

# Tips for Using Grants Online (GO)

## Missouri Arts Council

This guide is divided into three sections:

- Getting Started
- Application Tips (pg. 3)
- Submission Tips (pg. 6)

## Getting Started

### Icons



Link to FormSet (Application)



View Support material



Download Support Material



Print FormSet (Application)

### Internet and Mail

In order to apply to programs using GO™ grant system, you must use a computer that has broadband internet access. You must have an email address to use the GO™ grant system. If you do not have an email address, open a free account such as Gmail, Yahoo, or Hotmail.

### Hardware

To access the GO™ grant system, you will need a computer. You are not required to have a printer, but you are advised to print a copy of your application(s).

### Software

You don't need any special software to access the GO™ grant system. The GO™ grant system works best with the most recent versions of [Chrome](#), [Mozilla Firefox](#), and [Safari](#).

### Operating System

GO™ advises that you use Windows XP or later for PCs. For Macintosh users, use MacOS X or later. To check the operating system you have on a PC, right-click on My Computer (usually found on the desktop). A System Properties window will appear. Under the General tab, you will find the operating system for your computer. On a Mac, go to the Apple menu and select About This Mac.

### Cookies & Temporary Files

Cookies must be enabled to work with the GO™ grant system. A cookie is a small file that a website temporarily stores on your hard disk. The GO™ grant system cookie logs which application you wish to access so your Internet browser can save and display your application information correctly. When you log off the GO™ grant system, that cookie is automatically deleted. The GO™ grant system requires cookies. If you have disabled cookies in your browser, you must enable them prior to the application process for unimpeded access to the system.

Temporary files can be useful when you want to store information on a website. You may want to delete these temporary files when you use the GO™ grant system if outdated information appears in your application. To clear temporary files and/or enable cookies for the following browsers:

### Chrome 15.0

1. In the browser bar, enter: `chrome://settings/clearBrowserData` [You can also get there via the toolbar: Chrome > Preferences > then select "Under the Hood" from the menu on the left.]
2. Select the items you want to clear (e.g., *Clear Browsing History*, *Clear Download History*, *Empty the Cache*, *Delete Cookies*, and other site and plug-in data). You can choose the period of time for which you want to clear cached information from the *Obliterate the following items* from drop-down menu. To clear your entire cache, select the beginning of time.
3. Click *Clear Browsing Data*.

### Firefox 3.5 and above for Windows

1. From the *Tools* menu, select *Clear Recent History*.
2. From the *Time Range to Clear* drop-down menu, select the desired range; to clear your entire cache, select *Everything*.
3. Click the down arrow next to *Details* to choose what history elements to clear (e.g., check *Cookies* to clear cookies). Click *Clear Now*.

### Firefox 8 for Mac OS X

1. In Firefox, from the *Tools* menu, select *Clear Recent History*.
2. Select the elements you want to clear (e.g., *Browsing & Download History*, *Cache*, *Cookies*), and then click *Clear Private Data Now*.
3. If the *Clear Recent History* option is suppressed (i.e. you cannot select it) that means that your Internet options are set to *Never Save Browsing History*.

### Safari 5.0

1. From the Safari menu, select *Reset Safari*.
2. From the menu, select the items you want to reset, then click *Reset*. As of Safari 5.1, *Remove All Website Data* includes both cookies and cache.

### Internet Explorer 8 and above

1. From the *Tools* menu in the upper right, select *Safety > Delete Browsing History*.
2. Deselect *Preserve Favorites website data*, and select *Temporary Internet Files, Cookies, and History*.
3. Click *Delete*.

## **Signing Up for a Profile**

Consult the [Quick Start Guide to Online Profiles](#).

## **Problems with Your Username or Password?**

If your login is not working, make sure that

- There are no additional spaces at the end of the login name.
- You have spelled your username and password correctly.
- It is case sensitive, so make sure your CAPS LOCK is off.
- Make sure you have the right user name and password combination.

