



A User's Guide to EHF's Online Application Process

Thank you so much for applying to the Episcopal Health Foundation. Below you will find tips and instructions that we hope will be helpful as you move through the process. Please read these instructions and the application itself before you begin the process. You are always welcome to email grants@episcopalhealth.org if you have questions.

Helpful Resources

We encourage you to read all information available on EHF's website before applying. Please pay particular attention to the Grant Guidance and EHF Strategic Plan.

To Start a NEW Online Letter of Inquiry (LOI)

- 1. Click on the link for the LOI form in the 'Grantmaking' section of the EHF website.**
- 2. 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 under "Browser Compatibility for the Online Application Portal" at the end of this document.*
- 3. If your LOI is approved, you will receive an invitation e-mail including a link to the application form. The application is due by the deadline corresponding to your selected Goal.**

IMPORTANT: Late LOIs/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 LOI/application well in advance of the deadline. If you are "in progress" at deadline, you will be locked out of the LOI/application.

If you are a first-time applicant to EHF, you will need to create your online account.

- 1. Click on the link for the LOI form in the 'Grantmaking' section of the EHF website.**
- 2. Follow the instructions to create a new online account.**
 - *Each applicant must use only one online account, 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.*
- 3. 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 / LOIs and applications in progress.
 - 4. Add mail@grantapplication.com to your safe senders list to ensure you receive all system communications.**
What do I do if I forgot my password or need to reset it?

QUESTION: *What do I do if I forgot my password or need to reset it?*

ANSWER: The online system provides an option to reset a password. If you are a returning applicant/grantee and have forgotten or want to change your password, enter the email address used to set-up your existing account. The system will verify the address and will e-mail you instructions to create a new password.

You can also update your email or password on the MyAccount site. Log into your account, and click on the 'Change E-mail/Password' link in the upper left. Then fill in the appropriate fields and click 'Update'. **NOTE:** The current password is required to make the update.

QUESTION: *Whom do I contact for technical support with the online LOI/application?*

ANSWER: If you are working in the online application when you encounter a problem, please look for the 'Contact' tab and click there. Otherwise, please email grants@episcopalhealth.org.

Once you have created your online account, you will be able to:

- 1. Access your saved LOIs/applications ("in progress / drafts or submitted"):**
 - **Log into your account at** https://www.GrantRequest.com/SID_297?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 LOI/application form link** to access your saved drafts. If you use the new LOI/application form link, it will create a new LOI/application each time you use it. If you keep entering through the LOI/application form link, you will end up with multiple copies of "draft/in progress" applications.
 - **Select "in progress"**, to continue working on draft LOIs/applications which have not been submitted and are still in draft form
 - **Select "submitted"**, to view the LOIs/applications that you have submitted. You cannot edit submitted LOIs/applications.
 - **To delete an LOI/application**, select the garbage can next to it.

2. Submit Interim and Final Report Forms for grants in progress:

- **Log into your account at**
https://www.GrantRequest.com/SID_297?SA=AM
- **Click the "Requirements" tab** on the top left (next to "Applications")
- **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 rlanting@episcopalhealth.org to have it re-posted.

When working on an application, please remember:

- **Always click the "SAVE" button at the bottom of the page** before closing, or your work will not be saved.
- **Your session will timeout after an hour if you haven't been active (entering data) in the system.** Unsaved work will be lost if this occurs, so save your work frequently.
- **The LOI and application forms have word limits.** You will see a running tally of words entered in each word-limited field at the bottom of those fields. The system will NOT stop you from entering more than the allowed number of words as you complete the LOI/application. However, when you try to submit your LOI/application, the system will not accept the submission until all answers conform to the word limits.
- **You do not have to complete the LOI/application in one sitting.** To come back and work on the LOI/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 LOI/application will not be submitted until you click the "SUBMIT" button.** When the LOI/application is sitting in your account in "in progress" draft form, EHF staff cannot see the application.
- **If you stop working on an LOI/application, DO NOT use the new LOI/application form link to return to it.**
 1. Log into your account here:
https://www.GrantRequest.com/SID_297?SA=AM
 2. If you click the new LOI/application form link, it will create a new application each time you use it.
- **You can print a copy of the LOI/application prior to working in or submitting it.**
 1. Open the LOI/application and click "**printer-friendly version**" link on the top right of the page.
 2. Many applicants find it easier to draft your answers in a word processing program then copy and paste each answer into the appropriate field in the online LOI/application form.
 3. If copying and pasting from a word processing program, **avoid using bullets and other formatting.** Use a dash instead of bullets.
- **You can e-mail a copy of the draft application to yourself or others for review prior to submitting.**

1. Click "**e-mail draft**" link on the top right of the page.
- **Attachments are allowed** (as requested in the application) **to a maximum of 25 MB per application.**
 1. **If you have large video/audio files** it is better to provide a link to it online.
 2. **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.
 3. 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.
- **When your LOI/application is complete: you must click the "SUBMIT" button, and submit the LOI/application before the deadline.**
 1. Once you submit successfully, you will receive a confirmation e-mail (sent to the e-mail address associated with your online account) with a copy of your application.
 2. If you do not see the confirmation e-mail in your inbox, check your "junk" or "promotions" folders.
 3. Add mail@grantapplication.com to your safe senders list in your e-mail program to ensure you receive all system communications.
 4. 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
- 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
 1. Go to Tools > Pop-up Blocker > Pop-up Blocker Settings.
 2. Add the Online Applications site to the list of Allowed Sites in your Pop-up Blocker: <https://www.grantrequest.com>

3. Click Close.
4. Go to Tools > Internet Options > Security tab.
5. Click Trusted Sites and then click the Sites button.
6. 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 Internet Explorer.