

eGrant System Frequently Asked Questions (FAQ)

Getting Started:

Q. What do I need to do to get started?

A. You will need to create an account in the Environmental eGrants system with a User Name and Password by clicking the “Log In / Registration” link located in the left navigation bar of eGrants and then clicking the Registration button. After submitting your registration, you are automatically logged into eGrants and can begin your electronic application.

Q. What should my User Name be?

A. The user name can be any combination of letters (upper and lower case), numbers and non-alpha or numeric characters up to 15 characters and must be unique to eGrants. eGrants will verify that the user name has not been previously used.

Q. What do you use the email address for that I entered on my registration?

A. The email address is used by eGrants to communicate with you about your grant application. It is also used to verify that you are not registering more than once. Additionally, eGrants uses the email address when you use the “Forgot Password” feature. Your email address may also be used to provide other notifications specific to DEP grants, the eGrants system or your grant application.

Q. What do I do if I receive the message "Email Account Already Exists in System" and I am unable to register?

A. If you receive this message, you have already registered as a user. Click on the **Log In / Register** link on the left navigation bar. When the Log In screen is displayed, click on the **Forgot Password** link. Enter the email address you are attempting to register. Your user name and password will be sent to your email account. Note that there may be a delay of several minutes until the email arrives. ***You are reminded to please check your “Junk Mail” or Spam Filter to insure that our responses have not been diverted.***

Q. How can I confirm that my registration was successful?

A. You will be automatically logged into the Environmental eGrants system when you submit your registration. If this does NOT occur please contact the DEP Help Desk for assistance at (717)705-3768 or ep-efactshelpdeskteam@pa.gov .

Q. Does the password expire?

A. No. eGrants has implemented a strong password policy. Because of this, the passwords will not expire. The rules of creating a password mandate that the password must be at least 8 characters, with at least one alpha character, one numeric character, and one non-alpha or non-numeric character. You do not need to have a mix of upper and lower case alpha characters. The passwords of “password%1” or “pass%1word” qualify as strong passwords. If at any time though you feel that your password has been compromised, you can change your password by logging in, clicking on the **Your Profile** menu option and then modifying the password.

Q. What do I do if I can't remember my password?

A. eGrants provides a “Forgot Password” feature. Click on the **Log In / Register** link in the left navigation bar. When the Log In screen is displayed, click on the **Forgot Password** link. You will need to provide the email address that you entered when you registered. Your user name and password will be sent to your email account. Note that there may be a delay of several minutes until the email arrives.

Q. What do I do if I can't remember the email address I registered with?

A. Call or email the Grants Customer Service Center for assistance at 1-800-326-7734 or ep-efactshelpdeskteam@pa.gov .

Q. What should I do if I don't get an email after I requested my password, updated my profile or submitted my application?

A. If you are able to log in, log in and go to **Your Profile** to verify that your email account is correct. If the email address is correct, then the email from ep-efactshelpdeskteam@pa.gov may be going to a spam folder. Often spam filters are set by your email provider so that email from a new unknown source is filtered out of your regular email folders to a spam or junk folder. You can check that folder for the email confirmation or notification. If you find email from the PA Environmental eGrants email account there, you will need to contact your email provider (or look for Help provided by your email provider on this topic) to get information on what to do to allow the email from the PA Environmental eGrants into your inbox.

Finding Grant Program/Opportunities:

Q. Where can I find grant program/opportunities?

A. The DEP grant program/opportunities can be found by going to the eGrants website <http://www.ahs.dep.pa.gov/GrantsCenter/> and then clicking on the **Find a Grant Program** link in the left navigation bar.

Q. How often are grant program/opportunities updated?

A. There is no schedule for updating the grant program/opportunities listing. The grant program/opportunities list is the most current information regarding available grants. We encourage you to check back often to look for newly listed grant program/opportunities.

