

Massachusetts Executive Office of Housing and Economic Development
(EOHED)

MassWorks Infrastructure Program
September 2012 Grant Round



Online Application Manual
Applicant User Guide
Version 1.0

Table of Contents

- 1. System Requirements 3
 - 1.a. Operating System 3
 - 1.b. World Wide Web Connection 3
 - 1.c. Web Browser 3
 - 1.d. Adobe Acrobat Reader 3
- 2. MassWorks Infrastructure Program Homepage 4
 - 2.a. Browser Configuration 4
- 3. Applicant User Role..... 6
- 4. Gaining access to MassWorks Infrastructure Program online grant application..... 7
 - 4.a. Gaining access through a system administrator..... 7
 - 4.b. Gaining access through another in your organization 8
- 5. Keeping contact information current 10
 - 5.a. Updating your user record.....10
 - 5.b. Updating another user’s contact record10
 - 5.c. Updating the information for your agency.....11
 - 5.d. Deactivating a user in the Organization.....11
- 6. Initiate an Application 12
- 7. The Application Menu 13
 - 7.a. View, Edit and Complete Forms.....13
 - 7.b. Change the Status.....13
 - 7.c. Access Management Tools.....14
 - 7.d. Examine Related Items16
- 8. Assigning Users to an Application 17
 - 8.a. Assign User Access to an Application17
 - 8.b. Remove User Access to an Application17
- 9. Application Form Completion 19
 - 9.a. Forms Navigation19
 - 9.b. Form Completion.....19
 - 9.c. Error Messages20
 - 9.d. Uploads & Attachments20
 - 9.e. PDF Version.....21
 - 9.f. Copy and Paste21
- 10. Notes..... 22
 - 10.a. Adding and Editing Notes22
- 11. Automatic E-mail Notifications 23
 - 11.a. Automatic E-mail Notifications23
 - 11.b. System Messages.....23

1. System Requirements

The MassWorks Infrastructure Program online application tool was designed so that the vast majority of computer users will be able to use the system with little or no changes to their computer environment. The four requirements that are mentioned below are common computer elements that should be already present on most machines.

1.a. Operating System

The MassWorks Infrastructure Program online application tool was designed for both of the two most common computer operating systems - Windows and Macintosh. It has not been tested and is not supported on other operating systems such as Linux and Unix. Users accessing the system from a Macintosh environment are required to have MacOS 7.5 or higher running on a PowerPC processor. Windows users are required to have an operating system that is Windows 95 or higher.

1.b. World Wide Web Connection

The MassWorks Infrastructure Program online application tool is a web site designed for and accessed via the Internet. The Internet is the more general term that is typically used to refer to the World Wide Web. The World Wide Web consists of a vast array of content that is accessible via a web browser. For the purpose of accessing The MassWorks Infrastructure Program online application tool, the standard Internet connection is via a modem connection. A modem is a piece of hardware that connects to the computer to send data through a phone line to and from the computer. Internet connections that are "faster" than a modem connection, such as cable and DSL, will improve the speed at which the system operates, but are not necessary in order to use the system. If you are in an office environment, you may already have an Internet connection, but if you are unsure, please contact your organization's network administrator.

For those using a dial-up connection over a modem, it is highly recommended that you have a modem connection speed of at least 33.6 kbps (kilobits per second).

1.c. Web Browser

The MassWorks Infrastructure Program online application tool was designed to be compatible with common up-to-date web browsers including Internet Explorer, Firefox, Chrome, Safari, and Opera.

1.d. Adobe Acrobat Reader

Adobe Acrobat Reader is used to view PDF (Portable Document Format) documents. The system will automatically generate grant documents in PDF format using information that has been saved into the various narrative and budget pages. Using Adobe Acrobat Reader you may choose to view, print, or save these documents. If you do not have Adobe Acrobat Reader you can go to www.Adobe.com and download it for free.

