



ZoomGrants

FAQs/Tips

Last Updated: 01/24/2018

This document is a living document. As areas are identified as frequently asked questions they will be posted to this page. Items are organized by topic headings. Please see the applicability of the Grant Programs.

Error Messages

Grant Program: All

06/29/2017- Bad Request - Request Too Long when using Chrome

Q: I keep getting the following message, “**Bad Request - Request Too Long,**” when I’m using Chrome. How do I fix it?

Bad Request - Request Too Long

HTTP Error 400. The size of the request headers is too long.

A: If you get this error it is possible that you were logging into multiple accounts throughout the day, there was a loop that didn't quite get closed. To fix:

- 1) The session should reset overnight, OR
- 2) Clear your browsing history

If you're going to be changing accounts frequently, doing a complete logout each time should help circumvent this issue. There's even a small logout link at the very bottom of the page that will log you out and clear the cookie that tries to remember your session each time.

Logging In/Passwords

Grant Program: All

07/10/2017- Collaborator Password

Q: How do I log in as a Collaborator? What do I do if I don't have a password as a Collaborator?

A: When you receive an invitation from ZoomGrants to collaborate on a grant you will be asked to enter a password. If this is the first time you are logging in/using ZoomGrants, when you receive the invitation e-mail you should click on the link provided and follow the instructions to create an account/password. If you are already an account owner, the password for Collaborator and Account Owner are the same. Furthermore, if you have forgotten your password you will have to click on the forgot password link. DCJ does not have access rights to view or reset Grantee passwords, so please follow the password reset option. ZoomGrants requires all users to maintain a Security Profile to aid in the retrieval of passwords. If you forget your password, answering those three questions correctly will allow you to reset your password. If you have yet to set up your Security Profile, you will receive your password in an email from Notices@ZoomGrants.com. Please make sure to check your spam folder after requesting a new password.

Common Application Questions

Grant Program: All

12/28/2016- Updating my Organizational Information

Q: I need to update our Organizational Information. Do I need to update the information in all of our applications?

A: The Summary Page contains Organization Information. If you change the Organization Information on one grant or in the Account Profile, it changes the information on all grants. If you have other grants with DCJ this section will already be completed on new applications. Changing this information without consulting with your **DCJ Grant Manager** could result in a delay in grant agreement and/or payment processing. Organizational information must go through a multi-step validation process.

Grant Program: All

12/27/2016- IRS Verification

Q: When looking at my Project on ZoomsGrant, I noticed a notation listed on the Summary page that says:

IRS Verification

No current exempt IRS record was found for IDNxxxxxxxxx.

Do I need to do anything about this?

A: No, you do not need to do anything about this.

Grant Program: All

11/30/2016- Character Limits

Q: Are there character limits for the paragraph answer questions, and how will I know what they are?

A: If there is a character limit it will appear with each question. As you type, a box indicates how many characters are remaining. There may be a slight discrepancy in character counts upon saving the answer. Carriage Returns count as **two (2) characters when SAVED**, but count as **one (1) characters when TYPING/EDITING**. The final characters

count may be off by 1 character for each carriage return. You may need to shorten your answer if you initial answer uses the maximum character limit.

Grant Program: All

11/08/2016- Financial Management Questionnaire

Q: How do I complete the Financial Management Questionnaire?

A: When completing the Financial Management Questionnaire, click on the box under the text to answer the question. The drop menu will appear AFTER you select the cell that you want to enter.

Grant Program: OAJA grant programs

11/08/2016- Calculations on Budget Page- Refresh Page

Q: Why are my budget totals not changing when I enter new data?

A: Please use the Refresh Page to trigger calculations on the tables- budget section.

Grant Program: All

11/08/2016- Creating a Second Application

Q: My agency wants to submit two separate applications for a funding cycle. How do I create a second application?

A: If you are creating a second application you will go to the "Open Programs" section and click "Apply Again" for the program you want to create a second application for. If you do not, you will keep opening your original/first application.