

# Minnesota State Arts Board

## WebGrants frequently asked questions (FAQ).

April 5, 2016

Be sure to view the WebGrants tutorials that are on the Arts Board Web site. They provide helpful information about registering in WebGrants and learning to use the system.

While the FAQ mostly references "applications," the same topics apply to other form types, like contract amendments, final reports, statistical updates, etc.

### FAQ Topics

#### Registration

- [When do I register in WebGrants?](#)
- [Can I register a colleague in WebGrants?](#)
- [Can I remove a user from our organization?](#)
- [What is my user ID and password? I forgot.](#)

#### Editing Forms

- [Can I edit a form that is marked "complete?"](#)
- [How do I attach a file? And where?](#)
- [How do I update an attachment?](#)
- [Can I see all questions in the application at once?](#)
- [Can my colleagues help me complete an application?](#)
- [Who can edit an application?](#)
- [Can I delete an application?](#)
- [Can access be restricted by form?](#)
- [How do signatures work?](#)
- [Can I copy and paste from a word processor?](#)
- [Why is there a character count error when pasting text?](#)
- [I can't save because all fields are required!](#)
- [Can I correct or replace a submitted application?](#)
- [The system won't let me submit my application!](#)

#### Miscellaneous Topics

- [Did you receive my application?](#)
- [Where's my final report?](#)
- [Is the 4:30 application deadline firm?](#)
- [My question isn't in this FAQ. Help!](#)

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**Q: When do I need to register in WebGrants?**

A: There are several answers to this question:

- The Arts Board started using the WebGrants system for FY 2014 applications and grants. If your last application was for a FY 2013 (or earlier) grant, you will need to register in the Arts Board's new WebGrants system.
- A WebGrants registration doesn't expire. There is no need to register annually or for each application.
- A WebGrants "Person" registration can be for an individual artist or for a person acting on behalf of an organization.
- A person who applies on behalf of an organization as well as on their own behalf (individual artist) can use the same registration in WebGrants. When starting an application, WebGrants asks for an organization name. In the list, select the organization name or "Apply as Individual."
- A person can be associated with multiple organizations. An example is a consulting grant writer. However, if the grant writer has different personal contact information for the different organizations represented, then it is a good idea for the grant writer to have more than one WebGrants registration. An example would be needing one phone number and mailing address at the client XYZ Dance and another number for ABC Art Center.

[Back to Top](#)

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**Q: Can I register my colleagues in WebGrants?**

A: Yes. A contact person for an organization can register colleagues as users in the Arts Board's WebGrants system. These newly created users can log into WebGrants right away; their registration will not have to go through the Arts Board approval process. Here is how to register your colleagues:

- Log in to WebGrants.
- From the WebGrants main menu, click "My Profile." A contact person for an organization will have the associated organization(s) listed in the Associated Organization section toward the bottom of the form.
- Click on the name of the associated organization. Registered WebGrants users associated with the organization are listed in the Registered Users section toward the bottom of the screen.
- Click the ADD button in the Registered User section.
- Complete the information for the additional contact person in the same manner as for your own initial registration.
- Click the SAVE button. An email will be sent to the new contact person with a user ID and password.

[Back to Top](#)

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**Q: Can I disassociate a user from our organization, for example, if an employee resigns?**

A: Yes. Here are the steps:

- Log in to WebGrants.

- Select My Profile.
- Scroll down to the bottom of the screen and click on the blue organization name. This will bring up organization information.
- Again, scroll down to the bottom of the screen. There will be a list of registered users.
- Look for the person to be removed. Click on the blue Remove on the far right of their row of information. You'll be prompted to verify the removal

[Back to Top](#)

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## Q. What is my user ID and password? I forgot.