Applying for Grant Programs/Opportunities:

Q. How do I apply for a grant?

A. When you are logged into the system, you will see an **Apply for this Grant** link next to each grant program/opportunity that is currently OPEN to accept applications. Click on this link and eGrants will guide you through the application process. In addition to an Introduction section that describes key features available in eGrants, each application section has detailed instructions for additional guidance. You can also refer to the eGrants Applicant User Guide, located in the Get Help section for more detailed information although it has not been updated.

Q. How many grants can I apply for?

A. There is no limit to the number of grants you can apply for. You can apply for all grant program/opportunities for which you are eligible.

Completing an Application:

Q: Can multiple “Registered Users” access an eGrant application to edit it?

A. No. Multiple different registered users **cannot edit** the same eGrant application since each user only has access to those applications created by that user. While it is generally not recommended from a “systems practice” perspective, users can share the login information (name and password) and let someone else log in as the application creator for editing purposes.

It is **STRONGLY** recommended that only one user at a time make changes to the application because otherwise accidental overwriting of the application information may occur. This only applies to the on-line application forms. The Supplemental Forms (found on the Download Forms page) that users are required to complete can be downloaded and routed to other parties so they can complete their portion of the application materials off-line.

Q. How much time does it take to complete an electronic application?

A. This will depend on your familiarity with using a computer and also the amount of supplemental documentation requested as part of the grant application process. Due to these factors, the time to complete your application on-line will vary by grant program/opportunity. You can start and stop your application as many times as you would like **until you complete and submit all information.**

Note that all applicants are required to enter a Commonwealth Non-Procurement Vendor number (SAP Number) on their application. The process to acquire an SAP number can take up to 4 weeks. So start preparing your application as early as possible. Plan your timeline accordingly. See the FAQ specific to SAP and DUNS numbers on the Get Help Section of eGrants

Q. Is the Web Application number significant?

A. Yes. When contacting the Grants Customer Service Center this number is helpful in finding your application. When you send supplemental documentation by mail, DEP will use this number for internal grant application processing. Please make sure that the grant application number you are assigned is on the supplemental information you submit by mail and that you have your application number handy before you call the Grants Customer Service Center.

Q. I was working on an application and closed the browser. How do I open the application again to continue working?

A. Open a new browser session and go back to eGrants. When you log in, the **Your Applications page** will be displayed. This page lists your submitted and non-submitted applications. Find your application and click the **Edit link** to continue working on the application.

Q. I looked at the Your Application page and there are no applications there. Does this mean I have no applications saved?

A. **Yes.** If there are no applications listed on the **Your Applications** page, you have not started the application process for any grant opportunity.

Q. Can I edit a previously submitted eGrant application or another application I am working on so I don't have to recreate information that I already developed, prepared or provided?

A. You can cut and paste text from one application to another application by opening two browser windows and having both applications open; however you cannot open one application and use it as a basis for creating a new one by making a copy of it or changing the grant program or project type for which you created the original application.

Q. Why did I receive an error message when I entered something into a field on an application form?

A. You will receive an error message if you enter invalid or incomplete information in a field on an application form.

Q. How can I find my Legislative District code for my project location which is required for this application?

A. Based on the county(ies) and municipality(ies) you select for a project location, we will provide you with the legislative districts that match those selections. You can also go to <http://www.legis.state.pa.us/index.cfm> to verify the Districts. **Provide all that apply to your proposed project site(s).**

Q. Who is the Chief Elected Official and what is their role?

A. This is the person who has the legal authority to enter into a formal Grant Agreement for the applicant. Based on the applicant, it may be: Borough Council President, Chairperson of the Board of Supervisors, County Commissioner, Organization President, etc.

Submitting an Application:

Q. Will it matter if I am in another time zone for submitting applications?

A. Yes. All grant application deadlines are established based on **Eastern Standard Time**. When you are submitting an application, this time zone must be kept in mind. Applications will not be accepted past the **Eastern Standard Deadline Time**.

