**Groundwork Application Portal - FAQs**

**Q: How do I access the application portal / the application I started?**

A: You can use this link to access the application portal:

Groundwork London: <https://www.GrantRequest.co.uk/SID_123?SA=AM>

If you have already started your application or applied for a grant with Groundwork, please login using your existing login details.

Once you have logged in, make sure you are in the ‘Applications’ tab, click the drop down menu to ‘in-progress applications’ and you will find all the applications you have started there. You can also click the drop down menu to see ‘Submitted applications’ once you have applied for a grant.

**Q: I can’t remember my password / login details. Can you help?**

A: If you have applied for a grant with us before, then we can check your login details. We will need you to confirm what email address you are logging in with so we can check you are using the same one as on other grants. If you are using the correct email address but have forgotten your password, we can reset your password and issue a temporary one.

**Q: I started my application form and now it’s gone missing, where is it?**

A: See the information above regarding accessing the portal to find all in progress applicatons. You need to save your application form within 90 minutes of your last activity for it to save. If you do not save regularly you may lose your work and will have to start again, or from the last time you saved. You should select ‘save and close’ at the bottom of the application form if you wish to save the application or leave and come back to it.

**Q: Will I get a copy of my form once I’ve filled it out?**

A: Yes, the application form is emailed to your email address every time you save and close, and once the application form has been completed and submitted.

**Q: Some parts of the application form aren’t working.**

A: You should use Firefox, Microsoft Edge or Internet Explorer – other browsers can affect how the form functions. Also avoid using smartphones or tablets.

**Q: Can I submit through word document or PDF via email?**

**A:** No, we need applications to be submitted via the portal in order to process your application as well as for due diligence checks and for making payments if you are successful. If you need assistance and support, please let us know how we can help you.

**Q: I got a message saying "invalid e-mail or password“.**

A: If you tried to set up a new account and received the message "invalid e-mail or password", it means that an account with this email address already exists. Please return to the login page and click on the "Forgot password?" button. Follow the prompt to have a temporary password sent to you. Once logged in to your account you can use the "Change E-mail/Password" button to reset this to your preferred password.

**Q: Will you ask for more information after this application form?**

**A:** Yes, further due diligence checks will take place if you are successful. You will need to sign your grant agreement, if you are successful and provide your bank details, this will need to be submitted via your online account, through a requirement form we will make available to you.

**Q: I am not computer literate, can you help?**

**A:** Yes, we will provide support for people who are having technical difficulties or who require further help using this portal, please call or email if this is the case.