

Minnesota State Arts Board

WebGrants frequently asked questions (FAQ).

December 4, 2018

Note !

While the FAQ mostly references "**applications**," the same topics apply to other WebGrants document types, like **contract amendments**, **final reports**, **statistical updates**, etc.

FAQ Topics

Registration

- [When do I register in WebGrants?](#)
- [Can I register a colleague in WebGrants?](#)
- [Can I remove a user from our organization?](#)
- [What is my user ID and password?](#)

Editing Forms

- [How do I create an application?](#)
- [How do I create a PDF file within WebGrants?](#)
- [Can I use a previous application as a starting point?](#)
- [Can I edit a form that is "marked complete"?](#)
- [How do I attach a file?](#)
- [Which file types are allowed as attachments?](#)
- [How do I change an attachment?](#)
- [How does a multi-list work?](#)
- [Can I get a list of all the questions in the application?](#)
- [Can my colleagues help me complete an application?](#)
- [Who can edit an application?](#)
- [Can I delete an application?](#)
- [Can access be restricted by form?](#)
- [How do signatures work?](#)
- [Can I copy and paste from a word processor?](#)
- [Why is there a character count error?](#)
- [I can't save because all fields are required!](#)
- [Can I correct or replace a submitted application?](#)
- [Why can't I submit my application?](#)

Miscellaneous Topics

- [Did you receive my application?](#)
 - [Where's my final report?](#)
 - [Will you accept a late application?](#)
 - [My question isn't in this FAQ!](#)
-

Q: When do I need to register in WebGrants?

A: There are several answers to this question:

1. The Arts Board has been using WebGrants since the FY 2014 grant cycle. If your last application was for a FY 2013 (or earlier) grant, you will need to register in WebGrants.
2. A WebGrants registration doesn't expire. There is no need to register annually.
3. A WebGrants "Person" registration can be for an individual artist or for a person acting on behalf of an organization.
4. A person who applies on behalf of an organization as well as on their own behalf (individual artist) can use the same registration in WebGrants. When starting an application, Web Grants asks for an organization name. In the list, select the organization name or "Apply as Individual."
5. A person can be associated with multiple organization. An example is a consulting grant writer. If the grant writer has different personal contact information for the different organizations represented, then it is a good idea for the grant writer to have more than one WebGrants registration. An example would be needing one phone number and mailing address at the client XYZ Dance and another number for ABC Art Center.

[Back to Top](#)

Q: Can I register my colleagues in WebGrants?

A: Yes. A contact person for an organization can register colleagues as users in WebGrants. These newly created users can log in right away; their registration will not have to go through the Arts Board approval process. To register your colleagues:

1. Log in to WebGrants.
2. From the Main Menu, click "My Profile." A contact person for an organization will have the associated organization(s) listed in the Associated Organization section toward the bottom of the form.
3. Click on the name of the organization. WebGrants users associated with the organization are listed in the Registered Users section toward the bottom of the screen.
4. Click the ADD button in the Registered User section.
5. Complete the information for the additional contact person.
6. Click the SAVE button. Two e-mail messages will be sent to the new contact person, one containing their user ID, and the second, their password.

[Back to Top](#)

Q: Can I remove a user from our organization?

A: Yes. To remove a user:

1. Log in to WebGrants.
2. Select My Profile.
3. Scroll down to the bottom of the screen and click on the blue organization name. This will bring up organization information.
4. Again, scroll down to the bottom of the screen. There will be a list of registered users.

5. Look for the person to be removed. Click on the blue Remove on the far right of their row of information. You will be prompted to verify the removal.
6. Click OK.

[Back to Top](#)

Q: What is my user ID and/or password?

A: To recover your user ID and password:

1. Go to the WebGrants log in screen.
2. If you forgot your user ID, click "Forgot User ID?"
 - Enter the e-mail address you used to register in WebGrants. An e-mail will be sent to the e-mail address containing your user ID.
3. If you forgot your password, click "Forgot Password?"
 - Enter your user ID the e-mail address you used to register in WebGrants. An e-mail with your user ID and password will be sent to you.
4. If these two steps didn't work, send an e-mail to [the Arts Board Help Desk](#).

[Back to Top](#)

Q: How do I create an application?

A: First, decide which Arts Board program, or funding opportunity, that you want to apply for. Then create a set of application forms for that program. This link will show you how to [create your first application](#). If you want to use an old application as a starting point of a new one, click [this link](#).

[Back to Top](#)

Q: Can I use a previous application as a starting point?

A: Yes, but there are a couple of caveats.

