

FY2027 After School Programs – Non-School Districts Grant Technology Support Frequently Asked Questions (FAQ)

Question #1: How do I know who has access to the RFP in my organization?

Answer: For all eligible entities, access was granted to their IWAS administrative accounts.

Question #2: How do I find out who my IWAS administrator is for my organization?

Answer: Please contact the ISBE Helpdesk at 217-558-3600.

Question #3: My application says “pending district approval.” Who needs to approve it?

Answer: Your entity’s IWAS administrator needs to approve your application in IWAS and submit to ISBE.

Question #4: How does my administrator give me access to the RFP?

Answer: Please refer to page 12 of the [IWAS User Guide](#) for these steps.

Question #5: I recently applied for an RCDT Code, and I have not received an email with the instructions for setting up my administrative account.

Answer: Administrative account emails are sent to the administrator identified on the Entity Add Form that you provided. If that administrator has not received an email, please contact the ISBE Helpdesk at 217-558-3600.

Question #6: I am receiving an error when I type in the text boxes of the application (Narrative, Goals, etc.).

Answer: Please be sure to only use a period (.) at the end of every statement. The IWAS application will not accept any special characters.

Question #7: I am unable to copy and paste my Narrative into the text box from a Word document. It will not save.

Answer: Please type directly in the text boxes. It is recommended that you have a Word document prepared with your completed Narrative to view. This will prevent the

IWAS system from timing out. The system will not allow you to copy and paste into the text boxes.

Question #8: I run out of time and am unable to save my work in the IWAS application. How do I prevent this from happening?

Answer: Please be sure to save your work as you go. Be sure to watch the timer in the top right corner.

Question #9: My indirect cost rate is not showing on the Budget Detail or Indirect Cost Calculation pages. How do I get my indirect cost rate added?

Answer: Indirect Costs are not loaded into RFP applications. Please note in your budget description that upon award, this expense will be moved to indirect costs. After being awarded, you will have the opportunity to update your budget by submitting an amendment.

Question #10: When completing the budget detail page, I have a negative amount in the 'allotment remaining' box. How can I fix this?

Answer: No entities have been awarded at this time. Therefore, there are no allotments showing. Everyone has negative amounts that will be fixed with an amendment if awarded.

***Please remember to utilize all resources posted on the After School Programs [webpage](#) under the Funding Opportunities.**