

Open Door Grants Application Troubleshooting Tips

Please see below for our most frequently asked questions regarding our application system portal. We encourage you to use Internet Explorer when filling out online applications or reports. Also, be sure to close your internet browser between sessions or it will open a new, blank form rather than your saved form. Should you have any further questions, **our team is available to assist you at opendoor@tbf.org**.

1) Having technical difficulties with accessing your application?

If you log into your account and see a blank application rather than your in progress application, no need to worry, this is actually a common problem that can occur with our system. To resolve it, when you are in the empty application, scroll to the bottom of the screen and click “save and return later.” This should bring you to the main application portal with a full listing of your saved applications. From there select the application with the same ID number as your email confirmation. You can also access saved in-progress applications by clicking on: [this link](#).

2) Having an issue submitting the attachments?

If the error message you are receiving is that the demographics form is not attached, even after you attach it, the problem may be the title you have selected on the application. When you upload a file, check that the title you have selected for the demographics attachment is “Demographics Form” not “Operating Budget”. If it is the wrong title, click the drop-down arrow and select the title “Demographics Form” for your demographic sheet attachment. The system should then recognize that both attachments are included and the error will hopefully be resolved.



Attachments

Please attach the following items to your application (**be sure to use the 'Title' dropdown menu so you can select the appropriate label for each of your attachments**):

- 1) **Operating Budget**-Please attach your operating budget.
- 2) **Demographics Form**-Please attach the demographics form. Guidance on how to complete the form as well as how we review the information provided can be found at the top of the form.
- 3) If your organization is fiscally sponsored please provide a fiscal sponsor letter/agreement.
- 4) Optional attachment-please feel free to include one additional attachment of your choice if you feel it will be helpful in the evaluation of your application.

Upload

The maximum size for all attachments combined is 500 MB. Please note that files with certain extensions (such as ".exe", ".com", ".vbs", or ".bat") cannot be uploaded.

Title:
File Name:

3) Need a copy of your submitted application?

You can access your organization’s submitted application through the portal. Log into your account, and click “Save & Finish Later” at the bottom of the screen. You will be taken to a list of your applications. In the top right, toggle from “Show In Progress Applications” to “Show Submitted Applications.” From there, you should be able to locate your submitted grant application.



Application Name	Project Title	Requested	ID	Submitted	Action
Open Door Grant Application			100571	8/5/2019	
Open Door Grant Application			97989	2/1/2019	
Open Door Grant Application			97756	1/31/2019	
Open Door Grant Application			97096	1/25/2019	
Open Door Grant Application			95272	8/3/2018	

4) Need to change your password or transfer your account to another email address?

If you already know the email address associated with your account, please use the “Forgot Password” feature to prompt our system to send you a temporary password for re-access:

Please Sign In

The image shows a sign-in form with two input fields. The first field is labeled 'E-mail' and has a 'New Applicant?' link below it. The second field is labeled 'Password' and has a 'Forgot Password?' link below it, which is circled in red. Below the fields is a 'Login' button.

E-mail	Password
<input type="text"/>	<input type="text"/>
New Applicant?	Forgot Password?
<input type="button" value="Login"/>	

If this does not solve your issue, please email our team at opendoor@tbf.org and we can send you a temporary password to re-access your account. If you:

- are changing ownership of your account to another email address, please let us know which address we should transfer accounts and send a temporary password to.
- are having trouble recalling which email address was last associated with your organization's account, please provide us with your organization's name so we can check our records.