If you forgot your password click on the 'forgot your password?' You will be asked for your user name and email so you can reset your password. Make sure you follow the password format conventions: at least 8 characters long and contain an uppercase letter, lowercase letter, number, and symbol/special character ~ ! @ # \$ % ^ & ( ) \_ - = { } \*

## **Saving Your Work**

The system will auto-save at regular intervals. It is still advised to click **Save** when done.

## **Return to Saved Work**

Return to your saved work by logging in, select **Dashboard**, select **My Data**, and select the blue icon to the right of the application to open the FormSet (application).

## Lost Data

If you return to your application or go to another section and you cannot see any data, the issue might be one of the following:

- Your computer may have cached an older version of the page, meaning that your computer saved a snapshot of the page and it has not yet been updated. You can update the page manually by holding down the "Shift" button on your keyboard while clicking the "Refresh" or "Reload" button in your browser. This action forces the system to retrieve data that was saved successfully in the database and bring it back to the text boxes in the application.
- You are not logged in to the system. If your Internet connection is disrupted, the system will automatically log you out when you attempt to save work, preview the page, or move to another section of your application. If this is the problem, return to the [Home Page](#) and log in to the system, then return to the page where you left off. If you saved your work, the data will reappear.
- You have blocked cookies. GO™ grant system requires cookies. If your cookies are blocked, you must unblock them in order to allow access to application content. If you have purchased software that specifically blocks cookies, you must disable this software in order to allow cookies for the GO™ grant system to work correctly. Please refer to the Cookies section for instructions to allow cookies.

## Pop-Up Windows

Pop-up windows, including online help, provide supplemental information for the user. Many users disable these windows to avoid unwanted advertisements. Disabling pop-up windows will block the GO™ grant system from performing properly. You must allow child windows to appear in order to use the GO™ grant system successfully. If you have installed pop-up blocker software, spyware with pop-up blocking features, or additional toolbars with blocking capabilities, you must disable these features and allow child windows. When working in a child window during the application process, you can close the windows when you have finished and return to the application. To do so, close the window by clicking on the **X** in the upper right hand corner of the child window (upper left hand corner for MAC users).

## Word Count

There is a limit to the number of characters you may enter in any field. The character count in the GO™ grant system includes spaces and punctuation. Be aware that any text that is submitted beyond the character limit will not be visible to the panelist.

You are not required to completely use the available space. Panelists prefer succinct but complete answers over lengthy ones. Complete and clear answers are best. Panelists have told us that applications that are easy to read and easy to understand are easy to fund.

Troubleshooting: Sometimes when you cut and paste from word processing document to the grant system, the grant system "reads" the text at a higher character count. Unfortunately, we don't know entirely the reason for this phenomenon. Erase the text and then paste the information, using the plain text paste option.

## File Uploads

Grants Online allows users to upload files ranging from images, audio, video, and documents. All of your files will be stored in the cloud with instant streaming for videos and audio files.

## Application Tips

### Navigation

Navigate the application by hovering the cursor over the table of contents and selecting a page. The current page will be highlighted with a blue box.

## Summary Budget

The system will automatically calculate the totals as you enter data on the demographic and budget pages. However, you need to make sure the total income and expenses are equal.

## Attachments

### Uploading Files

1. Navigate to your application by selecting **Dashboard, then My Data**, and select the appropriate application.
2. Select the first blue icon, link to formset (application).
3. Hover your mouse over Table of Contents, select Attachments and Support Material.
4. Check the boxes next to the required and applicable attachments you will upload.
5. Scroll to bottom of page and click on the **Upload** button to upload new files.
6. Provide a title and description for each document or sample uploaded into the system.
7. Click on **Browse** to locate the file on your computer, upload, and then click **Submit**.
8. The files you have just uploaded should appear on the Attachment and Support Material section.
9. To change the order of your files, click and drag each individual file. To edit your file, hover your mouse over the file and click on the pencil icon.
10. Click on the **Save** button located at the bottom of the Attachment and Support Material page after you have uploaded all of your files.

### File Formats

Please use .pdf file format, except for the board list which must be an Excel spreadsheet (xls and xlsx). Alternative file formats include: .doc and .docx. For support material, you may use MP3 (audio), .jpg (images), and MP4 (videos).

