



SISTERS of CHARITY FOUNDATION
OF SOUTH CAROLINA

Technical Support Tips: Fall 2019 Caritas Application

Before You Log-In

- 1) Turn off pop-up blocker
- 2) Clear browser history and cookies
- 3) Use this link for a NEW application: [New Caritas Application](#)
- 4) If you have an account, sign-in. If this is your first time applying, follow instructions on that page to create a new account.

Logging In

- 5) After logging in, you will be directed to the first the first part of the Caritas application (which is the Federal Tax ID Number field)
- 6) If you log-in and are instead directed to your account page, this means you have clicked the link to an in-progress application and not the new application- go back to steps 1-4.
- 7) Be sure to document your username and password to avoid having to reset your password!

Working on the Application

- 8) We recommend that you type answers into a Word Document and copy/paste into the application when you are finished to avoid any risk of losing your work.
- 9) Click on the "Save and Finish Later" button every time you turn away from the application just in case you are away longer than the time-out period of 90 minutes (after 90 minutes of inactivity, the system will automatically log you out and only save work from before the last time you clicked save).
- 10) To access your IN-PROGRESS application, click here to log-in: [In Progress Application Log-In](#)

Submitting the Application

- 11) You have not successfully submitted the application until you receive an automated confirmation e-mail.
- 12) If you do not receive this message (and it is not in your junk folder), log back into your account and click the submit button again.
- 13) If this still does not work, contact Kim Frohnappel kimf@sistersofcharitysc.com and she will help you troubleshoot the issue.
- 14) If you have any issues with submitting the application and it is after 5 PM on September 3, Ericka Wooten ewooten@sistersofcharitysc.com will accept your application and attachments via e-mail if it is sent to us before 11:59 PM.