

Application Premium – Applicant FAQs

 support.epicenternow.org/home/application/applicants-faqs

This article covers the most common questions for applicants completing applications within Epicenter’s Premium Application feature.

- If your question isn’t listed below and/or if you have further questions, don’t hesitate to contact the Epicenter Support Team.
- For licensing organizations interested in learning more about the Premium Application Feature, [click here!](#)

Topics

- **Completing an Application**
 - [What are the recommended browsers?](#)
 - [How do I start an Application?](#)
- **Working on Applications**
 - [Basic Applicant Training Video](#)
 - [How do I return to an application I started?](#)
 - [How do I add others to collaborate on the application?](#)
 - [How do I know when a collaborator has added something to the application?](#)
 - [Why is my account locked, and how long will that last?](#)
 - [When pulling up the application, why is the page blank?](#)
 - [Why can’t I attach a file?](#)
 - [How do I know if my application is saving properly?](#)
 - [Can I keep my application open for several hours or all night?](#)
 - [I’ve started too many applications. Can I delete excess applications?](#)
- **Submitting an Application**
 - [How do I submit my application?](#)
 - [How do I know if my application was submitted?](#)
 - [Can collaborators submit the application?](#)
 - [Why can’t I submit my application?](#)
 - [Can I edit my application after it has been submitted?](#)
 - [How can I find my submitted application\(s\)?](#)
 - [What happens after my application has been submitted?](#)
- **Printing an Application**
 - [How do I print my application?](#)
 - [How do I print application attachments \(evidence\)?](#)
- **[Requesting Assistance](#)**

[Back to Top](#)

Completing an Application

[Back to Top](#)

What are the recommended browsers?

It is recommended to use the following supported browsers:

- Chrome
- Firefox
- Edge
- Safari

[Back to Top](#)

How do I start an Application?

There are two ways to start an application:

1. **The authorizer will provide a direct link (URL) to initiate an application.**
 - This link might be provided via email or located on their public website.
 - Please get in touch with the authorizer if you need this link.
 - Sign in with Epicenter.
2. **Application Catalog:**
 1. Access EdLusion by clicking Epicenter's Application Center
 2. If you don't have access to Epicenter or your Epicenter doesn't have Application Center, use the "continue" link provided by your authorizer.
 - In the side navbar:
 1. Click (My Activities).
 2. Expand My EdLusion
 3. Click Application Catalog
 - On the APPLICATION CATALOG page, on the line for the application cycle to which you want to apply, click the  (initiate) icon.

NOTE: If you have already started that application, you will get an alert asking whether you want to create a new application or continue with the one already started.

[Back to Top](#)

Working on Applications

[Back to Top](#)

Basic Applicant Training Video

This video skips to 0:40 since you have an Epicenter account (and can log in with that) and have already initiated your application (see above).

[Back to Top](#)

How do I return to an application I started?

1. Return to the Application Homepage (there are multiple ways):

- In Epicenter, click  .

OR

- Use the “Continue” link provided by the authorizer.

OR

- Use the “Initiate” link, but remove everything after “.com”

2. From the home page, in the **My Applications** widget, select the application you want to continue.

NOTE: If you have more than 4 open applications and the one you want isn’t listed in the widget, complete the following:

1. Click **MORE** at the bottom of the **My Applications** widget.
2. Click the  tab
3. Expand  the application cycle of choice.
4. Select the desired application.

[Back to Top](#)

How do I add others to collaborate on the application?

- If you have others that need to work on the application, those users are called “Collaborators.” The user who initiated (started) the application is the only one who can invite others to collaborate on the application. Follow the steps below:
- Access the application that has been started
- After completing the **ORGANIZATION INFORMATION** page and selecting  you will be directed to the step to invite the collaborators.
- Select the



- For each collaborator:
 - Click + Add Collaborator
 - Enter the first Collaborator’s contact information
 - Click 

- Once you have invited the collaborator(s), you will be brought back to the INVITE COLLABORATORS page. Click .
- You will now be given the option to assign the collaborators to a specific application section(s).
 - By default, all collaborators are added to each section
 - Select the  icon next to each section name to see who is assigned
 - To remove collaborators:
 - Mouse over his/her icon
 - Click the  icon that will appear

[Back to Top](#)

How do I know when a collaborator has added something to the application?

If you refresh your screen, you will see everything (text, files, etc..) added to your application by the collaborator(s).

[Back to Top](#)

Why is my account locked, and how long will that last?

- When signing in directly to the Premium Application feature of Epicenter, which is

Powered By 

, if you enter the wrong password too many times, your account will get locked for 5 minutes.

- If you do not remember your password, use the password reset link on the sign-in page.
- **NOTE:** When signing into Epicenter, upon entering too many incorrect passwords, your account will not be locked.

