WEST VIRGINIA HUMANITIES COUNCIL

Online Grant Application – Troubleshooting

1. **I have completed registration, but have not received an email with a URL to return to the application.**

   Check your junk mail. Check your firewall settings.

2. **I have completed Section 9: Detailed Budget, but it still says it is incomplete.**

   Confirm that the total amount in the grant request column matches the grant request amount in Section 5: Project Summary.

   Confirm that the total in the "total applicant cost share" column is equal to or greater than the total in the "grant request" column. Grant applications must include at least 100% match (cost share), using in-kind or cash, equal to or greater than the total grant funds requested.

   Any grant request over $1,500 must include a CASH cost share of at least 25% of the funds requested. The application will still complete, even if you have not met this requirement.

3. **The application refuses to accept a valid email address.**

   The application will not accept the email if you have added spaces before or after the address. This often happens when emails are copied and pasted into the application. Place your cursor in end of the box and backspace to the end of the email address, and/or delete spaces before the email address.

4. **One section will not register as complete.**

   Confirm that all required boxes are complete. In addition to a red asterisk, required fields are outlined in a thin red line until it is complete. Once the field is complete, it will then turn gray.

PHONE * (Daytime)	EMAIL *
(304) 346-8500	Waggoner@wvhumanities
Thin gray line: COMPLETE FIELD ↗	Thin red line: INCOMPLETE FIELD ↗

   If you click the submit button in the last section, the incomplete items will outline in a heavy red line.

PHONE * (Daytime)	EMAIL *
(304) 346-8500	Waggoner@wvhumanities

   If you find that the incomplete box includes a valid email, see #3.

5. **The application will not save all of my work. It will not accept some information.**

   Update your browser to the latest version.

   If you are using your Internet Explorer in Compatibility Mode, ensure that our website is not included.

6. **The application will not upload an attachment.**

   Confirm that your file is under 10 MB.

   Confirm that your document is a PDF.

   Rename your file using only letter characters.

7. **I do not know my 4-digit postal zip code extension and the application will not accept the 5-digit zip code without it.**

   The 4-digit extension is not required. Ensure that there are no blank spaces before or after the 5-digit zip code.

8. **The field for fellowship year will not complete.**

   The fellowship year will only take numbers (no letters, commas, or hyphens). Enter only the last four-digit year that you received a fellowship.

9. **We have "signed" the application, but the Compliance and Signature section will not register as complete.**

   Confirm that your authorizing official has checked the box acknowledging compliance with the Council's guidelines.