Fund for Human Services – Community Partnership Fund or Children/Youth Fund. The questions and answers are based on experiences of other applicants. This information may answer questions you have and help you avoid similar problems or mistakes. Please visit this page often as new information may be added through April 11, 2013, the deadline for the AFHS Children and Youth Fund application.

**Question:** I saved my application, but why didn't I receive an email with the link so that I could continue working it?

**Answer:** Most likely this is a user error.

Please remember that you cannot save the application using the conventional methods to saving the document. You cannot click the save button under the *File* folder on your toolbar. To save and continue working on the application at another time, **click the *Save and Continue Later*** banner that appears beginning at the top of the second page of the application (as illustrated below).



See dialogue box below appears after you click on ***Save and Continue Later***.

A screenshot of a dialog box titled "Save and continue application later". The text inside reads: "Please supply an email address to save your progress. A unique link will be emailed to you that will allow you to return to your application." Below this, a note states: "This feature will only save data entered up to this page. To save the data entered on this page, use the save and continue feature on the next page." There are two input fields: "Email:" and "Verify Email:". To the right of the "Verify Email:" field are two buttons: a green "Save" button and a grey "Cancel" button.

This allows you to save data entered on the previous pages. You will be asked to supply an email address to save your progress. **Please double check the email address you enter for accuracy!** A unique link will be emailed to you that will allow you to return to your application.

**If you do not receive an email, check your *Junk Email folder*.** Some email programs have very sensitive filters that screen out unfamiliar email addresses and treat them as spam. Check there before panicking.

**Question:** I have several different files that I need to upload for one of the attachments. I noticed that you can only upload one file for each section. How do I handle this?

**Answer:** You are correct in noting that **each section will only allow you to upload one file.** In the instances where you have multiple documents that need to be uploaded for a particular section, **combine all of the files into one file.** Then **make a pdf of the one file.** You will then be able to upload the document in the appropriate place on the application.

**Question:** I uploaded a file to one of the places where attachments are to be included with the application. I later realized that I used the wrong attachment, so I deleted it. When I tried to upload the correct file, the online application browser for the attachment would not allow me to upload the file. What happened?

**Answer:** Unfortunately, this was a glitch we have found with the application software. The problem has since been addressed. However, if you experience a similar problem, you may have to start a new application. Do not try to upload the attachments until you are certain that you have the correct one.

This is one of the instances where having your proposal prepared in a separate word processing document can be helpful. If you have to start the process over, you will save time if you are able to cut and paste the information from your previously prepared word processing document.

**Question:** I saved the application using the *Save and Continue Later banner* and filled out my email address. However, only the first page is being saved! Am I missing something?

**Answer:** The SAVE banner shows up on every page starting on the second page. So if they have entered information as far as the third page then use the SAVE on the fourth page to cover all info they entered up to the third page. It appears that you may be using the SAVE on the second page thinking that it will save everything.

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**IMPORTANT TIP:** To avoid last minute hiccups, aim to complete and submit your application before the deadline!