

## GrantsPlus FAQs

To supplement our GrantsPlus User guide, please find below the top frequently asked questions we have received and our answers. If you cannot find the answer you are looking for please contact us by emailing [support@grantsplus.org.uk](mailto:support@grantsplus.org.uk) or calling us on 0203 141 3161 (Mon to Fri 9:30 to 12:30)

### REGISTERING AND LOG IN

Question	Answer	User Guide Page
<b><i>I am trying to register on GrantsPlus as a user but the agency I work for is not on the system/ only a different office to where I am based is on the system.</i></b>	You will need to register your agency or the office you are based at, as a new agency on the system. By doing so you are confirming that you are authorised by your agency to do so. You will then become the authorised contact for this agency registration (by default). This means that you will be responsible for approving all new users wishing to register on behalf of your agency. If needed, you can change the authorised contact details to a different member of staff at a later date.	4
<b><i>I am trying to register my agency but my agency cannot accept/administer cheques.</i></b>	<p>You can still register with us even if you cannot accept/administer cheques but we will only be able to award grants for standard white goods or beds/bedding (which we provide directly via our suppliers; Co-Op Electricals or Dreams) please enter 'Goods Only,' in both the 'Bank name' and 'Account Name' fields, then add 'Zero's' (000000) in both the 'Account Number' and 'Account Sort Code' fields.</p> <p>However if you are applying for an item that we cannot provide via our suppliers, such as clothing and your agency cannot accept and administer a grant cheque on our behalf, then unfortunately we would be unable to assist with that item.</p>	4
<b><i>I am trying to register my agency but I do not have the bank account details.</i></b>	Although we will be moving over to BACS in the future, at present we still provide grants via cheque for items that we cannot provide via our suppliers, such as clothing. We are not able to make cheques payable to an individual/client directly. If your agency can administer a grant cheque on our behalf, confirm the 'Payee name' for the cheque with your finance department). The 'Payee name' should be entered into the 'Bank name' and 'Account Name' fields. Where you are asked for 'Account Number' and 'Account Sort Code' just add 'Zeros' (000000).	4

<p><b><i>I am trying to register on GrantsPlus to make an application for my client. It asks for 'Personal Details' – Does this mean my details or the client's details?</i></b></p>	<p>If you are registering your agency or yourself as a user, under an existing agency registration, it means your own details. Once your registration has been approved and you have your own user account on GrantsPlus, your information will be stored so you will not need to enter your own details again (for any applications you make). From then on, if asked for personal details it will be those of the client you are applying on behalf of.</p>	<p>5</p>
<p><b><i>I have submitted my registration request but I don't know who the authorised contact for my agency is.</i></b></p>	<p>Once you have submitted your registration request, confirmation emails for your registration will be sent to your email address as well as to the authorised contact. You will not be able to use GrantsPlus until you click and approve your email address within the confirmation email/link you receive and your agency's authorised contact has approved theirs. It will state who the authorised contact for your agency is on the link that you receive.</p>	<p>4 &amp; 5</p>
<p><b><i>I'm entering the correct username and password but the system will not log me in.</i></b></p>	<p>Login is case sensitive. Please make sure you do not have 'Caps Lock' on and please try to avoid entering any extra full stops, hyphens or spaces either at the beginning or end of your username and/or password, otherwise your password will not be recognised. If you need further assistance please contact Glasspool Technical Support: <a href="mailto:support@grantsplus.org.uk">support@grantsplus.org.uk</a> You can also request a 'Password Reset' link (see question below for further information about this).</p>	<p>5</p>
<p><b><i>I can't remember my password/I need to reset my password.</i></b></p>	<p>On the GrantsPlus login page, type in your email address and then click the orange 'Forgot Password' button above to be sent a 'Password Reset' link email. This reset link is <i>time-sensitive</i> and you will need to use it the same day you requested it, otherwise please request a new reset link.</p>	<p>5</p>
<p><b><i>The authorised contact for my agency is on sick, or annual leave, or has left the agency.</i></b></p>	<p>Only Glasspool administration can edit/amend this for you, please email Glasspool Technical Support for assistance: <a href="mailto:support@grantsplus.org.uk">support@grantsplus.org.uk</a></p>	<p>N/A</p>
<p><b><i>The email address I entered when I registered is incorrect.</i></b></p>	<p>Only Glasspool administration can edit/amend this for you, please email Glasspool Technical Support for assistance: <a href="mailto:support@grantsplus.org.uk">support@grantsplus.org.uk</a></p>	<p>N/A</p>
<p><b><i>I registered myself to the wrong agency/different office to the one I am based at.</i></b></p>	<p>Only Glasspool administration can edit/amend this for you, please email Glasspool Technical Support for assistance: <a href="mailto:support@grantsplus.org.uk">support@grantsplus.org.uk</a></p>	<p>N/A</p>

