

Online Grants System FAQs

Below are a few questions that we think may be helpful, if you feel like we are missing one let us know and we will add it!

1. Which browser would be most compatible with the Online Grants System?

- For the best user experience when applying for a grant, we recommend using Google Chrome 14 or higher, Firefox 9 or higher, or Safari 4 or higher. It is fine to use Internet Explorer, but you may encounter some minor technical issues.

2. How do I upload files to my application?

- 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. If you need to add more than one please contact Walker Area Community Foundation staff for additional help.*

4. What is the maximum size file upload?

- 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.

5. How do I delete a file that I have uploaded to the application?

- 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.

6. Can I upload more than one file upload per category? 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.

7. Why am I having trouble uploading my file?

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

1. **File names** – Remove extra periods or replace them with a dash or underscore characters.
2. **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.