[Back to Top](#)

When pulling up the application, why is the page blank?

If you are using one of the supported browsers (Firefox, Chrome, Edge, or Safari), you can try:

- Reloading the page.
- Logging out and back in.
- [Clearing Cached Images in Browser](#) and performing a reload of the page.

[Back to Top](#)

Why can't I attach a file?

Below are possible reasons why you can't attach a file to a question:

- **Unacceptable Special Characters in Filename**

Check to make sure the file you are uploading doesn't have a special character (#, \$, etc.) in the filename. If it does, rename the file without the special character and try uploading again.

- **Unable to locate Upload Icon**

- After you upload a file to a question and need to upload another file, the  icon moves to a new location.
- A new **Evidence** section will be added to the bottom and your files will now be displayed in that section.

- Locate the  button to add additional files

- **File Size**

- Depending on the size of the file and your internet connection speed, there might be the following issues with uploading:
 - **File size is too big** – generally, there is a 30 MB max for file uploads per question. If the file exceeds this size, it will not upload.
 - **Browser has timed out** – For a larger file and/or a slower internet connection, this can result in an upload taking extra time. Internet browsers have a time limit after which they will abandon uploading if enough progress isn't being made. This can then result in the browser timing out.
- For both of these cases, try reducing the size of the file by splitting it into multiple files and/or reducing the resolution of any images included in the file.

[Back to Top](#)

How do I know if my application is saving properly?

Every time you make an edit to your application, the following will happen:

- Very briefly, a



alert will display at the top-right of the page

- A yellow line will highlight the active answer area

[Back to Top](#)

Can I keep my application open for several hours or all night?

It is highly recommended that you sign out when you are not making edits to the application. If there has been no activity after a certain time, upon returning to the application, you will see a pop-up asking if you want to continue. If this pop-up has expired, you will automatically be signed out.

[Back to Top](#)

I've started too many applications. Can I delete excess applications?

Here's how to delete an in-progress application (has to be done before the deadline):

1. Make sure the name of the proposed school in any application(s) you wish to delete is/are distinct from any you wish to keep.
 1. Make a note of the school name(s) in the application(s) to delete and which ones to keep.
 2. To be extra safe, you could wait to delete the excess application(s) until after you've already submitted the one(s) you want to keep. It depends on how much the extra application(s) is/are bothering you.
2. In the side navbar:
 1. Expand  My Activities.
 2. Expand My EdLusion.
 3. Click My Applications.
3. On the **My Applications** Page:
 1. Expand (+) the Application Cycle with the excess application(s).
 2. Determine which application(s) is/are excess.
 - This is VERY important.
 - You don't want to delete any applications you intend to submit.
 3. For any applications you want to delete:
 1. Click ⋮.
 2. Select Delete.
 3. Confirm that you want to delete it.

[Back to Top](#)

Submitting an Application

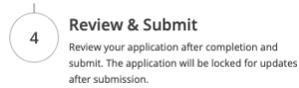
[Back to Top](#)

How do I submit my application?

1. Before submitting your application, be sure to check that all required questions have been answered.

2. Navigate to the **Review & Submit** page of the application. This can be accessed in two ways:

1. In the Table of Contents, click:



2. Click the  button at the bottom of any page in the application

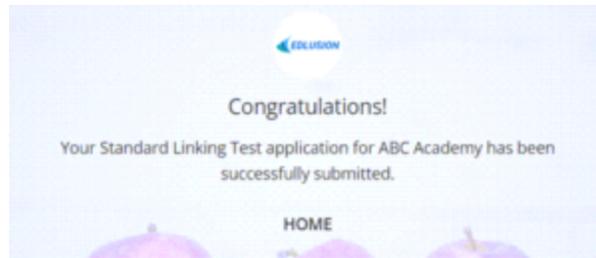
3. On the bottom of the **Review & Submit** page, click

A green rectangular button with the text 'SUBMIT APPLICATION' in white, uppercase letters.

[Back to Top](#)

How do I know if my application was submitted?

- If you are the user who initiated the application and not a collaborator, you can submit an application. After an application has been submitted, the following three things happen to help ensure it was submitted successfully:
 - The user submitting the application will see a pop-up message stating that the application was successfully submitted. See the example below:



- The user who submitted the application will also get an email stating that the application was successfully submitted.
 - Application emails come from no-reply@edlusion.com.
- The user who submitted the application can access the submitted application:
 1. Click  (My Activities) to expand the side menu.
 2. Inside the **My Activities** area, expand **My EdLusion**.
 3. Select **My Applications**.
 4. On the **My Applications** page, click the

Submitted

tab. This page will show all the applications that you have submitted.

5. If you don't see the application you submitted, click the **Active** tab.
 6. Locate the Application Cycle Name and choose the  icon to view all your active applications.
 7. Select the application and follow the steps to submit.
- NOTE: If you cannot submit the application, see [Why I can't submit my question](#) below.

