HCTF Online Grant Application System: Survey Apply
Frequently Asked Questions (FAQs)

Grant applications for the Invasive Mussels Monitoring Fund are submitted online through our Survey Apply grant application system.

FAQs *(click the question)*

General FAQ

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

Invasive Mussels Monitoring Grant applications are now only accepted through the online system Survey Apply.

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

Click this link to apply online: Survey Apply Application System.

3) 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.

4) 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.

5) Does the system work on any web browser?

We recommend using Chrome for best results.

6) How do I ensure emails are received from Survey Apply?

Allowlisting emails ensures that any emails sent from Survey 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?

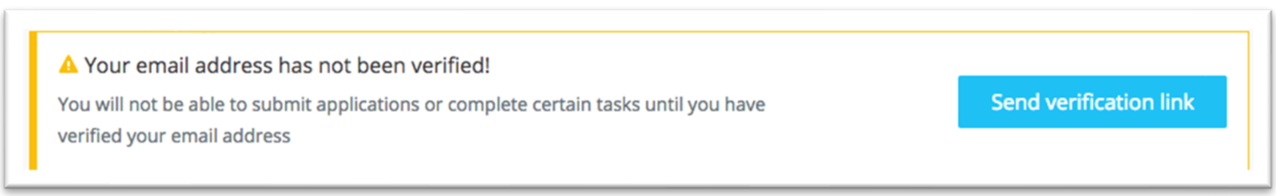
Before you start your online application, we strongly recommend reviewing the following documents on the Invasive Mussels Monitoring Grant Resources page:

- BC Dreissenid Mussel Lake Monitoring Field Protocol
- Invasive Mussel Monitoring Fund Grant Program Guidelines
- Invasive Mussel Monitoring Fund Grant Application form INSTRUCTIONS - which includes budget information
- Invasive Mussel Monitoring Fund Grant Application form Word WORKSHEET
- Waterbody Sampling Table

8) Create and verify your online account

For New Survey Apply 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.



For Returning Survey Apply 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 in applying 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 that were not funded in the past. Remember to address the comments you received from the technical reviewers and Board in your revised proposal.

11) How do I know if my project idea or organization is eligible for funding?

For more info on eligibility see Invasive Mussel Monitoring Fund Grant Program Guidelines on the Resources tab.

12) What amount of funding can I ask for?

There is no specific limit for Invasive Mussels Monitoring grants, but the average project cost is between $5,000 - $20,000. Reviewers and the Board want to see proposals in which the work is cost-effective and maximizes the sampling opportunities. Applicants can review a list of organizations that received funding in previous years on the Invasive Mussels Monitoring Grant Overview page.

13) 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

14) 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.

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

16) 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 log in 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.*

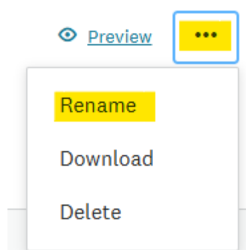
17) Can I make my co-worker the main applicant/owner for the application?

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 log in and make this change you will need to contact HCTF staff for assistance.

Important! *The owner of the application does not need to be the project leader; if the project leader changes after the application has been submitted, you will need to inform HCTF staff so that they can update the in-house database that is not connected to Survey Apply.*

18) How do I edit the project title for my application?

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.



19) 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.

20) 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.

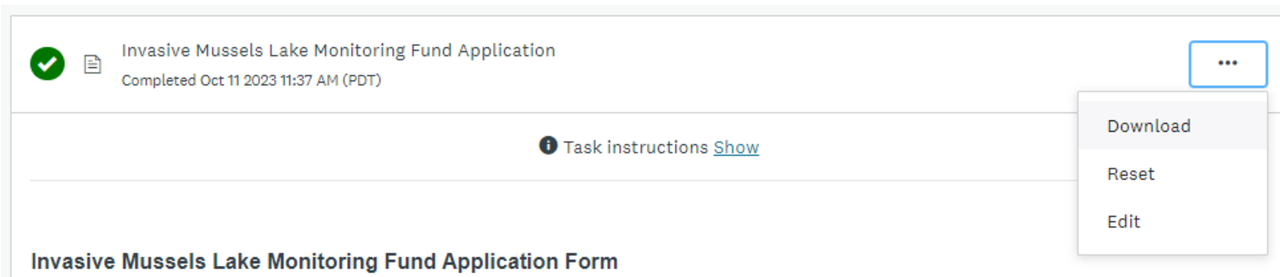
21) Can I submit additional water temperature data to my proposal?

Yes. In section 3 of the application form, there is an upload option where you can attach a file with additional water temperature data. Preferred file types are MS Word, PDF, or Excel.

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

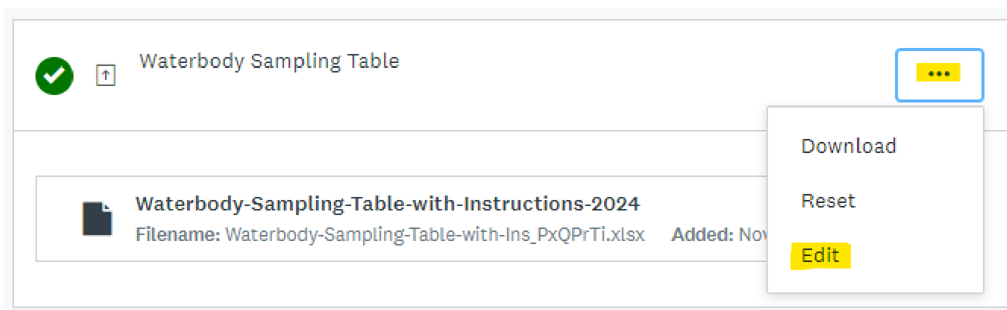
If you have previously pressed **Marked as Complete** on a form, but have not yet submitted your application, you can make edits to your task.

