



United Way of Asheville
and Buncombe County

FAQ's and Facts about United Way's On-line Application Process

1. **Is the GLM (Grant Lifecycle Manager) software from Foundant user-friendly?** Yes, GLM is built with a "Microsoft Office" beginner skill set in mind. Foundant has created an easy to use tutorial that explains how to navigate the software. The link is on our website.
2. **Will I have a secure password where I am able to access all my letters of intent, applications and reports?** Applicants/Grantees have a unique portal with their entire history of all past granting activity. This information can be printed, saved to their local computer or accessed electronically. They can change their password.
3. **Will I have spell check or a way to check spelling so my applications and reports are well-written?** Applicants can copy/cut and paste from other sources that have been checked for spelling, grammar, etc. We highly recommend downloading the Google Chrome browser – it provides spell check and navigates GLM the best. You can find a link for the free download on our website.
4. **Can multiple staff from my organization complete or access our application(s)?** The answer is yes, **IF** all staff use the same login information (email address and password). Please note all communication from United Way goes to the contact person (via the email) listed on the account, so use the email address for the person who will be the contact with United Way for your application(s).
5. **Will I have the ability to do a draft of (and save) a letter of intent, application and report and come back to it, online, before final submission?** All forms in GLM provide "Save as Draft". This means you can save and access your application as many times as needed to complete it prior to final submission.
6. **Can I access my Letter of Intent or Application after it has been submitted?** Yes, but you cannot make changes after submission.
7. **How important is it for me to use the appropriate Focus Area to submit my Letter of Intent or Application?** It is very important! Please take the time to review the results of your program and their alignment with United Way's Community-Level Results before starting. Should you start in the "wrong" Focus Area, you will have to start all over to apply to the "correct" Focus Area.
8. **Is there lingo or "jargon" for GLM I need to understand?** Yes. The term "Foundation" refers to United Way. The terms "Letter of Inquiry" and "Letter of Intent" are the same thing and are abbreviated "LOI". (**Note:** *Only programs not currently funded by United Way need to submit an LOI*).
9. **How do I get to the proper "screen" to start my Letter of Intent or application after I've reviewed the Tutorial?**
 - a) Access the link to the on-line application process from our website: www.unitedwayabc.org. Hit the "Community Partners" tab on the bottom of the homepage. Once there, go to the "General Information for Prospective Community Partners" link.
 - b) Go to the GLM link to get to the software. Create an account first; when complete you will be taken to the Application Page.
 - c) Refer to the agenda from the January, 2012 orientations to determine the appropriate Access Code to use.