

# **Technical Support Guide**

Welcome to the Pennsylvania IOLTA Board's new grants management system: paiolta.smartsimple.com.

IOLTA offers grants to qualified Pennsylvania nonprofit legal aid organizations and Pennsylvania's nine law schools. Grant applications for the Specialized Legal Services ("Zone") and the Law School grant programs will be submitted through this online system.

This guide offers technical support on how to register and use the system. The first part gives instruction on how to register for an account. Part two provides information about how to start and submit an application.

### **General Information**

All new users to the online grants management system must first register for an account using a unique email address. This email address will be used as your login when you need to sign into the system.

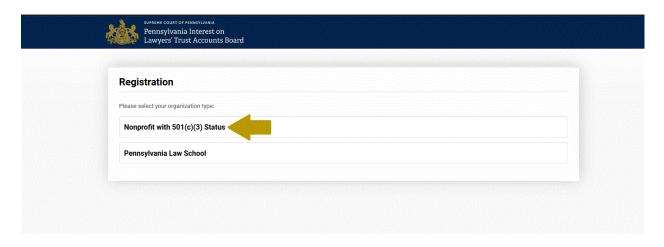
Before starting an application, please be aware that the Primary Contact is the first registered user to begin the application in the system. The Primary Contact will receive email notifications from the system that pertain to the proposal, and subsequent grant, if awarded funding. Additional organizational contacts can also view, edit, and submit the application. Though, there can only be one Primary Contact for each grant proposal.

#### **How to Register for an Account**

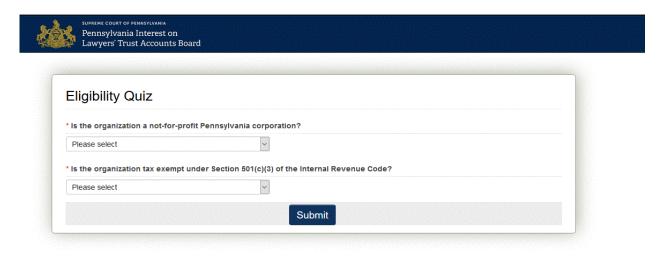
Step 1: Go to the <a href="https://homepage">homepage</a> and select the Register button.



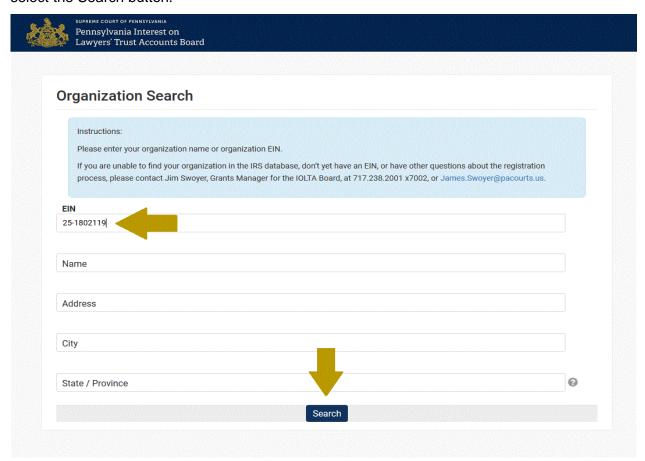
Step 2: A Registration page will appear. Select "Nonprofit with 501(c)(3) Status" from the options.



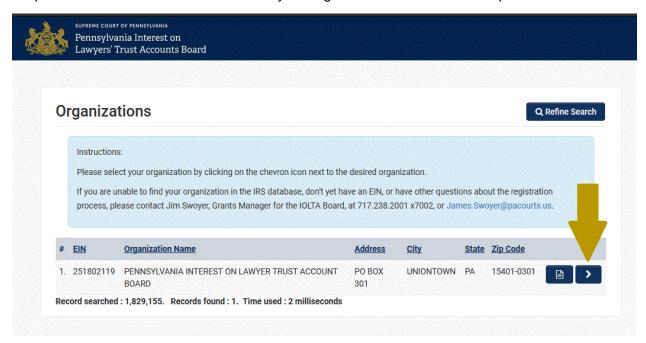
Step 3: Please complete the *Eligibility Quiz* by answering the questions, then select the Submit button.



