



Application Troubleshooting

- **Unable to access the site, it keeps spinning for a long time**
 - Please try to access the site again in another updated browser or clear cookies/cache and try again. (Try using a browser other than Chrome).
- **Returning scholars:**
 - Every applicant (New and Returning) will complete the '**Applicant Information**' Section and the "**Parent or Guardian**" Sections. The last question in the 'Parent or Guardian' section will ask you if you are a returning scholar. Please select '**Yes**' if you have been awarded a TRCF Scholarship in the past. From there, you will have a shortened/consolidated application. For any questions/issues, please email brielle@ruthcheathamfoundation.org
- **I uploaded a document and it doesn't save.**
 - 1. If you upload a document over 10 MB it will not save.
 - 2. You will only be able to save files if they are an accepted file extension.
 - (PDF, JPG, Excel, Word)
- **My document won't load**
 - Ensure it is not a zip file
 - If it is, Unzip the file and save/upload it in the approved format (PDF, JPG, Excel, Word). Ensure the file size is less than 10MB. CLICK SAVE at the bottom of the screen.
- **The 'APPLY' button is greyed out**
 - The apply button will be greyed out when the user is already logged into the site and then tries to access the same browser's application URL. Kindly access the link in another browser so that the apply button would work.
- **Sections not showing 100% complete even if all questions are filled.**
 - After double-checking your work and ensuring all questions with a red asterisk have been answered and all required documents have been uploaded, please contact brielle@ruthcheathamfoundation.org for assistance.
- **I can't find the submit button.**
 - The submit button is called, "Final Review and Submit" and it is located at the top right of the screen. If the deadline has passed the submit button will not be available.
- **How do I get a copy of my application and the attached documents?**
 - From the "My Applications" tab, click the PDF icon to the right of the application. A PDF copy with all attachments will generate so that you can print it.

- **How do I print my application?**
 - From the "My Applications" tab, select the radio button to the left of the application you want to be printed. Then click the "choose action" drop-down and select "Print Application".
- **I uploaded a document and it disappeared/was not saved.**
 - 1. Ensure you are uploading a supported file. (**PDF, JPG, Excel, Word**)
 - 2. File size must be under **10 MB**.
 - 3. Make sure the file you are uploading is not password protected.
 - 4. Make sure you are not uploading multiple documents in one browse button. (*If it is a zipped file, please unzip the file, save as a supported file type, and re-upload the document).
 - 5. Please make sure your browser is up to date.

Completing the Application:

Step 1: Log into The Ruth Cheatham Foundation Scholarship Application Site

- Access the site and click on Login, enter your email and password.
- Click Create New Account if it is your first time logging in.

Step 2: Click Apply

- The Pre-qualification questions must be answered with the appropriate yes/no replies. Be sure to read each question carefully and answer the questions.
- After you have answered all the pre-qualification questions, click the **Submit**.

Step 3: View Application Dashboard

- You will now be directed to the Application's dashboard. The Application Dashboard is the place where all the application's sections show the status of completion.

Step 4: Complete Application Sections

- If a question has an information icon. Select that icon to view additional information about answering that specific question.

- Once you are done with a section please click on the “**Save & Return to Dashboard**” button to return to the application dashboard. It is good practice to click the **Save** button, periodically while in the section to save any data you may have already entered on the page so as not to lose any data you have entered.
- Once you return to the dashboard the section’s status will show the percentage of completion, if it is 100% you have completed that section. If it is not 100% then you have missed a required question that needs to be completed.
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Submitting the Application

Step 1: Once all sections in your application’s dashboard show as **100% complete** you can submit your application.

Step 2: To submit your application click the **Final Review and Submit** button.

Step 3: You will receive a message notifying you that you will need to review the application form and confirm that you did review it.

Step 4: Click the **Continue with Review** button to proceed to the application review page.

Accessing Your Application After Submission

Step 1. You can access your application form from your dashboard's “My Applications” tab.

Step 2: Locate the application form you want to print the PDF for and click on the generate PDF icon for that specific application.

Step 3: This will download a pdf version onto your device. That you can open and save a select the downloaded item to open the PDF.