Please note that the full '5 page' GrantsPlus User Guide for Help with Registering can be found here: <https://www.grantsplus.org.uk/Uploads/Help/RegistrationGuide.pdf>

You can also access the Registration User Guide by clicking the  button in the top right hand corner of the GrantsPlus LogIn/Register webpage [www.grantsplus.org.uk](http://www.grantsplus.org.uk).

## CREATING/SUBMITTING & WORKING WITH AN APPLICATION

Question	Answer	User Guide Page
<b><i>I can't see part of the screen/ I can't get to a part of the screen (e.g. to select a box I need to tick)</i></b>	Making the text on your screen temporarily smaller should enable you to access the part of the screen/tick box you need to get to. You can make the text on your screen smaller or larger by holding down the 'Ctrl' key on your keyboard and tapping the <i>minus</i> '-' key (to make text smaller) or <i>plus</i> '+' key (to enlarge).	N/A
<b><i>I'm in the first page of the application but it won't let me edit the information (I get a  symbol)</i></b>	You are on the 'Summary Details' page - This page gives a brief summary of information contained within the application. Information in these fields cannot be changed whilst on this page. To edit information please click on one of the application section links in the list on the right of the page to jump to the corresponding section of the application. You can then edit the information and save the changes you have made to the application.	8
<b><i>When adding other members of the household I've accidentally added the same person twice – How do I delete one?</i></b>	Currently it is not possible to delete a duplicate entry in this section so please just continue with the application. If you wish, you can make a brief note of the household member duplication when you get to the 'Additional Info' section of the application but this is not a necessity as our Grant Officers will recognise this as an error when considering the application and it will not affect our decision.	9
<b><i>I need to make a few changes/add further information/change the need requested, but I have already submitted the application.</i></b>	You can recall the application by clicking the 'Recall' button (which is located next to the 'Submit' button on the 'Submit Application' page) Although you cannot do this once a member of the Glasspool Grants Team has been assigned to look at your application. The system will tell you this when you click the button. (See next question for further help on this).	12
<b><i>I need to make a few changes/add further information/change the need requested, but I have already submitted the application and it has been assigned to one of Glasspool's Grants Team.</i></b>	You can send us a message regarding the applications via the 'Communications' area. When on any page of an application, on the right hand side of the screen, under the 'Tools' menu, click the 'View Communications' link to jump to that section. Click the 'Add' button to add a message, then click 'Save' to save the message to send later or click 'Send' to send the message to us. You can click the 'Show All' button to view all messages which have been sent or received in this area of the application.	N/A

<p><b><i>I have been sent an email requesting further information but I cannot see what information is required or where to type my response.</i></b></p>	<p>Log into GrantsPlus and open the relevant application. Please click on the 'Submit Application' section link in the list on the right of the screen to jump to that section of the application. Here you will see the further information we have requested. Click 'Add' to type your reply, Click 'Save' and then please remember to click the 'Submit' button () to resubmit the application back to us.</p>	<p>16</p>
<p><b><i>I've been sent an email to accept an item offered as a result of my application but I cannot see what page I go to in order to accept the item.</i></b></p>	<p>Log into GrantsPlus and open the relevant application. Please click on the 'Offer Details' section link in the list on the right of the screen to jump to that section of the application. Here you will see the client's address details. Please check and amend (if necessary) these details first. Further down the page, you will see the make, model and dimensions of the item offered. Once you have checked the dimensions are suitable for the space the client has available please click the 'Accept' button to accept the item. If you refresh the page you will note that the status of the item will have changed from 'offered' to 'confirmed'. Shortly after you will also receive an automated email from GrantsPlus giving you the delivery timeframe and our suppliers' contact numbers.</p>	<p>14</p>
<p><b><i>I've been sent an email to accept an item offered as a result of my application but, the item awarded is not suitable/will not fit in the space my client has available/Is not the priority item.</i></b></p>	<p>Please do not click the 'Accept' or 'Reject' buttons. Instead, please send us a message explaining the problem with the offered item via the 'Communications' area. When on any page of an application, on the right hand side of the screen, under the 'Tools' menu, click the 'View Communications' link to jump to that section. Click the 'Add' button to add a message, then click 'Send' to send the message to us. You can click the 'Show All' button to view all messages which have been sent or received in this area of the application.</p>	<p>12</p>
<p><b><i>I need to change the delivery address for my client but the order has already been placed.</i></b></p>	<p>Please be aware that although you can change the address of the client on GrantsPlus at any time, the order for the item awarded will have been sent to our supplier with the address for the client that was on GrantsPlus <u>at the time the order was placed</u>. You can check to see if the item has been ordered by checking the item status on the offer details page. If you need to update the client's address after the item has been ordered you will need to contact the Glasspool Grants Team so that we may notify our supplier. Please email us at: <a href="mailto:grants@glasspool.org.uk">grants@glasspool.org.uk</a> Please do not put the client's name on the email with the new address, just our application reference (GA) number.</p>	<p>14</p>

