Los Angeles County Department of Economic Opportunity (DEO) High Road Training Partnership Fund

Frequently Asked Questions (FAQs) – Application Portal Support

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About this document

This document provides answers to commonly asked questions and requests for support with the HRTP Fund application portal. Applicants are requested to use this document as the primary avenue for support in case of any portal-related issues ahead of their application submission by the deadline of August 29th 5:00 PM Pacific Time for the Digital Navigators program.

Managing your account

1. I forgot my password, or I am not able to login to my account.

If you forgot your password and are not able to login to your account, you can reset your password through email. To reset your password, follow these steps:

- Go to the Homepage of the site you are trying to access
- Click Log In
- Underneath the Email/Password fields, click "Forgot your password?"
- Enter the email address that you use to login to the site
- Click Send Instructions
- You will be sent instructions to the email you entered to reset your password. If you are not able to locate the email in your inbox, we recommend checking your Spam/Junk folder
- Click on the link within the email
- Enter a new password and confirm the password
- Click Reset Password

2. Why am I not receiving any emails from the site / why did I not receive a verification email?

If you are currently not receiving any emails from the portal:

- Ensure that noreply@mail.smapply.io is added to your safe sender list within your email account.
- Ensure that your email is verified within the site. If you are receiving this notification at the top of your page, then it's possible that you won't receive other emails from the site.
- Ensure that you are subscribed to receive emails from the site.
- Check your Spam Folder to verify whether the email was sent to your Spam/Junk folder.
- If the previous steps don't work, reach out to the administrators to confirm an email was sent out.

Starting or Reopening your Application

3. How can I start an application?

New applicants: create an account to start your application. You may invite collaborators to work on the application together

4. How do I create a new application?

If you have no Applications created yet, within the site, you can:

- Click View Programs
- You may need to complete an Eligibility Quiz if required by the site.
- Once you've completed the eligibility quiz, or if there is no quiz enabled, you will be able to View the programs.
- Click MORE > for the program you wish to apply for
- Click Apply

5. I have an existing application, how can I edit it to submit to the Digital Navigators RFA?

Existing applicants: log in with your account, open completed tasks within your application and click the three dots at the top of your tasks "..." to edit the content of your application. You may invite collaborators to work on the application together.

Application development and submission

6. I get an error when uploading a file.

There are a few potential reasons why you may experience issues uploading your file:

- *The file is in an incompatible format.* Check to ensure that the file type you are trying to upload matches the requested formats.
- *The file exceeds 1000MB.* Check to ensure that the file type you are trying to upload does not exceed the maximum file size of the upload task.
- *You have reached the file upload limit.* Confirm that the number of files you are uploading is within the range of the minimum and the maximum number of files required.
- *The file is encrypted.* SurveyMonkey Apply won't accept encrypted files. To upload your file, it will need to be unencrypted.
- *The file is corrupted.* The file you are trying to upload may be corrupted. Save the file to a different folder on your computer and try uploading it again.

7. How do I submit my application?

To be able to submit your application, you will first need to complete all required tasks within your application. Additionally, you will need to ensure that you have verified your email.

- A Banner will appear within your portal until you have verified your account. Click Send Verification Link and follow the instructions sent in the email.

- Once all tasks are complete, submit your application by performing the following steps:
  - Within the application to submit, select Review & Submit
  - Review application materials
  - Once you have reviewed all your completed tasks, you can click to Submit Your Application.

8. How do I preview my application?

There are two ways to Preview your application within the site:
- From the My Applications Page
  - Click on the More Options (...) icon in the top right corner of the tile of the application you wish to Preview
  - Select Preview
- From Within the Application
  - If you are on the application page with the list of Tasks to complete, to preview your application:
  - Click on the More Options (...) icon in the top right corner of the application.
  - Select Preview

9. Can I print/download my online application?

There are three ways to print/download your application within the site:
- From the "My Applications" Page
  - Click on the More Options (...) icon in the top right corner of the tile of the application you wish to download
  - Click Download
- From Within the Application: If you are on the application page with the list of Tasks to complete, to download your application:
  - Click on the More Options (...) icon in the top right corner of the application.
  - Click Download
- From the Preview
  - Within the Preview, click Download in the top right corner

10. I submitted my application but did not receive a confirmation email.

If you submitted your application and have not received an email, check your spam/junk folder. If you still are not able to find the email, send your application (complete with attachments) via email to HRTP@dalberg.com to ensure that it is received by the deadline.

11. How can I edit a submitted application?

Applications cannot be edited after the deadline has passed. If you want to amend your submitted application by the deadline, please follow these steps:

- Log in, find your submitted application, and click "Unsubmit" against this button.
- After clicking "Unsubmit," the application reverts to "In progress", allowing edits.
- Please ensure the application is (re)submitted before the deadline of August 29, 2025 5:00pm Pacific Time for the Digital Navigators program for the application to be considered.

Seeking support for last minute technical issues

12.How can I access support?

In case of any issues with using the application portal, applicants are requested to try the suggestions outlined in this document as the first step.

If issue persists, applicants may contact the tech support by writing to HRTP@dalberg.com. Applicants for the Digital Navigators program should reach out for tech support before the submission deadline of August 29, 2025 at 5:00 PM Pacific Time.

If your issue with the portal remains unresolved, we request you to submit your application (complete with all attachments) via email to HRTP@dalberg.com by Friday August 29, 2025 at 5:00 PM Pacific Time for the Digital Navigators Program.