

2018-19 CKCA Online Application Portal Guide

To Start a NEW Online Application

- Click on the link for the new application form you are interested in
- Log into (or create) your online account to access the application form
 - Supported internet browsers for PC or MAC: Internet Explorer 9, 10, 11 or Edge for Windows; Firefox or Chrome for Windows or Mac; Safari for Mac. See details on pg. 6 under "Browser Compatibility".

IMPORTANT: Late applications will not be accepted, regardless of the reason (computer problems, power outages, internet connectivity issues etc.), so plan to fill in and "SUBMIT" the application well in advance of the deadline. If you are "in progress" at deadline, you will be locked out of the application.

Creating your Online Account

- Each applicant must use only one online account with a unique e-mail address, so each applicant's applications are saved together in one account. This will allow easy access to your online application history. If you create multiple accounts using multiple e-mails, it will become very confusing for you to access your history/documents.
- Organizations who have different people applying for grants on behalf of the organization may wish to create one shared e-mail account to use just for grants, but someone will have to check it regularly, or have the contents forwarded to an account that is checked regularly.
- Note the e-mail / password used to create your account. Use this same e-mail / password to login to your account on the grant portal to access your online grant history / applications in progress.
- Add mail@grantapplication.com to your safe senders list to ensure you receive all system communications.

Accessing Your Online Account - once you create an account, you will be able to:

- Access your saved applications ("in progress/drafts" or "submitted"):
 - Log into your account at https://www.grantrequest.com/SID_2360/?SA=AM to access your saved drafts and your submitted requests; sign in and select "in progress" or "submitted" in the drop down
 - Do not use the new application form link on the website to access your saved drafts. If you use the application form link, it will create a new application each time you use it. If you keep entering through the application form link, you will end up with multiple copies of "draft/in progress" applications.
 - Select "in progress", to continue working on draft applications which have not been submitted and are still in draft form
 - Select "submitted", to view the applications that you have submitted. You cannot edit submitted applications.
 - To delete an application, select the garbage can next to it.

- **Submit Installment Request or Final Report Forms** for applications submitted online:
 - **Locate your required documents**, for example: *Installment Request Form* or *Final Report Form*. These were e-mailed to you along with your acceptance letter.
 - **Log into your account** at https://www.grantrequest.com/SID_2360/?SA=AM
 - **Select “submitted”** in the drop down box (lower L)
 - **Click on the application name**, then click “requirements” (upper R)
 - **Choose the appropriate requirement**. If the requirement is missing, email wkracassistant@telus.net to have it re-posted.

Application Form “How To”

- **Click on the “new application” link** on the website for the program you want (or see pg. 7)
- **Complete the “Eligibility Quiz”** and your application will open (if you are eligible to apply, based on your responses to the questions). This should occur only when you are starting a new application for the first time. If you are trying to access an application already in progress (and NOT start a new one), see “Accessing Your Online Account”.
- **When working on the application: always click the “SAVE” button at the bottom of the page** before closing or your work will not be saved.
- **You do not have to complete the application in one sitting**. To come back and work on the application later: **Click “SAVE”, and sign out**. You can then sign back into your account later to complete and submit it at a later time (directions below). Click “SAVE” regularly in case of computer or internet issues or power outage.
- **The application will not be submitted to the CKCA until you click the “SUBMIT” button**. When the application is sitting in your account as in “in progress” draft form, CKCA cannot see the application.

Contact Information

- **The e-mail address listed on your application form as the “organization e-mail” is used as your unique identifier**, so each applicant (whether individual or organization) must have a unique e-mail address. ***If you use the same e-mail address*** as the “organization e-mail” for ***different applicants*** (whether online or on paper applications), the accounts/records may be merged by the system when importing, possibly deleting important information.
 - **Organization Applicants:** When filling in an application for a legally registered organization, you **MUST** use the organization’s contact info (e-mail, phone, mailing address) in the fields listed as “Organization”. Do NOT use your personal information in these fields. You can use an alternate e-mail or your personal information in the “Request Contact” field **ONLY**, as these are a secondary contact.
 - **Individual Applicants:** When making an application, the system must also recognize you as an organization (use your legal first and last names) and as the contact for that organization (also this same legal name), so you will be asked to enter this exact same information into more than one field.
 - **Non-registered Group Applicants:** Individuals applying on behalf of a non-registered group or organization (for example: a community based art group, a group of musicians) should use their personal account / contact information, as the funding contract will generally be made out in the name of the individual, on behalf of the informal group, for the application in question.

Filling in the Form

To work directly in the application:

- **Fill in the application form**, by entering your data directly in the fields.
- **To navigate through the pages** use the buttons at the bottom or the tabs at the top of the page
- **Limit use of bullets, extra lines as spaces, and other formatting.** For point form, use a dash then enter your text.
- **“SAVE”** the application as **“in progress”** using the buttons at the bottom to come back and work on it later
- **To return to your application DO NOT use the new application form link on the website.** Log into your account here: https://www.grantrequest.com/SID_2360/?SA=AM If you use the new application form link, it will create a new application each time you use it.
- **Remember to “SUBMIT” the application prior to the application deadline.** If the application is open and you are working on it when the deadline cutoff occurs, the system will close it and will not allow submission past the deadline.

