

# Frequently Asked Questions- Applicants

## *Additional FAQ for Applicants (ZoomGrants University):*

<http://help.zoomgrants.com/index.php/faq/>

**1. Does the character limit include spaces and other characters (ex. :/,")?**

A. Yes. The ZoomGrants character counter that you see on some text boxes counts anything that takes up space in that text box, including: Letters, Numbers, Symbols, Spaces, Carriage Returns (may be counted as 2 characters).

**2. How do I submit multiple applications?**

A. Attached is a link to a helpful article for applicants which walks through the process of creating an additional application for the same program;

<http://help.zoomgrants.com/index.php/zgu/creating-a-new-application/>

**3. How many Collaborators are allowed in ZoomGrants?**

A. There are unlimited collaborators who can be associated with an application.

**4. Does the applicant need to submit the Pre-Application Questions before submitting the Application?**

A. No. In this application, the Pre-Application tab serves as the Project Overview, which includes an overview of the program. There is not a separate submission for the pre-application. All applicants are required to complete the pre-application tab. The system will automatically allow applicants to move on to complete the rest of the application.

**5. When I answered the first question of the Application Questions tab, some questions disappeared, do I need to fill out those questions?**

A. The first question in the Application tab is considered a “branching” question. When you answer which type of application you are completing, the questions that correspond to that type of

application will appear. You do not need to worry about the other questions, as they will not apply to your application.

**6. What if a field does not apply to my application? Can I leave the space blank?**

A. The ZoomGrants software will not allow fields to be left blank. If a question does not apply to your program, please type “N/A” or “0” for numerical answers. The only exception to this is in the budget tab, which does not need all fields to be filled in (e.g. you do not need to type “0” for all rows if they do not apply to your program’s budget.).

**7. How do I save the application?**

A. The application content will save automatically. The fields will save as soon as you click outside of the answer boxes. There is no separate save option, it will be done automatically with the auto-save feature.

**8. When I completed my application and tried to submit I received errors in red, what do they mean?**

A. Incomplete sections: The error will appear in red before you are able to submit your application if you have not completed a section or question (see question 6).

Incomplete Document section: The error will appear if you have not submitted a document in the Document Section that has been indicated as “Required” in yellow. If a “Required” document does not apply to your organization, please submit a document explaining why it does not apply. **Please Note**: Some applications require other documents for the application to be complete, but ZoomGrants will still allow the application to be submitted without the attachment. For example, CDBG applications require the Summary of Beneficiary Information, but does not have the yellow “Required” next to it, but is still required to have the application considered. ZoomGrants will not indicate an incomplete application, and will submit that application incomplete. We have provided a checklist for your use, which will be required to submit, please read each and fill out the checklist to make sure your application is complete.

**9. For next year, does the Agency's application re-populate the following year application, if the application doesn't change?**

A. No. Applicants will be able to reference/print/pdf the following year's application, however, applicants will not be able to auto-populate the application and resubmit it to the new program. Next year's application will need to be completed and submitted separately from this year's.