Q. Is a hard-copy signature required to submit an electronic application?

A. No. Beginning in 2010, a hard-copy signature is no longer required if submitting a grant application through the Environmental eGrants system. For purposes of this system, clicking the **“Submit Application”** button qualifies as your electronic signature. *Please note, however, that you must follow the individual grant program guidelines and instructions pertaining to other attachments that may require a signature, such as Resolutions and Grant Agreement Signature Pages.*

For Example: ALL DEP Community Conservation Partnerships Program Grants REQUIRE that a hard-copy **Signature Page** be submitted **AFTER** the submission of the eGrant application, to be used as part of the formal grant agreement.

Q. How long do I have to submit the supplemental documentation and when does the clock start?

A. Generally, you will have 10 calendar days **from the date that you submit** the eGrant application to have the supplemental hard-copy documentation that you are providing to us. The date this material is due will be emailed to you and will also appear on your certification confirmation page and cover sheet.

Q. Who is authorized to “certify and submit the application”?

A. The person preparing the application can check the Certification Box on the electronic certification page and submit the application. This assumes that if the preparer is not the applicant, the applicant has reviewed and approved the grant application and the preparer is authorized to submit on behalf of the applicant.

Q. How can I submit my application if there is a system outage/failure on the day of the application deadline?

A. Environmental eGrants has a policy in place to handle these events which includes extending the deadline and notifying all applicants by email.

Q. How do I print or save a copy of my application?

A. To print and/or save a copy of your application, open the application by clicking either the **View** or **Edit** link for the application on the **Your Applications** page. When the application is open, click the **Print** menu option located on the top navigation bar. A PDF version of the application will open which you can then save or print. Please note that the PDF file does not include any of the supplemental documentation you have uploaded. *Those are separate files and are not incorporated into the PDF.*

Q. Can I print each individual page/screen?

A. Yes. Use the File, Print menu options in your browser.

Q. Do I have to submit a complete application, or may I send it in parts?

A. YES. You can only submit the electronic application once. Please note however, there may be some supplemental documentation, such as the DEP Grant Agreement Signature Page that may need to be mailed to the Grants Customer Service center at the Rachel Carson State Office Building. *Please submit documentation via regular mail service.*

Q. I am having difficulty submitting my application. Do you have any suggestions that might help?

A. Click on the **Certification** menu option in the left navigation bar to see if there are incomplete areas listed. **If there are, click the links and check that you have completed all the required fields throughout the application.** Please provide yourself ample time to submit your application, should you encounter difficulties with submission. Additionally you must either upload required documentation or have clicked the “Will Send” checkbox for all the required documents that you have not uploaded. If you continue to have problems submitting your application, contact the Grants Customer Service Center.

Application Attachments- Uploads/Downloads:

Q. Can I attach documents or files to my electronic application?

A. Yes. You can attach supplemental materials to your application by uploading the documentation on the Upload Attachments screen. You can also upload files such as pictures, plans, specifications, etc. specific to a project location on the Project Location page.

Q. How do I attach documents to my eGrants application?

A. Generally, you will click the available **Browse. . .** button, select the file from your computer or network and then click the **Upload This File** button. For more detailed instructions, see the Applicant User Guide located on the Help Resources page for step by step instructions.

Q. What type of documents and files can be uploaded to an application package?

A. Common file types such as Microsoft Office, Adobe, image files and shape files are accepted. File types will continue to expand as new technologies are used. If you feel you should be able to upload a file and cannot, contact the Grants Customer Service Center for assistance.

Q. Are Microsoft Office 2007 documents acceptable as attachments to grant applications submitted in eGrants?

A. Yes.

Q. How many files can I attach to my application?

A. There is no limit for attaching files to the application. However, the size of each individual file cannot exceed 15 MB (megabytes). You can upload multiple 15 MB files.

Q. Can I decide where I want to save the application forms on my computer?

A. Yes. During the download process you will be prompted to select where you want the application PDF or supplemental application forms to be saved on your computer.

Tracking an Application Submission:

Q. How do I know that my electronic application has been received by Environmental eGrants?

A. Once you submit the application you will receive a confirmation email. Also, the application status on the **Your Applications page** will display as **“Submitted”** for the application.

