

Frequently Asked Questions

Healthy Together Now Database

This document has been developed for HTN Community Applicants as a tool to answer most frequently asked questions. If you have additional questions that are not covered in this manual, please contact your local HTN Administrator. Contact information for your local HTN Administrator can be found on the Application Form by selecting the name of your community.

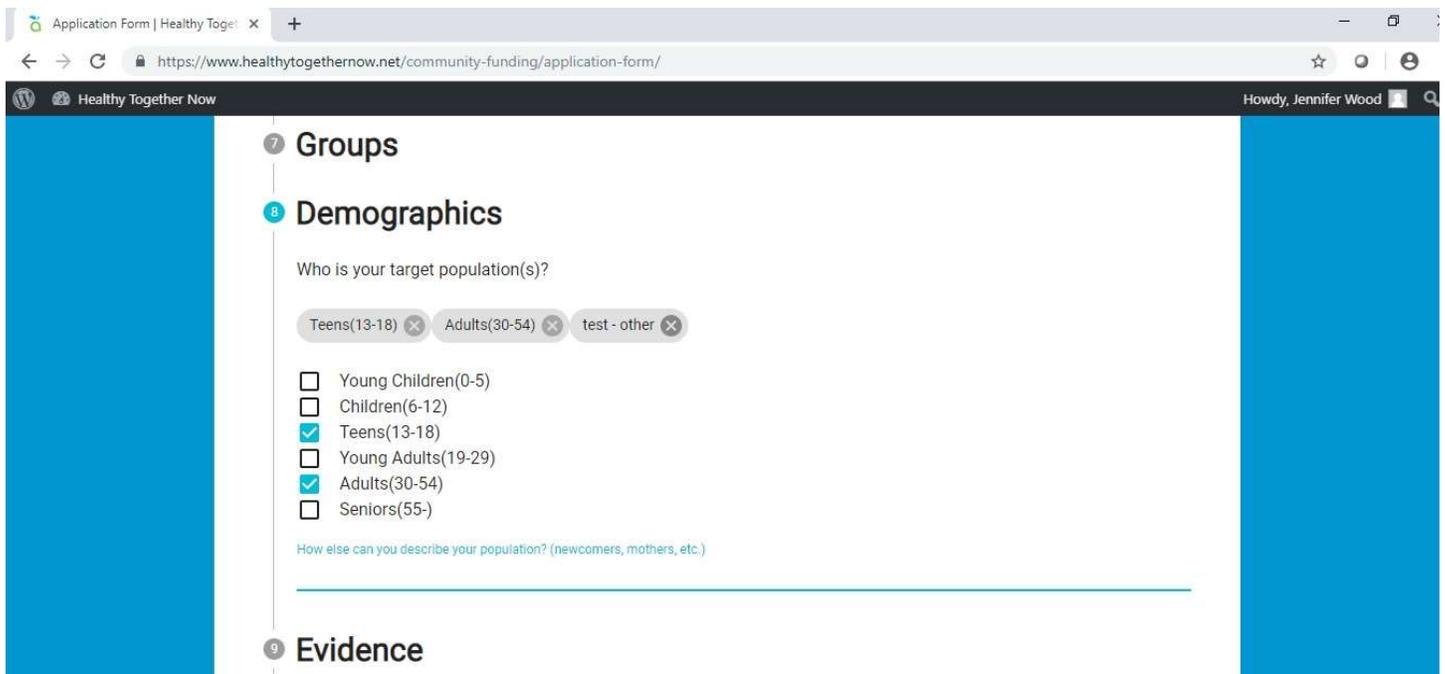
Contents

Application Forms	2
Monitoring Forms	5
Saving Forms	7
Printing/Downloading Forms	8
Common Error Messages	9

Application Forms

i. I am losing data when I type information in open text fields (e.g. Evidence, Demographics). Why is this happening?

