

OPRD Grants Online Troubleshooting

I can't find the log in page.

1. Look for the 'sign in' link in the upper right corner.

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. Or click 'forgot password' on the log in page.
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 oprdragrants.org

I don't know my username

1. Your username is your email address.

I can't find the grant application

1. Be sure your organization is highlighted in blue.
2. 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. Click the edit button at the top right of the page.

I can't make the lat long work

1. You may need to scroll down in the map window to see the instructions and the save button. See the online grant instructions for images.

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.
2. Your attachment could be too large.
3. Avoid using symbols in file names.

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