To print a paper copy of the questions

If you prefer to read through a print copy before entering your answers in the online form, or read through the questions then draft your answers in a word processing program to copy and paste into the online form fields:

- Open the application and select **“print friendly”** Note: the check box answers will not print off unless you select each of the boxes.
- You can then read the form, **draft your answers in a word processing program, then copy and paste** each answer into the appropriate field in the online application form.
- If copying and pasting from a word processing program, **limit your use of bullets, and other formatting.** Use a dash instead of bullets.

To e-mail a copy of the draft application

E-mail a copy to yourself or to someone else for review or discussion (very helpful if you are applying on behalf of an organization or group):

- Select **“e-mail draft”** Note: the check box answers will only print the ones that have been selected.

Attachments

- **Attachments are allowed** (as requested in the application) to a **MAX of 25 MB per application.** If you have large video/audio files it is better to provide a link online or a DVD/USB (see directions on the application).
- **If you have multiple documents** (such as letters of support) it is best to either scan or copy and paste to **combine them into one document** to upload.
- When attaching electronic files, use **PC compatible** file formats (.doc; .docx; .rtf; .pdf; .xls; .jpg; .tiff; .mp3; .mov; .wm; .wma; .wmv). We will not be able to open MAC only compatible files.

Budget Forms

IMPORTANT: It is strongly advised to **print off a copy and proof your budget / check your math** before you submit it with your application as unbalanced budgets will not be funded.

Non-Fillable: PDF format. Users will either need to:

- Print the form, fill it in by hand, and then scan it to save an electronic copy. If you have a smartphone or a tablet, there are many free/affordable scanning apps available to enable this process – you scan by opening the app and snapping a picture and a PDF is created. To transfer it from your mobile device you can e-mail it to yourself, open your e-mail on a computer, then save the attachment.
- Have Acrobat installed to open and fill in the form
- Use a PDF converter to convert the form into a format which is compatible with your software

Fillable: RTF Fillable & PDF fillable (PDF preferred) forms are available for download.

- **Choose a format and download it** (see directions below).
- **Do not** try to fill in the form using your browser window (see “NOTE” below).
 - **RTF Fillable** - is compatible with most word processing programs
 - **PDF Fillable** (preferred)- is compatible with Acrobat or Adobe Reader 11 (or newer) on most systems. Reader is free and available here:
<http://www.adobe.com/products/acrobat/readstep.html>
- **NOTE: Many internet browser settings default to opening the document (especially PDF forms) in their own viewer**, which may disable the ability to fill in the form.

Even if you are able to fill in the form using your browser viewer, it is **not generally recommended**. If you browse to other web pages in the same browser window that you are using to display the screen fillable form, you will lose all entered form data. This means you run the risk of accidentally deleting all of your entered form data by accidentally clicking on the “back or “forward” buttons on your browser. If you cannot enter spaces when typing in the budget descriptions: type all text first, then click and enter spaces at the end.

To download and use fillable RTF forms:

- **Right click** on the link and “**Save Target As**” (in IE) or “**Save Link As**” (in Firefox) and save the document to your computer. Save it in a folder that you can easily locate, or save to the “desktop”.
- Minimize (-) or exit (x) your browser window.
- Once saved, open the program you want to use to fill in the form, for example: Microsoft Word.
- Click on “file” then “open”, then locate the form you just saved. Click to open.
- **Test it:** fill in a bit of text and numbers, then save again. Re-open to make sure it is saving the data you entered and is working properly on your system before you complete the entire form.

To download and use fillable PDF forms:

- Ensure you have a recent version of Acrobat Reader installed
 - Early versions of Acrobat Reader may not be able to save the data you filled in
 - Saving and then opening in some older versions of Acrobat Reader may disable the fillable fields – downloading a more recent version of reader may correct this issue.

Directions to save, then open the PDF offline in Adobe:

- **Save the Form Without Viewing:** right-click on the hyperlinked form title, select “Save Target As” or “Save Link As” and save the blank form to the computer directory or folder of your choice. Open Adobe Reader, then select the form file to open it.

