HCTF Community Grants: Survey Apply System FAQ

Grant applications for Community Grants are submitted online through our Survey Apply grant application system.

FAQs *(click the question)*

General FAQ

1) ## How do I access the Survey Apply System?
   You can access the online application form at this link: Apply Online

2) ## Do I need to use the online system, or can I submit my grant application another way?
   The only way to apply for this grant is through the new Apply system. If your project is approved for HCTF funding, you will continue to use this system throughout the lifecycle of your grant.

3) ## Will the system time-out if it's been inactive for a period of time?
   The system doesn't have a set time-out period, but you should always save if you need to pause your application.

4) ## Does the system work on any browser?
   We recommend using Chrome or Firefox for best results.

5) ## How to ensure emails are received from SurveyMonkey Apply?
   Allow-listing emails ensures that any emails sent from SurveyMonkey Apply are correctly delivered to your inbox. If you are having trouble receiving emails from an Apply site:
   - Check to see if **noreply@mail.smapply.net** has been added as a safe sender on your email inbox.
   - If you have a custom domain, for example under your organization or school, we recommend reaching out to your IT department to ensure the emails are not being blocked on a domain level.

   You can provide your IT department with the following details:
   Email addresses to be allowlisted/added to safe sender lists:
   - grants@hctf.ca
   - noreply@smapply.net
   - noreply@mail.smapply.net

Pre-Application Stage FAQ

6) ## I am interested in applying for a grant. How should I get started?
   Resources and Word application worksheets are available on our website to draft your proposal. We recommend completing these documents ahead of time, then copy-and-paste the text from the worksheets into the online application form.

   Visit the Community Grant Apply tab to download resource documents:
   https://hctf.ca/grants/community-grants/#apply

   ### Create and verify your online account
   For New Users:
   Navigate to the HCTF Programs page in Survey Apply, click on the program you intend to apply for, and then Click **Apply.** You will be prompted to enter your email address and create a password. You then need to access your email to verify your new account by clicking the link in the email. A banner will appear within your portal until you have verified your account. Click **Send verification link** and follow the instructions sent in the email.

> ⚠ Your email address has not been verified!
>
> You will not be able to submit applications or complete certain tasks until you have verified your email address
>
> **Send verification link**

For Returning Users:
Navigate to the HCTF Programs page, click on the program you intend to apply for, and click **Login** using the email address and the password you created when you originally signed up for the Survey Apply grant management system.

Create an online application
Once you are logged into the system, navigate to the **Programs** page on the dashboard, and select the grant program you are interested to apply for. Click **Apply** in the upper-right corner of the page to begin your application. You may save your work at any time and return later to complete by logging into the system and locating the existing application under **My Applications** on the dashboard. There is no need to create a new application unless you are submitting more than one funding application.

7) I forgot my password, what should I do?
You can reset your password by going to the applicant login page and clicking **Forgot your password** link, enter your email address to have your username sent to the email address on your account or enter your username to reset your password. Be sure to add grants@hctf.ca to your "safe senders" list. If you do not receive an email, check your spam and junk mailboxes to see if the email was routed there.

8) My proposal was not funded by HCTF last year, can I apply again?
Yes, we welcome re-submissions of proposals we were not able to fund in the past. Remember to address the comments you received from the technical reviewers and Board in your revised proposal (if applicable).

9) How do I know if my project idea is eligible for funding?
For more info on eligibility visit our website: HCTF Grant Types

Completing Application FAQ

10) What if I do not have time to finish the online application once I start? Or what if my computer crashes while I am filling it out, will I lose everything?
You can select the **Save** button at the bottom of the application form at any time during the application process. This will save any information you have entered up to that point. You can return later to complete and submit your application. The system will automatically save on a regular basis so depending on when the last save happened, you should be able to access your partially completed proposal.

Note: If you have not completed all the required fields on a page, you will not be able to proceed. To avoid losing any work completed, please ensure you fill in all the required fields before you attempt to navigate away from that page.

11) Who do I contact if I have trouble completing my application?
For technical system issues please contact Survey Apply directly: Apply Customer Support. From within the Survey Apply site, you can click the "i" icon on the top right of the page and navigate to the **Help center** for useful instructions or click **Contact support** for any technical issues.

For any other concerns please contact grants@hctf.ca if you require additional assistance. It's best to become familiar with the system several days before deadline day because deadline day is often very busy with questions and there could be a delay in our response time.

12) Can I invite one of my colleagues to work on the same proposal I am currently working on?

