CDBG Online Application FAQ's

1. **Question**: **Can the CDBG Online Application be accessed from any computer?**
   Answer: Yes, the CDBG Online Application may be accessed from Computer by going to https://cdbg.alleghenycounty.us/ .

2. **Question**: **What do I do if I forget my username or if I did not receive my authentication email when I set up my user account?**
   Answer: If you forget your username or did not receive the authentication email, please call 412-350-1196 for assistance.

3. **Question**: **What do I do if I forgot my password?**
   Answer: If you have forgotten your password, click the link, on the home page of the application that says, "I forgot my username or password" and follow the instructions to reset your password.

4. **Question**: **My agency will need to submit multiple applications. Does the online application allow us to create and submit more than one application?**
   Answer: Yes, you may create and submit many applications, under one applicant user ID.

5. **Question**: **Can I save the application and return to complete it at a later time?**
   Answer: Yes, you can save changes made to the application, and complete it later.

6. **Question**: **Why is the yellow triangle ⚠ is still showing after I put information into a section?**
   Answer: There is still some information missing. Click on the triangle and a dialog box will tell you what information is needed.

7. **Question**: **I don't have all of my supporting documents to upload and attach. Can I submit the application and send the documents later?**
   Answer: No, applications should not be submitted until all documentation is ready to be attached to the application. Applications missing documentation will be returned to your agency.

8. **Question**: **My agency's applications are usually completed by our engineers. How can they Access the application?**
   Answer: The agency's admin user account may create associate accounts to access and update applications. Please note that while associate accounts can edit an application, only the applicant agency's admin account can delete or submit the application.

9. **Question**: **The form is telling me I need to upload an attachment that does not apply to my project. What do I do?**
   Answer: If an attachment does not apply to your project, check the box that says, *"This type of file attachment does not apply to this project application"*.

10. **Question**: **I submitted an application, but I forgot to include some information. What do I do?**
    Answer: Once an application is submitted, it can no longer be edited. Call 412-350-1196.

If you have questions that are not addressed on this FAQ sheet, please contact ACED for assistance, by calling 412-350-1196.