

## Questions and Answers regarding the Online Application Process

### ***Questions/issues that may be experienced when entering responses to Application questions in an Excel document***

1. **Question:** I read the RFA and began to enter the data into Exhibit A, which is the Excel application. I received a warning message stating that my answer did not meet the RFA requirements even though my answer definitely meets the RFA requirements. Can I just ignore this?

**Answer:** Complete the entire Application, then look back at all previously answered questions. The warning message that you saw may have been generated because the formula depended on other data in the Application that had not yet been entered. The warning message may have disappeared when the other required data was entered. If a warning message remains after all data has been entered and, after reading the RFA, you are certain that the warning message is erroneous, please contact **Jean Salmonsens** via [jean.salmonsens@floridahousing.org](mailto:jean.salmonsens@floridahousing.org) or **850-488-4197**.

2. **Question:** I entered all data and I have no warning messages. Does that mean my application is eligible for funding?

**Answer:** Florida Housing has included several warning messages throughout the Excel-based application to help alert an Applicant that there may be an issue with the data. This is a helpful guide but is not intended to be an all-inclusive list. Eligibility, points awarded, qualifications for goals, preferences, etc., are all solely determined by the criteria outlined in the RFA. If there are any inconsistencies between the Exhibit A and the RFA itself, such as formulas used in calculations or the warning messages, Applicants are instructed to rely solely on the RFA.

3. **Question:** I can't quite see all the text in a question in the Exhibit A and some words have been cut off. How can I make this all visible?

**Answer:** Computers and monitors display information in slightly different ways. Although the Corporation tried to adjust Exhibit A to account for this, some words may still get cut off and not be visible. Users may adjust the height of the row so that all words are visible on their screen by going to the far-left side of the screen, then hovering over the number associated with the row that needs to be adjusted. If users move the cursor to hover over the line just below the number, the cursor becomes a two-sided arrow. Users can right click and hold down the mouse to drag the line below the number down, which expands the row height so that all words are visible.

# Questions and Answers regarding the Online Application Process

## ***Other questions/issues that may be experienced when entering responses to narrative questions in a Word document***

1. **Question:** I need to submit narrative responses. I see that I can copy text from another document and paste it into the textboxes, but all the formatting changes. Can I keep the formatting from my original document?

**Answer:** The formatting of the textboxes is locked to ensure consistent formatting for all Applicant answers. This cannot be adjusted by an Applicant. You may try to copy the original text, then right-click into the new textbox, click the icon with a clipboard and the letter “A”, which may retain the formatting; however, we recommend that you type your response in the textbox provided instead of copying and pasting your text from a separate document.

## ***Creating the “All Attachments” pdf document***

1. **Question:** I see that there is a size limit of 15 MB. How do I know the size of the document?

**Answer:** After scanning the document, it will be saved as a pdf on your computer. If it is saved to your desktop, to see the file size you must right-click on it, then click Properties. If it is saved into a file folder on your computer, you can change the view of all files in the folder to include the size by clicking on the menu called “View” at the top of the folder and changing the view to “Details”. All items in the folder will show the file size. Note: 1,000 Kilobytes or 1,000 KB = 1 Megabyte or 1 MB.

2. **Question:** My document says 25 MB/2500 KB. How do I reduce this?

**Answer:** Before scanning the document, you should have options available such as whether to create a document that is in black and white, color, or grayscale (grayscale is considered a type of color document); whether to create a document that is an image or graphic; whether to have the text “searchable” or “recognizable”; and the desired resolution. To reduce the file size, before scanning make sure that the settings are for a black and white text document, the document is text that is not searchable or recognizable, and that the resolution is 300 DPI. If the Application package exceeds 15 MB, the pdf document will not upload.

3. **Question:** I scanned the document, looked at the document on my computer, and everything looked fine. After uploading it, the Form Key and date/time stamp is printing on the left side of some pages. How can I fix this?

**Answer:** Florida Housing will accept Applications with the Form Key and date/time stamp displayed at any location on the page.

4. **Question:** Can I test this out now, rather than waiting until the Application Deadline?

**Answer:** Yes, Applicants are encouraged to create sample pdf documents. If you don’t have a sample of pdf documents to scan, you can print attachments from a previous Application submission that is available on the Corporation webpage

## Questions and Answers regarding the Online Application Process

<https://www.floridahousing.org/programs/developers-multifamily-programs/competitive/rfa-submitted-applications> . You can save a copy of Exhibit A, the Development Cost Pro Forma, the Principal Disclosure form and the All Attachments document to create a sample application package and practice uploading to any open Application cycle. It is recommended that such an application be given a name that you can recognize as a practice application such as “Test 1”. It should be deleted prior to the Application Deadline to avoid confusion.

**If a user experiences a technical issue not addressed within this document that affects the functionality of the online application or the ability to upload documents, the user is encouraged to notify Jean Salmonsens via [jean.salmonsens@floridahousing.org](mailto:jean.salmonsens@floridahousing.org) or 850-488-4197. Florida Housing may update this document with additional information as needed.**

**Florida Housing cannot provide advice in answering Application-specific questions and any questions regarding such will be ignored. Each RFA has a set Questions and Answer period with separate submission instructions outlined in the RFA.**