Vendor Fair Application FAQ: Using Submittable
Frequently Asked Questions for Vendors

Getting Started

What is Submittable?

Submittable is an online platform that DPHHS utilizes for non-competitive grant applications. It provides a secure, user-friendly way to apply and track submission status.

Do I need to create an account?

Yes, you'll need to create a free Submittable account to submit your application. Visit manager.submittable.com and click "Sign Up" to get started.

What information do I need to create an account?

You'll need:

- A valid email address (one you check regularly)
- Your full name
- A secure password

After signing up, you'll receive a verification code via email to activate your account.

Can I use an existing Submittable account?

Yes! If you've used Submittable before for other applications, you can log in with your existing credentials.

Application Process

How do I access the vendor fair application?

Once we open applications, the application link will be shared. You can also find the link on our department website. Click the link and either log in or create your account to begin.

Do I have to complete the application all at once?

No! You can save your application as a draft and return to it anytime before the deadline. Your progress will be automatically saved.

What information will I need to provide?

Typical vendor applications require:

- Business name and contact information
- Narrative for the grant application and how your agency meets the guidelines
- Data to prevent fraudulent activity
- Supporting documents requested in the application
- Experience

Note: Specific requirements will be listed in the application form.

Which fields are required?

All fields marked with an asterisk (*) are required. You must complete these fields before you can submit your application.

Can I edit my application after saving a draft?

Yes! Simply log back into your Submittable account, navigate to "Submissions," find your draft application, and click "Continue" to make changes.

File Uploads

What file formats can I upload?

Submittable accepts most common file formats including:

- PDF (recommended for documents)
- Word documents (.doc, .docx)
- Images (JPG, PNG, GIF)
- Spreadsheets (Excel, CSV)

Check the specific field in the application for any format restrictions.

Is there a file size limit?

Yes, individual files typically have a size limit (often 10-50 MB depending on settings). If you encounter issues, try compressing your files or converting to PDF format.

How should I name my files?

Use clear, professional file names that indicate the content. Examples:

- VendorName_BusinessLicense.pdf
- VendorName_Insurance_2026.pdf
- ProductPhotos_VendorName.jpg

Avoid special characters and spaces when possible.

Can I upload files from my phone or tablet?

Yes! Submittable works on mobile devices. You can upload files directly from your device's storage or camera.

What if my file won't upload?

Common solutions:

- Check that the file format is accepted
- Verify the file size is within limits
- Try converting the file to PDF
- Use a different browser (Chrome or Firefox recommended)
- Check your internet connection

Collaboration

Can multiple people work on the same application?

Yes! Submittable offers a collaboration feature that allows team members to view and edit the application.

How do I add collaborators?

1. Open your application draft
2. Click "Manage Collaborators" at the top right
3. Enter the email addresses of team members
4. They'll receive an invitation to access the application

Can collaborators submit the application?

No, only the original account holder (the person who created the submission) can submit the final application. Collaborators can edit and add information but cannot submit.

Will collaborators be notified of updates?

Collaborators will receive notifications when changes are made or when messages are sent by the department.

Submission

How do I know if my application was submitted successfully?

You'll receive an immediate confirmation email after submitting. This email will include a submission number and timestamp. Keep this email for your records!

Can I edit my application after submitting?

No, once you click "Submit," the application is locked and cannot be edited. Make sure to review everything carefully before submitting. If you need to make changes after submission, contact the department directly.

What happens after I submit?

After submission:

1. You'll receive a confirmation email
2. The department will review your application
3. You'll be notified of the status via email
4. You can log in anytime to check your submission status

What if I miss the deadline?

Late applications may not be accepted. Submit your application well before the deadline to avoid any technical issues. If you encounter problems near the deadline, contact the department immediately.

Tracking Your Application

How do I check my application status?

Log in to manager.submittable.com and go to your "Submissions" page. You'll see all your applications and their current status (e.g., "Submitted," "In Review," "Accepted").

Will I be notified of status changes?

Yes, you'll receive email notifications when your application status changes or when the department sends you a message.

How long does the review process take?

Review timelines vary depending on the number of applications received. Check the application details or department communications for estimated decision dates.

Can I message the department through Submittable?

Yes! You can send messages to the department directly through the Submittable platform. They can also message you with questions or updates.

Technical Issues

I forgot my password. What should I do?

Click the "Forgot password?" link on the login page. Enter your email address, and you'll receive instructions to reset your password.

I didn't receive the verification email.

Check your spam/junk folder first. If you still can't find it, log in to your account and click the option to resend the verification email.

The application link isn't working.

Try these solutions:

- Clear your browser cache and cookies
- Try a different browser (Chrome, Firefox, Safari, or Edge)
- Check that you're using the correct link
- Disable browser extensions temporarily
- Contact the department for a fresh link

I'm having technical difficulties. Who do I contact?

For Submittable platform issues:

- Visit submittable.help/en for help articles

- Contact Submittable support directly through their website

For application content or deadline questions:

- Contact the department contact for the application

- Use the messaging feature in Submittable to reach organizers

Is my information secure?

Yes, Submittable uses industry-standard encryption and security measures to protect your data. Your information is only accessible to you and the authorized department staff reviewing applications.

Before You Submit - Checklist

Use this checklist to ensure your application is complete:

- [ ] All required fields (marked with *) are completed

- [ ] All requested documents are uploaded

- [ ] Files are properly named and in correct formats

- [ ] Business and contact information is accurate

- [ ] You've reviewed the entire application for errors

- [ ] You've kept copies of all uploaded documents

- [ ] You understand the vendor fair terms and conditions

- [ ] You've noted the deadline and submitted well in advance

Additional Resources

Submittable Help Center
submittable.help/en/collections/185534-help-for-applicants

Getting Started Guide
submittable.help/en/articles/7940128-getting-started-as-a-new-submitter

Technical Support Hours
Monday - Friday, 9:00 AM - 5:00 PM Mountain Time

Contact Information

For application questions or details:
Contact the department through the Submittable messaging system or via the contact information provided in your invitation email.

For technical Submittable issues:
Visit the Submittable Help Center or contact their support team directly.

This FAQ is designed to help vendors successfully navigate the Submittable application process for all RHTP Applications. If you have questions not covered here, please don't hesitate to reach out to our department.

Good luck with your application! We look forward to reviewing your submission.