FAQs
Active Club Grants 2015-18

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

1. I've forgotten my password – what do I do?

If you already have an account, we cannot retrieve your password but you can request a new password. On the User Login page click 'Forgot your password. Click here'. A new password will be sent to the email address that you used to register. If you prefer, you can request a new password by contacting the VicHealth IT Helpdesk via helpdesk@vichealth.vic.gov.au or (03) 9667 1380.

2. 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 your same email address on the 'Please Sign In' screen, and create a new application for a different club via the link 'Click Here to Lodge a New Active Club Grant Application'. Initial emails regarding your application will be sent to the email address you used to register.

3. 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 or (03) 9667 1380.

4. I can't find my draft application. Where is it?

If it's not under the *'Show In Progress 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 otherwise your work will be lost when you click out of the page.

5. How can I print my full application before I submit it?

While editing the application, hit 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).

6. How can I print my full application after I submit it?

From the Online Submissions portal screen, 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).

7. 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 or on (03) 9667 1380.

8. 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 retrieve a saved a draft copy of the application from the Online Submissions portal screen 'Show *In Progress Applications'*. This will allow you to complete a previously saved application without having to complete the Compliance Check.

9. 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 or on (03) 9667 1380.

10. 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 with changes.

11. I keep getting the error message 'Not a valid integer' when I fill out the proportion and the cost sections of my application. Why?

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

12. 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 or on (03) 9667 1380.