OR

- **View the Form, fill in, then Save:** double-click on the hyperlinked form title. With Adobe Reader installed on your computer:
 - In **IE**, the form will usually open within your browser displayed by the Adobe Reader software (this depends on the internet browser settings on your computer). To save the form to your computer, click on the small disk icon that appears in the upper left hand corner of the gray Adobe Reader frame and select the directory or folder of your choice.
 - In **Firefox** if it opens in the browser viewer (no gray toolbar) click the icon in the upper R of the screen that is a page with an arrow in it. You can then either choose to save the file or open in Adobe Reader.
 - In **Chrome** you can often fill in the form using the browser, but if you then try to save, it may only save the blank original form (and not the text you entered). You can try print to PDF (if you have that installed on your computer) or print a hard copy then scan it. Or instead just save the form without viewing (as recommended above).
- **Once saved**, you can then open the Acrobat Reader program, click on file/open and locate the form saved on your computer. Then you can fill out the form in Acrobat Reader independently from your browser or your Internet connection.
- **Test it:** fill in a bit of text and numbers, then save again. Re-open to make sure it is saving the data you entered and is working properly on your system before you complete the entire form.
- When filling in, you can tab through the fields in order to fill in to ensure you do not miss any.
- **If you are having problems downloading/saving the fillable PDF form**, either use the RTF form or you can email wkracassistant@telus.net and request a fillable PDF by e-mail– please indicate which Grant Program Budget Form you require (sometimes this workaround is effective as it is easier to open the PDF in Acrobat Reader instead of in your browser software).

How to Submit the Completed Application

- **Late applications will not be accepted, regardless of the reason** (computer problems, power outages, internet connectivity issues etc.), so plan to fill in and “SUBMIT” the application well in advance of the deadline.
- **When your application is complete:** you must click the “SUBMIT” button, and submit the application before the deadline.
- Once you “SUBMIT” successfully you will receive a confirmation e-mail (sent to your online account e-mail) with a copy of your application.
- If you do not see the e-mail in your inbox, check your “junk” or “promotions” folders. Add **mail@grantapplication.com** to your safe senders list in your e-mail program to ensure you receive all system communications.
- If you still do not see the confirmation e-mail, log out and log back in to your online account – if the draft is still “in progress” then re-submit.

Browser Compatibility for the Online Application Portal

Supported Browsers (latest versions preferred) for PC or Mac:

- Internet Explorer 9, 10, 11 for Windows
- Edge for Windows
- Mozilla Firefox for Windows or Mac (v 45 or later)
- Chrome for Windows or Mac
- Safari for Mac

Issues Common to All Browsers

- Viewing is best using a resolution of 1680 x 1050 or larger. Lower resolutions may require use of full screen mode (F11) to access some buttons or fields.
- **Custom modifications** to the default browser settings may cause compatibility issues.
 - **Zoom** levels (more than 100%) may cause loss of scroll bars.
 - If your browser blocks all cookies, you may experience problems logging in.

Known Browser Issues

Internet Explorer

If using IE and your computer is blocking the site, please use following steps: Setup/Verify Pop-up and Security Settings

- Go to Tools > Pop-up Blocker > Pop-up Blocker Settings.
- Add the Online Applications site to the list of Allowed Sites in your Pop-up Blocker:
<https://www.grantrequest.com>
- Click Close.
- Go to Tools > Internet Options > Security tab.
- Click Trusted Sites and then click the Sites button.
- Add the Online Applications site: *<https://www.grantrequest.com>*

Firefox

Scrolling may not be available In Firefox for Windows: When using Firefox, you may encounter scrolling issues depending on which version of Firefox you are using.

- Screens may not display horizontal and vertical scroll bars.
- If scroll bars are present, the scroll wheel on your mouse may not work.

Workaround: As an alternative, use the arrow keys to navigate the website. If scroll bars are displayed, you can click and drag the scroll bar to move through the page. If the issue persists, it is recommended to use IE.

Online application links:

To create a NEW application

Minor Capital Arts	https://www.grantrequest.com/SID_2360?SA=SNA&FID=35023
Touring	https://www.grantrequest.com/SID_2360?SA=SNA&FID=35022
Mentoring & Master Classes	https://www.grantrequest.com/SID_2360?SA=SNA&FID=35029
Org Development	https://www.GrantRequest.com/SID_2360?SA=SNA&FID=35026
Arts Evolution	https://www.grantrequest.com/SID_2360?SA=SNA&FID=35010

Online account link:

To edit a saved draft application & to view applications previously submitted online

https://www.GrantRequest.com/SID_2360?SA=AM

CKCA online application submission limits

When an applicant submits their application through the CKCA online application portal, then:

- a) The online application must be “submitted” by the applicant before the deadline. The application is deemed to have been received at the date/time stamped/tagged by CKCA online application system; and
- b) The applicant assumes the entire risk that the application submission is received by the addressee and is complete, including the risk that the CKCA’s system will not properly receive the submission and any attachments before the application deadline. The CKCA’s inability to receive an online application, or online application attachment, or open an online application attachment, for any reason, shall not constitute an exception to the mandatory requirement to submit application by the stated deadline, and the CKCA assumes no risk or responsibility that any online application will be received.

Questions? Contact the CKCA at: 1-250-505-5505, 1-877-505-7355 or wkracassistant@telus.net