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## IT Frequently Asked Questions (FAQs)

If you cannot access your account, are experiencing a system error, have been logged out of your account and cannot log back in, cannot save your application, or are experiencing any other technical difficulty, please review the FAQ below before contacting DCLA.

- ARE YOU HAVING TROUBLE LOGGING IN?
  - If you do not yet have a DCLA CDF online account, or to review more detailed information, please reference the [Registration Help Guide](#).
  - As of April 2019, all users attempting to log in to their DCLA CDF online account are required to log in using **NYC ID**.
  - If you are a **returning** user and the system prompts you to enter your EIN at any point, something has gone wrong – it is likely you are attempting to log in with an email address that is not already associated with your DCLA CDF online account.
  - You must register an NYC ID login using an email address that is affiliated with your DCLA online account **and** that is an “active” user –
    - If you are a returning user and registering a new NYC ID login (meaning you have not had an NYC ID in the past), from the “Welcome to Your Cultural Affairs Account” page, click the button “Register New Account.”
    - If you have registered an email address with Materials for the Arts (MFTA), that information is **not** linked to your DCLA CDF online account – you will need to set up an NYC ID login with an email already associated with your DCLA CDF account.
    - If you do not know what e-mail address is affiliated with your DCLA account, please contact your Program Specialist via email.
- DO YOU NEED TO CHANGE THE EMAIL ADDRESS(ES) AFFILIATED WITH YOUR DCLA ONLINE ACCOUNT?
  - These changes are all user-generated and must be made by the **Primary User** on your account (the option will not appear if you are a Delegate User).
  - Users can be added or removed, and there can be up to 5 users on the account at one time.

- The [Registration Help Guide](#) has step-by-step instructions.
- ARE YOU READY TO SUBMIT YOUR DCLA FINAL REPORT, AND RECEIVED AN ERROR MESSAGE THAT IT CANNOT BE SUBMITTED BECAUSE THE FORM IS NOT COMPLETE?
  - First, look through the application – do not leave any fields blank. Each completed section on the left hand side bar must have a check mark.
  - Review the Print Preview - “Missing” in red text will appear for fields that are not yet filled in.
  - For budget line item fields with no values, be sure to enter a zero (0).
  - Include at least one location/venue in the list for each project.
- ARE YOU HAVING TROUBLE SELECTING ALL THE BOROUGHES AND COUNCIL DISTRICTS WHERE THE PROJECT/S OCCURRED?
  - The multi-select borough and council district fields are dynamic. Based on the selected boroughs, the system will provide the option to select from the relevant council districts in those boroughs. Be sure to first select ALL the applicable boroughs, THEN select the relevant council districts.
- ARE YOU HAVING TROUBLE WITH THE CHARACTER LIMIT?
  - Even if the program you are using says your text is under the character limit, the text may contain additional formatting. There can be embedded special characters that are not visible but that, when copied into our online form, increase the character count. The online form cannot accept text formatting like bold, underline, or italics (though capitalization and the use of paragraph spacing is allowable – and recommended).
  - Try copying your text into Notepad or another program that converts it to plain text to remove all of that formatting, hidden or otherwise.
- ARE YOU UNSURE HOW TO SAVE LOCATIONS/VENUES TO THE LIST?
  - Make sure you have filled out all of the fields – you will not be able to save it to the list if it is not completely filled out. Once you have done that, click the “Save Venue” button, which will add that entry to your list.
  - You must also click the yellow SAVE button to save the entire list.
- HAVE YOU BEEN LOGGED OUT OF THE FORM?
  - If you have been logged out, wait 10 minutes and try logging in again.
  - Users will automatically be logged out after 10 minutes of inactivity. To keep the form active, you must SAVE the form by clicking the yellow SAVE button or navigating from page to page. A pop-up message will alert you five minutes before the session automatically expires.
  - If you accidentally close your browser without fully logging out, the session you were

in is still open. Since multiple users cannot log in to the form at the same time, you will not be able to log in while that session is open. Wait 10 minutes, and you should be able to log back in.

- Every so often at times of heavy traffic on the site, our servers periodically reboot to maintain functionality. If you happen to be working in the form when that happens, you might get logged off. Don't panic! Wait 10 minutes and log back in to continue working.
- To prevent the loss of work, save often by clicking the yellow "save" button. Be sure to allow the system to fully load the saved information (you'll get a green message confirming that your work has been saved when it's complete). You may also draft narratives and budgets off-line ahead of logging in to be more efficient while in the portal.