

APPENDIX F**OnLine Grant Applications Frequently Asked Questions
(OLGA FAQ)****I have a technical question about OLGA. How do I obtain assistance?**

Technical questions about OLGA can be answered by calling the Office of Grants Administration and Constituent Services between 8 a.m. and 5 p.m. Monday-Friday at 614/728-4449 or - oachelpdesk@oac.state.oh.org. (In most cases, e-mails will be answered within the same business day except on weekends and holidays.) It is very helpful if this e-mail address is listed as a “safe sender” by an organization’s email system so that any communication from OLGA reaches the applicant easily.

Is OLGA compatible with a Macintosh and Mac browser platforms?

Yes, OLGA is both PC and Mac compatible. For more information regarding specific operating system and browser issues please refer to [Tech Tips](#).

Several individuals within my organization will be preparing the application. Do all of us need an individual User Name and Password?

No! Do not create multiple User Names and Passwords for staff members within your organization. Share the same User Name and Password. Multiple staff members can be logged-on simultaneously with the same User Name and Password.

The application I am looking for does not appear on the “Submit Applications” section of the Main Page?

During certain times of the year, some applications will not be available. In most cases, the OAC will “open” the system to accept applications three months prior to the program’s deadline. In programs where applications are accepted throughout the fiscal year and funds are awarded on a “first come-first served basis” (e.g. Capacity Building), the application will be removed from OLGA when all funds are expended for the fiscal year. The application will be available again when new funds become available.

All funding applications appear on the Main Page. Is this correct? Does this mean I am eligible for all funding programs?

After completing the Account Profile/Organization section you will have access to all organizational applications. Likewise, if you complete the Account Profile/Individual section you will be directed to all individual applications. Keep in mind this does not mean you are eligible for all of the programs listed. Please refer to the [Guidelines](#) for full eligibility requirements in each specific funding program.

I created an Account Profile and moved onto to the Main Page under Submit Applications. I clicked on “Preview” which generated a PDF file of the application. However, the information I entered in my Account Profile does not appear in the PDF. What happened?

This is normal. Your Account Profile information will not appear in the PDF until you start an application. Once you start an application and save the first section, the information from your Account Profile will appear on the PDF.

How do I submit a draft application?

Follow the directions in OLGA through the last page of the application (the “Final Submission” page), and check the box next to the statement “Check this box to submit this application for DRAFT REVIEW by the OAC staff. This does not constitute final submission.” Then, click the “Submit” button. Draft applications must be submitted electronically via OLGA by 5 p.m. Eastern Standard Time on the funding program’s draft deadline date, listed on the main page of OLGA. Draft deadlines are listed in the “Timeline” section for each program. No support materials are required for a draft application.

How do I submit my completed application?

Follow the directions in OLGA through the last page of the application (the “Final Submission” page), and click the “Submit” button. Applicants will be notified via automated email (sent through OLGA to the organization’s primary contact) when the online application is received.

What is the difference between the “Manage Current Grants” box and the “Submit Applications” box on the Main page?

The “Submit Applications” box is always used for applications - not for awarded grants. If the application is approved, it moves into the “Manage Current Grants” section. The “Manage Current Grants” section is used for submitting partial payments (if applicable), submitting Final Reports, updating budgets, status confirmation, etc.

I submitted an application in Sustainability (or another program). When I started to fill out an application in a different funding program, there appeared to be information already filled-in? Why?

This is feature of OLGA. Information that is common between applications, especially fields relating to the organization in general, is automatically populated into subsequent applications. In these applications you will have the ability to update or completely write over such automatically populated fields, should you choose to do so.

I need assistance with the Narrative section of my application. I am not certain I understand a particular question. What should I do?

These types of questions should be directed to an OAC program coordinator. Applicants in Individual Artist Grant Programs and Arts Learning and Community Development should contact those offices respectively. All other applicants should contact the Office of Organizational Services, wherein specific program coordinators shall oversee specific regions of Ohio. For a staff directory, [click here](#).

Why do you ask for my organization's URL (Web address)?

The OAC encourages all applicants and grantees to maintain a Web presence. Research indicates that an ever-increasing number of individuals now use the Internet as their first contact to arts organizations/events. A well-designed Web site can be an organization's most valuable marketing asset. Although a Web site is by no means mandatory for applying to the OAC, panelists will be encouraged to explore applicants' Web sites to become familiar with the organization and how it presents itself to the public.

I submitted a draft of my application two days ago. I received an e-mail saying it was received but have yet to receive any feedback. When can I expect it?

When an application is submitted as a draft it is forwarded within 24 hours to the appropriate program coordinator for review. Drafts are always reviewed by staff on a first-come, first served basis. The earlier you submit a draft, the quicker it will be reviewed. It is quite possible that a single program coordinator may receive several dozen draft applications on the last day they can be submitted. In most cases, a draft takes two - three weeks for review. You may continue to work on your application while the draft is being reviewed by staff.

I submitted my application by mistake (or I need to make a major change to some of the information). What can I do?

If it is before the deadline date, call the OAC Help Desk at 614-728-4449. Corrections and/or changes cannot be made after the deadline has passed!

Do I need to mail a set of support materials with my draft?

No, please do not send support materials with your draft. They will not be reviewed, they will not be returned, and they cannot be held until your final application is due.

May I send my support materials as a file attachment(s) to my on-line application?

No, not at this time.

How do I submit my Signature Page?

Click the “Preview Application” button from any page in the online application or the “View PDF” link from the main page of OLGA. The first page of the PDF is the signature page, which must be printed and signed by the project director and the board president (original ink signatures are required), and sent to the OAC offices with support materials.

Does my application number (or grant number) having any specific meaning?

Application/grant numbers are six digits in length. The first two numbers represent the OAC’s fiscal year. For example, a grant number 09##### means it is an application/grant for the OAC’s Fiscal Year 2009 (activities between July 1, 2008 through June 30, 2009). The final four digits are sequentially assigned by program area as applications are submitted.

Once I’ve been notified that I (or my organization) have been approved for a grant how do I submit my Grant Agreement?

Login to your OLGA account go to the “Manage Current Grants/Applications” section of OLGA and click on the “Grant Agreement” link. The Grant Agreement should be printed and reviewed carefully, with specific attention paid to the grant match, dates, description and other legal requirements.

How can I see panel comments about my application?

Login to your OLGA account and go to the “Grant Information” link on the “Manage Current Grants/Applications” page.

Can I request a [partial payment](#) through OLGA?

Organizations that need a partial payment must request that payment via the “Request Partial Payment” link in OLGA’s “Manage Current Grants/Applications” section.