2. MassWorks Infrastructure Program Homepage

To access the Executive Office of Housing and Economic Development online grant application website, type "http://madhcd.intelligrants.com/Login2.aspx?APP THEME=MADHCD" into the address bar of your web browser and hit "Enter". The page you see should look like the image shown below.



2.a. Browser Configuration

In order to avoid various browser-related restrictions unnecessarily placed on the Executive Office of Housing and Economic Development online grant application website, please make the following configuration changes for the web-browser that you are using.

2.a.1 Internet Explorer

If you are using Internet Explorer, it is recommended that you add the Executive Office of Housing and Economic Development online grant application website homepage to your list of trusted sites. To do this, please complete the following steps:

- 1) Click "Tools"
- 2) Click "Internet Options"
- 3) Click the "Security" tab

- 4) Click "Trusted Sites"
 - 5) Click the "Sites" button
 - 6) In the "Add this Web site to the zone:" textbox type ".IntelliGrants.com" and then click the "Add" button
- Click the "OK" button, and then click the "OK" button again

3. Applicant User Role

There is only one security role defined for MassWorks Infrastructure Program online grant application users: Grantee Administrator. Once the Grantee Administrator’s new user accounts created, the Grant Administrator will enter their own organization’s staff to EOHEd. The organization’s staff entered by the Grant Administrator will also be assigned Grant Administrator security level role. Permissions for the Grant Administrator role are shown below.

Grantee Administrator will be able to:

- Add new and existing users to their current organization(s)
- Initiate available grants
- Enter, update and delete information on applications
- Download and attach files to the application
- Cancel an entire application before submission
- Check on the status of each application

Security Roles	Control Access to Organization	Read	Write	Initiate Application	Submit Application	Cancel Application
Grantee Administrator	X	X	X	X	X	X

4. Gaining access to MassWorks Infrastructure Program online grant application

In order to use the system you must first be granted access to it. There are two basic ways to get access to the MassWorks Infrastructure Program online grant application.

You may either:

- 1) Request access to the system and get approved by a EOHED system administrator
- 2) Be granted access by someone from within your own organization

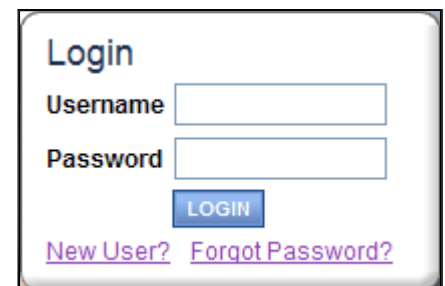
It is recommended that the Grant Administrator for your organization first obtain access by following the procedure under section 4.a. Once the Grant Administrator has obtained access to the MassWorks Infrastructure Program online grant application, they can manually add the remainder of their staff without help from EOHED administrators, as described in section 4.b. Both processes for gaining access are described below.

4.a. Gaining access through a system administrator

The first time a Grant Administrator comes to the MassWorks Infrastructure Program online grant application, they must create a new user account.

To create a new user account:

- 1) From the the Executive Office of Housing and Economic Development online grant application homepage click the "New User?" link located in the "Login" section.
- 2) Complete the user form in its entirety.
 - a) Fill in all information as required. All items marked with an '*' are required to create your account.
 - b) The "Username" field must consist of all letters and numbers.
 - c) The "Password" field must consist of all letters and numbers and must be at least 5 characters long.
 - d) The fields "Password" and "Confirm Password" must be the same.
 - e) If you wish to complete a MassWorks application, you must choose MassWorks from the drop down at the bottom of the page asking which system you are applying for.

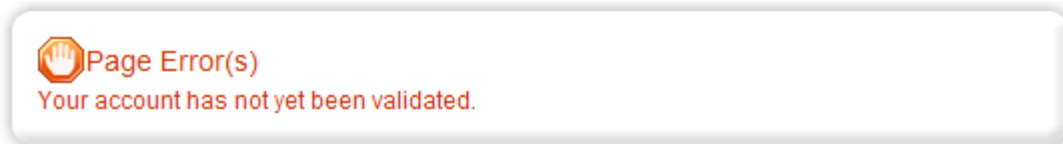


The screenshot shows a login interface with the following elements:

- Title: Login
- Username: [Text Input Field]
- Password: [Text Input Field]
- Button: LOGIN
- Links: [New User?](#) [Forgot Password?](#)

NOTE: Once one Grant Administrator has created a user account and gained access to the system, they will never have to request access again. There is no need for multiple accounts within the MassWorks Infrastructure Program online grant application.