Q. What do I do if I have not received a grant receipt confirmation?

A. Often spam filters are set by your email provider so that email from a new unknown source is filtered out of your regular email folders to a spam or junk folder. You can check that folder for the email confirmation. If you find email from the PA Environmental eGrants email account there, you will need to contact your email provider (or look for Help provided by your email provider on this topic) to get information on what to do to allow the email from the ep-efactshelpdeskteam@pa.gov email account into your inbox.

Q. Will a receipt or notice be provided for supplemental information submitted via the mail?

A. No, not at this time. If a user is concerned about tracking their supplemental information, they can mail the package return receipt requested or send it via a mail service with tracking (ex, UPS). Supplemental materials will be logged in eGrants by Grants Customer Service Center upon receipt. To verify that your supplemental materials have been logged, go to the Attach Documents page of your application to see if there is a receipt date on your supplemental materials. Please provide a reasonable amount of time such as 10 days after you send it for the materials to be logged.

Note that the materials are not uploaded into eGrants, just date stamped. See below for an example of what you will see.

Current Attachments: Note, there is a 10MB size limitation per attachment.

Attachment name	Class	File Name		Will Send
Melville Grant Instructions	Optional	Please do not submit this document -- it contains instructions for completing the application and is for informational purposes only.		<input type="checkbox"/>
New online form	Required	<input type="text"/> <input type="button" value="Browse..."/>	Received on 12/14/2009	<input checked="" type="checkbox"/>
Certification Form	Required	Certification_Form.doc	Received on 12/14/2009 View Delete	<input type="checkbox"/>

Mailed by Applicant and logged by Grants Customer Service Center. .

Uploaded by Applicant.

Q. How can I check a submitted application's status?

A. Currently, the eGrants system does not have a feature to support updating a submitted application's status to "Awarded" or "Not Awarded". However, DEP will contact you after the evaluations are complete to notify you of your grant status.

Right to Know:

Q. How does PA Right to Know law apply to my application?

A. For information about the Commonwealth's policy in complying with the Right to Know law, go to <http://openrecords.state.pa.us/portal/server.pt> for information. To get the information specific to DEP's policy regarding the Right to Know, go to <http://www.elibrary.dep.state.pa.us/dsweb/Get/Document-72630/012-0200-005.pdf>

Software/Technical:

Q. What should I do if I don't get a response email after I requested my password, updated my profile or submitted my application?

A. As noted before, often spam filters are set by your email provider so that email received from a new unknown source are filtered out of your regular email folders to a spam or junk folder. You can check that folder for the email confirmation or notification. If you find email from the PA Environmental eGrants email account there, you will need to contact your email provider (or look for Help provided by your email provider on this topic) to get information on what to do to allow the email from the ep-efactshelpdeskteam@pa.gov email account into your inbox.

Q. What are the system requirements of the eGrants system?

A. eGrants is a web-based system that is available on the Internet. The high-level system requirements are as follows:

- an Internet connection
- an Internet browser
- Adobe Reader
- Java Script enabled on your browser
- Pop Ups enabled for the eGrants site

Additional detailed information on each of these system requirements is available in the User Guide located on the Help Resources page of eGrants.

Q. Can I use my Macintosh (Mac) operating system to complete an eGrants application package?

A. eGrants has not been tested with Safari. We recommend that you install Internet Explorer on your Mac operating system and use that browser when using eGrants.

Q. How can I tell which type of files an application package contains?

A. The Download Forms screen will show you the extension of the files like .doc, .xls, .pdf etc. which will alert you as to the software needed to open the file.

Q. I'm using a dial-up connection to upload and submit my application. It appears to be taking a long time and sometimes it is timing out. How can I fix this?

A. eGrants has been tested and will work with multiple types of connections from dial up to a T1 connection. However, the faster your connection, the faster you will be able to download and upload attachments. If you are experiencing difficulty when submitting your application, try submitting from a high speed connection or contact the eGrants Customer Service Center if you think there are other issues.