Open text fields require you to manually type a response, rather than select a response using checkboxes (for example, under the “Demographics-Other” and “Evidence-Other” categories). After typing a response in an open-text field, press “enter” to ensure the entry is saved. The entry will subsequently appear above the list of checkboxes (see “test – other” in the image below). Entries can be deleted by clicking the “X” next to the entry that is to be deleted.



- ii. Under the “Expenses” section of an application form, I am unable to type a “\$” before entering the dollar value. Why is this?

To ensure expense data is collected consistently, formatting has been applied to only permit numbers in this field. If you type in a dollar sign “\$XXXXXX”, the system will automatically delete the “\$” and keep the value that follows.

The screenshot shows a web browser window with the URL <https://www.healthytogethernow.net/community-funding/application-form/>. The page title is "Application Form | Healthy Together Now". The user is logged in as "Howdy, Jennifer Wood". The main content area is titled "5 Expenses" and contains the instruction: "Please list the expenses that will be associated with running your project. Only include expenses related to HTN funds." Below this is a table with three columns: "Cost(Dollars)", "Type", and "Description". The first row contains the value "150" in the Cost column, "Facilitator" in the Type column, and "test" in the Description column. A red "\$150.00" is displayed below the "150" value. To the right of the table are two circular buttons: a minus sign (-) and a plus sign (+). Below the table are two more sections: "6 Partners" and "7 Groups".

Cost(Dollars)	Type	Description
150	Facilitator	test

\$150.00

- iii. Can I make changes to an application form after I have submitted?

The HTN system was not designed to permit changes once an application has been successfully submitted. After an application is submitted, minor changes must be made by an HTN administrator. Contact your HTN administrator if you have changes to make following submission. If there are significant changes to the application form, you may be asked to re-start the form.

- iv. Under the “Funding” section, I am unable to select “No” for the question “Have you received funding from HTN for this project before?”

If you selected “Yes” to the question “Have you received funding from HTN for this project before?” and entered a dollar value in the field “How much did you receive?”, you must delete the dollar value to toggle back to “No”. The toggle cannot be set to “No” while a dollar value sits in the field “How much did you receive?”.

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9 Evidence

10 Funding

How much are you requesting from HTN?
200

Have you received funding from HTN for this project before? No Yes
If your organization is applying for funding under a different project, please answer no.

How much did you receive?
100

Are you planning to continue the project beyond HTN funding? No Yes

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9 Evidence

10 Funding

How much are you requesting from HTN?
200

Have you received funding from HTN for this project before? No Yes
If your organization is applying for funding under a different project, please answer no.

Are you planning to continue the project beyond HTN funding? No Yes

Monitoring Forms

i. I am having difficulty accessing a monitoring form, what can be done to locate the monitoring form?

If you are having difficulty accessing a monitoring form for a particular project, ensure you are **searching for the project using the shortened project number**, which no longer includes the regional identifier prior to the final digits (e.g. use “dtqcp3b” rather than “son-dtqcp3b”). If you do not know your project number, search for the email you received when the project was approved. If you have lost this email and are unable to find the project number, contact your local HTN administrator.

Also note the project’s application must be approved by an administrator before the monitoring form becomes available.

The screenshot shows the RHA Admin interface for Healthy Together Now. The page has a blue header with the logo and navigation links: Organization, Projects, Regions, Resources, Community Funding, and Contact Us. Below the header is a search filter section with the following fields:

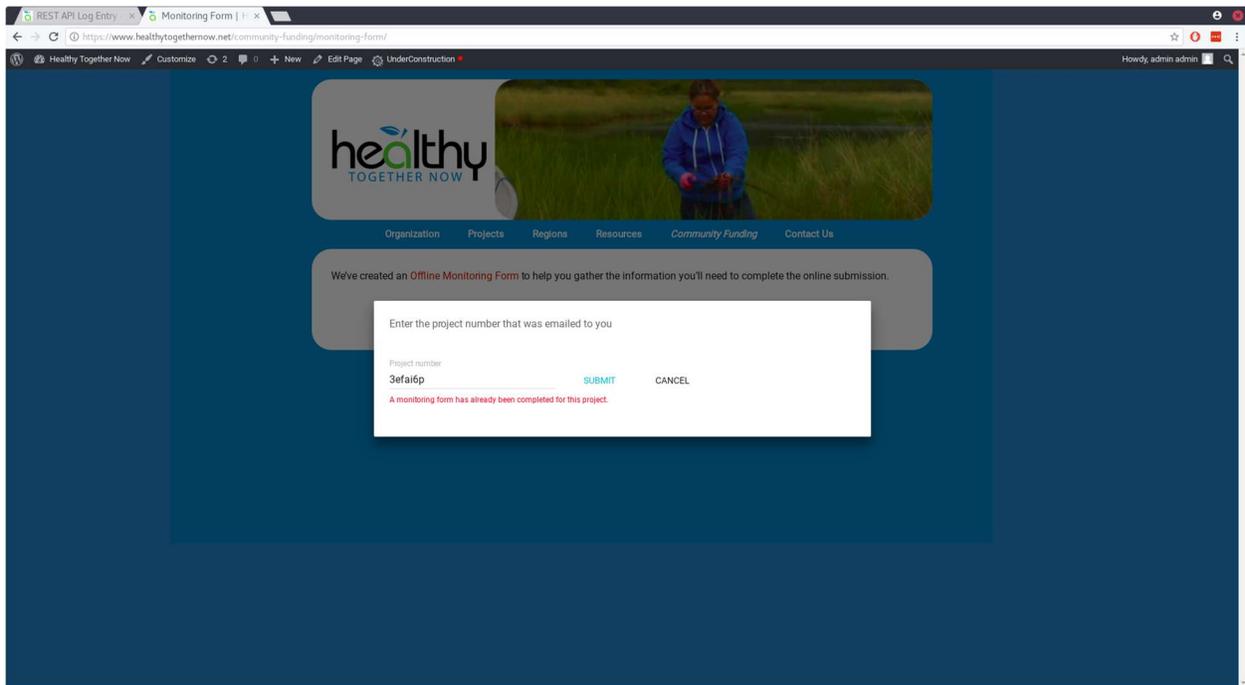
- STATUS: ALL
- COMMUNITY: COMMUNITY
- PROJECT NAME: test
- PROJECT NUMBER: PROJECT NUMBER
- FISCAL YEAR: ALL

The search results table is as follows:

STATUS	COMMUNITY	PROJECT NAME	PROJECT NUMBER	FISCAL YEAR
Approved	Winnipeg - Transcona	Trails Photography C...	rbypx8r	2016 - 2017
Closed	Beausejour	test	wrfum94	2017 - 2018

- ii. I am attempting to complete a monitoring form, but the system indicates the monitoring form has already been completed. What can be done about this?

Ensure someone else in your organization hasn't previously submitted a monitoring form for the project. Also confirm you have the correct project number, particularly if your organization has multiple HTN funded projects in a fiscal year.



- iii. Can I make changes to the monitoring form after I have submitted?

If you have minor changes to make to the monitoring form after it has been submitted, this must be coordinated through your HTN administrator. Once a monitoring form has been submitted, you are no longer able to make changes to the form.

Saving Forms

- i. **Can an applicant start an application/monitoring form, save their progress and return to it later?**