Having saved your contact information, your account must then be approved by an administrator before you can access the system. If you attempt to access the system prior to getting approved/validated by a system administrator you will receive the following message:



When access has been granted to you by a system administrator, you will receive an email message confirming that your account has been validated.

4.b. Gaining access through another in your organization

The second way in which you can get access to the system is by having a Grant Administrator from your organization add you into the system. In order for this to occur the user must already be in the system and assigned the Grant Administrator security role.

- 1) The Grant Administrator must first log in to the system.
- 2) From the Main Menu the Organization’s Grant Administrator must then click the “Organization(s)” link on the menu bar.
- 3) Click the name of the organization you would like to add this new user to. Some Grant Administrators may be members of multiple organizations. Each organization would be listed here. Simply click the name of the organization you wish to add this new user to.
- 4) You are now on the Organization page. Click the “Organization Members” tab above the Organization Information section. Click the Add Members tab above the Organization Members list. By default the “Current Members” tab will be active and below it will be listed the various members of the Organization. If the person whose account must be added is not shown, the agency’s administrative user should click the “Add Members” tab.

Organization - TestOrganization_2

Follow the instructions listed below to add/remove/modify organization members.

[Organization Information](#) | [Organization Members](#) | [Organization Documents](#)

Organization Members

Administrators with the authority to add members to your organization can follow these steps:
 To add a member to your organization, select the **Add Members** link below.
 If a member has already added his/her information in the system, you can search for the member.
 If you need to add a member's information into the system, select **New Member**.
 For more detailed instructions, select the **Show Help** button above.

[Current Members](#) | [Add Members](#)

<input type="checkbox"/>	Person	Role	Active Dates	Assigned By	Modified By
<input checked="" type="checkbox"/>	User_2_Test	Grant Administrator	7/27/2011 - <input type="text"/>	EOH, Admin	7/27/2011

- 5) After clicking the "Add Members" tab, the Organization's Grant Administrator should first search for the person that he or she wishes to add by typing in part of the user's name into the "Person Search" box and then by clicking the "Search" button.
 - a) If the user exists he or she will be shown below the search box. The "Selected" checkbox should be checked and the user should be assigned a role and a start date within the agency. Finally, the "Save" button must be clicked in order to add the user.
 - b) If no users were found that matched the search criteria the Grant Administrator should proceed to step 6.
- 6) Having found no match in the system, the Grant Administrator should click the "New Member" button. Basic demographic information must be included for the user that requires an account. When the information has been entered:
 - a) The Grant Administrator can click the "Save" button to add the user to the system but not link them to an agency. After a user is entered into the system the Grant Administrator can return to the Organization Members and follow steps 5 and 5a to link the user to the agency.

If the Grant Administrator wants to add a new user and link them to their agency, they can click the "Save & Add To Organization" button.

Organization - TestOrganization_2

Follow the instructions listed below to add/remove/modify organization members.

[Organization Information](#) | [Organization Members](#) | [Organization Documents](#)

Organization Members

Administrators with the authority to add members to your organization can follow these steps:
 To add a member to your organization, select the **Add Members** link below.
 If a member has already added his/her information in the system, you can search for the member.
 If you need to add a member's information into the system, select **New Member**.
 For more detailed instructions, select the **Show Help** button above.

[Current Members](#) | [Add Members](#)

Person Search

5. Keeping contact information current

In order to receive continued funding or to enter into new grant agreements, it is important that your contact information be as up-to-date as possible. This is done very quickly and easily in the MassWorks Infrastructure Program online grant application. By keeping your user record and agency record current with all of the latest changes, EOHE staff will be able to contact you appropriately when the need arises.

