

OPRD Grants Online Troubleshooting

I can't set my password

1. There is a time limit for which the emailed link can be used, if it has been more than 24 hours contact the grants coordinator
2. Your pop-up blocker is on. When you click the link on the email, a pop-up box will open to enter your password. Turn off your pop-up blocker.
3. You are using Internet Explorer. Some parts of the program work on explorer and others don't. It is best to use the recommended browser find links to download them at oprgrants.org

I don't know my username

1. Your username is your email address

I can't find the grant application

1. Be sure you have the grant type and year selected in the boxes above the tabs
2. Click on the application tab. Click 'available applications' for a new application. Click 'my applications' for one you have already started

I can see my application, but I can't edit it

1. With your application open, click on the 'application' tab, once there click on the 'edit application' button

I can't see the attachments I uploaded

1. They are likely there. Move to a different tab and then move back to the attachments tab. Or refresh your browser.

General issues filling out questions and uploading

1. Make sure you are using a recommended browser, not Internet Explorer

For additional assistance contact Kuri Gill at kuri.gill@state.or.us or 503-986-0685