The full '20 page' User Guide which has extra information on the status of applications, decisions and our Supplier details can be found here: <https://www.grantsplus.org.uk/Uploads/Help/UserGuide.pdf>

You can also access the Full GrantsPlus User Guide by clicking the  button in the top right hand corner of the GrantsPlus Home Page (when you are logged in).

## **GENERAL APPLICATION INFORMATION**

### **Sending us information by email - Data Protection compliance**

To ensure that we adhere to strict data protection legislation and the new GDPR regulations (from May 2018) wherever possible please try to send us information regarding your application/client via the 'Communications' area on GrantsPlus. If you need to send us an email instead (to attach a document such as a 'quote for carpet' for example) please redact the client's personal information such as 'name and address' and only send us the Application Reference Number (e.g. GA001234) on the email. If you cannot redact the client's personal information please password protect the attachment and then telephone us to give us the password (phone line 0203 141 3161 open 9.30-12.30 Monday to Friday)

### **UK Residency/Legal Status**

We can only fund people who are legally staying in the UK. You will need to confirm their legal status. We can consider only clothing grants for client's who have an application submitted to Home Office pending decision. Other items, such as household equipment, can only be considered if client has been granted 'Refugee Status' (normally granted leave to remain in the UK for 5 years) or 'Indefinite Leave to Remain' (ILR - also called 'permanent residence' or 'settled status' as it gives permission for client to stay in the UK on a permanent basis.) Or an equivalent legal status.

### **Client's Address Details – Using the Post Code 'Look Up'**

To ensure that your client's address and post code are entered correctly we ask you to enter the post code into the post code field and then click  to perform a post code 'look up'. A new 'drop down' menu will then appear underneath for you to select the correct address from, the system will then 'auto fill' the rest of the address for you. You then need to choose the Local Authority from the drop down menu to complete the address section.

### **Work History**

To ensure that your client is able to receive as much support as possible, we ask you to provide information about their employment history, and that of other members of their household as there may be an occupational benevolent fund we can suggest who could provide further assistance or funding.

Although an applicant may currently be unemployed, some occupational benevolent charities still consider helping previous employees or spouses, families and dependents of previous employees. We are working to improve this section of our application form to make it more 'user friendly'. In the meantime can you provide the work history for all household members in the '*Additional Info*' section of the application form. Please include their profession/job, employer name (where possible) and how long they worked there (in years and/or months, again if possible). If they have never worked, please state this. If we have this information it will enable us to assess the application more quickly.

### **One Item/Request**

Given the volume of applications we are receiving we are unable to assist in every case and for every item requested. When we are able to help, in all but exceptional cases, we can only provide a grant for one request per application. In cases of extreme and exceptional hardship where an applicant has complex needs, we may be able to award two items. If you apply for more than one item, please enter the items on the application in priority order (**the item which is most important to your client first**). This means that if we are able to help with one of the requests we will award the item that appears first on the 'Needs' list you have completed. By offering a grant for the first item listed, we will not need to go back to ask for clarification, and this will mean that your client's need is met more quickly.

### **Requests for larger items or costs higher than our average grant**

If you wish to request a grant that is more than £250 - £300, we would be unlikely to award the full amount, although we may be able to make a contribution. Before applying to us, can you please ask other funders who might be able to assist with your request. Once you have received their decision, if top-up funding is required, please submit an application to us. If you have any queries, please contact our grants team who will be happy to discuss this with you.