5.a. Updating your user record

You may update your user record at any time by following these steps:

Profile

Please complete all the required fields below. Required fields are marked with an *.

Contact Information

	Prefix	First	Middle	Last	Suffix
Name	<input type="text" value=""/>	<input type="text" value="Test"/> *	<input type="text" value=""/>	<input type="text" value="User_2"/> *	<input type="text" value=""/>
Organization	<input type="text" value="TestOrganization_2"/> *				
Title	<input type="text" value=""/>				
Address	<input type="text" value="1235 Anywhere st."/> *				
City	<input type="text" value="Somewhere"/> *	State	<input type="text" value="Massachusetts"/> *		
County	<input type="text" value="Berkshire County"/> *				
Phone #1	<input type="text" value="(555) 555-5556"/> *	Phone #2	<input type="text" value=""/>		
Fax	<input type="text" value=""/>	Cell Phone	<input type="text" value=""/>		
Email	<input type="text" value="email2@email.com"/> *				
Website	<input type="text" value=""/>				
Username	<input type="text" value="testuser2"/> *				
Password	<input type="text" value=""/>	Confirm Password	<input type="text" value=""/>		

- 1) Click the "My Profile" link on the menu bar on the Main Menu.
- 2) Update the form accordingly and click the "Save" button.

5.b. Updating another users contact record

If you are the Grant Administrator for your organization you may edit the contact information for others in your organization by following these steps:

- 1) Click on the "Organization" link on the menu bar and then click on the organization whose member you would like to edit. Click on the "Organization Members" link.
- 2) Click on the "Organization Members" tab at the top of the page.

- 3) Click the name of the person whose contact information you want to change.
- 4) Update the form accordingly and click the "Save" button.

5.c. Updating the information for your agency

Although it doesn't occur frequently, when your organization's contact information changes it is important to update that information in the system by following these steps:

- 1) Click the "Organization" link on the menu bar.
- 2) Click on the Organization that you would like to edit.
- 3) Update the form accordingly and click the "Save" button.

5.d. Deactivating a user in the Organization

A Grant Administrator from an organization may choose to deactivate a member of the organization. A deactivated user will not be able to edit application related information for your organization. You may deactivate a member of your organization by following these steps:

- 1) Click the "Organization" link on the menu bar.
- 2) Click the name of the organization whose member you would like to deactivate.
- 3) Click on the Organization Members tab.
- 4) Change the second active date in the system to a date in the past for the user requiring deactivation and then click the "Save" button.

1/1/2008	-	1/1/2008
----------	---	----------

6. Initiate an Application

In order to initiate a MassWorks application, you must enter the Available Opportunities section on the My Home page.

- 1) From the Main Menu, click the "View Opportunities" button under the "View Available Opportunities" section on the main menu. This section will show you the MassWorks application.



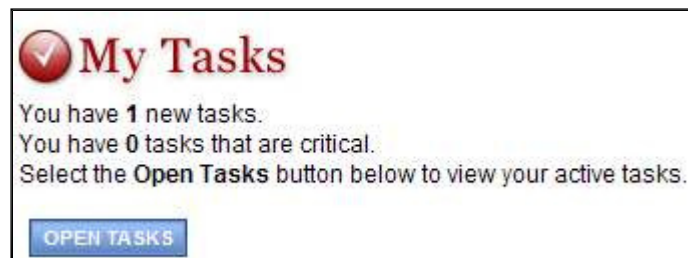
You will see an "Apply Now" button under the description of the grant. Click the "Apply Now" button.



A confirmation page will appear asking for confirmation. You must read the Terms and Conditions and by clicking the "I Agree" button you accept those conditions. An application will be created and you will be taken to the "Application Menu" where you can begin filling out the pages.



Following the creation of an application, a new task for that program will be under the "My Tasks" section on the main menu. Click the "My Home" tab at the top left of the screen the under "My Tasks" click the "Open My Tasks" button. All applications for your organization will be shown under the "My Tasks" section. When logging into The MassWorks Infrastructure Program online grant application, click the "Open My Tasks" button to return to any application initiated by your organization.