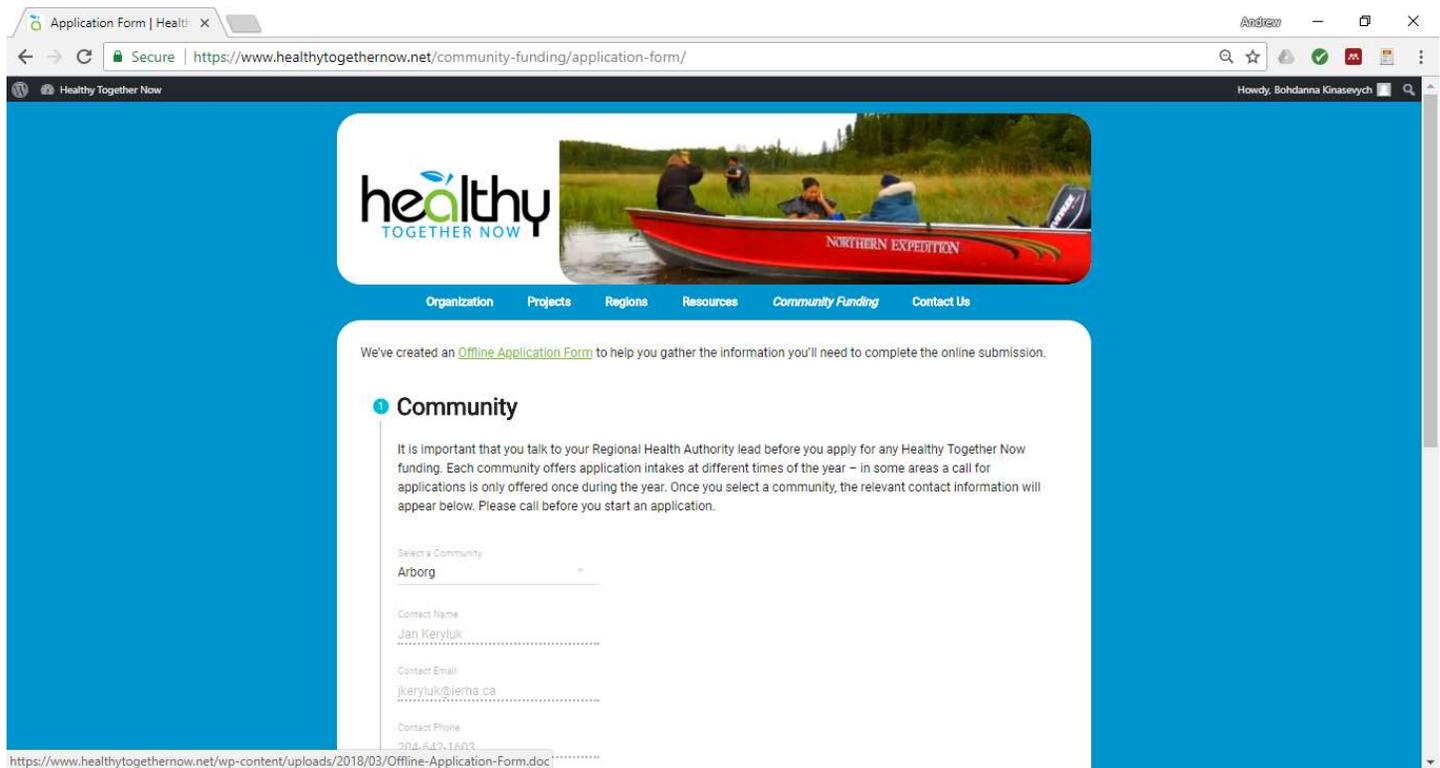
Yes, progress will be saved as long as you are using the same computer and the same web browser (e.g. Firefox, Google Chrome, Internet Explorer) to access the application/monitoring form. The HTN Database uses a computer's cache to store saved forms; therefore, avoid clearing browser history as you are completing the form; otherwise, progress may be lost.

Printing/Downloading Forms

i. Can I print a blank application or monitoring form, and complete the form offline?

Yes – navigate to the Application/Monitoring Form on the HTN website, and there will be a link to download an “Offline Application Form” or an “Offline Monitoring Form” at the top of the screen. Click the link to download a blank template of the HTN Application/Monitoring form.

Please note the database has not been configured to print partially completed application/monitoring forms. However, once an application form has been successfully submitted, the primary project lead will receive a confirmation email with a pdf link to the completed application form.