Q. Why am I not receiving email notifications from eGrants?

A. If you are able to log in, log in and go to **Your Profile** to verify that your email account is correct. If the email account is correct, then the email from ep-factshelpdeskteam@pa.gov may be going to a spam folder. Often spam filters are set by your email provider so that email from a new unknown source is filtered out of your regular email folders to a spam or junk folder. You can check that folder for the email confirmation or notification. If you find email from the PA Environmental eGrants email account there, you will need to contact your email provider (or look for Help provided by your email provider on this topic) to get information on what to do to allow the email from the PA Environmental eGrants into your inbox.

Adobe Reader/Writer:

Q. How can I convert my files to portable document format (PDF) or save a PDF form with information?

A. PDF generator software is available to help you save your non-PDF documents as PDF files or save form fillable PDF's with the filled in information. There are several programs available for both Personal Computers (PC) and Macintoshes.

Please note: when naming your file, please do not use special characters or spaces in the file names. It has been found that files that do have special characters or spaces in the title are not recognized as .pdfs by some systems.

The list below contains some of the PDF generators on the market, many of which are free or very low-cost and instructions for use. Environmental eGrants does not endorse any particular software. Note that once you convert files using these software tools, they are not editable any more.

Note: *Please consult vendor websites for additional information. The websites are listed in alphabetical order and the vendor descriptions were accurate as of February 2009.*

CutePDF:

<http://www.cutepdf.com>

Print driver that will work with any application. (For PC)

Instructions to use this software:-

1. Go to <http://www.cutepdf.com>
2. Click on **Free Download** under [CutePDF Writer](#) (**Freeware**)
3. Click on “Save File” when a pop-up appears.
4. When prompted Open Executable file , click “OK” OR Click “Run”
5. After the CutePDF installs, it is ready to use.
6. Once the Word document is completed, Click File-> Print.
7. Choose CutePDF to convert it into PDF.

Go2PDF:

<http://www.go2pdf.com>

Print driver that will work with any application. (For PC)

Instructions to use this software:-

1. Go to <http://www.go2pdf.com>
2. Click on **Download** from Top Navigation Menu.
3. Click on “Save File” when a pop-up appears.
4. When prompted Open Executable file , click “OK” OR Click “Run”
5. After the Go2PDF installs, it is ready to use.
6. Once the Word document is completed, Click File-> Print.
7. Choose Go2PDF to convert it into PDF.

PDF995:

<http://site4.pdf995.com/>

Print driver that will work with any application. (For PC)

Instructions to use this software:-

1. Go to <http://site4.pdf995.com/>
2. Click on **Download Now** Under PDF995.
3. Click on “Save File” when a pop-up appears.
4. When prompted Open Executable file , click “OK” OR Click “Run”
5. After the PDF995 installs, it is ready to use.
6. Once the Word document is completed, Click File-> Print.
7. Choose PDF995 to convert it into PDF.

Win2PDF:

<http://www.win2pdf.com/>

Print driver that will work with any application. (For PC)

Instructions to use this software:-

1. Go to <http://www.win2pdf.com/>
2. Click on **Download** from left navigation menu
3. Click on “Save File” when a pop-up appears.
4. When prompted Open Executable file , click “OK” OR Click “Run”
5. After the Win2PDF installs, it is ready to use.
6. Once the Word document is completed, Click File-> Print.
7. Choose Win2PDF to convert it into PDF.

Zeon Corporation:

<http://www.pdfwizard.com/>

Print driver that will work with any application. (For PC)

Instructions to use this software:-

1. Go to <http://www.pdfwizard.com/>
2. Click on **More Info** under DocuCom PDF Gold and then click **Download**
3. On the next page click on download under English.
4. Click on “Save File” when a pop-up appears.
5. When prompted Open Executable file , click “OK” OR Click “Run”
6. After the PDFwizard installs, it is ready to use.
7. Once the Word document is completed, Click File-> Print.
8. Choose PDFwizard to convert it into PDF.