7. The Application Menu

The Application Menu is arranged into various sections that help to organize the application tasks and information. These sections are described below.

7.a. View, Edit and Complete Forms







The Forms section is where the vast majority of the work in an application is completed. This section contains all of the forms that must be completed prior to the application being submitted. To edit application forms simply click "View Forms" button and then click on the name of the form you wish to edit.



View, Edit and Complete Forms


Select the **View Forms** button below to view, edit, and complete forms.

[VIEW FORMS](#)

Status	Page Name	Note	Created By	Last Modified By
	Applicant Information			
	Project Type and Description			
	Public Infrastructure Project			
	Planning Ahead for Growth			
	Project Map			
	Budget and Sources			
	Project Schedule and Milestones			
	Readiness Checklist			
	Development Project			
	Certification of Public Entity Authorization			

7.b. Change the Status

The "Change the Status" section allows a Grant Administrator the ability to submit applications or push the application to the next status level. Click the "View Status Options" button to see what status push options you currently have available.



Change the Status

Select the **View Status Options** button below to perform actions such as submitting applications or request modifications.

[VIEW STATUS OPTIONS](#)

Below are the status change options available to a Grant Administrator when the application is currently in process.

Possible Statuses

APPLICATION SUBMITTED
Click the button below to submit this application.


[CLICK HERE TO SUBMIT!](#)

APPLICATION IN CANCELLED
Click the button below to cancel this grant application.

[CLICK HERE TO CANCEL!](#)

7.c. Access Management Tools


The Management Tools section allows a Grant Administrator certain administrative responsibilities such as the ability to add/edit people from the application and view the status history of the application.


 **Access Management Tools**


Select the **View Management Tools** button below to perform actions such as adding people to this document or viewing the document history.


[VIEW MANAGEMENT TOOLS](#)


Management Tools

 [CREATE FULL PRINT VERSION](#)
Select the link above to create a printable version of the document.

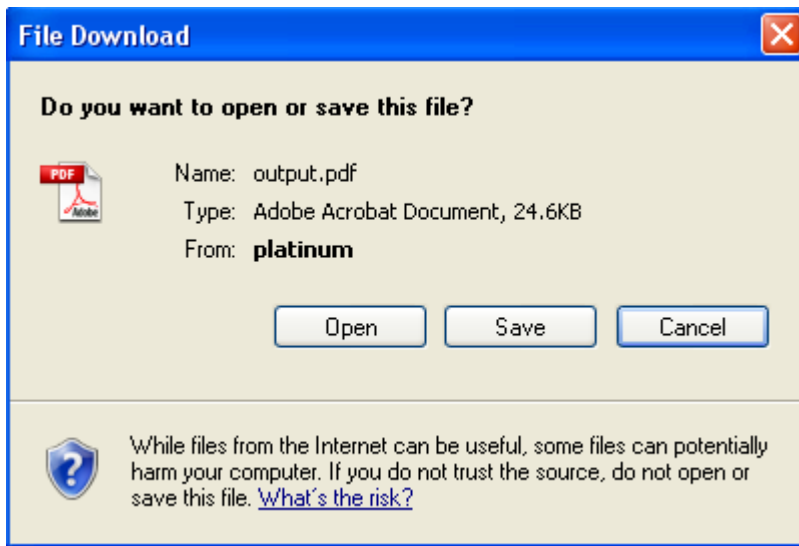
 [CREATE FULL BLANK PRINT VERSION](#)
Select the link above to create a blank printable version of the document.

 [ADD/EDIT PEOPLE](#)
Select the link above to perform actions such as adding people, changing a security role, or altering people's active dates on this document.

 [STATUS HISTORY](#)
Select the link above to view the status history of this document.

 [CHECK FOR ERRORS](#)
Select the link above to check the entire document for errors.

When you click CREATE FULL PRINT VERSION you will have the option to open the PDF for viewing or to save it.



