

# Information Sheet

## Application Attachments - Troubleshooting Guide

This information sheet covers the most common issues relating to uploading supporting information to the Attachments section of the application form.

### 1. Use the relevant drop-down menu

When on the Attachments page (pictured below), you must use the 'Title' drop-down list and select the relevant title that matches the document you wish to upload.

For example: to upload your budget, you should select the 'Project budget' option from the drop-down menu before selecting the file you wish to upload.

**Attachments** Printer Friendly Version

This page allows you to upload supporting documents for your application, which our online system calls attachments. As you'd expect, some attachments are mandatory as they form part of our assessment. We're also required to collect an equal opportunities monitoring form for every applicant, which is anonymous and does not form part of our assessment.

Please [click here](#) for help notes about all the attachments.

The attachments are:

- Your project budget (this must be on our downloaded [Project Budget Template](#)) (Required)
- Marketing plan (Required)
- A copy of your CV (Required)
- Letters of support (Required)
- Your Equal Opportunities monitoring form (Required, this must be on our downloaded [Equal Opportunities Monitoring Form](#) and is not seen by assessment staff)

You can then upload other attachments that you want us to consider, particularly examples of your creative work, up to a maximum of 3 documents/maximum filesize of 60 MB. This might include audio files, images, case studies, letters of support and testimonials. It's easy to provide hyperlinks to your work or other material if it's available online - simply insert the links in a single document and attach that as well. We recommend that you gather all your documents in one folder on your computer to make this task easier and quicker for you.

If you need to send us hard copies of bulky items such as books or catalogues, please deliver them to Arts Council of Wales, Bute Place, Cardiff CF10 5AL during our office hours which are 9.00am to 5.00pm Monday to Friday, or post them to us. All items must be clearly marked with your name and project title. Please note that we cannot receive any items out of office hours as we don't have a letter box or a facility to take deliveries.

You now need to attach your documents.

**Upload**

The maximum size for all attachments combined is 60 MB. Please note that files with certain extensions (such as ".exe", ".com", ".vbs", or ".bat") cannot be uploaded.

Title: Project Budget (Required)

File Name: Project Budget (Required)

Marketing Plan (Required)

Letters of support 1 (Required)

Letters of support 2 (Required)

A copy of your CV (Required)

An Equal Opportunities monitoring form (Required)

Other

Other

Other

Windows taskbar: 17:22 27/11/2012

## 2. Upload each of the required documents

You will need to upload a document to each of the 'Required' options before you will be able to submit the form. If you are unable to submit your application, please check that you have used each 'required' selection at least once.

## 3. Ensure your attachment is in the right format

The following attachments must be completed on the templates provided which you can download from your application's attachments page:

**Project budget** – this must be submitted on the budget template, as provided which is in Microsoft Excel (.xls or .xlsx) format.

## 4. Unable to Edit templates?

### Budget

The budget attachment is in Microsoft Office format, so it is likely that you will experience difficulties editing the templates if you do not have this program on your computer.

If you are unable to access a computer that has Microsoft Office installed (for example at a public library or internet café), there is a free download, *Open Office* which is a free download available online: <http://www.openoffice.org> that will allow the editing of Office documents.

Arts Council of Wales cannot be held responsible for any issues caused by downloading this software onto your (or anyone else's) computer.

## 5. Don't upload folders of files or .zip files

The application system won't let you upload folders containing other files (including .zip files). Each supporting document should be uploaded individually. If you have a number of image files you want to upload, you might want to copy them into a Word document so that you have fewer files to upload.

If you are unable to attach your supporting documents to the application after following these tips, please contact our Information Officers by email at:

[information@artscouncilofwales.org.uk](mailto:information@artscouncilofwales.org.uk) explaining the difficulty you're experiencing, or call 0845 8734 900 between 9am and 5pm Monday to Friday.

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