

HELP & FAQ

- **Do I have to set up an account in order to complete the online application form?**
- **I am unable to access my application form. The link to the application form isn't working.**
- **What if I have forgotten my password?**
- **How secure is the website that is handling the online application process?**
- **Do I have to complete the application form in one sitting?**
- **Error Message: Attachment**
- **Error Message: Currency Field**
- **Error Message: Login – Invalid email address or password**
- **Error Message: Session Expired**
- **What happens if my system crashes while I'm submitting my application online?**
- **How do I submit the application form when I am ready?**
- **How do I know that my application form has been successfully submitted?**
- **I cannot find my saved application on my account page.**
- **When I login it directs me to a new form and I have to start over.**
- **I can't find the 'requirements' tab.**
- **Contact Us**

➤ **Do I have to set up an account in order to complete the online application form?**

Yes. The BFI ask that you create an account before accessing the online application form. All that is required to set up an account is an email address and password.

This is requested for the applicant's convenience in order to allow applicants to "Save & Finish Later" before submitting the form.

Setting up an account allows applicants to access in-progress applications at any point by logging back into their account.

Once an account is set up, future applications will also be pre-populated with your contact details. All previously submitted applications will also be stored in your account and can be accessed at any time.

➤ **I am unable to access my application form. The link to the application form isn't working.**

Your computer may not be accepting cookies which is stopping the online application form from launching. Firstly, you need to change some settings in your internet browser. (See instructions below)

It is then advisable to fully close and re-launch your internet browser before trying to access the link.

To enable cookies, follow the instructions below for the browser version that you are using:

Mozilla Firefox 2.0

- Go to the "Tools" menu.
- Select "Options."
- Select the "Privacy" icon in the left panel.
- Check the box corresponding to "Allow sites to set cookies."
- Click "OK" to save changes.

Netscape 7.1/Mozilla 5.0

- Select "Preferences" from the Edit menu.
- Click on the arrow next to "Privacy & Security" in the scrolling window to expand.
- Under "Privacy & Security", select "Cookies."
- Select "Enable all cookies."
- Click "OK."

Internet Explorer 7 - 11

- In the Menu bar, select: Tools > Internet Options > Privacy tab. The Privacy Settings box appears.
- Drag the slider down to Accept All Cookies.
- Click OK to close Internet options.
- Close all Web browsers.
- Open a new browser.

Netscape Communicator 4.x.

- Select "Preferences" from the Edit menu.
- Find the "Cookies" section in the "Advanced" category.
To enable:
- Select "Accept all cookies" (or "Enable all cookies").
- Click "OK."

Safari

- Click on the Safari-menu in Safari
- Click on the Preferences... item in the menu - a new window opens
- Click on the Security icon near the top of the window.
- Under Accept Cookies, the Always or Only from sites you navigate to must be selected.
- Save changes by clicking OK and go to one of the configuration pages again

Google Chrome

- Open your Google Chrome browser.
- Click on the toggle button at the top right of your screen (Below the X button) click the **Settings** menu, and then click **Advanced Settings**.
- Go to **Privacy** and click the **Content Settings** tab.
- Under Cookies, tick the **Allow Local Data to be Set**.
- Click the **Done** button.

NOTE: If your browser isn't one of the ones listed above and you need more information on cookies, please refer to your browser's help files. Alternatively, you can delete all cookies just for this exercise.

➤ **What if I have forgotten my password?**

Go to the Account login page by clicking [here](#) and click on the link Forgot password?

➤ **How secure is the website that is handling the online application process?**

Very secure. We use the Internet Grant Application Module (IGAM), provided by MicroEdge/Blackbaud, to enable us to accept applications and proposals online. The MicroEdge/Blackbaud hosting facility offers the highest levels of security.

MicroEdge provides this service in the form of a hosted Web-based application service provider (ASP) solution. The communication from the end user's browser to the IGAM server is accomplished via the Secure Sockets Layer protocol, or SSL. SSL is used to ensure end-to-end security and encryption of all data travelling from the applicant's browser to the IGAM server.

➤ **Do I have to complete the application form in one sitting?**

No. You have the ability to save and come back to your application at a later time by clicking the "Save & Finish Later" button at the bottom of each screen.

To move to the next page, please click the "Next" button at the bottom of the page. Unfortunately, there is no "Back" button but you can also navigate between sections by clicking on the page title which appears as a ribbon at the top of the application form.

Do not use the "Back" or "Forward" buttons on your browser to navigate through your application.