Within the application on the left side of the screen, click the **Add collaborator** button. Upon doing so you can enter the email address of the collaborator you are adding, set the permissions of the user to "View & Edit" or "View Only" and provide an optional message to the collaborator.
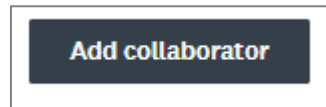

Once the invite is sent the collaborator will receive it at the email provided by the applicant. Within the email, the collaborator will be able to join the application or decline the invite. Upon clicking **Join now** within the email the collaborator will be able to either login or complete the registration process, depending on if they already have an account. Once they have logged in, they will be successfully added as a collaborator to the application.
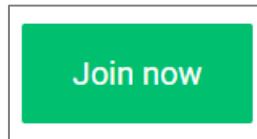
Note: Collaborators are not able to submit the application – the proposal can only be formally submitted by the account that initially created the application.

To re-assign the "Owner" of the application to a collaborator, click the three dots next to the user name (...) and click "Make owner."
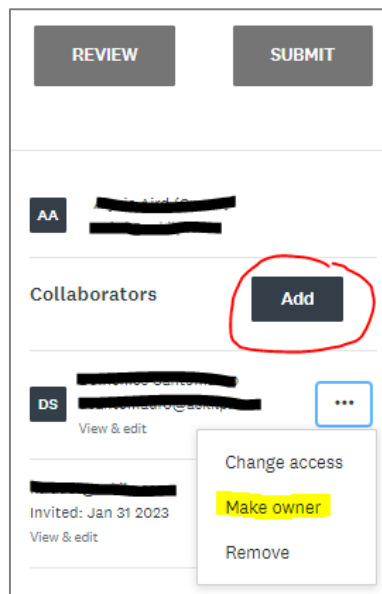
13) How can I enter a project title for my application so it appears in the display?

In your application, click the 3 dots in the upper panel on the right next to Preview and select **Rename**. You can then type in your project name.

14) How do I navigate to other sections of the form?

The online form has separate pages, and it is not possible to navigate to other sections out of order. All required fields must be completed on the page before you can save and move onto the next page. To see what information is required on the application form, use the Word worksheet. We strongly advise applicants to complete their proposals using the worksheets first and copy the information into the online system.

15) How do I format text in the online form?

The system does not allow formatting options like text bold, underline or italics. Formatting is not necessary and when copying from a Word file, any formatting will be removed.

16) Can I download or print a copy of my proposal once it has been submitted?

From the My Applications Page:
Click on the More Options icon (...) in the top right corner of the tile of the application you wish to download, click **Download.**

From Within the Application:
If you are on the application page with the list of Tasks to complete, to download your application: Click on the More Options icon (...) in the top right corner of the application, click **Download**

From the Preview Page:
Within the Preview, click **Download** in the top right corner

17) Is there a copy forward function?

No, for any New applications or Continuing proposals, all the information must be entered or pasted into the online form.

18) How do I edit my responses for a page after I have marked complete?

If you have previously pressed **Marked as Complete** on a form, but have not yet Submitted your application, you can make Edits to your task.

1. Enter into your application
2. Click on the task you wish to edit
3. Click on the More Options icon (...) in the top right corner of the task
4. Click **Edit**
5. Click **Previous/ Next** to navigate between the pages and make your changes
6. When done, navigate to the last page and press **Mark as Complete**
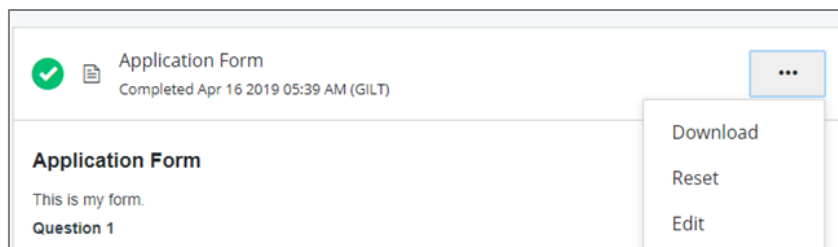
19) How do I submit my application?

To be able to submit your application you will first need to complete all required tasks within your application and upload the required files. Additionally, you will need to ensure that you have verified your email.

For each task you must click **Mark As Complete**. Once complete, the green circle icon beside the task will change to a checkmark ✓. If a task is not complete there will be a half-full circle icon (see example below) which means you must first complete that task before you can submit.

Once all tasks are complete, the Submit button will turn green. We encourage you to first **review** and download a copy.

Then you can submit your application by clicking the Submit Application button.

20) How do I know my application has been submitted?

You will receive an electronic notification email from HCTF that your application has been received. If you do not receive an email, check your Junk or Spam folder. If you still do not see it, please email HCTF.

21) Can I add more information to my application after the deadline?

Once your grant application has been submitted you cannot make changes to the application. The HCTF Apply System closes once the deadline is passed and additional submissions are not possible.