

# Submittable: Frequently Asked Questions

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## How do I get started in Submittable as a new applicant?

### Account Set-Up & Logging In:

- All applications are linked to user accounts—you must be logged in to your Submittable account to start and view your application(s).
- If you are new to Submittable, you will need to [set up a new account](#). If you are submitting a grant application on behalf of an organization, we recommend creating your account with an email address that more than one person at your organization can access.
- If you have an existing Submittable account, you can [sign in here](#). You must sign in to Submittable with the same email address that you used when setting up your account.

## Password Reset

- If you have a Submittable account but do not remember your password, use either the [Forgot?](#) link in the Sign In page or this [direct link](#) to reset your password. Enter the email address that is associated with the account and click the 'Send Directions' button. An email will be sent to the account email address with a link to reset your password.

## Accessing an ArtsWA Grant Application:

- You can find links to all current AIE application opportunities on the Arts in Education program's [Submittable homepage](#). You can also find direct links to specific grant applications [on our website](#) and in application guidelines.

## Can I apply in Submittable with collaborators?

### Collaborators:

- To work on an application with others, invite them to collaborate by clicking the "Invite Collaborators" button located at the top right of the application webpage.
- To access an application you have been invited to collaborate on, click on the link in the email invitation you received to begin collaborating. If you do not yet have a free Submittable account, you will first need to [set up a new account](#). Collaborators can work on an application together in real-time.
- Only the submission owner, or the person who invited others to collaborate, can submit an application. Collaborators cannot edit an application after it is submitted.
- For additional information on collaborating, visit the Submittable collaborator [FAQ page](#).

## How do I update our organizations existing Submittable account(s)?

### Updating Applicant Accounts:

- If you've had staff changes and you don't have access to the login details for your organization's account, see information on how to transfer [ownership here](#), or email the Submittable support team and request that your organization log in information be updated: [support@submittable.com](mailto:support@submittable.com)
- If you do not have an account with Submittable but have access to the former account credentials, log into the account and update the credentials by navigating to the 'Settings' dropdown menu at the top right of the page. Under 'User Profile' select 'Update Profile Info' and enter the new email address you would like associated with your account.
- If the person who is taking over the organization's 'Applicant Account' already has a Submittable account with the email address that they are wanting to use, send an email to the Submittable support team requesting the accounts be consolidated.

### Consolidating Accounts:

- If your organization has submitted applications using multiple accounts, you can have them consolidated by contacting the Submittable support team at: [support@submittable.com](mailto:support@submittable.com). Submittable representatives can merge existing affiliate accounts so that all your submissions are located under one account. For more information on this process, review Submittable's [instructions on merging user accounts](#).

### Deleting a Submittable Account

- If you have had a change in staffing you need to delete a personal Submittable account, complete this '[Request to Delete](#)' form.

## How do I edit or withdraw a submitted application?

### Editing a Submitted Application

- ArtsWA may allow or request edits to a submitted application during the application period. To request editing permission on an application, navigate to your submissions list and locate your application. Click the application title or number to open. Click the 'Edit' link in the right corner of the details page to submit your request to ArtsWA.
- To edit an application, click on the submission in your account to open the details, then the purple 'Edit' button under the 'Content' or 'Forms' tab. Complete your edits and resubmit.

### Withdrawing a Submitted Application

- To withdraw your submitted application, navigate to the 'Submissions' tab at the top of your account homepage or click your username in the upper right-hand corner of the screen and select 'Submissions'. Click on the 'Active' tab and choose the application you would like to withdraw. Select the 'Withdraw' option located at the top right of the submission details page, type a Reason for withdrawal, and click 'Withdraw'.

## What are some helpful tips to keep in mind?

### Saving

- Save your application as you work on it by clicking on the "Save Draft" button located at the end of the application webpage. You can log out and log back in, take a break, or work on your application over several days without losing your data.
- Submittable will auto-save your work as you go. Each time an auto-save occurs, a notification will appear on your active application page while you are working.

### Return to a Draft Application

- To return to a draft application, navigate to the "Submissions" tab at the top of your account profile page and click on 'Saved Drafts'. Locate the application you would like to return to and click 'Continue Working'.

### Submitting

- Once you have completed your Application, click the "Submit" button at the end of the application webpage. You will receive an email confirmation that your Application has been submitted.
- Your submitted applications will be listed under the 'All Submissions' tab. Click on a submission to see activity, any messages, the submission content, or to add notes.

### Downloading a Copy of Your Application

- Print or download a copy of your Application by navigating to your "[Personal Submissions](#)" account list. Click on your Application submission. This will open the submission's details page, where you can click the Download button in the upper right.

## Questions?

### Technical Assistance

For technical assistance, visit Submittable's [Help Menu](#) or send an email to their [Support Team](#).

### ArtsWA Contact

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