Frequently Asked Questions (FAQs)

Grant applications are submitted online through our Survey Apply grant application system. **The deadline is November 3, 2023, at 4:30pm (Pacific Time).** HCTF cannot accept late applications or applications by email.

FAQs *(click the question)*

Updated August 2023

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General FAQ

1) Do I need to use the online system, or can I submit my grant application another way?

If you are applying for Fish & Wildlife Grants, Caribou Habitat Restoration Grants, or Stewardship Grants, you must use the Survey Apply system. HCTF cannot accept applications by email. If your project is approved for HCTF funding, you will continue to use this system throughout the lifecycle of your grant.

2) 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.

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 web browser?

We recommend using Chrome for best results.

5) How do I access HCTF's Survey Apply site?

Click this link to apply online: Survey Apply Application System

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6) How do I 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 email addresses to be allowlisted/added to safe sender lists:

- grants@hctf.ca
- educationgrants@hctf.ca
- noreply@smapply.net
- noreply@mail.smapply.net
- noreply@fluidreview.com
- noreply@mail.fluidreview.com

Pre-Application Stage FAQ

7) I am interested in applying for a grant. How should I get started?

The online application system will open in September, and Word application worksheets are available on our website to draft your proposal. We recommend completing the Word documents ahead of time and then copy-and-paste the text from the worksheets into the online application form.

The links to the Word worksheets below also provide additional guidance on preparing your proposal and developing a budget table.
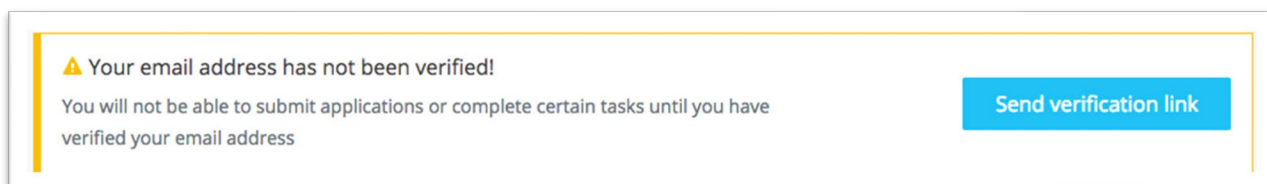
- Fish & Wildlife – HCTF Resources tab

- Stewardship – HCTF Resources tab

- Caribou Habitat Restoration Fund – Apply tab
    - Scroll down to # 2) and click *"CHRF Proposal Writing Instructions & Worksheet"* to download

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8) Create and verify your online account

For New Users:

Navigate to the HCTF Grants page on 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 Grants page on Survey Apply**,** 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.

9) 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 by clicking **More>.**

Click the **Apply** button 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 the **My Applications** tab on the dashboard.

There is no need to create a new application unless you are submitting more than one funding application.

10) 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.

11) If my Multi-year project was approved last year, do I need to apply again?

Yes, HCTF funds multi-year projects one year at a time – you must submit a continuing application for each year of the project.

12) What should I fill in for "Project Status"?

HCTF considers proposals as 3 different types based on their status and timing:

New (Year 1):
- It has not been funded by HCTF before;
- It is related to a previously funded HCTF project, but the objectives and/or activities have changed substantially from those originally approved;
- It was not approved for funding in a previous year but has been revised to address the Technical Review Committee's and/or the Board's concerns;
- If you are re-applying for HCTF funding for a project that was not approved in the past, please use the New Project form;
- If changes have been made to the project scope or technical approach of a Continuing Project, then a 'New Project' application form must be submitted;
- Continuing projects that were approved for "One Year Only" also need to apply using the 'New Project' form.

Note: Please make sure to complete the Multi-Year Budget table to show your planned funding requests for future years; estimated amounts are acceptable but please note the technical review process will assess the funding request relative to the multi-year forecast in previous proposals.

Note: For Stewardship applicants, HCTF will only accept Continuing proposals in fall 2022 (Continuing New Phase proposals will also be accepted).