- If a screen form has been changed since the previous application was last edited, none of that screen's information will be copied.
- If an application is copied from another program, for example if an Arts Learning application is copied into Arts Access, incorrect values are copied into the new application. **It is critical to edit all forms in the new application to make sure that correct values are used in your new application.** Be sure that the new application contains the correct program outcomes (Outcomes form) and budget cash match values (Budget form).

Here's how to copy an existing application:

1. Log in to WebGrants.
2. Select Funding Opportunities. This will display a list of programs that are accepting applications. It also lists these applications' deadline dates.
3. Click on the opportunity title for the program you want to apply for. A description of the

program and its essential details is displayed, including Arts Board contact information and critical Web site links.

4. Click "Copy Existing Application" which is on the right of the screen at the top of the Opportunity Details section. This will bring up a list of all previous application that you are connected to as either the primary contact or an additional contact. The list includes applications from all program areas.
5. If you want to see the prior application, click on its bold blue title. A flat version of the full application will open.
6. When you find the application you want to use as a starting point, click on the Copy radio button in the application's row.
7. Click Save on the upper right, under the banner. This will copy the application in its entirety, including all attachments.

[Back to Top](#)

Q: Can I edit a form that is "marked complete?"

A: Yes. You can edit any form, even ones that are marked complete, until you submit the application.

[Back to Top](#) file

Q: How do I attach a file?

A: WebGrants screen forms operate in two modes: Edit and View. Edit mode is when you can enter data into fields on the form. The Save button will be highlighted. View mode displays data that has been stored in the WebGrants database. The Edit button will be highlighted (in most cases). **Attachments are made in *Edit mode*.**

Attachment field appearance differs from one internet browser to the next, but they all operate the same way. The attachment could be a gray bar with a Browse button to its right. It could be a Browse or Choose File button left of a file name. There may be text mentioning "No file chosen" or "No file selected." In any browser, click the gray button near the attachment field name. Your operating system will guide you through the process of attaching a file.

Attaching large files can take a long time. Be patient!

[Back to Top](#)

Q: Which file types are allowed as attachments?

Short answer: pdf, jpg, mp3, xls, xlsx, PDF, JPG, XLS, XLSX, MP3

Longer answer:

| file extention | FILE EXTENTION | Use for | Note |
|----------------|----------------|---------|------|
| | | | |

| | | | |
|---------------|---------------|---------------------------------------------------------------------------|----------------------------|
| .pdf | .PDF | Literary work samples; financial documents; embedded links to VIMEO files | Less than 2 mb |
| .jpg | .JPG | Still image work samples | Less than 2 mb |
| .mp3 | .MP3 | Audio work samples | Less than 10mb |
| .xls .xlsx | .XLS .XLSX | Education and outreach reports. | Template provided by MSAB. |

[Back to Top](#)

Q: How do I change an attachment?

A: To change an attachment:

1. Click the Edit button.
2. Click the Browse or Choose File button next to the name of the file to replace.
3. Your browser and operating system will guide you through the process of selecting the new file. This file name will be displayed on the screen.
4. Click Save. This will remove the old file, and replace it with the new file.

Tips:

Don't remove the old file by clicking the Delete icon next to the file name. Most WebGrants attachments are required, and the system cannot save a record which is missing a required attachment.

If the attachment is part of a multi-list record, follow the instructions for editing a [multi-list form](#).

[Back to Top](#)

Q: How does a multi-list work?

A: A multi-list shows one or more data records in a grid format, like a spreadsheet. Each row contains information from one record. There may be one or more multilist sections on a form. A form may also contain both a single value section and one or more multi-lists.

To Add a record to a multi-list:

1. If a multi-list is the only section on a form, click Add at the top right of the screen under the banner. If there is more than one multi-list on a form, or there is a combination of multi-list and single value sections on the form, the Add button will be on the right hand side of the list section's header bar. Click Add to create a new list record. A new edit window will open.
2. Edit the form like a regular single value form.
3. Click Save. This will close the edit window, and display the new record as a row in the list.

To Edit or Delete a multi-list record:

1. Click on the bold blue value in the left-most column of the multi-list. This will open the record in a single value form in Edit mode.
2. Make any needed changes.

3. Click Save.
4. To delete the whole record, Click the Delete button under the banner.
5. When prompted, verify that you want to delete the record.
6. Click Save

Tip !

If the multi-list is part of a single value form, make sure the single value portion is in View mode. Save any changes made. If the single value form is in Edit mode, you will be able to work on a multi-list record.

[Back to Top](#)

Q: Can I get a list of all the questions in the application?

A: Yes. Go the list of application forms. It should be the first thing you see after creating an application and completing the general information form.

Click the APPLICATION DETAILS button. It will create an on-screen report of your entire application, showing all of the questions you will be asked and all the information you will need to gather. On this screen, click PRINT TO PDF to create a PDF file of this report, which you can save or print out.

