

Community Investment Update Troubleshooting & Commonly Asked Questions for Online Application

What is the difference between Save and Submit?

Please use **Save** when you would like to save your information. **Submit** will permanently save and lock the form. Once you submit, you cannot make further changes. Email Leslee Cook at lcook@unitedwayqc.org to have any **Submitted** form unlocked for your editing purposes.

Do I have to Submit each section (i.e. Budget, Demographics)?

Yes, you must **Submit** each section of the application update in order for your application to be complete. You must **Submit** both Agency and Program Budgets, Forms, and Demographics. Other sections including Companies/Beneficiary Data, must be **Saved** before your application is complete.

How can I see what my completed application looks like once I'm finished?

- 1) Submit a Web Report (listed under CB Home).
- 2) All reports will be sent every agency director within 2-3 weeks following the application deadline February 26th so you can see the exact reports the volunteers reviewing the applications will see.
- 3) Email Leslee Cook at lcook@unitedwayqc.org to request a report be sent to you (please allow 2-3 business days). Please be specific on which report you would like (i.e. agency budget, demographics, program narrative form).

I click the Blue arrow to go to the next page, but nothing happens...

Please make sure you have the correct year typed in, the system automatically defaults the year to **2009**.

2011 Proposed Agency/Program Budgets

Please e-mail Leslee Cook at lcook@unitedwayqc.org if any changes need to be made to your 2011 Proposed budgets and they will be unlocked for you to edit.

2009 Actual- July 1, 2008-June 30, 2009; your agency's final numbers for Fiscal year 2009

2010 Revised- July 1, 2009-December 31, 2009; including progress to-date for FY10 funding

Back key- Do not hit the back arrow in Internet Explorer, by doing so your 'Webpage will expire' which will cause you to lose information not saved.

Copy & Paste- Please be careful when copy & pasting information from Microsoft Word or another Word document, some characters do not paste appropriately. Please be sure to proof your reports before submitting.

Internet browser- Please use Internet Explorer to fill out the application update. You may have difficulties using Mozilla Firefox or other internet browsers.

Keep Internet Explorer screen active- When in Andar360 working on your application update, be sure to keep the mouse active and **Save** your information if you leave the webpage. Andar will time out after so many minutes and if you haven't saved, your information will be lost.

Program name highlighted- Make sure you are highlighting the program name of which you are currently updating.