1. Enter 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.**

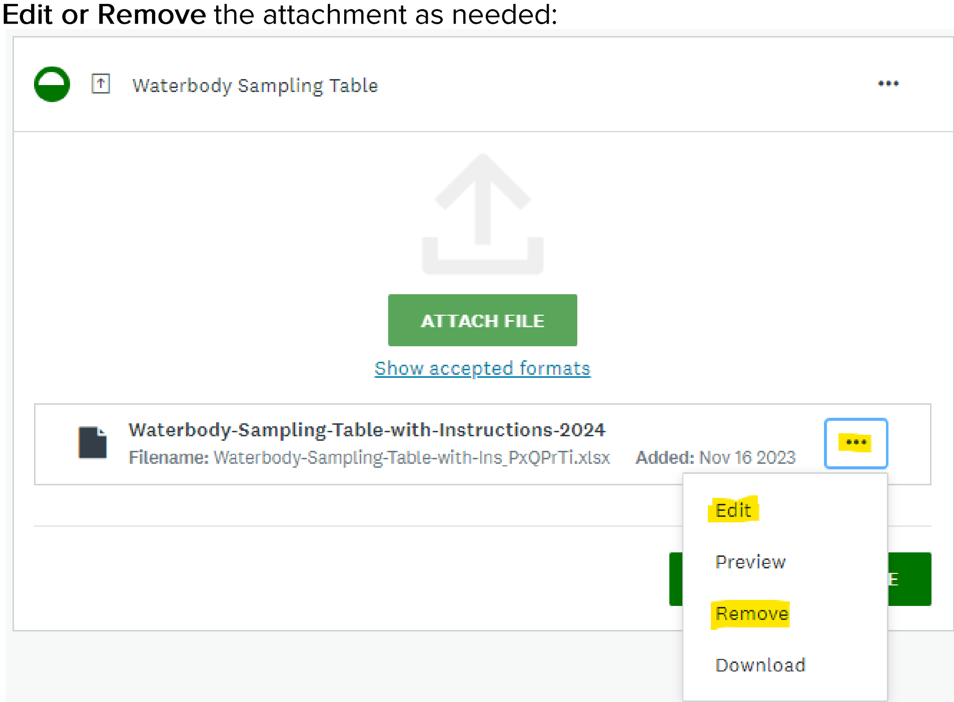


23) I uploaded the wrong attachment. How do I delete an attachment and re-upload?

1. Click on the upload task you would like to edit *(e.g., "Application – Upload Waterbody Sampling Table").*
2. Hover your cursor over the task and click on the Edit icon (...) to the right of the upload task near the bottom OR select the edit icon (...) to the right of the task title near the top:



3. Then **Edit or Remove** the attachment as needed:



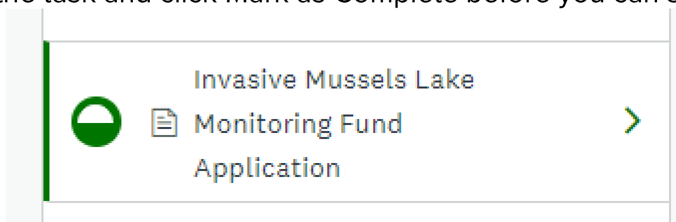
24) How do I submit my application?

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.

NOTE – only the owner of the application in Survey Apply will be able to submit.

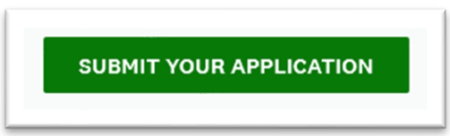
For each task, you must click **Mark as Complete**. Once complete, the green circle icon beside the task will change to a checkmark ✓.

If a task is not complete there will be a half-full circle icon (see example below) which means you must first finish the task and click Mark as Complete before you can submit.



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

1. Click the **Review** 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.**



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.*

NOTE – only the <u>owner</u> of the application in Survey Apply will be able to submit. The owner will see the Submit button is green once all tasks are completed. Collaborators will not see this option.

25) 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.

26) 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 has passed and additional submissions are not possible.

Post-Application Stage FAQ

27) 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 March. Electronic notifications are emailed to all applicants by late March – early April regarding the outcome of the selection process.

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

What does the Technical Review Committee look for?

- Technical merit - Does the proposal include priority lakes, and do the sample sites and frequency align with the Field Protocol? Are the proposed methods appropriate and feasible, and do they follow the methods and process as outlined in the Field Protocol? Does the proponent have the technical skills, knowledge, and capacity to complete the proposed activities?
- Cost/benefit - Is the project budget reasonable to achieve the proposed benefits of monitoring for invasive mussels?

What does the HCTF Board look for?

- Alignment with HCTF priorities and Strategic Plan
- Eligibility of activities and expenses
- Cost-effectiveness - Do the proposed benefits justify the investment of HCTF funds?
- Does the project provide measurable benefits to the fish, wildlife, and habitats of the province?

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

Notifications typically go out by late March – early April after the Board 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.

30) 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 Conditional Grant Agreement (CGA, also known as Terms of Agreement) through Survey Apply. If your proposal was approved with a funding condition, then you must first meet that requirement before you can sign the CGA.

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

Once your project is approved, if you need to make any changes to project sampling sites or frequency, contact the Province via Amalis.RieraVuibert@gov.bc.ca and Martina.Beck@gov.bc.ca. For budget reallocations contact grants@hctf.ca.