

Common Questions and Answers

1. Why is the formatting of the application difficult to view?

The e-granting portal is supported by Community Tech Knowledge which is supported by Internet Explorer (IE)9, IE10, IE11, Mozilla Firefox, and Google Chrome.

2. Do I need to “enable” pop-ups?

Yes. To view the application in its entirety you must enable pop-ups.

3. How do I log in?

To access the e-granting portal (www.ckodm.com/uwdor), all applicants will use “apply” for both username and password.

4. Will I have an opportunity to create my own username and password?

Yes. To access the application portion of our e-granting portal all prospective grantees will use a common username and password. Once logged in, to create an application you will be promoted to create a unique username and password for your organization that will be tied to your EIN number.

5. Can other organizations view my active grant application?

No. Once you log in and create the Agency Profile for your organization only individuals with your username and password can view your work.

6. Can my organization apply for multiple grants?

Yes. However, each organization can only create ONE agency profile linked to their EIN.

7. Can I print a blank application to see what information is requested before completing it online?

Yes. The entire application can be printed but each individual document must be opened and saved. Once the “print documents” option is selected you will have the opportunity to view which documents will be included via a checked box on the right hand side.

8. How can I view the status of my application?

To view the status of the application, with status of each form, select “show all forms”.

If the form is completed in its entirety it will show a green check mark.

If a form has not yet been opened it will remain highlighted in yellow.

9. Am I required to complete my application in one sitting?

No. Users can log-in through their unique username and password at any time until the deadline of 5:00 pm on March 11th to work on their application.

10. I tried to enter my unique username and password on the e-granting portal linked from the United Way website but it would not allow me access.

Each time an organization logs in to e-granting portal to apply for funding, they must enter “apply” as both the username and password. Once logged in, organizations will indicate that they are a returning agency and search for their agency folder.

11. What does the asterisk on the question fields indicate throughout the application?

The asterisk indicates a required field for all applicants.

12. My organization is applying for multiple program grants. Am I required to submit the agency forms for each program grant?

The granting portal will only allow each organization to submit one copy of the following documents:

- Counterterrorism Compliance Form
- Organization Required Documents
- Application Certification

All other documents are required for each program application.

13. How will I know if my application has been submitted?

The e-granting portal will automatically generate a message that your application has been submitted. Additionally, the primary point of contact whose e-mail address is listed in the Agency Profile will receive a confirmation e-mail.

14. I completed all of the required fields, but it is showing my document is missing information. Why?

Please review the form carefully – any required field that has been populated with a “zero” will not be registered as a completed field. If you need to enter a “zero”, please enter “.01”

15. Am I allowed to submit other attachments to demonstrate the work of my organization? (i.e. program newsletter).

United Way requests that all applicable information be included in the grant application. Unless requested, no additional information will be considered.

16. How do I check on the status of my application once it has been submitted?

United Way will notify grantees of their status during the month of May, 2016.

17. Who do I contact if I have questions?

Given the number of anticipated applicants, United Way requests that all questions be submitted in writing to ci-inbox@uwdor.org.

18. Can organizations apply as a functioning collaboration?

Yes – Collaboration is encouraged in both program strategy and structure. If your organization intends to apply with others, please ensure specific roles and responsibilities towards achieving common outcomes are outlined.

19. Last year I applied for Crisis Intervention. I don't see it.

Crisis Intervention is now included in the Community Application, under the impact area of Income.

20. I sent an email to ci-inbox@uwdor.org and I have not yet received a response. When can I anticipate hearing back?

United Way staff will provide response within two business days. Additionally, Questions and Answers will be posted in a bulletin within the eGranting portal.