

# City of Chicago DPD CRP Programs: Guide to Submittable

**Welcome!** This guide is meant to walk you through the basics of how to use Submittable, the City of Chicago’s platform for communicating with you throughout this process over the next few months. We look forward to working with you!

The Chicago Recovery Plan provides additional opportunities for the City to invest in catalytic local development. To ensure that communication is as smooth as possible, here are the key features of the Submittable portal, which you will use to message both the City and Guidehouse as the Program Administrator.

## MESSAGING

Communication between Finalists, City Project Managers, and Program Administrators (Guidehouse) will occur in Submittable. Anytime someone needs to contact you, they will send you a message through the Submittable portal.

Similarly, the best way to communicate with either the City or Guidehouse is to reach out over Submittable. This method ensures that we bring along the right team members to address your needs.

## UPLOADING DOCUMENTS

Uploading relevant documents accurately and timely is essential to our collaboration. Throughout this process, your Program Manager will provide instructions on documents necessary to receive your grant. **Pay particularly close attention to the stated deadlines for each document** and follow the instructions for each document so that your project is not unnecessarily disrupted.



### REVISING DOCUMENTS

After submitting documents, your Program Manager will review them for accuracy. **Revisions are often needed.** If a revision is needed for one or more of your documents, a Program Manager will re-open the document in question so that you can make the necessary changes. Ensure that you click “Send” again once these changes have been made.

## ADDING COLLABORATORS

We understand that it is important for you to be able to collaborate with your colleagues in this process. Fortunately, Submittable provides a feature for you to invite your partners so that you can all work on, and access, your submission.

Note that collaborators do not receive the full range of options the submitter has. The main functions available to collaborators are responding to messages and uploading/editing documents. If you would like to add a collaborator, please inform your Program Manager so that they can open this feature up to you.

### STEPS

- ① Log in to your account and choose “Submissions”. Click on the title of the submission you wish to communicate about
- ② Click the “Messages” tab. Here, you will be able to respond to any message sent to you by your Program Manager
- ③ When finished typing your response, make sure to click “Send” to ensure a member of our team receives the message

### STEPS

- ① After you have located your submission, scroll down to where you can see the file options. Typically, you are accessing this page because of instructions from your Project Manager
- ② Find the appropriate selection and upload your relevant file. Ensure that you have followed all instructions precisely to avoid having to re-submit the file later
- ③ When finished, make sure you click “Send”. If you only click “Save”, your Program Manager will not be able to see what you have submitted
- ④ Be on the look-out for messages from your Program Manager on necessary revisions and complete them as soon as possible

### STEPS

- ① Inform your Program Manager of your intent to add a collaborator
- ② Once you’ve been notified by your Project Manager that this option has been enabled, go back to your submission and locate “Invite Collaborators” in the top right corner
- ③ Click on the box and type in the email addresses of each of the individuals you would like to invite to collaborate on the project with you
- ④ Once you click “Invite” a link will be sent to those individuals, granting them access

## ***Submittable FAQs***

Submittable is a great platform for collaboration, but we understand that questions may arise. Please reach out to your Program Managers at any point with additional questions or concerns.

### **Q. How do I ensure my documents were uploaded?**

**A.** When uploading documents, please select the “Submit” button. The “Save” and button will not allow our team to view your documents, it will only save your progress as a draft.

### **Q. I was asked to edit my documents; how do I resubmit them?**

**A.** When a document requires revisions, our team will re-open the file on your end. With this, you will be able to go into the existing file and edit it with the necessary changes. Please do not attach a new document to a Submittable message as we are unable to add these documents in to your overall application.

### **Q. Can I change my email address on file?**

**A.** If you would like to change the primary email address associated with your Submittable account, look at [this Submittable Help resource](#) for detailed instructions.

### **Q. How do I contact the Guidehouse team?**

**A.** The best way to contact us is through the message function on Submittable. Please ensure you are always responding directly to a Guidehouse team member. The best way to do this is to respond to a previous message from Guidehouse, such as the introductory message.

## ***Submittable FAQs***

Submittable is a great platform for collaboration, but we understand that questions may arise. Please reach out to your Program Managers at any point with additional questions or concerns.

### **Q. What abilities do collaborators have?**

**A.** Collaborators can view and respond to messages sent to them directly, as well as upload documents and save them as drafts. Unfortunately, only the original applicant can submit documents and respond to all messages.

### **Q. What if multiple people in my organization would like to receive messages?**

**A.** We encourage the original applicant to add team members as collaborators. Collaborators can see all messages they are included on. Finalists can also create a rule in their Inbox to auto-forward all e-mails from Submittable to their entire team. More details on the collaborator process can be found [here](#).

### **Q. Is there another way to have multiple people receive messages, besides adding a collaborator?**

**A.** If you are a large organization where multiple people want to send and receive messages, one option would be to create a new shared email inbox for your organization. You can formally change the submitter's email to this new shared organizational email by going through the process [here](#).

### **Q. Does Submittable have a list of resources?**

**A.** If you have any other questions, please look at the [Common Questions](#) page on the Submittable website.