A: Here are steps to recover your user ID and password:

1. At the [Arts Board WebGrants log in screen](#), click "Forgot User ID?"
  - Type in the e-mail address you used to register in WebGrants. An e-mail will be sent to the e-mail address containing your user ID.
2. If you forgot your password, at the WebGrants log in screen, click on "Forgot Password?"
  - Type in your user ID.
  - Type in the e-mail address you used to register in WebGrants. An e-mail will be sent to the e-mail address containing your user ID and password.
3. If the first two steps didn't work, send an e-mail to the [Arts Board Help Desk](#).

[Back to Top](#)

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## Q: Can I edit a form that is marked "complete?"

A: Yes. You can edit any form, even ones that are marked complete, up to the time you submit the application.

[Back to Top](#)

---

## Q: How do I attach a file? And where?

A: WebGrants screen forms operate in two modes: Edit and View. Edit mode is when you can enter data into fields on the form. The Save button will be highlighted. View mode displays data that has been stored in the WebGrants database. The Edit button will be highlighted (in most cases). **Attachments are made in *Edit mode*.**

Attachment field appearance differs from one internet browser to the next; but they all operate the same way. The attachment could be a gray bar with a Browse button to its right. There could be text mentioning "No file chosen" or "No file selected. In any browser, click the button to the right of the attachment filed name. Your operating system will guide you through the process of attaching a file.

Click Save. When the save is complete, and the form in in View mode, you'll see the file name in bold blue letters. This is a link to your attached file. Click on the file name to open the attachment.

Attaching large files can take a long time. Be patient. Stretch. Get a cup of coffee.

[Back to Top](#)

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**Q: How do I update an attachment?**

A: You will have to delete the attachment from WebGrants, then update and attach the revised document.

For single file attachments:

- Open the form with the attachment needing updating.
- Click Edit (in a drop-down list, the form will open in Edit mode).
- Click the Delete (red X) icon.
- Click OK.
- Click the "Browse" or "Attach File" button. Your operating system will guide you through select the revised file to attach.
- Click Save.

For named attachments (rarely used):

- Click the recycle bin icon in the Delete column.
- Click OK to answer the "are you sure" question.
- Click on the name of the attachment to attach the corrected document.

[Back to Top](#)

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**Q: Can I get a list of all the questions in the application?**

A: Yes. Go the list of application forms. It should be the first thing you see after creating an application and completing the general information form.

Click the APPLICATION DETAILS button. It will create an on-screen report of your entire application, showing all of the questions you will be asked and all the information you will need to gather. On this screen, click PRINT TO PDF to create a PDF file of this report, which you can save and print out.

This report will not include any spreadsheet templates that you will need to fill out. If these spreadsheets are needed for your application, they can be accessed on the Funding Opportunity page for the grant program.

[Back to Top](#)

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**Q: Can my colleagues help me complete an application?**

A: Yes. More than one person from an organization can work on the same application. However, only one person at a time should work on a form. If two people work on a form at the same time, one's edits will overwrite the other's work.

[Back to Top](#)

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## **Q: Who can edit an application?**

A: Permission to edit an application is set in the General Information form. This is the form that must be filled out when starting a new application in WebGrants.

- The Primary Contact is the only person who can edit everything in an application, including the General Information form.
- The Additional Contact(s) can edit everything except the General Information form.

The Additional Contacts field is a multi-select drop-down. To select one person as an additional contact:

- Click the name of the person to be the additional contact for the application.
- Click Save.
- Verify that the person's name is in the Additional Contacts field.

To select more than one person as additional contacts:

- Hold down the Control key.
- Click the name of each person who should have access to the application.
- Click Save.
- Verify that the persons' names are in the Additional Contacts field.

[Back to Top](#)

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## **Q: Can I delete an application?**

A: No. An application can be withdrawn, but not fully deleted. A withdrawn application is placed into archived status, and can be viewed in "My Applications" by clicking on the Archived Applications button. No further work can be done on a withdrawn application, but it can be the basis of a new application. It will not be viewed by Arts Board staff.

