Frequently Asked Questions

1. Why do I get an error message "Invalid Credential" when I try to log in?
a) Try using a different browser – **Google Chrome is highly recommended.** Safari and Firefox are supported as well. Internet Explorer is not compatible.
b) If you are logged in to the portal on another device, you cannot be logged in twice. If you have 2 screens, you cannot log into one browser on one screen and log into another browser on the other.
c) Try resetting your password

2. How do I upload documents?
If you are unable to upload documents, it is most likely because you are filling out the "Pre-Application". The initial application is a Pre-Application, which allows for minimal detail about the project. When you submit the Pre-Application, the grant administrator will determine if the project is eligible, and if it is, you will receive an e-mail notification to complete a full application, which you can access by logging back into your account. The full application allows you to upload documents.

3. Why can't I delete a document that I uploaded in error?
Applicants do not have access to delete documents so if a document is uploaded in error, you may contact the grant administrator delete the document(s).

4. How long before my session times out?
90 mins – you must click save within 90 minutes of inactivity or you will lose any information you've entered into your application.

5. The cycle date for the program I am applying for ends 8/31, what if I submit a Pre-Application on 8/31, will I still make the deadline and be eligible to submit a full application?
Yes, all Pre-Applications received on the last day of the cycle will be reviewed for eligibility. If the project is eligible, a full application will be provided for you to complete and will be accepted after the end date of the cycle (a due date will be provided by the grant administrator).

6. **I created an expense reimbursement but I cannot find it to submit?**
The expense reimbursement is created by going to the active grant. Once you create the request, *you can find it by going to "New/Sent Back" under the Expense Reimbursement category.* You will then see the option to submit.

Other helpful information:

1. Each person who registers must have an e-mail address. If two people require accounts from the same organization, they MUST have their own e-mail address.

2. "Pre-Applications" are required prior to being able to complete and submit a Full Application. Submit the Pre-Application and if the project is eligible, you will receive an e-mail notification to log into the grants portal and access a Full Application.

3. If you are a Consultant, Grant writer, Engineer, etc. and would like to submit an application on the behalf of an organization/community please contact the organization to have them notify IRRRB *(jeri.venne@state.mn.us)* so you can be linked to the organization in the system. You will still register and have your own account, but after you are connected to the organization, when you log in, you will be able to choose that organization from a dropdown and submit the pre-application on their behalf. *You will also be able to fill out the Full Application, however, the "submission" of the full application must be signed off by the organization. They will be able to log in, review the full application, and submit it once you have it ready for submission.*

4. All programs will have a "cycle" where the applications are received during the time period and then reviewed and evaluated for funding. If there are remaining funds in the budget for the program after the cycle ends, then applications will be accepted on a rolling basis. Please see the program guidelines for the cycle dates.

5. **Prior to uploading your project narrative to your application**, be sure to address the evaluation criteria stated in the program application guidelines. All grant programs have a competitive scoring process and are scored based on the evaluation criteria.