

Guide to Completing Our Online Application Forms

Please read this guide before filling out one of our online application forms. If you encounter any issues, refer to this guide before getting in touch for support.

Important: Some issues are outside our ability to support. These are listed at the end of this guide.

Best Browsers to Use

Our forms work best in **Google Chrome** or **Microsoft Edge**.

You may have problems using a tablet or Apple Mac, so we recommend using a computer or laptop if possible.

No Auto-Save

The form **does not auto-save**. If you lose your internet connection or access to the form, any unsaved information will be lost. You may wish to prepare your answers on a separate word document and copy this onto the form when you are ready to send it.

Navigating the Form

Use the page numbers at the top of the screen or the **'Next Page'** button at the bottom to move through the form.

Save and Resume Feature

You can save your progress and return to the form later by clicking **'Save my progress and resume later'** at the top of the page. We also recommend saving important information elsewhere (e.g. in a Word document) as a backup.

To save:

- You'll need to enter your email address and create a password – make sure to note these down.
- A message will appear confirming your form has been saved.
- You'll also receive an email with a link to resume your form.

If you lose the email or can't access it later:

- Go to the application link on our website and select '**Resume a previously saved form**'.
- Enter the same email and password and click the red '**Resume this form**' button.

If you have multiple saved applications using the same email and password, you'll be asked which one you want to continue. If you're unsure which version is the most recent, contact us at onlineapplications@therobertsontrust.org.uk and we'll send you copies so you can check.

If you need to save the form more than once, we recommend using the **same email and password** each time.

Eligibility Questions

Each form begins with questions to check if your organisation is eligible for the fund.

- If you answer '**No**' to any eligibility question, a message will appear explaining why you're not eligible, and you won't be able to continue.
- If you clicked 'No' by mistake, change your answer to 'Yes' and the form will unlock again.

We check organisations eligibility to apply for our funds again during assessment. If you do not meet the criteria, we will let you know by email and won't be able to proceed with your application.

Multiple Users

Only **one person** can access the form at a time.

If more than one person needs to contribute, we recommend collecting information offline and having one person complete the form.

Required Fields

Questions marked with a **red asterisk (*)** are mandatory. You won't be able to send the form unless all required fields are filled in.

External Links

Our application forms include links to external websites. These will open in a new browser window so you don't lose your place in the form.

Help Text

There is guidance text below each question to help you understand what is being asked.

Each form also includes a link to the relevant fund guidance on our website.

Word Limits

Some questions have word limits, which are shown in the text boxes. As you type, the number of words remaining will update.

If you go over the word limit, you will not be able to send your completed form. You can send extra information separately – attach a document to the form or email it to **onlineapplications@therobertsontrust.org.uk**.

Text Formatting

Avoid using formatting such as bullet points, headings, or numbered lists in the answer fields, as this can cause problems when sending the form.

If you need to include formatted text, attach it as a separate document or email it to us.

Contact Information

Each application must include **two contacts**, one of whom must be a **Board or Management Committee member**.

Each contact must have a different email address. Please ensure these addresses are valid, as we will use them to send confirmation and decision emails.

Supporting Documents

You can attach requested documents (e.g. budgets, accounts, job descriptions, bank statements) directly to the form.

If you have trouble uploading large files (see Common Issues for file size limits), you can email them to us at onlineapplications@therobertsontrust.org.uk

Please include your organisation's name in the subject line and the fund you are applying to.

If you can't upload a required document (e.g. accounts), you can upload a blank word document instead and email us the paperwork, which we'll attach to the application for you.

Conditional Questions

Some questions or document requests may appear depending on your earlier answers.

For example, if you select **'No'** to "Do you have independently examined or audited accounts?", you'll be asked to upload a recent bank statement and provide an independent referee.

Common Issues & Tips

- **Charity number:** If you're a Scottish charity, use **SC0** (with a zero), not **SCO** (with the letter O).
- **Amount fields:** Only enter numbers – no pound signs, commas, or decimal points.
- **Word limits and formatting:** Stay within word limits and avoid formatting, or the form may not send. Bullet points and numbered lists count toward the word count.

- **Resuming your form:** Click '**Resume this form**' after entering your email and password. Pressing 'Enter' may not always work.
 - **Attaching Files** – individual files cannot exceed 25MB and FormAssembly has a total file size limit of 30MB per RESPONSE - i.e. the total combined size of all files attached to a form can't exceed 30MB. Larger files you are unable to upload within the form can be emailed to us at onlineapplications@therobertsontrust.org.uk
 - **Saving your form:** Before sending, you can print or save a PDF by clicking '**Print this page**' after pressing '**Send**'. We'll send you a link to a read only version of your completed form, once sent, in our acknowledgement email
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When We Cannot Help

We understand some situations need support. However, we are **unable to assist with the following:**

- **Loss of data due to connection issues**
There is no auto-save. Please save your work regularly and keep a backup offline.
 - **Firewall/security issues**
We cannot assist with access problems caused by individual device settings or security software, as we are not IT specialists.
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Contacting Us for Help

If you do need support, email onlineapplications@therobertsontrust.org.uk. We aim to respond within **three working days**.

Please include:

- The fund you're applying to
- Your organisation's name
- A clear description of the issue

If possible, include a **screenshot** of any error messages.