AmpliFund Applicant Portal – High Speed NV Phase III

Frequently Asked Questions

If you have issues with the completion or submission of your application for Phase III of the High Speed Nevada Initiative (BEAD), please see the following frequently asked questions. If you experience problems with the portal or need assistance with your application that is not addressed below, please submit a ticket directly to AmpliFund: https://amplifund.zendesk.com/hc/en-us/articles/360058459033-AmpliFund-Support-Site. The AmpliFund technical support team closes at 5pm PT/8pm ET.

1. How do I access an opportunity application on AmpliFund?

   ✓ Visit the opportunity link provided by or posted by your potential funder **OR**
   ✓ If your organization has received an award through AmpliFund previously and you are submitting a new application, visit gotomygrants.com. After logging in, click on your name in the upper right hand corner and select Applicant Portal from the drop-down menu that appears

2. I'm receiving an error message or the page is not loading, what should I do?

   ✓ Experiencing issues, such as the page not loading or error messages typically stem from specific computer settings. Take the following steps:
      i. **Clear browser's cache/cookies**
      ii. **Check your browser** AmpliFund recommends using Chrome, but you can also try Firefox, Edge, Safari, or Internet Explorer
      iii. **Avoid using** an iPad or Mobile Phone

3. I filled out all required fields in the application but can't click the "Submit" button on the "Submit" page

   ✓ To successfully submit an application, all application forms and sections must be **Marked as Complete**. Please ensure the Project Information and Application Forms have been Marked as Complete to submit an application.

4. I submitted my application but had incorrect information in it. Can I edit it?

   ✓ **No.** You cannot edit an already submitted application. However, you can Withdraw your application and submit a new one if the funder is still accepting applications. First, confirm the opportunity is still open. To Withdraw your application, click the **'Withdraw'** button. Then go to your applications menu, *Delete the application* and then you will be able click the Apply button to start a new one. We recommend downloading a copy of your application before deleting it so you can copy-paste content into your new application.

5. How do I access applications I've already started?

   - ✓ Click on the logo in the top left corner of the applicant portal to access the Administration section where you can see a list of all opportunities you've interacted with.

6. How do I change the Total Revenue Budget on the Budget template section?

   - ✓ The Total Revenue Budget is populated from the Award Requested in the Project Information section of your application. If cash match is included, enter the cash match amount under Cash Match Contributions on the Project Information section.

7. How do I link my account to my organization's account?

   - ✓ If you received an email invitation from an organization user, your account is already linked to the organization account. If registering separately, your account administrator will provide an Organization Code to add to your account information that will connect you to the account.

8. Who has access to the organization's applications?

   - ✓ All users tied to the organization can view and edit all open applications. Only Administrator users can create, delete, or withdraw applications.

9. I cannot start a new application in the applicant portal

   - ✓ Only the primary contact may start a new application for your organization. The primary contact is the user who registered your organization's AmpliFund account through the applicant portal.
   - ✓ You must click the Apply button to access the window where you may start a new application.
   - ✓ Verify on the Opportunity Details page that the Allow Multiple Applications field is set to Yes. Some opportunities allow only one application per organization. If this field is set to No, you may only submit one application for your organization.

10. I cannot enter information into the application

   - ✓ You must click the Apply button to start the process prior to entering information. The applicant portal will allow you to enter information but will not allow you to save it if you are not working within an instance of an application.
   - ✓ There may be missing required information or an error in one of the fields – these would be designated with RED TEXT throughout the form. Be sure to fix any errors before attempting to save or mark the form as complete.

11. When entering information in the portal, the portal will not save it

- ✓ First, ensure that you have clicked the Apply Button to start the process prior to entering information. The system will allow you to enter information but not save it if you are not actually working within an application.
- ✓ Check to ensure that there is not missing required information or an error in one of the fields – these would be designated with RED TEXT throughout the form.
- ✓ Only the Primary Contact may start an application or submit a completed application. Any designated on the account can enter information. Ensure that the right person with the right permissions is working on the application at a given time.