[Back to Top](#)

Q: Can my colleagues help me complete an application?

A: Yes. More than one person from an organization can work on the same application. However, only one person at a time should work on a form. If two people work on the same form at the same time, one person's edits might overwrite the other person's work.

[Back to Top](#)

Q: Who can edit an application?

A: Permission to edit an application is set in the General Information form. This is the form that must be completed when starting a new application in WebGrants. In order to access an application, all users must be registered in WebGrants and associated with an organization.

1. The Primary Contact is the only person who can edit *everything* in an application.
2. The Additional Contact(s) can edit everything *except* the General Information form.

The Additional Contacts field is a multi-selection drop-down. To select one person as an additional contact:

1. Click the name of the person to be the additional contact for the application.
2. Click Save.

To select more than one person as additional cont acts:

1. Hold down the Control key.
2. Click the name of each person who should have access to the application.
3. Click Save.

[Back to Top](#)

Q: Can I delete an application?

A: No. An application can be withdrawn, but not fully deleted. A withdrawn application is placed into archived status, and can be viewed in "My Applications" by clicking on the Archived Applications button. No further work can be done on a withdrawn application, but it can be the basis of a new application. It will not be reviewed by Arts Board staff or advisory panelists.

An application can be withdrawn by the applicant at any time before the application is submitted. Once the application has been submitted, only Arts Board staff can withdraw it.

If an application is deemed ineligible by Arts Board staff, it will be withdrawn, and not presented to the review panel for consideration. Arts Board staff will withdraw duplicate applications. In cases of duplicate or multiple applications, the most recent submission will be kept; earlier submissions will be withdrawn.

Note !

Other document types, such as **contract amendments, final reports, and statistical updates** cannot be withdrawn by grantees. If you need to withdraw one of these documents, contact the [Arts Board help desk](#).

[Back to Top](#)

Q: Can access be restricted by form? Can I limit which forms my colleagues can work on?

A: No. The only limitation on editing WebGrants forms is that the Primary Contact is the only person who can edit the General Information form. It is not possible to set up any other limitations.

[Back to Top](#)

Q: How do signatures on an application work?

A: One or two authorizing official(s) must "sign" the application on the certifications page. The authorizing official is someone who can act for the applicant in legal matters. When an individual is the applicant, the individual is the authorizing official. The signature name is selected from a drop-down list of people associated with the applicant organization in WebGrants. Two signatures are needed for organizational support grants, one signature is needed for project grants. If the name of the authorizing official is not in the drop-down list, follow the instructions to: [Register colleague in WebGrants?](#)

[Back to Top](#)

Q: Can I compose answers in a word processor, then copy/paste them into the application?

A: Yes. Using this approach has several advantages.

- You'll be working with the tool you are most comfortable with.
- Rich text narrative fields in WebGrants are a fixed size. You'll be able to see more of your answer on the screen at one time when you are working in a word processor.
- You will not have to use placeholders in narrative fields when you save your work in WebGrants.
- You will have a backup of your reply that will remain on your computer.
- You can check the character count in your word processor before pasting into WebGrants. WebGrants checks character counts, *including spaces*, but does not display a character count.

[Back to Top](#)

Q: Why is there a character count error?

A: In all WebGrants text fields, the character count includes spaces. Also, word processors use a lot of hidden formatting characters that are not visible on the screen, and are not counted in the word processor's character count. When text is copied from a word processor and pasted into a WebGrants narrative field, all of the formatting characters come with it. These ARE counted in WebGrants.

In WebGrants, narrative fields are the ones with a row of icons across the top when they are open for editing. Narrative fields work like a mini word processor, and their behavior varies slightly from one Web browser to the next. If you received the "too many characters" error message, try these steps:

1. Click the Back button on the menu bar at the top of the screen. This will take you out of edit mode and clear the contents that you just entered.
2. Click the Edit button to re-open the form in edit mode.
3. There are several icons across the top of the narrative field. Click the one toward the right that looks like a clipboard with the letter "T" on it. This icon acts as a toggle switch that sets the narrative field to accept your statement as plain text. All of the formatting characters will be taken out of the text as it is pasted into the narrative field.
4. Copy the text in your word processor.
5. Paste the text into the narrative field. (Some browsers display a box that says "Paste from Word." If you see this, paste the text into this box and click the Insert button.)
6. Click Save.

This technique will cause a loss of text formatting such as bold or italics. Click Edit and use the icons at the top of the narrative field to add bolding, italics and other formatting back into the narrative statement.

Tips !

The character count calculated by WebGrants is almost always within two or three characters of the count that Microsoft Word calculates and shows as "Characters (with spaces)." Use this to check character counts before pasting the text into a WebGrants narrative field.

