

Neighborhood and Cultural STAR applications are accepted online through [ZoomGrants](#).

If you have not used ZoomGrants before, check out the [Applicant Instructions](#) and [Applicant Slideshow](#) to get started. You can also see a demonstration of how to use ZoomGrants in the recording of our applicant workshops (link when posted).

In addition, [ZoomGrants University](#) is a one-stop shop for all questions about ZoomGrants. Answers to some common ZoomGrants questions are linked below.

If you have any questions while working on your application, you can click the 'Help' button in your account or contact [questions@zoomgrants.com](mailto:questions@zoomgrants.com) for ZoomGrants-related questions.

- [Completing the Application](#): Instructions for Completing the Application (similar to the attached Presentation).
- [Setting Up Your Applicant Account and Creating Applications](#): For potential applicants that do not already have an account. (similar to the attached Applicant Handout and is already included in the ZoomGrants Help Tab)
- [Updating ZoomGrants Account Credentials](#): Update/edit user contact information, organization information (including EIN and UEI numbers), email and password.
- [Creating a Duplicate Application](#): create a duplicate application within the same program of the application content (does not copy uploaded or linked documents) from an existing application into a new application. Helpful if the applicant would like to submit several applications for one program.
- [Invite Others \(Collaborators\) to help work on the application](#): Applicant Owners can invite others to have edit access to the application. Collaborators **CANNOT** create new applications nor submit applications they have been invited to edit. (Already included in the ZoomGrants Help Tab)
- [I already have an account. Why can't I create an application?](#): You may have a Collaborator Account rather than an Applicant Account. Determine if the individual who created the previous application(s) needs to create the new application for the organization and invite you as a collaborator **OR** if you need to be the Account Owner. Follow the appropriate steps outlined in this article based upon the situation.
- [Transferring Applications to Another Accounts and/or Merging Two Existing Accounts](#): Helpful for organizations that have multiple applicant accounts and want to consolidate ownership of applications under one applicant account.