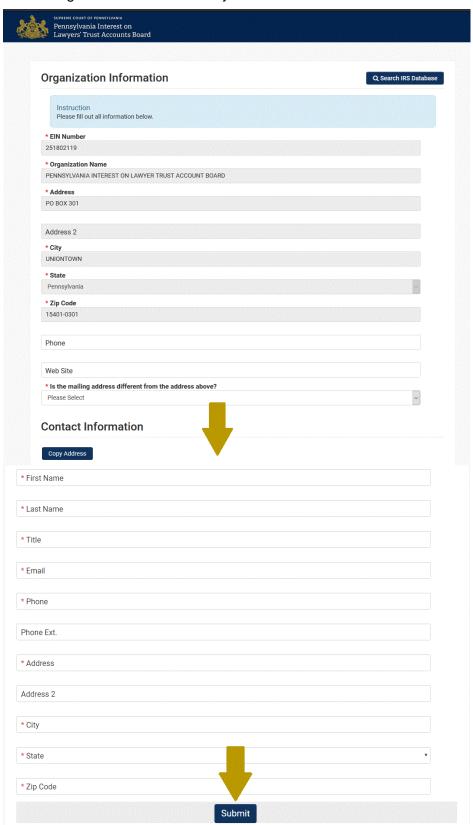
Step 4: Input the organization's Federal Employee Identification Number (EIN) in the appropriate field and select the Search button.



Step 5: Use the chevron button to select your organization from the list of options.



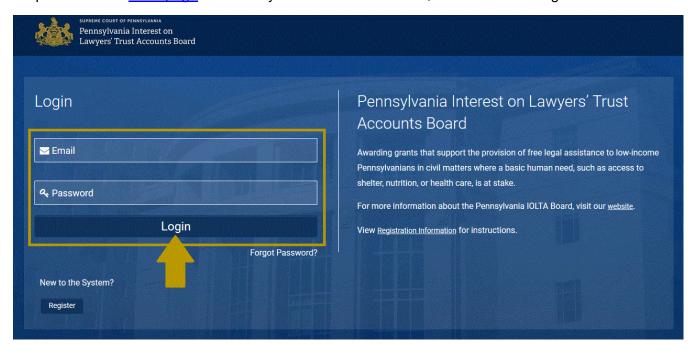
Step 6: The system will autofill *Organization Information* based on data stored in the IRS Database. You will have the chance to update this information once you have completed registration and logged into your account. Continue scrolling to the bottom to enter your *Contact Information* and select the Submit button.



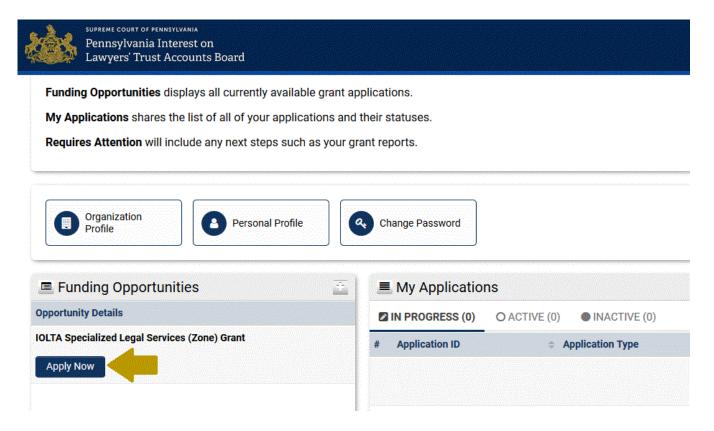
Step 7: Once you have successfully registered, the system will generate an email to you with your username and password. After logging in, you will have the opportunity to change your password.

#### **How to Complete an Application**

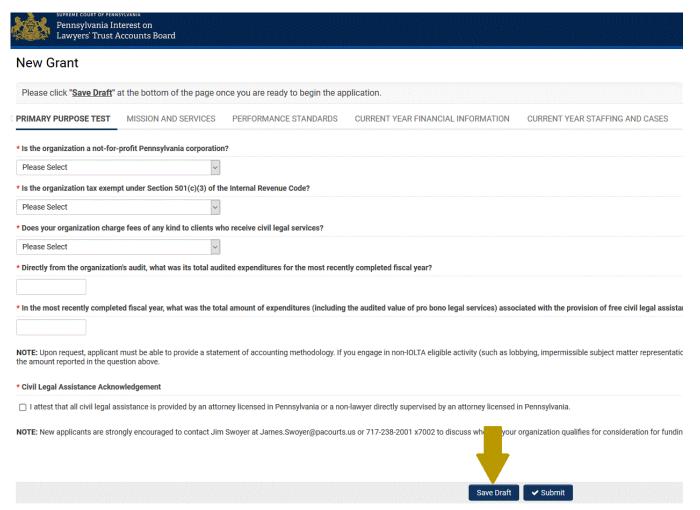
Step 1: Go to the <a href="https://example.com/homepage">homepage</a> and enter your account credentials, then select the Login button.



