

# SunTrust Foundation Online Application System FAQs

## **Application FAQs**

### **How do I create an online account?**

From the webpage select "Submit a New Application." Enter your email address (or the email address you wish assigned to this account) and click on "New Applicant?" You will be asked to confirm your email address and create a password. Once you create an online account, you will receive an e-mail notification that includes the e-mail address and password required to access your saved application. Please add mail@grantapplication.com to your e-mail address book (or friendly senders) to ensure that messages arrive in your inbox.

*Please note that the account used to submit this grant request, if approved, is the same account to which any future requirements/reports will be linked.*

### **Can I get a copy of the online application form?**

Once the application has been started, you are able to print a copy of the online application form by clicking the "Printer Friendly Version" link located in the top right hand corner of the application page.

### **Can I start the application now and complete it later?**

Yes, you can start the application and choose to save and finish it at another time. Just click the "Save and Finish Later" button located at the bottom of each application page. When you are ready to continue entering information, go to [https://www.GrantRequest.com/SID\\_5654?SA=AM](https://www.GrantRequest.com/SID_5654?SA=AM). You will be asked to enter your account email address and password before being able to access your saved application.

### **How do I return to an incomplete application that I saved, but have not yet submitted?**

Go to [https://www.GrantRequest.com/SID\\_5654?SA=AM](https://www.GrantRequest.com/SID_5654?SA=AM). You will be asked to enter your account email address and password before being able to access your application.

### **Where do I send my online proposal?**

Once the application is completed online, you will need to click the "Review & Submit" button at the bottom of the last page of the application to submit your application electronically on the internet. Once your application has been submitted, a confirmation e-mail will be sent to the e-mail address that you used to create your online grant application account. Please add mail@grantapplication.com to your e-mail address book (or friendly senders) to ensure that messages arrive in your inbox.

### **May I send the application by mail, email, or hand delivery?**

All applications must be submitted online. Please do not mail or email any grant requests.

### **Is my internet browser compatible?**

The online grant application will work on Internet Explorer, Mozilla Firefox, or Safari. Please do not use Google Chrome.

**I received an error message after clicking “Submit a New Application” or “Return to an Existing Application.” What do I do?**

Check to be sure your internet browser is compatible with the online grant application. If so, you may need to delete your browser history and cache. To do so, please:

(in Internet Explorer)

1. Go to Tools > Internet Options > General tab > Browsing History > Delete > Select Temporary Internet Files and Website Files, Cookies and Website Data, History, Download History, & Form Data > Delete
2. Go back to Tools > Internet Options > General tab > Browsing History > Settings > View files > Select all files and delete > Yes > Complete close browser and reopen

**What if I forget my Account Login password?**

If you forget your password, please click the “Forgot Password?” link from the log in screen. An email will be sent to your account email address with a temporary password and an opportunity to create a new password. If you do not receive an email, then the account login username you entered was not valid.

**What if my Account Login information is lost?**

Please email the foundation at [suntrustfoundation@suntrust.com](mailto:suntrustfoundation@suntrust.com).

**Attachment FAQs**

**I completed the application and attached all documents, but the system will not let me submit. Why not?**

Please check to make sure that you have selected the proper title from the dropdown menu prior to selecting the document to upload. Two attachments are required: Board List and Annual Operating Budget.

**I uploaded the wrong document; how do I delete?**

If you need to delete an attachment, go to the “Attachments” tab of your application. At the top of the page, check the box at the far right for the documents you wish to delete and then click the “Remove” button.

**Requirement F FAQs**

**I have clicked the link emailed to me to complete a Grant Acknowledgment Form and/or Grant Report, but when I log in, I do not see the form. What should I do?**

Ensure that the email address used to access the online account is the same one used to submit the original grant request. The Grant Acknowledgment Form and/or Grant Report is linked to that account. If you no longer have access to that account, please email [suntrustfoundation@suntrust.com](mailto:suntrustfoundation@suntrust.com).

**I am logged into the correct account, but I still do not see the form. What now?**

Note that at the top of the page once you have logged in, there are two blue tabs. Click on the tab that says “Requirements.” Then, use the drop down menu on the right side of your screen to check “New Requirements,” “In Progress Requirements” and “Submitted Requirements.”

**May I send the Grant Acknowledgement Form and/or Grant Report by mail, email, or hand delivery?**

All requirements must be submitted online. Please do not mail or email any forms.