

# Frequently Asked Questions

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## Technical system related questions

These FAQs are for individuals who are using the VicHealth Online Grant Management System to apply for an Active Club Grant.

**1. I'm trying to register as a New User and encounter the error message Invalid e-mail or password.**

This usually means you have previously registered as an applicant using this email address and created an account. To log back in return to the Sign in screen and enter your email address and password. If you cannot remember what your password was, refer to question 2 in this document to reset it.

**2. I've forgotten my password – what do I do?**

If you already have an account, due to privacy reasons we cannot retrieve your password, however you can request to create a new password. On the User Login page click 'Forgot your password'. Enter the email address you just tried to register and a new password will be sent to that email address.

If you continue to experience an issue whilst attempting to reset your password, contact the VicHealth IT Helpdesk via [helpdesk@vichealth.vic.gov.au](mailto:helpdesk@vichealth.vic.gov.au) or (03) 9667 1380.

**3. I'm trying to login again after registering previously but am encountering the error message Username is not found in the system.**

You may be trying to login to the VicHealth website rather than the VicHealth Online Submissions Portal, which are separate registration systems. Check the URL of the webpage you are looking at, if it is this, <https://www.vichealth.vic.gov.au/account/login>, then that is incorrect.

Please proceed to

[https://www.grantrequest.com/SID\\_1262/default.asp?SA=AM](https://www.grantrequest.com/SID_1262/default.asp?SA=AM) to log into VicHealth Online Submissions Portal.

**4. I have submitted an application. I want to submit another application for a different club/organisation. Can I use the same User ID (email address)?**

Yes, you can log in using the same email address on the 'Please Sign In' screen, and create a new application for a different club.

**5. I'm getting an error message when I try to submit my application.**

You may not have completed all of the mandatory fields. The problem entries will be highlighted with a red arrow. If no errors are shown, yet you still cannot submit, please contact the VicHealth IT Helpdesk via [helpdesk@vichealth.vic.gov.au](mailto:helpdesk@vichealth.vic.gov.au) or (03) 9667 1380.

**6. I can't find my draft/in progress application. Where is it?**

If it's not under the 'In progress and submitted applications' section on the Online Submissions portal screen it has not been saved. You need to select the 'Save & Finish Later' button at the bottom of the application form pages when you have finished otherwise your work will be lost if you exit out of the submissions portal. If you have saved you should

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receive a confirmation email that contains a copy of your draft/in progress application to date.

## **7. I have registered and logged in but cannot find how to start the Active Club Grant application form**

Please confirm the URL of the webpage you are currently looking at, if it is <https://www.vichealth.vic.gov.au> then you have registered and logged into the wrong system. Please proceed to the VicHealth Online Submissions portal, [https://www.grantrequest.com/SID\\_1262/default.asp?SA=AM](https://www.grantrequest.com/SID_1262/default.asp?SA=AM) and register/login there to begin an Active Club Grant Application.

## **8. How can I print my full application before I submit it?**

While editing the application, click the 'Printer Friendly Version' link at the top of the page, then select 'File' and 'Print' from the browser menu (shortcut Ctrl+P in most browsers).

## **9. How can I print my full application after I submit it?**

From the Online Submissions portal screen, scroll to the 'In progress and submitted applications section' in the drop down box click on 'Show Submitted Applications'. Click on the submitted application and click 'File' and 'Print' from the browser menu (shortcut Ctrl+P in most browsers).

## **10. How can another person from my club/organisation manage my grant application online?**

Grant applications can only be accessed online with the email and password that were used to register. If you wish to change the registration email address and password, please contact the VicHealth IT Helpdesk via [helpdesk@vichealth.vic.gov.au](mailto:helpdesk@vichealth.vic.gov.au) or on (03) 9667 1380.

It is a good idea to consider creating a club based account to ensure access to your application is accessible in the event of any operating changes.

## **11. I keep having to complete the Eligibility and Compliance Check to get to the application form – what should I do?**

The Eligibility and Compliance Check needs to be completed before you begin a new application. If you have started an application and selected 'Save & Finish Later' you can continue this draft/in progress application by logging into Online Submissions portal, scroll to the bottom of the page to the 'In progress and submitted applications' section and select your application from the list. This will allow you to complete a previously saved application without having to redo the Eligibility Compliance Check and starting anew.

## **12. My email address has changed. Can it be changed in the Grant Management System?**

To change your registration email address, you will need to log in with the original email address and password you registered with, and then locate the 'Change Email/Password' link at the top of the page. If you have any further issues please contact the VicHealth Helpdesk via [helpdesk@vichealth.vic.gov.au](mailto:helpdesk@vichealth.vic.gov.au) or on (03) 9667 1380.

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**13. How do I change or edit the address or phone number of the existing primary contact for the club/organisation or grant application?**

Once a grant application has been submitted, changes to associated contacts cannot currently be performed via the online system. Please email [activeclub@vichealth.vic.gov.au](mailto:activeclub@vichealth.vic.gov.au) with changes.

**14. I keep getting the error message 'Not a valid integer' when I fill out the costing sections of my application. Why?**

Check that you have only entered *numbers* into these fields. Do not enter \$ symbols.

**15. I keep getting the error message 'Your browser is not configured to support cookies. In order to access this online application form, you must adjust your browser settings to allow cookies'.**

This error message has been observed by users who are using the browser Google Chrome. Unfortunately the online submissions portal and Active Club Grant application form do not fully support the use of Google Chrome. Please try using Mozilla Firefox or Internet Explorer to complete and submit your application form. If you are using Firefox or IE and this error still occurs, please ensure you have cookies turned on. If you have any further issues please contact the VicHealth Helpdesk via [helpdesk@vichealth.vic.gov.au](mailto:helpdesk@vichealth.vic.gov.au) or on (03) 9667 1380.