Additional Notes on Video:

- Videos must be greater than or equal to 480x360 resolution and 12 frames per second.
- The final file size of the video file will be less than the original file size. The system will create three versions of the video to be streamed for slow, normal, and fast internet connections.
- See also Video Help on page 6.

### Uploading Features

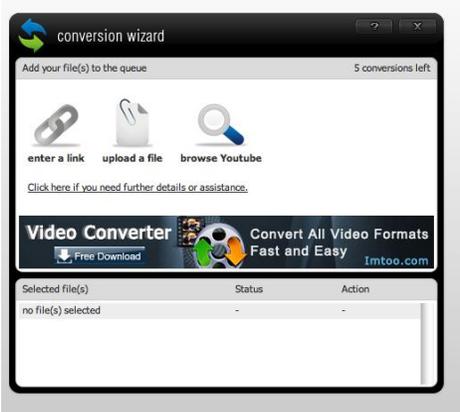
- File Title and Description: Each file upload requires a Title. The description is optional.
- Order Files: Users can order their files for slideshow playback by dragging and dropping thumbnails into the desired order from left to right.
- Folders: Each application has a folder for attachments.
- Folder Requirements: Every folder will have specific requirements that will determine whether the folder can contain documents, images, video, or audio. Each file type will have maximum # of files that can be uploaded and maximum file size. Users can edit their folders (by adding or deleting files) after the folder is assigned as long as they abide by the folder requirements.
- Copy: Users can copy files from folder to folder.
- Download: Every file type can be downloaded by clicking on the file name to download the file. The user will be prompted to Open or Save the file. This will be the same for all file types. If the user chooses to open the file, the user must have the appropriate third party software, browser configurations, or plugins to support opening the file type.
- View: Only applicable for video and audio files. The system has an integrated player that allows the user to view the file in the browser without downloading or using third party players. Video files are streamed back in three different resolutions depending on the user's internet speed. Images and documents may open within the browser depending on if the user has the appropriate third party software, browser configurations, or plugins to support opening that file type.
- Thumbnail: Each file will display as a thumbnail in the folder. Depending on the file type the thumbnail will either be a file icon or thumbnail. Clicking on the thumbnail will allow you to view details about the file, download, or view it.

## Video Help

When videos do not meet the minimum requirements the user may need to change the file type or increase the video's resolution. Media Converter provides these tools as a free online service. Mediaconverter.org is a third party web application and as such, we cannot provide technical support for issues related to its functionality. We only recommend it as a free solution for converting your videos. **Instructions for Converting your video using mediaconverter.org:**

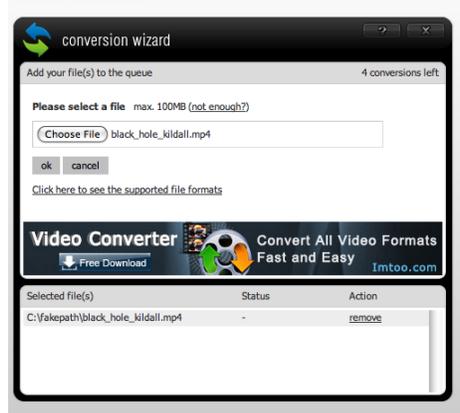
1. Click **upload a file** to upload your video/audio. (Only pay attention to the black box, you will not use any other area on the site.)

media converter



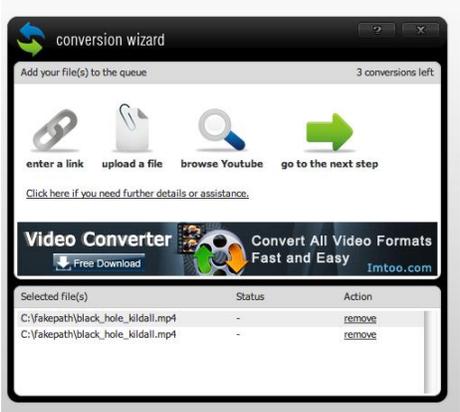
2. Click Choose file and select your video file from your computer. Make sure your file is a supported file format. Click Ok