[Back to Top](#)

Can collaborators submit the application?

The individual who initiated the application is the only user who can submit the application.

[Back to Top](#)

Why can't I submit my application?

There are multiple possibilities for why you might not be able to submit your application:

- **You Are a Collaborator**

See [above](#).

- **Unanswered Questions**

If the



button is grayed out, the most common reason is that required questions have not been completed. To determine if any required question(s) do not have an answer, complete the following:

1. Scroll to the top of the page.
2. At the top of the page, set the “Display by” drop-down to



NOTE: Any question with the  (alert) icon has not been completed.

3. Select the question to jump to that spot in the application and answer the question.

- **Issues With Answered Questions**

- If the submit application button is still grayed out after completing all the required questions, some browser extensions could block an answer in a text box.
- If you have extensions within your browser that could be causing this issue, try the following:
 - Try using a different browser to submit the application that doesn't have extensions.
 - Open your browser in an incognito window (this doesn't use extensions).
 - Turn off all the extensions in your browser.
- The last area to check would be the questions themselves.
 - It is also possible that a file has been attached, but the question requires a different type of answer (e.g., text, date, signature).
 - Review each question.
- **NOTE:** If you cannot submit your application, don't hesitate to [contact our Epicenter Support Team](#).

[Back to Top](#)

Can I edit my application after it has been submitted?

- Applications can be unsubmitted and then edited by the user who submitted the application **up until the application cycle closes**.

NOTE: Once the application cycle has ended, applications can not be edited.

- To unsubmit an application, complete the following steps:
 1. Expand the side navbar by selecting  (My Activities)
 2. Expand **My EdLusion**
 3. Select **My Applications**
 4. On the **MY APPLICATIONS** page, select the



tab

5. On the



tab, click the expand icon () within the cycle that contains the application you wish to unsubmit

6. Click the  icon for the application you wish to unsubmit
7. Select "Unsubmit"

8. The unsubmitted application will be available on the  tab of the **MY APPLICATIONS** page

[Back to Top](#)

How can I find my submitted application(s)?

If you are the user who initiated the application and not a collaborator, you can locate your submitted application(s) by completing the following process:

1. First, make sure you are signed into the premium Application feature of Epicenter.
The URL in your browser should be [Organization Name].edlusion.com
2. In the side navbar, click  (My Activities) to expand the side menu.
3. Within the expanded My Activities area, expand **My EdLusion**
4. Select **My Applications**
5. Within the My Applications page, select the



tab. This page will show all the applications that you have submitted.

6. If you don't see the application you submitted,
 1. Select the  tab to see if it hasn't been submitted
 2. It is possible that another user submitted the application. If you were not the user that initiated the application then you couldn't have submitted the application.

[Back to Top](#)

What happens after my application has been submitted?

- After an application has been submitted, it will be located on the

Submitted

tab of the **My Applications** page.

- The application will show the Proposed Name of the school.
When looking for historically submitted applications, it is important to remember the year submitted and the Proposed Name.
- The organization that is accepting the applications will complete their review and will follow up with the applicants with next steps

[Back to Top](#)

Printing an Application

[Back to Top](#)

How do I print my application?

Follow these steps:

1. In the side navbar, click  (My Activities)
2. Expand **My EdLusion**
3. Select **My Applications**
4. On the **My Applications** page, select the appropriate tab:
 -  **Saved** for unsubmitted applications (before the deadline)
 -  **Submitted** for submitted applications
 -  **Closed** for unsubmitted applications (after the deadline)
5. On that tab, click the expand icon () within the cycle that contains the application you wish to print
6. Click the  icon for the application you wish to print
7. Select "Print"
8. Choose an available printer or save it as a PDF (if your browser has this option)

*NOTE: Evidence Files are not included in the PDF. (See the next question for what to do about evidence files.)

[Back to Top](#)

How do I print application attachments (evidence)?

Follow these steps:

1. In the side navbar, click  (My Activities).
2. Expand **My EdLusion**.
3. Select **My Applications**.
4. On the **My Applications** page, select the appropriate tab:
 -  for unsubmitted applications (before the deadline).
 -  for submitted applications.
 -  for unsubmitted applications (after the deadline).
5. On that tab, click the expand icon () within the cycle that contains the application you wish to print.
6. Click the row of the application whose file(s) you wish to print.
7. Within the Table of Contents (left column), select **View Application**.
8. Locate the question that has the file you wish to download.
9. Mouse over the file.
10. Click the download icon () in the upper right corner to download the file.

[Back to Top](#)

Requesting Assistance

- For content-related questions, please contact the organization to which you are submitting the application.
- For technical questions, you can contact that same organization, or they may direct you to [contact us](#).