The screenshot shows a web browser window displaying the 'Application Form' page on the Healthy Together Now website. The URL is <https://www.healthytogethernow.net/community-funding/application-form/>. The page has a blue header with the 'healthy TOGETHER NOW' logo and a navigation menu with links for Organization, Projects, Regions, Resources, Community Funding, and Contact Us. Below the header, there is a white box with the text: 'We've created an [Offline Application Form](#) to help you gather the information you'll need to complete the online submission.' The main content area is titled 'Community' and contains the following text: 'It is important that you talk to your Regional Health Authority lead before you apply for any Healthy Together Now funding. Each community offers application intakes at different times of the year – in some areas a call for applications is only offered once during the year. Once you select a community, the relevant contact information will appear below. Please call before you start an application.' Below this text are several form fields: 'Select a Community' (a dropdown menu with 'Arborg' selected), 'Contact Name' (with the value 'Jan Keryluk'), 'Contact Email' (with the value 'jkeryluk@ierha.ca'), and 'Contact Phone' (with the value '204-640-1403'). At the bottom of the page, there is a link to download the offline form: <https://www.healthytogethernow.net/wp-content/uploads/2018/03/Offline-Application-Form.doc>.

ii. Can I complete an application or monitoring form offline?

Yes - application forms can be submitted offline, if desired. Start by downloading a blank application/monitoring form and complete the form in a Word document. Completed forms must then be sent or couriered directly to your respective HTN administrator. Please contact your respective HTN administrator in advance to determine the submission deadline for offline applications.

Common Error Messages

- i. Upon submission of my application, I receive an error message “There seems to be a problem with your application.” What is not permitting my application to be submitted

When an application contains errors, or does not contain all required information, you will receive an error message indicating “There seems to be a problem with your application.” It may not be immediately clear what information is missing based on the error message alone; however, start by scrolling through your application to identify sections highlighted with a red exclamation mark. Expand sections with missing information and the missing field will be highlighted in red, with the word “required” underneath. In the example below, there is missing information under the “Activities” and “Groups” sections.

The screenshot shows a web browser window with the URL <https://www.healthytogethernow.net/community-funding/application-form/>. The page title is "Application Form | Healthy Together Now". The user is logged in as "Howdy, Jennifer Wood".

The form content includes a list of checkboxes for population groups:

- Young Children(0-5)
- Children(6-12)
- Teens(13-18)
- Young Adults(19-29)
- Adults(30-54)
- Seniors(55-)

Below the checkboxes is a text input field: "How else can you describe your population? (newcomers, mothers, etc.)".

The progress indicator shows steps 9 and 10: "Evidence" and "Funding".

At the bottom of the form are "SUBMIT" and "CLEAR" buttons.

A black error message box at the bottom of the form reads: "There seems to be a problem with your application."

Below the error message, a text link says: "We've created an [Offline Application Form](#) to help you gather the information you'll need to complete the online submission."

The progress indicator on the left side of the page shows steps 1 through 8:

- 1 Community
- 2 Organization
- 3 Project Details
- 4 **Activities** (with a red exclamation mark icon)
- 5 Expenses
- 6 Partners
- 7 **Groups** (with a red exclamation mark icon)
- 8 **Demographics** (with a red exclamation mark icon)

ii. I am receiving a “Failed to Fetch” error while trying to submit, what can I do to avoid receiving this error message?

If you receive a “failed to fetch” error, similar to the error message seen in the screenshot below, ensure you are accessing the application/monitoring form using the secure version of the HTN website (insecure – http:// vs. secure – https://). To avoid this error message, add “https://” before the address in the URL, or simply navigate to the application/monitoring form link on the home page of the HTN website (<https://www.healthytogethernow.net/>). Note the “https” that precedes the URL. This error message often occurs when you have bookmarked the page from previous years and the url directs you to the insecure version of the website.