Continuing (Year 2 – 3):
- It is a multi-year project;
- It is in its second or subsequent year of HCTF funding;
- It was previously funded by HCTF; the objectives are essentially the same as originally approved;
- Continuing projects must provide information on Progress-to-date for the previous years' work and explain how the current year's work will contribute to the overall project objectives. Continuing proposals that do not contain sufficient detail about previous results and outcomes in the "Progress to Date" section may be scored lower;
- If changes have been made to the project scope or technical approach of a Continuing Project, then a 'New Project' application form must be submitted;
- Proponents should not self-extend. For example, if a 3-year Multi-year proposal is approved, the Year 3 proposal must be the final year. If funding for a 4th and 5th year is desired, the Year 4 request must be submitted as a New proposal as Year 1 of 2;
- Continuing projects that were approved for "One Year Only" also need to apply using the 'New Project' form;
- Please note the technical review process will assess the funding request relative to the multi-year forecast in previous proposals;
- If significant changes are planned to the Objectives and Activities, it's best to submit as a New proposal.

Note: HCTF funds multi-year projects one year at a time – you must submit a continuing application for each year of the project.

New Phase (New 3-Year Cycle):

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- HCTF administers Continuing projects in 3-year cycles. Projects with a lifespan longer than 3 years must be identified and approved by HCTF at the initiation of the new 3-year cycle project;
- Once a longer-term continuing project has completed an initial 3 years, the applicant must submit a New Phase proposal for Year 1 and use the same project name and number. HCTF will re-evaluate the project's goals and objectives considering HCTF's other funding priorities;
- If the New Phase proposal is approved for multi-year funding, subsequent Years (i.e., Year 2, 3) are submitted as Continuing proposals;
- This type of proposal should explain exactly what has been accomplished over the past 3 years (5 for older projects) and provide a detailed work plan for the next 3-year cycle.

Note: For New Phase proposals, it is important to include a detailed summary of your results achieved in the previous cycle in the "Progress to Date" section of the application form (reviewers do not have access to your previous years' grant reports).

13) How do I know if my project idea is eligible for funding?

For more info on eligibility visit our website: HCTF Grant Types

14) What amount of funding can I ask for?

There is no specific limit for HCTF funding applications, but the reviewers and Board want to see proposals in which the conservation outcomes are significant, and the work is cost-effective. Applicants should review the HCTF 'Approved Projects List' on the HCTF Resources page to get a sense of the types of work that HCTF supports and the level of funding that is typically approved.

15) Does HCTF require matching funding?

No, HCTF does not have a specific matching requirement however HCTF prefers to see proposals in which other partners are involved to contribute funding or in-kind support.

Completing Application FAQ

16) What happens if my computer/internet 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.

17) Who do I contact if I have trouble completing my application?

For technical system issues please contact Survey Apply directly at this link: 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 amy.perkins@hctf.ca if you require additional assistance. It's best to become familiar with the new system several days before the deadline because deadline day is often very busy with questions and there could be a delay in our response time.

18) Can my co-worker edit the same proposal I am currently working on?

Yes. Within the application on the left side of the screen, click the **Add Collaborators** 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.

Important! *Collaborators are NOT able to submit the application – the proposal can only be formally submitted by the account that initially created the application. The application owner/project lead can re-assign this permission to the collaborator to be the new "Owner" so they are able to submit.*

19) Can I make my co-worker the main applicant/owner for the application?

Yes. Once they have been added as a collaborator the owner of the application can make any collaborator the new owner. Click the 3 dots next to the name of the collaborator and select the 'Make owner' option. They will then become the owner and the previous owner will become a collaborator. If the current owner is not available to login and make this change you will need to contact HCTF staff to do this step.

Important! *The owner of the application does not need to be the project leader of the application after it has been submitted, you will need to inform HCTF staff so that they can update the in-house*

database. If the Project leader does not change and they are the person that should receive all of the communications regarding the grant application, you do not need to contact HCTF.

20) 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.

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

The online form consists of multiple pages; however, 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 word worksheets provided for each program (links provided in question # 7 above). We strongly advise applicants to complete their proposals using the Word worksheets first and copy the information into the online system.

22) 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.

23) How do 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.

24) Is there a copy forward function?

Unfortunately, no, for any New applications or Continuing proposals, all the information must be entered or pasted into the current year's application online form.

25) Can I submit a background report to accompany my proposal?

Yes, but only if the report has been specifically requested by our TRC or Board (as per your March notification email). Do not rely on supplemental reports to explain your proposal. All the key information should be included in the application itself because we cannot guarantee that the reviewers will have time to read additional reports.