See Section 9 below for a detailed description of the ADD/EDIT PEOPLE option. Clicking STATUS HISTORY, provides a list of the statuses that a document has passed through.

MassWorks Infrastructure Program Menu - Status History

Below are the details for the status history of this document.

Document Information: [MWIP-2012-TestOrg_-00017](#)

[Details](#)


Document Status History


Status	Date/Time	By	Notes
Application in Process	8/1/2011 12:40:52 PM	User_1, Test	


Clicking **CHECK FOR ERRORS** provides a list of the fields and pages that need to be completed before the document can be moved to the next status.

Global Errors

Document Information: [MWIP-2012-TestOrg_-00017](#)

 [Details](#)

Info	Document Type	Organization	Role	Current Status	Date Due
	MassWorks Infrastructure Program	TestOrganization_1	Grant Administrator	Application in Process	6/30/2012 12:00:00 PM

 You must complete this page.
[Applicant Information](#)

7.d. Examine Related Items

The Related Items section is where you will find items that are related to an application or grant. It is likely you will not have any related items until later in the grant cycle.

Examine Related Items

Select the **View Related Items** button below to view related items such as claims, messages, etc.

[VIEW RELATED ITEMS](#)


8. Assigning Users to an Application

The Grant Administrator has administrative rights to add or remove a Grant Administrator to applications. Any Grant Administrator that is a member of the organization applying for a grant will automatically be added to that application when the application is first created.

New users to the MassWorks Infrastructure Program online grant application will not be automatically added to existing applications. However, any user may be manually added to the application throughout the entire application completion process.

8.a. Assign User Access to an Application


- 2) To add a Grant Administrator to an application, the Grant Administrator clicks the appropriate application in the "My Tasks" Section on the Main Menu.
- 3) Click the "Access Management Tools" button and choose the Add/Edit People link.
- 4) Type in the name of the individual in the search criteria box and click the "Search" button.
- 5) From the search results, select the person, give him/her a security role and fill in the Active Dates over which you would like this individual to access the application.
- 6) Click the Save button.



Access Management Tools

Select the **View Management Tools** button below to perform actions such as adding people to this document or viewing the document history.

[VIEW MANAGEMENT TOOLS](#)



ADD/EDIT PEOPLE

Select the link above to perform actions such as adding people, changing a security role, or altering people's active dates on this document.

Person Search

Enter a name or partial name: [SEARCH](#)

People Found

<input type="checkbox"/>	Person	Organization(s)	Role	Active Dates
<input checked="" type="checkbox"/>	Test User_2	TestOrganization_2	Grant Administrator ▼	8/1/2011 - <input type="text"/>

[SAVE](#)

8.b. Remove User Access to an Application

There are two ways to remove a user's access to an application. To begin, on the application menu click the "Access Management Tools" button and then choose the "Add/Edit People" link.

- 7) Edit the active start and/or end date for the user. That user will not be able to access the system before the specified start date or after the specified end date.

<input type="text" value="2/3/2009"/>	-	<input type="text" value="2/5/2009"/>
---------------------------------------	---	---------------------------------------

Or

8) To remove a user, disable (uncheck) that user and click "Save".

Current People Assigned

<input type="checkbox"/>	Person	Organization(s)	Role	Active Dates	Assigned By
<input checked="" type="checkbox"/>	Test User_1	TestOrganization_1	Grant Administrator	<input type="text" value="8/1/2011"/> - <input type="text"/>	Grant System
<input type="checkbox"/>	Test User_2	TestOrganization_2	Grant Administrator <input type="button" value="v"/>	<input type="text" value="8/1/2011"/> - <input type="text"/>	Test User_1

