



## **Frequently Asked Questions for Using the Land Trust Alliance's Online Application and Reporting System**

### **1. Do I need to create a new account? How do I find my login information?**

If you have already used the system to apply for a grant or to submit a report for a grant, then you already have an account. Your username is your email address and then whatever password you chose. If you are unsure about your account information, please contact Katrina Howey in the Northeast Office, [khowey@lta.org](mailto:khowey@lta.org), (518) 587-0774. All applications and reports (including extension requests) must be submitted through our secure online portal.

Please note, this system is not the same as the Learning Center or any other system the Alliance uses, and therefore those usernames and passwords will not work. This system is exclusively used for the Alliance's grants programs.

### **2. Do I have access to previous applications and reports my land trust has submitted?**

If you already have an account in the system and used it to submit a previous application or report, then you still have access to these documents when you log in. Note, the system is organized by user accounts, not organization accounts. If the land trust's account will be accessed and used by a different board or staff member, please seek assistance from Katrina Howey in the Northeast Office, [khowey@lta.org](mailto:khowey@lta.org), (518) 587-0774.

### **3. How often do I need to save a document I am working on? Does the system time out?**

Unfortunately, yes, the online application and reporting system does time out. We strongly recommend that you save your work at least every 15 minutes. The save button is at the bottom of the screen, next to the submit button.

### **4. I want to work on my application or report offline. Can I download the questions into a Word document?**

Grant application questions can be downloaded and saved as a PDF by clicking on the words "Question List" next to the PDF icon at the top of the application form. If you work on the application or report offline in a Word document, you can then copy and paste your application information directly into the online system. This is the recommended way to draft your applications as it allows for easy review and editing. Once your application materials are in final draft form, you simply transfer the information to the online system.



## **5. What if I upload the wrong attachment? Can I change it?**

Yes. Click delete then upload to select a new file to upload.

## **6. What if I need to upload more than one document to answer a particular question?**

For some questions you will be given more than one upload box. One document can be uploaded per box. If you find you have more documents than uploaded boxes, you will need to merge documents together and then upload as one attachment. If you try to upload more than one document per upload box, the first document will simply be replaced by the second one you try to upload.

If you are unsure how to combine documents into one file in order to attach them, there are several ways to do this:

- Print out all the documents you wish to attach, then scan them together into one document (Word/PDF)
- Put all documents into a single zip file, and attach the zip file
- If you have Adobe Acrobat, you can merge your documents together (PDF)
- For additional assistance, please contact Katrina Howey in the Northeast Office, [khowey@lta.org](mailto:khowey@lta.org), (518) 587-0774.

## **7. Where is the submit button?**

It is at the very end of the online application page (scroll all the way down). Once you submit your final application, further edits can't be made unless you contact Katrina Howey in the Northeast Office, at [khowey@lta.org](mailto:khowey@lta.org) or (518) 587-0774.

## **8. How do I print a copy of my application or report?**

Click on "Application Packet" at the top of the screen. Be sure to save a copy of this PDF for your files!

## **9. Where can I get more information or help in using the online system?**

If you still have questions, contact Katrina Howey, Grants Management Specialist, at [khowey@lta.org](mailto:khowey@lta.org) or at (518) 587-0774.