## 26) 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 and click on the task you wish to edit
2. Click on the More Options icon (...) in the top right corner of the task
3. Click **Edit**
4. Click **Previous/ Next** to navigate between the pages and make your changes
5. When done, navigate to the last page and press **Mark as Complete**
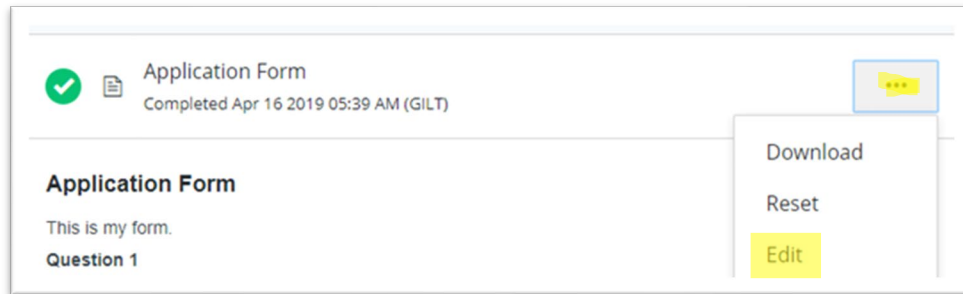

27) I uploaded the wrong attachment. How do I delete an attachment and re-upload?

1. If the task is not marked as complete click Edit icon (...) on the uploaded file and click Edit or Remove.

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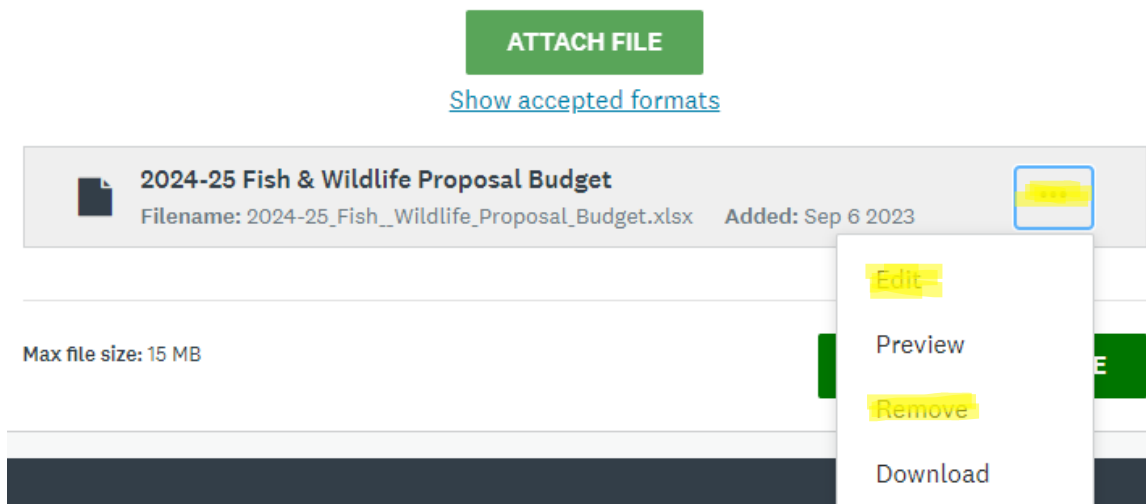
If the task has already been marked as complete you will first need to click on the Edit icon (...) next to the title of the task before you are able to see Edit or Remove in the options for the attachment. Then you can click Edit icon (...) on the uploaded file and you will see Edit or Remove as options (see image above).
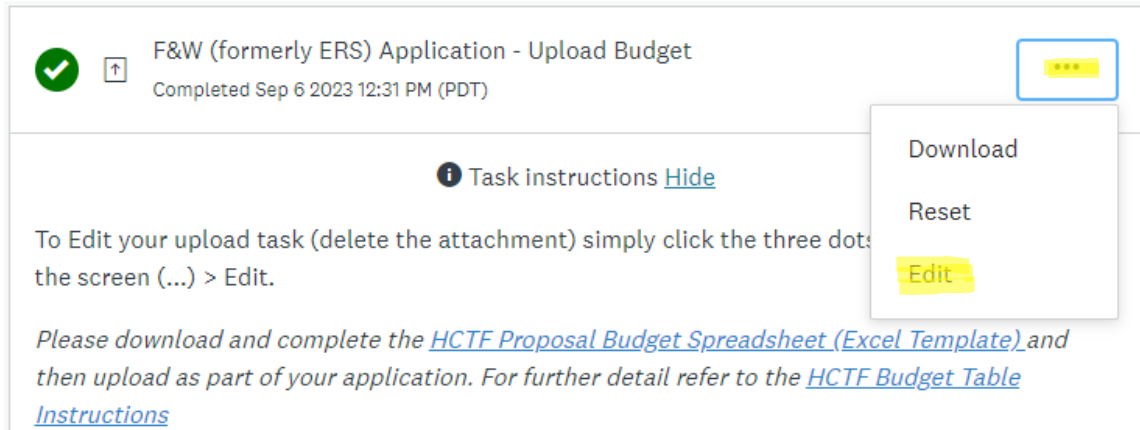