When an error is detected, and a message displayed, WebGrants is pretty good about bring you back to the field where the error was found. **This is *not* the case for narrative fields.** If there is more than one narrative field on a form, the error message displayed may not be for the field that is highlighted or that you were last working on. You'll have to check the response in each field to see which response(s) are too big.

To avoid this problem, when first entering a narrative form, enter a word or two in each field, then Save the form. For each field, do the copy/paste, then Save. This way you'll know which field causes the error.

[Back to Top](#)

Q: I'm halfway through a form with many narrative fields and cannot save because all the fields are required to save. What do I do?

A: Enter a placeholder like "**later**" into the fields and Save the form. Remember to Edit the form later and replace the placeholder with the proper information. As a double check before you submit your application, go through all the forms and make sure there are no placeholders left behind.

[Back to Top](#)

Q: Can I correct or replace a submitted application?

A: Yes.

If the Arts Board receives multiple applications from one applicant for a funding opportunity, the most recently submitted application is the one that will be reviewed internally and moved forward to the advisory review panel. So, to correct or replace a submitted application, submit another application.

To **correct** an application:

1. Log in to WebGrants.
2. Click Funding Opportunities.
3. Select the funding opportunity you are applying to.
4. Click on Copy Existing Application. This will bring up a list of your previous applications.
5. Click the radio button next to the application you want to copy.
6. Click Save. This creates an exact copy of the previous application, including attachments. You can then edit the application as much as needed.
7. Submit the new application.

To **replace** an application, you have a couple of choices:

1. Create a completely new application and submit it.
2. Follow the steps above to correct an application. If it would be helpful, you can use any previously created application as the basis for a new one. Edit, then submit.

Withdraw the previous application. While not absolutely necessary, since the Arts Board will use the most recently submitted application, it keeps things cleaner if the old application is

withdrawn. Once an application is submitted, only Arts Board staff can withdraw it. Contact the [Arts Board help desk](#) to get the application withdrawn.

[Back to Top](#)

Q: Why can't I submit my application?

A: This usually happens for one of two reasons:

1. All forms need to be "marked complete" before an application can be submitted. Even if you don't have information to enter into a form, it needs to be edited and marked complete. Look at the application's form list and make sure that each form in the list has a check mark the "Complete?" column.
2. [The application deadline has passed.](#)

[Back to Top](#)

Q: Could you verify that my application was submitted, and is complete and correct?

A: The Arts Board reviews submitted applications after the application deadline.

You should receive a system-generated e-mail informing you that your application was successfully submitted. Occasionally, these e-mails get caught in spam filters.

You can check for yourself:

1. Log in to WebGrants.
2. From the Main Menu, click My Applications. This will bring up a list of all of your applications.
3. Just to the left of the Application Title is its status. If the status of your application is "Submitted," you'll know that the application was definitely received.
4. To check further, click on the title of your application. This will bring up a flat view of the submitted application. It looks like a plain report, but the links to the files you submitted with your application are live.
5. Scroll down to the attachment sections of the application. When you move the cursor over the names of the files, the cursor shape will change (from an arrow to a hand on a PC).
6. Click on the file name, and the file will open. This file is actually coming from the WebGrants database where your application is stored.

[Back to Top](#)

Q: Where's my Final Report?

A: The Arts Board will generate a set of Final Report forms for all grantees when their program's grant period ends. Final Reports are due within thirty days of contract end. If a project has been granted an extension via a contract amendment, the final report is due thirty days after the amended project end date. If your project is finished, and you would like to

complete the Final Report early, contact the Arts Board at apply@arts.state.mn.us, and we'll generate the final report forms for you. **Be sure that any contract amendments for the grant have been approved by the Arts Board before requesting final report forms.**

The latest Final Report information is posted on the [Arts Board WebGrants log in page](#).

[Back to Top](#)

Q: Will you accept a late application?

A: The Arts Board will not accept a late application. This is in fairness to applicants that did submit before the deadline. The WebGrants system server stops accepting applications at 4:30pm. The server's time is synced with the official U.S. Time kept by the National Institute of Standards and Technology.

[Back to Top](#)

Q: My question isn't answered in this FAQ. What do I do?

A: Call or send an e-mail to the Arts Board Help Desk if you have other questions. E-mail is preferred.

| | |
|------------------------------|--------------------------------------------------------------------|
| Help desk e-mail address | apply@arts.state.mn.us |
| Help desk phone number | (651) 539-2660 |
| Arts Board main phone number | (651) 539-2650 |
| Arts Board toll free | (800) 866-2787 |
| All Arts Board staff members | Staff list |

[Back to Top](#)
