

Information Sheet

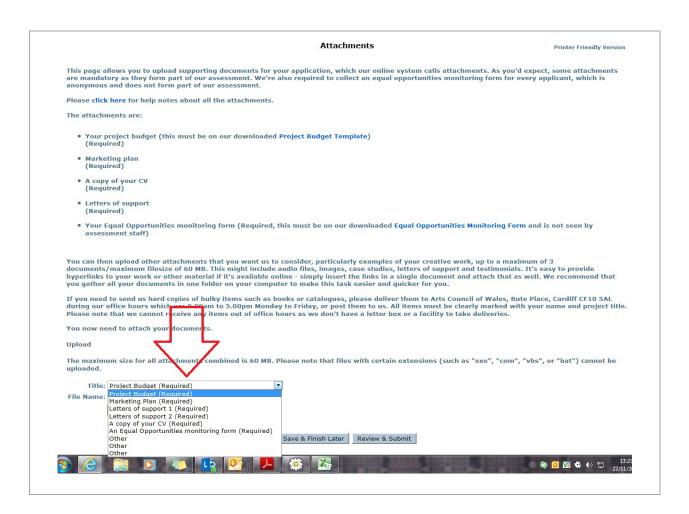
Application Attachments - Troubleshooting Guide

This information sheet covers the most common issues relating to uploading supporting information to the Attachments section of the application form.

1. Use the relevant drop-down menu

When on the Attachments page (pictured below), you must use the 'Title' drop-down list and select the relevant title that matches the document you wish to upload.

For example: to upload your budget, you should select the 'Project budget' option from the drop-down menu before selecting the file you wish to upload.



2. Upload each of the required documents

You will need to upload a document to each of the 'Required' options before you will be able to submit the form. If you are unable to submit your application, please check that you have used each 'required' selection at least once.

3. Ensure your attachment is in the right format

The following attachments must be completed on the templates provided which you can download from your application's attachments page:

Project budget – this must be submitted on the budget template, as provided which is in Microsoft Excel (.xls or .xlsx) format.

4. Unable to Edit templates?

Budget

The budget attachment is in Microsoft Office format, so it is likely that you will experience difficulties editing the templates if you do not have this program on your computer. If you are unable to access a computer that has Microsoft Office installed (for example at a public library or internet café), there is a free download, *Open Office* which is a free download available online: http://www.openoffice.org that will allow the editing of Office documents.

Arts Council of Wales cannot be held responsible for any issues caused by downloading this software onto your (or anyone else's) computer.

5. Don't upload folders of files or .zip files

The application system won't let you upload folders containing other files (including .zip files). Each supporting document should be uploaded individually. If you have a number of image files you want to upload, you might want to copy them into a Word document so that you have fewer files to upload.

If you are unable to attach your supporting documents to the application after following these tips, please contact our Information Officers by email at: information@artscouncilofwales.org.uk explaining the difficulty you're experiencing, or call 0845 8734 900 between 9am and 5pm Monday to Friday.