[Back to Top](#)

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## **Q: Can access be restricted by form? Can I limit which forms my colleagues can work on? For example, I'd like the development director to access financial forms only.**

A: No. The only limitation on editing WebGrants forms is that the Primary Contact is the sole person who can edit the General Information form. It is not possible to set up any other limitations.

[Back to Top](#)

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## **Q: How do signatures on an application work?**

A: One or two authorizing official(s) must "sign" the application on the certifications page. The authorizing official is someone who can act for the applicant in legal matters. When an individual is the applicant, the individual is the authorizing official. The signature name is selected from a drop-down list of people associated with the applicant

organization who are registered in the Arts Board's WebGrants system. Two signatures are needed for organizational support grants; one signature is needed for project grants. If the name of the authorizing official is not in the drop-down list, follow the instructions here: [Register colleague in WebGrants?](#).

[Back to Top](#)

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**Q: Can I compose lengthy answers in a word processor, then copy and paste them into the application?**

A: Yes. Using this approach has several advantages.

- You'll be working in the tool you are most comfortable with.
- Rich text narrative fields in WebGrants are a fixed size. You'll be able to see more of your answer on the screen at one time when you are working in a word processor.
- You will not have to use placeholders in narrative fields when you save your work in WebGrants.
- You will have a backup of your reply that will remain on your computer.
- You can check the character count in your word processor before pasting into WebGrants. WebGrants checks character counts, including spaces; but it does not display a character count.

[Back to Top](#)

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**Q: I used a word processor to compose a statement to paste into a WebGrants narrative field. My word processor tells me that the character count is less than the maximum characters that can be entered in the field. When I copy and paste the statement into the field, and click Save, WebGrants tells that I have entered too many characters. What's up? What should I do?**

A: WebGrants counts spaces when checking the length of a text entry. Also, word processors use a lot of hidden formatting characters that can't be seen on the screen, and are not counted in the word processor's character count. When text is copied from a word processor and pasted into a WebGrants narrative field, all of the formatting characters come with it. These ARE counted in WebGrants.

The first thing to try is to paste the copied statement as plain text (which will remove formatting). You can use a keystroke shortcut to do this.

On a **Windows** computer, hit the **Control+Shift+V** keys at the same time.

On a **Mac** computer, hit the **Shift+Option+Command+V** keys.

If this didn't work, read on.

In WebGrants, narrative fields, also called rich text fields, are the fixed-size fields with a row of icons across the top field when the field is open for editing. These fields work like a mini word processor, and their behavior varies slightly from one Web browser to the next. If you received the "too many characters" error message, try these steps:

- Click the Back button on the menu bar at the top of the screen. This will take you out of edit mode and clear the contents that you just entered.
- Click the Edit button to re-open the form in edit mode.
- There are several icons across the top of the narrative field. Click the one toward the right that is a clipboard with a "T" on it. This will set the narrative field to accept

your statement as plain text. All of the formatting characters will be taken out of the text as it is pasted into the narrative field.

- Copy the text in your word processor.
- Paste the text into the narrative field. (If you see a box that says "Paste from Word," paste the text into this box and click the Insert button. This does not happen in all browsers.)
- Click Save.

This technique will cause a loss of text formatting such as bolding or italics. Click Edit and use the icons at the top of the narrative field to add bolding, italics and other formatting back into the narrative statement.

[Back to Top](#)

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**Q: I'm halfway through a form with many narrative fields and cannot save because all the fields are required to save. What do I do?**

A: Put a placeholder like the word "**later**" into the fields and save the form. Be sure to edit the form later and replace the placeholder with the proper information. As a double check before you submit your application, go through all the forms and make sure there are no placeholders left behind.

[Back to Top](#)

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**Q: Can I correct or replace a submitted application?**

A: Yes.

If the Arts Board receives multiple applications from one applicant for a funding opportunity, the most recently submitted application is the one that will be reviewed internally and moved forward to the advisory review panel. So, to correct or replace a submitted application, submit another application.