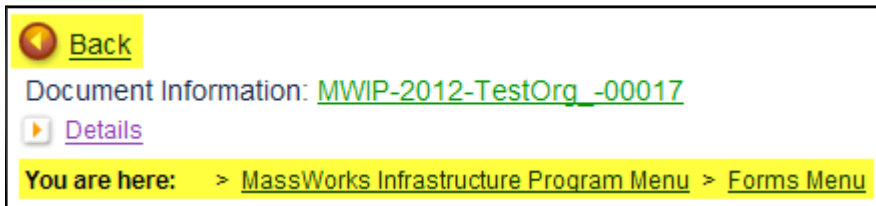
9. Application Form Completion

If you click on the "View Forms" button under "View, Edit and Complete Forms" on the Application Menu, the various pages of the application are displayed. These are the forms that must be completed before your application can be submitted. The following sections will lead you through the steps necessary for accomplishing that goal.

9.a. Forms Navigation

There are three basic methods for navigating the forms of your application. You may either use the "Back" link at the top of any page within the application, the links just below the "Back" link or you may use the links listed in the Navigation Links section at the bottom of the page.

The image shown below is the "Back" link with the "You are here" trail next to it. These two tools will be commonly used when navigating through the various pages of your application.



By clicking the "Back" button, you will be taken back to the Forms menu and you can click on the next page you wish to complete. You do not have to complete the pages of the application in any particular order. However, any changes you have made to a form will be lost if you do not save it before clicking "Back".

The "Navigation Links" navigation tool can be found at the bottom of the page. To access the next related page simply click on the next appropriate page name.

A screenshot of a table titled "Navigation Links". The table has five columns: "Status", "Page Name", "Note", "Created By", and "Last Modified By". There are four rows of data, each with a document icon in the "Status" column and a green link in the "Page Name" column.

Status	Page Name	Note	Created By	Last Modified By
	Applicant Information			
	Project Type and Description			
	Public Infrastructure Project			
	Planning Ahead for Growth			

9.b. Form Completion

When filling out an application form it is suggested that you first complete all of those fields for which you have information. Not everyone in each organization may have all of the information necessary to complete each form. Complete as much of it as you can and then click the "Save" button. Fields followed by red asterisks are required fields.

APPLICANT INFORMATION

Instructions:
Please complete this page, then click the **Save** button.
Required fields are marked with an *.

Name of Municipality or Public Entity

Executive Officer or Designee for Project

Application Contact (if different from above)

9.c. Error Messages

If any required field is not completed within an application form or there are business rules violated, an error message will be displayed in red across the top of the page immediately after the Save button is clicked. During form completion it is not necessary to correct errors right away. You may return to the form at a later time and fix errors. If for some reason any errors remain and you attempt to submit the application, you will receive an error and the MassWorks Infrastructure Program online grant application will require the errors to be fixed before the application submission is completed. See the example below.



9.d. Uploads & Attachments

For some pages, form fields are not enough to capture the type of information that may be required. In those situations, a file upload field may be provided to allow you to upload a file instead. Files of the following types are allowed as uploads: bmp, doc, docx, gif, jpg, pdf, png, ppt, tif, txt, wpd, xls and xlsx. To upload a file, click the "Browse" button.



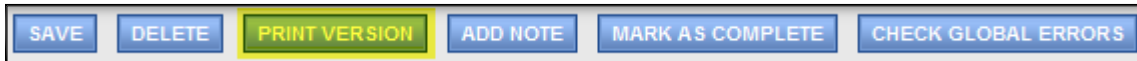
Browse to the folder that contains the file you would like to upload and either double-click the file or click the file and then click the "Open" button.



After the page reloads, you must then click the page "Save" button to save the uploaded file.

9.e. PDF Version

In many pages a "Print Version" button will be available that will automatically create a PDF for you with the data that you provided for each form. These dynamic PDFs can be printed, or saved to your computer for reference. It is a good practice to review the PDF files for accuracy prior to submitting the application electronically.



