

## Grant Application: Frequently Asked Questions

### **I clicked the link in the email I received from GAPP and entered my name and email (+ answered a math question). What is the next step?**

You will get another email with a personalized link that will take you to the Grant Application.

### **What happens if I never got the email with the personalized link?**

If you entered your name via a school computer, it is possible that the email with the personalized link was blocked by your school's firewall. Please check your spam folder and see if the mail is in there. Also, please make sure to whitelist our survey email address [gapp\\_survey@goethe.de](mailto:gapp_survey@goethe.de)!

### **What happens if I exited the Grant Application? Can I come back to finish it?**

Your personalized link will take you back to the Grant Application if you didn't finish it in one go and you can continue from where you last saved and left off.

### **What happens if I get the error message that my session has expired?**

Your personalized link will take you back to the Grant Application and you can continue from where you last saved. Please save frequently not to lose your entries in time of a time-out.

### **The files (schedule, student list) cannot be downloaded. What can I do?**

If you try to download the files via your school computer, it could be that the download is blocked by the school's firewall. Please try to download the files from home. If the download from the survey or the cloud doesn't work at all, you can check the downloadable files for the group exchange on our website or contact our office.

### **Do I have to wait until I have all necessary information to complete the online application now that the application is an entirely online process?**

No, you do not. However, it is highly recommended that you submit the online application with all required uploads. Only then can your application be queued for processing. Please complete the application at your earliest convenience and as soon as possible. During the online process, you will be asked to upload all the requested files. If your group travels late in the year, please contact [Stefanie Proessl](#) at the GAPP office.

### **What happens after I submitted my Grant Application online?**

If you have completed the online application, you will have received an automated email response confirming your submission. Our office is notified of the submission at the same time and will be reviewing your application and the documents you uploaded. You will then get an email confirming the receipt of your application. Only then your application is queued for a grant! We aim to provide this feedback within one week of submission.

**I don't have a final invoice for our flights yet? What information from our travel agent/airline do I need to provide? Will we still be considered for the grants?**

We are fully aware that most groups cannot provide a final invoice for the flights when applying for grants. However, we will need a preliminary invoice or fare quote indicating your intent to purchase. If you cannot provide an invoice yet, your airfare quotation should name an agent or airline, be dated, and show the number of passengers, and your itinerary.

**I have accessed the pre-formatted participants' list spreadsheet and cannot enter my information.**

Please make sure to download the Excel file to your computer before trying to enter any information. Should the problem persist, please enable editing in the pop-up window which appears right after opening the file at the top of the Excel window. Please only enter your data and do not change the format, as its consistency allows us to generate the nearly 4,000 certificates for your students.

**My group is travelling for more than four weeks, which is why the space on the Exchange schedule is not enough.**

It's wonderful that you make a longer stay possible for your students! However, the vast majority of exchanges lasts up to four weeks. If you are staying in Germany for longer, please feel free to use the comment field for the exchange topic at the bottom of the page to convey any additional information regarding your schedule.