

Troubleshooting the Con Alma Online Request Site (“the Site”)

3 Tips That Apply to Many/Most Issues

1. Check Your Email. The Site is set up to confirm many actions with an email acknowledgment (for example, a password reset or saving of an in-progress application). If there’s nothing in your inbox, check your spam file, and make sure you have grants@conalma.org whitelisted. If your organization has its own email server, ask the administrator for help in whitelisting.
2. Open a “Clean” Browser Window. Close your browser, all tabs. When you re-open it, delete cookies and/or clear your cache before you try to access the Site again (Don’t know how? [Instructions](#)). Often a login or request access issue is related to old information remaining in a browser cache, and the Site attempts to open based on the old info.
3. Use Email Links. When you create an account, change a password, save or submit an application or report, you’ll get an email acknowledgment which usually has a link in it. Use the MOST RECENT email link to go back to the Site (and again, be sure you’re using a clean browser window.)

These three tips (ESPECIALLY STARTING FROM A ‘CLEAN’ BROWSER WINDOW) will fix many if not most issues users have with the Site, so try them first!

Troubleshooting New Account Setup

When you click a link on our website to start a new grant application, you’ll be sent to our Login Page. If the Site doesn’t recognize the web address of your computer, the “E-mail” and “Password” fields will be empty. Follow the instructions on the screen to create your new password.

I followed the instructions and it’s telling me I already have an account, but I don’t remember creating one/don’t know the password!

If you are using a “work” email, especially a generic one like Orgname@gmail.com or ProgramDir@orgdomain.org it’s possible someone else at the organization has already established an account. If no one remembers or knows the login credentials, click “Forgot Password” and follow the instructions.

There’s an email address and black dots already entered, but I want to create a new account with a different address.

Use your mouse to delete the information in those fields, then click the “New Applicant” button under the Email field.

I think I set up the account correctly but I didn’t get an email with a link to confirm and log in again?

First, check your email’s spam file, and make sure the email from grants@conalma.org isn’t there. If it is, whitelist the grants@conalma.org email address. You can also check with your IT/email manager (if you have one) to ensure the whitelisting has worked.

Troubleshooting Login to an Existing Account

When you click a link to the Site from our website or from within an email , you'll be sent to our Login Page. Depending on how long it's been since you logged in, login information may be in the "E-mail" and "Password" fields already.

1. If the information is filled in and the email is correct, you can just click the "log in" button.
2. If the information is filled in and the email is NOT correct, highlight and delete both fields and fill in the correct information, then click the "log in" button.
3. If there is no information in the fields, add your existing account email address and password and click the "log in" button.

The information looked correct so I clicked "log in" and it told me the information was NOT correct!

First close out of your browser altogether and open a "clean" browser window to try again (see "3 Tips", above). Then, depending on whether the login fields appear filled-in or not, go to 2 or 3 (see above). If the "not accessible" error persists, you may not be using your most recent password and the best option is to re-set your password.

How Do I Re-set My Password?

Click the "forgot password" button under the password field on the login page. An email will be sent to you with a temporary password, and instructions for resetting. You'll need to log in with the temporary password *after* closing your browser and opening a clean browser window (see "3 Tips", above). Then you will be prompted to change your password, which will automatically log you out. Then you must again open a clean browser window to log in with your new password.

Troubleshooting the Application Process

Once you click the "apply for a grant" link from our website, you'll see a page of instructions and a list of download links for resources. Read the general instructions carefully, and download the resources you think you might find useful, before you click on the link to the particular application you want to complete.

The MOST IMPORTANT instruction is this: Save your work every ninety minutes, and wait for the email that tells you your request has been saved, but not submitted. Then open a clean browser window (see "3 Tips" above) and use the link to open the saved version of your request form.

I'm seeing funny characters in text field answers on the saved version of my application?

This happens sometimes especially if you have cut and pasted answers from a text file. The version of HTML used by the Site may not make the correct translations for some punctuation characters between origin files, browser differences, etc. You can try altering the punctuation (substitution single/double quote marks, or limiting use of question marks, bullet points, etc.) or just trust us to figure out what you actually typed. We're aware of the issue and are working with the software provider.

I tried to send a copy of my not-yet-submitted application to someone else for comment, and they couldn't see it?

Form sharing using the Site's HTML version requires that everyone trying to look at or work on the account have an active user account. When you use the button in the request form list Check that your collaborators received the email and followed the instructions to create an account.

Another option for sharing an application in progress is to simply forward the most recent email you've received acknowledging your application has been saved, but not submitted. Such emails always include a text version of everything currently saved on the form, although you can't use them to see options in drop-down menus, etc.

I answered "yes" to the question about working within tribal jurisdictions, but later I realized that although we're serving people from tribal communities, we aren't actually working in any tribal jurisdictions. How do I submit the application without the required support letter?

Just upload a text file, Word document or .pdf explaining the error.

I'm applying for general operating support and don't have a separate project budget. What do I attach to meet the 'project budget' requirement?

You can upload your organizational operating budget twice.

Did my application submit correctly? Is everything okay?

When you submit a completed application, you'll get an automated email telling you the application has been submitted. After that, you WILL NOT hear from us again, if your application is complete and everything is clear, for several weeks. At that time you'll get either a decline letter or (if your application is for one of the funding cycles that requires it) notification that we'd like to set up a site visit. The schedule for the application review and funding decision process is on our website and includes approximate dates for when you can expect to hear.

If there has been an obvious error in your application, or you've left out something important, we will contact you sooner.