Step 2: In the grantee portal, select the Apply Now button under Funding Opportunities to begin.



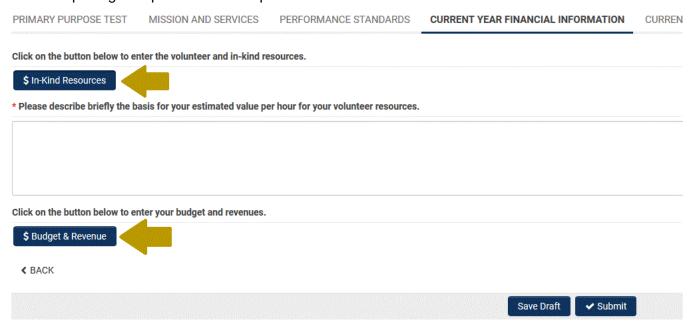
Step 3: When starting an application, you must first select the Save Draft button. Applicants are strongly encouraged to routinely select this button after completing each tab. If at any point you need to save and come back to your application, simply select the Save Draft button on the main application form and log out.



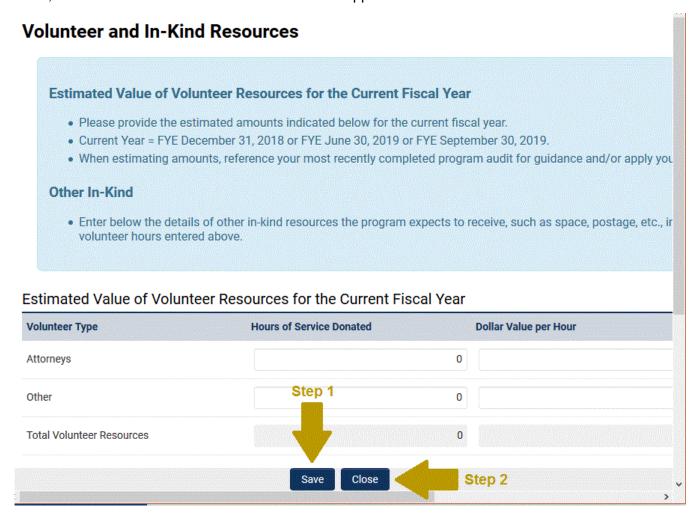
Step 4: When you sign back into the system, the application you started will be stored in a different section of the portal from where you began a new application. Please refer to the *Grant Proposals* section for applications that are in progress. Select the Open button to continue working on your application.



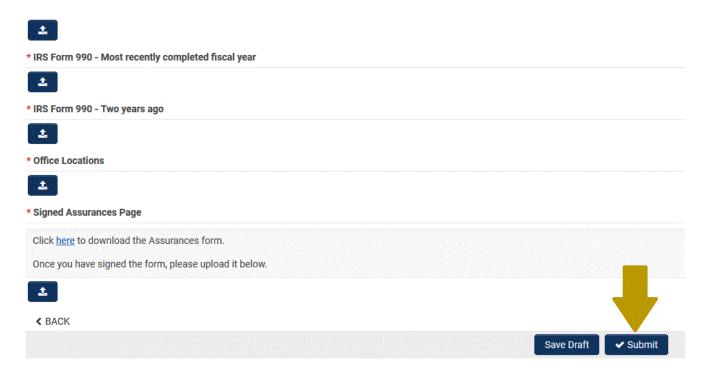
Step 5: On some tabs, applicants will select buttons instead of completing text box or menu style answers. Selecting these buttons will produce a table in a new browser window. Applicants should only press this once to avoid opening multiple windows to open at once.



Step 6: Enter your data into the table. Applicants should complete the table and select the Save button. Then, select the Close button to return to the main application.



Step 7: When you are finished completing the application, select the Submit button to submit your application. Upon submission, the Primary Contact will receive a system-generated message containing a PDF Summary of the information submitted. Applicants are advised to check their Junk folder if they do not immediately see a system-generated message.



## **Additional Support**

Please direct questions related to SmartSimple or general technical support inquiries to:

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