To **correct** an application, follow these steps:

- Log in to WebGrants.
- Click Funding Opportunities.
- Select the funding opportunity you are applying to.
- Click on Copy Existing Application. This will bring up a list of your previous applications.
- Click the radio button next to the application you want to copy.
- Click Save. This creates an exact copy of the previous application, including attachments. You can edit the application as much as needed.
- Submit the new application.

To **replace** an application, you have a couple of choices:

- Create a completely new application and submit it.
- Follow the steps above to correct an application. If it would be helpful, you can use any previously created application as the basis for a new one. Edit, then submit.

send an e-mail to the [Arts Board Help Desk](#) **Ask the Arts Board to withdraw the previous application.** While not absolutely necessary, since the Arts Board will use the most recently submitted application, it keeps things cleaner for both of us if the old

application is withdrawn. Once an application is submitted, only Arts Board staff can withdraw it. E-mail a request to the [Arts Board Help Desk](#)

[Back to Top](#)

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### **Q: Why won't the system won't let me submit my application!**

A: This usually happens for one of two reasons:

- All forms need to be "marked complete" before an application can be submitted. Even if you don't have information to enter into a form, it needs to be edited and marked complete. In large Arts Board project programs, there are five forms for artist qualifications. If you only have two artists in the project, you still need to edit the other qualification forms and answer "No" to the is there a third (or fourth or fifth) artist question.
- [The application deadline has passed.](#)

[Back to Top](#)

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### **Q: Could you verify that my application was submitted and is complete and correct?**

A: The Arts Board reviews submitted applications after the application deadline.

You should receive a system-generated e-mail informing you that your application was successfully submitted. Occasionally, these e-mails get caught in spam filters somewhere on the internet.

**You can check for yourself:** Log in to the Arts Board's WebGrants system. From the main menu, click My Applications. This will bring up a list of all of your applications. Just to the left of the application title is its status. If the status of your application is "Submitted," that's a good indicator, since the information is fresh from the WebGrants database.

To check further, click on the title of your application. This will bring up a flat view of the submitted application. It looks like a plain report, but the links to the files you submitted with your application are live. Scroll down to the attachment section or sections of the application. When you move the cursor over the names of the files, the cursor shape will change (from an arrow to a hand on a PC). Click on the file name, and the file will open. This file is actually coming from the WebGrants database where your application is stored.

[Back to Top](#)

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### **Q: Where's my final report?**

A: The Arts Board will generate a set of blank final report forms for all grantees when their program's grant period ends. Final reports are then due within thirty days. If a project has been granted an extension via a contract amendment, the final report is due

thirty days after the project end date. If your project is finished, and you would like to complete the final report early, contact the Arts Board at [apply@arts.state.mn.us](mailto:apply@arts.state.mn.us). We'll generate the final report forms for you. **Be sure that any contract amendments for the grant have been approved by the Arts Board before requesting final report forms**

The latest final report information can be accessed via the link on the [Arts Board WebGrants log in page](#).

[Back to Top](#)

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**Q: Is the 4:30 application deadline firm?**

A: **The Arts Board will not accept a late application.** This is in fairness to applicants that did submit before the deadline. The deadline for application submission is controlled by the WebGrants system server, which stops accepting applications after 4:30pm. The server's time is synced with the official U.S. Time kept by the National Institute of Standards and Technology.

[Back to Top](#)

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**Q: My question isn't in this FAQ. What do I do?**

A: Call or send an e-mail to the Arts Board Help Desk if questions. E-mail is preferred.

Help desk e-mail address	<a href="mailto:apply@arts.state.mn.us">apply@arts.state.mn.us</a>
Help desk phone number	(651) 215-1611
Arts Board main phone number	(651) 215-1600
Arts Board toll free	(800) 866-2787
All Arts Board staff members	<a href="#">Staff list</a>

[Back to Top](#)

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