

## **Troubleshooting Guide for McCune Grant Application**

REMINDER – All applications are due no later than **Friday, September 13th, by 5:00 p.m. Mountain Time**. We encourage you to hit the “submit” button by Thursday, September 12th, to avoid any technical issues. [Late applications will not be accepted. It is best to allow sufficient time for the online submission process should a technical issue arise that requires coordinated troubleshooting with McCune staff.]

Download the appropriate, fillable 2020 Grant Application Worksheet (available on the “Apply” page, Step Two: Resources When Applying for a Grant section). - It is suggested that you cut and paste information from the worksheet into the online application form to avoid losing your work. Heavy traffic – particularly during the last week of the open cycle – can adversely affect users with regard to the online application system. Generally, it is best to minimize the amount of time inputting information into the online form. If spending significant time working in the online application form is necessary, be sure to save information as you progress through the form.

### **Recommended Browser:**

The staff recommends using an updated version of Internet Explorer, Safari or Firefox browsers. Many users have encountered problems with Google Chrome.

### **Update your Browser:**

If your browser is out of date, you may encounter problems with the online application. Here is a link that tells you how to update several browsers: <https://browser-update.org/update.html>.

### **Reset your password:**

If your email is typed in correctly, but your password is not working, click on the link below the password box entitled “Forgot Password?” – If you are using Internet Explorer, Safari, or Firefox, a new password will be sent to you by email.

### **User’s email address:**

If the person who filled out the application last year is no longer with your organization, you can create a new account. The request will still be tied to your organization since it will be linked to your Tax ID number. To create a new account click on the link below the email box “New Account?” – This will allow you to create a new account where all your applications will be stored. We cannot provide the username and password for previous employees of an organization.

### **Error Messages about Cookies:**

These messages seem to stem from using an outdated browser and the Google Chrome browser. Use updated versions of Internet Explorer, Safari or Firefox browsers. You can find YouTube videos and other resources online that can show you how to allow cookies for different browsers. However, if using Internet Explorer you can choose to block or allow cookies.

To allow cookies to complete the online application follow these steps:

Open Internet Explorer by clicking the Start button, and then clicking Internet Explorer. Click the Tools button, and then click Internet Options. Click the Privacy tab, and then, under Settings, move the slider to the top to block all cookies or to the bottom to allow all cookies, and then click OK.

### **Foundation Priorities:**

Please choose the Foundation Priority that your project or organization is most closely aligned with. Unfortunately, staff cannot make that determination for you since you are more knowledgeable about your organization and the work that you do. If your work is aligned with more than one priority, choose the one that fits best as your primary priority and explain in the text box how other priorities may overlap. Check the Strategic Plan and Foundation Priority Frameworks for more information about the Priorities.

### **Submitting the Application:**

Please use the worksheet provided to save and copy your text. We cannot recover lost applications. Once the application is submitted, you will not be able to make changes.

### **Use the Correct Link:**

Click on the correct link on the "Apply" page. Be sure to select the appropriate online application link for the grant category in which you apply: Grant Application (no Fiscal Sponsor) – Category: (Cultivate **or** Focus); or Grant Application (Fiscal Sponsor) – Category: (Cultivate **or** Focus). Please note that Lead grant category applicants – *pre-determined as eligible through the "Letter of Interest" process* - must apply using the Focus grant category application.

Click on the following link if you have already started your application (you had clicked on the "Save and Finish Later" option while filling out the application). This link takes you to the account you created and any applications associated with your account. You can find all past applications by signing into your account and clicking on the top right tab (submitted applications).

[https://www.grantrequest.com/SID\\_301/?SA=AM](https://www.grantrequest.com/SID_301/?SA=AM)

Write to [ernesto@nmccune.org](mailto:ernesto@nmccune.org) or call 505.983.8300 if you have other questions or are still having problems.