media converter

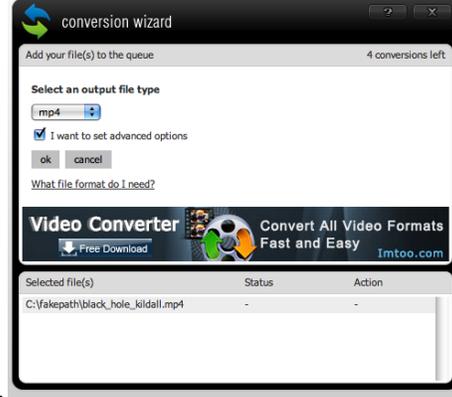


3. Click the green arrow, Go to the next step.

media converter



4. Select **.mp4** from the dropdown and check the box **I want to set advanced options**. Click **OK**



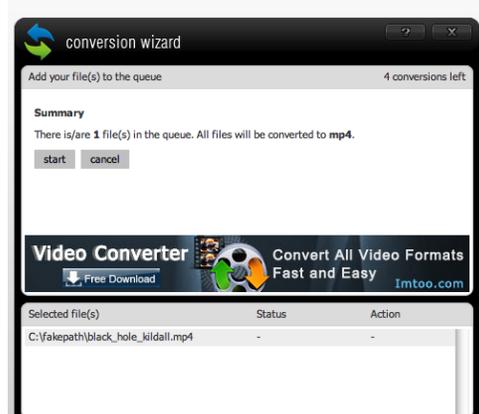
5. Under Set additional options, you only need to change the **Resolution** to at least **480x360**. Click Ok.

media converter



6. Click start to begin converting your file. This may take some time depending on the website's traffic.

media converter



7. You will see **Download** under Action. Click to download your converted file. Select where to save.

## Submission Tips

### Review

Once you have completed the application, have others review it. Once they read it, they should be able to tell you what your project is, what you want funding for, and why you should get funded. Complete the compliance statement with the name of the authorizing official and the submitter. This may be the same person. Your electronic signature is legally binding.

### Printing an Application

Before submitting your grant application, make sure that you have fully reviewed the data. Make sure that there is no spelling or text errors and that all the information has been completed and entered. Make any corrections necessary in the online application and save your work. Then save a copy for backup. You may print your application by going to My Forms, My Grants and select the Print Formset Icon, the document will come up, select Print. You can also download a pdf of the application by selecting the pdf icon.

### Draft Review

Your program specialist is available to review drafts (including application, attachments, and support material) and provide feedback to improve your application. They will review applications in the order received, for completion of answers, appropriate responses, alignment with budget, adequate and support material. The draft doesn't have to be complete. The review is for informational purposes only and changes aren't required. The final submission is the applicant's responsibility.

Do not use the "Submit" button. Instead, email your program specialist that your application is ready for review. Deadline is the last Monday in January.

### Final Submission

The final deadline is the last Monday in February. After you complete the Compliance section, press the **Save and Validate** button to go to the last section. In this section, the grant system will validate each section by determining if you have answered all of the required questions. Sometimes, it will flag answers that aren't provided in the proper format. The system won't let you submit the application until all sections are "Valid."

Once all sections are Valid, you must press the **Submit** button at the bottom of the page. A confirmation email will be sent to the contact person listed in your organization profile. Contact your Program Specialist if you do not receive this email or if you don't see the following clues that your application has been successfully submitted:

1. When looking at **My Data** on the **Dashboard**, the status bar will be green and say "Received" (versus the blue "In Progress" status bar).
2. When looking at **My Data** on the **Dashboard**, the message next to your application will say: "🔒 Sorry, you cannot modify this formset after it has been submitted."
3. When you click on the application icon, you will see two icons in the upper-left corner: a green "Received" flag, and red "Read-only" icon.

After you submit the application, you will not be able to make any changes to it. You will be able to download a .pdf version of your application at any time. If you accidentally submit your application, please call your [Program Specialist](#) to assist you.

### What happens next?

Your Program Specialist reviews the applications for completeness and prepares it for review by the Advisory Panel in May. The MAC board approves the budget and awards at the June meeting.