Tip: Before filling out the application, you may find it helpful to click the "Printer Friendly Version" link above. This will offer you a preview of all of the questions on the application.

➤ **Error Message: Attachment**

Description: I have submitted the attachments on the form but the following error message still appears: **The application cannot be submitted without the following required attachments. Please click here to return to the Attachments page.**

The form (system) will only recognise that the required supporting document has been attached if the file name matches the required attachment.

Please re-name your document to match the required list on the form, in order for the file uploader to recognise that the associated supporting document has been attached.

➤ **Error Message: Currency Field**

Description: An error message appears when I am filling in currency fields.

“x is not a valid number between -2,147,483,648 and 2,147,483,647.”

When completing a currency field, you must enter only a number. There should be no currency symbol, decimal places or 1000 separators (,) when entering an amount. If the error continues to appear, please save your application, close your browser completely and log back into your account to amend again.

➤ **Error Message: Login – Invalid email address or password**

Please check that your email address is correct

OR

Please click on the forgotten password link. In most cases, applicants have previously created accounts and may have forgotten details or forgotten that an account exists with the same email address.

➤ **Error Message: Session Expired**

Your session cannot remain idle for too long or it will expire. If this happens, you will need to fully exit your web browser. Once you have completely closed out of the browser, reopen it and then return to our website.

➤ **What happens if my system crashes while I'm submitting my application online?**

The online grant application system has been designed to minimise loss of information. Each time you click "Save and Finish Later" the system will automatically save the information you have entered. We therefore recommend using the "Save and Finish Later" option frequently. You can easily resume your application by logging back into your account. At any time during the online application process, you can use the "Printer Friendly Version" button to print out your application form.

➤ **How do I submit the application form when I am ready?**

When clicking the "Review & Submit" button, you will be required to review the entire application one final time. You will then have to click the "Submit" button at the bottom of the screen.

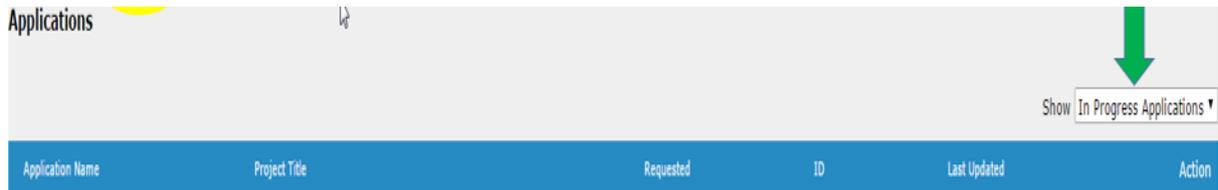
➤ **How do I know that my application form has been successfully submitted?**

The British Film Institute will confirm by email that your application has been received. At this point, you will be sent a unique Application ID for your records. Please note that the

application ID is not confirmation that your application has been assessed.

➤ **I cannot find my saved application on my account page.**

On your account page, toggle the drop down menu at the top right of the page to show 'In Progress' applications. Do the same if you wish to show submitted applications. See image below.



* Saved applications are available to access for only 90 days. If do not access your application within this period it will become inaccessible. However, you will be able to send a copy of this application to yourself.

➤ **When I login it directs me to a new form and I have to start over.**

Please login to your account using the link in the automated saved application email you received at the point time your application was saved. This should take you into your account and not a new application.

Alternatively, the user can click on the 'Account Login' link on the Fund/Certification page on the BFI website.

Alternative you can click on the link [here](#) to login to your account. If issue continues persists please refer to issue with cookies above.

➤ **I can't find the 'requirements' tab.**

The requirements tab is located within your account. Please see image below.



➤ **Contact Us**

If you still experience problems with your application form, please contact the relevant team using the contact email below.

Certification	<u>Certifications@bfi.org.uk</u>
Cluster Fund	<u>Clusterfund@bfi.org.uk</u>
Education Fund	
- Film Academy	<u>Filmacademy@bfi.org.uk</u>
Film Fund	
- Audience Fund	<u>audiencefund@bfi.org.uk</u>
- Development	<u>Filmfundcoordinator@bfi.org.uk</u>
- International Fund	<u>fef@bfi.org.uk</u>
- Production	<u>Filmfundcoordinator@bfi.org.uk</u>
- NETWORK	<u>Filmfundcoordinator@bfi.org.uk</u>
Unlocking Film Heritage	<u>ufh@bfi.org.uk</u>

