



Common Technical Support Issues and Troubleshooting Tips:

1. I started an application and when I go back to the link the application is blank.
Where is my saved application?

The link that you use to access the application will be different from the link that you use to access saved applications and this can lead to some confusion. If you have started an application and then use the application link again it will create a new application and it can appear as though you have lost all of your work, but don't panic. The application you saved may still be there, but it can't be accessed with the application link.

You can use the TGKVF Portal link below to access saved applications:

https://www.GrantRequest.com/SID_678?SA=AM

To log-in you will use the e-mail and password you used to set up the application. If you are unsure of your password you can reset it using the "forgot password" button (circled below). Otherwise, enter your email and password and select "Login."

A screenshot of a web page titled "Please Sign In" for The Greater Kanawha Valley Foundation. The page includes instructions for first-time users and established users. It features input fields for "E-mail" (containing "ckrell@tgkvf.org") and "Password" (containing "*****"). There are buttons for "New Applicant?", "Forgot Password?" (circled in red), and "Login" (with a red arrow pointing to it).

Please Sign In

Welcome to The Greater Kanawha Valley Foundation online account

If you are a first time user of the system:

- Select "New Applicant"

If you have an established account on this system:

- Enter your email address
- Enter your password
- Click the "Login" button

E-mail: ckrell@tgkvf.org

Password: *****

New Applicant?

Forgot Password?

Login



Once you log-in you will see all applications that you have started. If you see multiple records of the same application that means that you used the application link multiple times. You can delete these extra applications (It is recommended that you first review them to ensure that you don't delete the wrong one) by clicking on the trash can icon under the "action" header (see the highlight in the screenshot below).

Account: ckrell@tgkvf.org | Change E-mail/Password
Last Log in: 4/1/2020 2:44 PM GMT-04:00

Applications Requirements

Applications

Show In Progress Applications

Hide Viewer Only Applications

Application Name	Project Title	Requested	ID	Last Updated	My Role	Action
CZI State Justice Accelerator Application - Program and/or Policy Focus			89298	4/1/2020	Owner	
CZI State Justice Accelerator Application - Program and/or Policy Focus			89297	4/1/2020	Owner	

2. How do I access my previously submitted applications?

You can access previously submitted applications by logging in to the TGKVF Portal: https://www.GrantRequest.com/SID_678?SA=AM (see the Step 1 for details on log-in information)

Once you access the portal, look to the right hand side of the page where you will see a dropdown box that says "Show." By default, it will be set to "In Progress Application" click on the drop down box and select "Submitted Applications." This will show you all applications you have previously submitted to TGKVF.

To access the application click on the application title (see the arrow below) and a pop-up window will appear with your submitted application.

Account: ckrell@tgkvf.org | Change E-mail/Password
Last Log in: 4/1/2020 2:44 PM GMT-04:00

Applications Requirements

Applications

Show Submitted Applications

Hide Viewer Only Applications

Application Name	Project Title	Requested	Status	ID	Submitted	My Role	Action
James F.B. Peyton Application	Lewisburg Literary Festival	5,000		85560	10/24/2019	Owner	



3. I got notification from my Program Officer that an application was sent back out for resubmission, but I can't find it.

You can access previously submitted applications by logging in to the TGKVF Portal:

https://www.GrantRequest.com/SID_678?SA=AM

(see the Step 1 for details on log-in information)

When an application is sent back out for resubmission it will show up in a different place than usual. If you look directly under the “Applications” header you will see a little blurb about resubmission. Click on the blue link to access your application

PRO TIP: Once you open the application via the steps outlined above, your application will then be located under the gray header (see screenshot below).

If you have been told that your application was sent back out for resubmission and you don't see it, please reach out to the Grants Manager or your Program Officer.



4. I got an email that I have a report coming due but I can't find it in the portal.

You can access your reports by logging into the TGKVF Portal link:

https://www.GrantRequest.com/SID_678?SA=AM

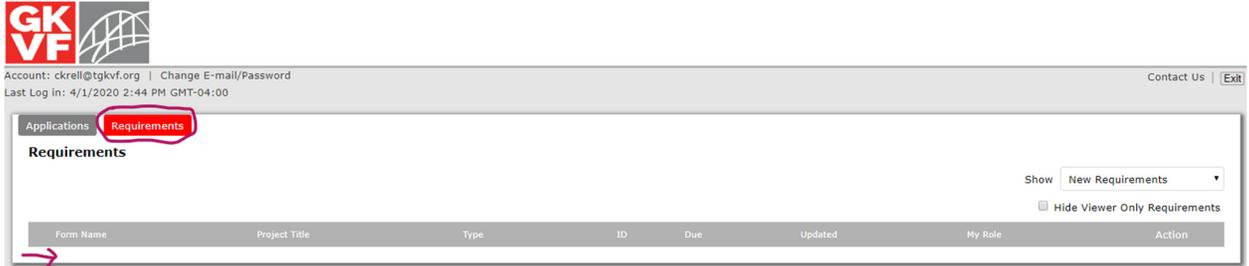
(see the Step 1 for details on log-in information)

By default, you will be brought in on the “Applications” tab. This is where your applications are housed. To access your report you will need to access the “Requirements” tab which will be located to the right of the applications tab (circled in the screenshot below).

Your report will show up under the gray header bar. You can access the report by clicking on the report name.



(See the arrow below. There are no reports in my portal so there aren't any in the screenshot below, but they will show up where the arrow is pointing.)



5. I started my report and when I go back to the portal it's gone. Is my report missing?

Spending time on a report and then logging in to find it missing can be alarming, but don't fret, it may still be there. The issue is the show filter. It's similar to the show filter mentioned in question #2 only you need to be on the requirements tab (see question 3).

By default, the show filter will be set to "New Requirements" which will show you the report the first time you access it because the system sees the report as a new requirement. However, once you open the report the system will no longer view the report as a new requirement. So, in order to access your saved report, you will need to go to the show dropdown box and select "in progress requirements" (see below). You should now be able to see your report. You should be able to click on the report to access it.

Show **In Progress Requirements** ▼

6. How do I access my previously submitted reports.

Ensure that you are on the requirements tab (see question 3 for instructions). Then access the show filter (see question 4 for instructions) and change the dropdown box to "submitted requirements." This should allow you to access all reports previously submitted to TGKVF.





If you have any additional questions or experience any technical difficulties, please don't hesitate to contact Candace Krell at ckrell@tgkvf.org or by phone at 304-881-2660.