Frequently Asked Questions:

- **Are hardcopy applications allowed?**
  No, unless specified within the Request for Application (RFA), paper applications will not be accepted. All applications shall be submitted through the GMS.

- **Can I add, edit, or delete any application information after submission?**
  No.

- **Can I make changes to an application form that has been marked as "Mark as Complete"?**
  Yes. All application forms can be updated until the application is submitted.

- **Can I upload multiple documents?**
  Only one document can be uploaded. It is suggested you scan and upload all documents as one document.

- **Do I have to create an account to access the online application?**
  Yes. An account is required in order to access and submit an online application.

- **Do I need to register my organization every year?**
  No. Do not reregister your organization if it has been registered previously. Please e-mail CGUGrants@chp.ca.gov if you need access to your organization's account (e.g., if you do not have access to the primary e-mail address).

- **For the State/Assembly/Congressional/County Information, do I choose the district I reside in or the district(s) I support?**
  Please select the districts that your Agency supports/serves (where the proposed project activities will occur).

- **For the State/Assembly/Congressional/County Information, how do I select multiple districts**
  To make multiple selections, hold down the Ctrl key and click each one.

- ***If I am in the middle of writing my application, can I save it and continue working later?***
  Yes. Click "Save and Finish Later" at the bottom of the page, and the information you have entered will be stored for later retrieval.

- **Is my organization's information kept private when I apply online?**
  Yes. The California Highway Patrol takes your privacy seriously. We do not rent, sell, or share personal information about your organization or your grant application with other people or with nonaffiliated companies or organizations.

- ***Is there a timeout period?***
  Yes. You will be logged out after 20 minutes of inactivity. It is highly recommended you save your application work as you go.

- **Is there an upload file size limit?**
  No.

- **I've submitted my application. What should I expect now?**
  You will receive an e-mail confirmation that your application was submitted.

- **What if I forget my password?**
  Go to the Account Login page, click on the *Forgot Your Password* hyperlink and follow the instructions to retrieve a lost or forgotten password.

- **What internet browser should I use?**
  Supported Browsers:
  - Google Chrome (current supported releases)
  - Mozilla Firefox (current supported releases)
  - Microsoft Edge (current support releases)
  - Microsoft IR 11+
  - Apple Safari 10+

- **What variety of file types can be uploaded?**
  .doc, .docx, .dot, .dotx, .xls, .xlsx, .ppt, .pptx, .pdf, .txt, .xlt, .xltx, .jpg, .png, .tif, .tiff, .bmp, .csv

- **Will late applications be accepted?**
  No. Applications received after the deadline posted on the RFA will be not be accepted.