

Online Process FAQs

FUNDING CYCLE

- **When are grants typically made?**
 - HFF has a fiscal year ending May 31, and it conducts two funding cycles each fiscal year. The first cycle concludes November 30; to be considered for it, LOIs should be submitted by July 31 and applications by September 30. Our second funding cycle concludes May 31; to be considered for it, LOIs should be submitted by January 31 and applications by March 31.

THE APPLICATION

- **Do I have to complete my application all at once?**
 - No. At the bottom of the application is a “save application” button. We recommend you save your application often and before logging out. You can log in at a later time to continue working on your application.
- **Are there character limits to the answers?**
 - There are limits on the amount of text you can submit. You will see a character counter displayed below the entry field. This will actively tell you how many characters you have entered and will let you know when you are approaching the limit. You will not be able to save a draft of your application if you exceed the character limit.
- **Will the Foundation follow-up with me if my request needs clarification?**
 - Yes and we suggest that you ask someone to review your application before submission – do they fully understand the project or program request?

ATTACHMENTS

- **Which file formats will be acceptable?**
 - We prefer that you attach files in a PDF format (.pdf). We will also accept files in Microsoft Word (.doc or .docx) or Excel (.xls or .xlsx). Unacceptable formats include files with "exe", "com", "vbs", and "bat" extensions.
- **How should files be named?**
 - You should give each file a name that identifies your organization and the type of required document it represents. For example, a file representing your audit for the previous fiscal year could be named “OrgName-audit FY2017”. Do not use any symbols except for a period or a dash, as symbols can interfere with the upload process.
- **Is there a size limit for file attachments?**
 - Yes. The maximum size varies depending upon the question. If your attachment is larger than the allotted space, try scanning it and uploading as a PDF.
- **I do not have the required attachments in an acceptable electronic form. Can I provide then in another way?**
 - No. The online system will not allow you to submit your application unless you attach the required materials. If you do not have the documents electronically, you can scan the information into a PDF file.
 - You can also use the ‘Fax to File’ option located under ‘Tools’ tab. Follow the instructions.

FINANCE & BUDGET

- **We’re a start-up with no financial history. How do we answer the financial & budget questions?**
 - Estimate the amount of in-kind support and volunteer hours your organization has received; include what actual results you have and a projected operating budget for the next year.

- **What is “in-kind” support?**

- In-kind support means items or services that are provided for your project at no cost. For example, if a consultant has agreed to provide free services for the project, you should list the fee that would normally be charged for the same service. If a business or landlord has donated office space to your organization, you should list the rent you would normally pay. The dollar amount you list here should be the actual or estimated cost of obtaining the same item or service.

TROUBLESHOOTING

- **Help! Why did I lose my edits?**

- There are a few common reasons why this can happen:
 - If you stay on one page for an extended period of time without saving, your account may “time out” without warning.
 - A weak Internet connection may momentarily disconnect your computer while you are working on the application.
- As a safeguard, we recommend that you:
 - Save your application often
- To restore your edits, try:
 - Re-loading your Internet page, as sometimes the browser will cache an older version of your page.
 - Logging out, wait a few minutes, and then log back in and re-open your application.

- **Why am I having problems uploading files?**

- Double check that there are no symbols in the file name, the file type and size are OK, then try one or more of these suggestions:
 - Sometimes the problem can be a corrupt file. Try saving a new, renamed version of the document.
 - Try saving your file as a different type. For instance, if you tried to upload a (.pdf) file, try uploading the original Word or Excel version of this document. If it is a Word (.doc or .docx) or Excel (.xls or .xlsx) document, try saving it as a (.pdf) file and then uploading this version. If you scanned a document to create a (.jpg) file, try saving it in a (.pdf) format instead.
 - Use a different computer to do the upload.

- **How do I print my application for my records?**

- If you would like a paper copy of your application for your own records, login to the application portal and choose the Application Packet link. This will create a PDF of your application. You can print or save this document. You will always have access to your application by logging back into the application portal, even after you submit it.