28) How do I submit my application?

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.
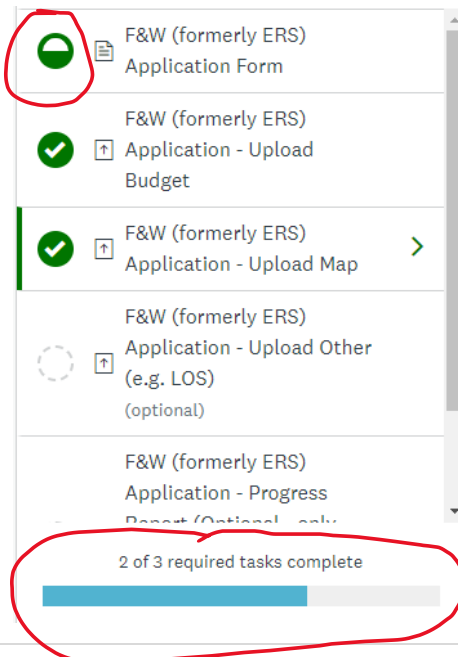
Once all tasks are complete, submit your application by performing the following steps:

1. Click the **Review & Submit** button
2. Review your application materials to proofread and make sure all the attachments are correct
3. Once you've reviewed all your completed tasks and are satisfied, click **Submit Your Application**

SUBMIT YOUR APPLICATION
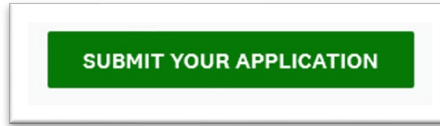
4. You will receive an auto-generated confirmation email within 1-2 minutes

Note: Once your grant application has been submitted you cannot make changes to the application

29) How do I know my application has been successfully 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.

30) 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 automatically once the deadline is passed and additional submissions are not possible. The deadline is November 4, 2022, at 4:30pm (Pacific Time). HCTF cannot accept late applications or applications by email.

Post-Application Stage FAQ

31) What happens after I submit my application?

You will receive an electronic notification email from HCTF that your application has been received. All proposals undergo a technical and Board review. Technical reviewers make recommendations to the Board, and the Board makes final funding decisions in early March. Electronic notifications are emailed to all applicants by mid to late March regarding the outcome of the selection process.

32) What criteria are used to assess and evaluate proposals?

For F&W, see How Are Grant Applications Reviewed
For CHRF, see How Are Proposals Evaluated

33) When will I hear if my proposal has been funded or not?

Notifications typically go out by mid or late March after the Board meets to make decisions. Please do not contact HCTF staff to ask about funding decisions since staff are not able to provide this information before all Notifications are sent out.

34) When will the grant payments be issued?

If your proposal is approved without any conditions, the first installment will be sent once you have returned your signed grant agreement and provided a certificate of insurance. If your proposal was approved with a funding condition, then you must first meet that requirement before your grant agreement is sent. For questions about grant agreements, payment schedule or insurance requirements, please contact anda.shkodra@hctf.ca.

35) What should I do if I need to make changes to my project activities or budget?

Once your project is approved, If you wish to make any changes to your Objectives or Activities or to reallocate a portion of your budget, please complete and submit a Project Change Request form.

36) What do I do if my project is delayed?

If you need to adjust your activities or if you encounter delays due to weather or other unforeseen situations please complete a Contract Extension request form and/or a Project Change request form.