



# Technical Advice for using our Online Grants System

Applications are made and managed through our online grants system.

## 1. Technical Advice for using our online Grants System

- a. Use Internet Explorer to access the online application system.
- b. If this is your first time to use the Online Grants System, select **Register New Applicant** and register your organisation. The basic data you enter will create a record for you.
- c. To log back into the system, please select **Existing User** and enter your User Name and Password.
- d. Uploads must be in PDF or JPEG format and not exceed 10MB per document.
- e. The system is live and will timeout. Remember to save each item as you go.

## Read our more detailed technical advice tips below:

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### 2. The Basics

Please access the online application system through INTERNET EXPLORER only. Your browser should have cookies and javascript enabled, at least for the Heritage Council website.

If you use security software (eg a firewall program or a spam filtering system), please either whitelist <noreply@heritagecouncil.ie> or check regularly to ensure that no email from the Council has been caught by your filters.

You will need anti-virus software so that you can be sure that any files you upload are free of viruses and other malware. If the online system finds any malware, it will reject your application.

An uploaded document cannot exceed 10mb and must be in PDF or JPEG format. You can upload as many documents as you like. All documents will be scanned for Viruses by the system following submission.

### 3. Completing the online application form

The application form is lengthy and it is unlikely that you will be able to complete it in one session. The system allows you to save your work, log out and then log in again, for another session, as often as you want. You can add new material or change what you have already entered. Please save your work after each entry as the system will time out.

When you have completed and checked your application, you must press the Submit button. Once you have done that, you won't be able to change your application. Make sure you submit before the deadline; the system will not accept applications after 5pm on that date.

A single Applicant can make several applications, but the form will have to be completed separately for each application. If you are completing applications as an agent — for instance, as a professional firm or advisor on behalf of a client — the client is deemed to be the Applicant. An application must be registered in the

name of the Applicant, not the advisor or professional firm (this means setting up registration details for your client). It is your responsibility to ensure that all such Applicants are given the log-in information so that they can complete interim and final reports and otherwise use the online system.

#### 4. Uploading documents to your online application

Under Tab 5 you must upload documents (or other files, eg photographs) to support your application. The number and type of documents to be uploaded will depend on the nature of your application (please refer to the relevant Grant Scheme guidance document for further information on project specific requirements). Each document is limited to 10MB but you may upload several documents. The only document formats that will be accepted are PDF and JPG.

To Upload Documents select Browse to find the document or file on your own computer. Once you have chosen a file, click Open. You will also have to name all the documents you want to upload, you should choose a title that will be relevant to the document. Once this is done press the Upload Documents button.

Each uploaded document will appear with 'Awaiting Virus Scan' warning. All uploaded documents are scanned and any documents found to carry viruses or other malware will be rejected. Depending on the amount of activity on the grants management site, the virus scan can take from a few minutes to a few hours to check documents. However, it will not affect you uploading other documents or submitting your application.

**If you are experiencing any technical difficulties please contact the Heritage Council as soon as possible as we may be able to sort it out quickly.**

From experience, many applicants leave it to the final day to submit an application and this can impact negatively on getting their application in on time. It is worth pointing out that due to the nature of the internet, if multiple people are uploading multiple documents at the same time to the same server, it will take longer to complete the upload, as they would be sharing the available connection bandwidth to our server (i.e. the max speed at which the telecommunications infrastructure can pass data to the server). The fact that the max file size is 10MB will naturally also have an effect on the amount of time it takes to upload the larger documents.

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