9.f. Copy and Paste

Applicants should be cautious while utilizing the copy and paste function of most word processing programs (e.g. Word) to transfer text into narrative boxes within the MassWorks Infrastructure Program online grant application. The MassWorks Infrastructure Program online grant application will not recognize certain formatting, including tables, graphs, photographs, bullets, and certain tabs. Applicants must also be aware of the character limits of each text box, as attempting to copy and paste text that is larger than the allotted amount of space will yield an error. The character limit may be found at the bottom left of each text box. Applicants may want to first copy and paste text into any standard "notepad" (or equivalent) program, which will have similar formatting to the text boxes in the MassWorks Infrastructure Program online grant application.

10. Notes

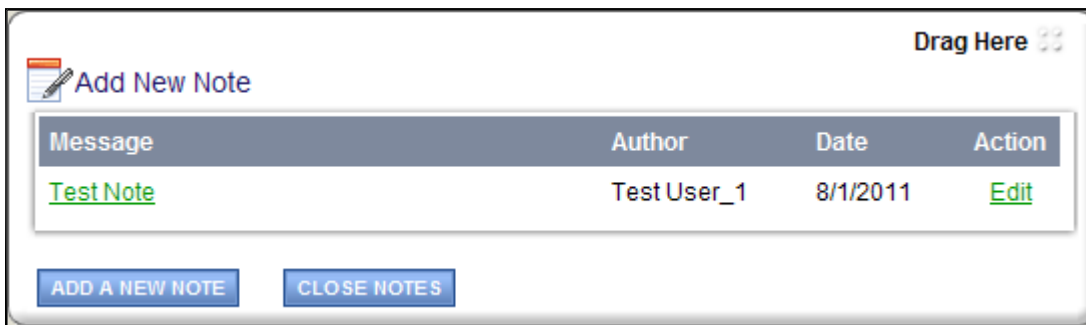
The MassWorks Infrastructure Program online grant application allows for application forms to have notes attached to them. These notes may be used to communicate to other organization staff members or to EOHE staff who are assigned to the application. The example below displays the Notes feature.

10.a. Adding and Editing Notes

9) Click on the "Add Note" button.



10) Any existing notes will be shown at the top of the new window.



- a) Each note has the following information: message name, author, date, and action.
- b) By clicking on the message name, the note will expand showing the entire note's message.
- c) By clicking on either edit or reply under the action column, a note may either be edited (by the user who created the note) or replied (by another user).

11) To add a new Note

- a) Click Add a New Note, type in the subject, message, and check the user(s) the note is meant for and click save.

12) Click the "Close Notes" button to close the notes Window.

It is important to remember that the author of the notes has the ability to determine who can and cannot see their note. Notes are an informal method of communication. Any text entered into a note will not be displayed on a PDF and will not be part of the review process.

11. Automatic E-mail Notifications


11.a. Automatic E-mail Notifications

Automatic email notifications may be sent to you periodically throughout the grant year. These messages will be sent via the system according to an automatic process or as the result of a user triggered event. These messages might accompany the submission of an application, an application being sent for modifications or a pending due-date that is approaching. These messages are intended to help you know what is occurring in the system that pertains to you or your Organization. These messages may also be sent by EOHEd staff. These messages are designed to help keep you up-to-date with the progress of your application while also serving as reminders when some action is required on your part.

In order to receive these messages it is important that you include an active, frequently used email address when creating your contact record in the system. If you provide an incorrect email address or an address to an account that is either inactive or full, you will not be able to receive these important messages.

11.b. System Messages

In addition to the automatic email notifications, there is an area referred to as the System Messages that manages messages sent to you either from the system itself or from EOHEd staff. You can view or edit your System Messages by following these steps:

Priority	Sender	Subject	Date/Time	Status
	Grant System	2011 Massworks Applications Ready for Review	8/1/2011 9:50:48 AM	Read

Click the "Open My Inbox" button under the "My Inbox" section on the main menu. You will now see any unread system messages. You may filter system messages by choosing an option from the drop down labeled "Sort my inbox messages by."

- a) Clicking the Subject of a message will take you to the message itself. You can read the message from that screen and then perform any of the following actions:
 - (1) Click the "Reply" button to reply to the system message
 - (2) Click the "Close" button to close the system message
 - (3) Click the name of the sender to send an email to the sender of the message