



# King Charles III Charitable Fund (KCCF) Online Grant Application Form Troubleshooting Guide

**King Charles III Charitable Fund**

A company registered in England No. 06777589 and registered Charity No. 1127255  
Registered office address: 3 Orchard Place, Broadway, London, SW1H 0BF



## Introduction

This troubleshooting guide is prepared for grant applicants who may encounter a technical issue when they try to submit an application for King Charles III Charitable Fund's (KCCF) small grant programme or the Coronation Food Project grants programme via the online form. If this happens to you, here are some solutions to help you overcome the issue.

In summary (more detailed instructions are below)

1. [Ensure you have completed the pre-screening questionnaire on the KCCF website before starting the grant application on the KCCF website](#) - click to read more
2. [Ensure your operating system is up to date](#) - click to read more
3. [Ensure your browser is up to date](#) - click to read more
4. [Make sure that Javascript is enabled](#) - click to read more
5. [Ensure that all fields on the form have been completed and you aren't seeing any error messages](#) (this will prevent you from submitting the application) - click to read more

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Have you completed the pre-screening questionnaire and the small grant application via the KCCF website?

Failure to complete the pre-screening form before starting the small grant application via the KCCF website may cause technical issues.

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## Ensure your operating system is up to date

What is an operating system?

An operating system is system software that manages computer hardware and software resources, and provides common services for computer programs.

If you are on a PC machine then your operating system is likely to be Windows. If you're on a Mac then your operating system will be Apple macOS. If you use an iPhone or iPad then your operating system is Apple iOS. Or if you use an Android device (phone or tablet) then your operating system is likely to be Android OS.

How to update your operating system

Click on the relevant link below to find out how to update your operating system. This will take you to a third party website containing official guidance.

- [Microsoft Windows](#) (for PC users)
- [Apple macOS](#) (for Mac users)

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- [Google's Android OS](#) (Mobile and tablet devices)
  - [Apple iOS](#) (Mobile and tablet devices)
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## Ensure your browser is up to date

What is a browser?

A software application used to access information on the World Wide Web is called a Web Browser. When a user requests some information, the web browser fetches the data from a web server and then displays the webpage on the user's screen.

Common web browsers include Google Chrome, Firefox, Safari, Microsoft Edge and Opera.

How do I upgrade my browser?

Click on the relevant link below to find instructions for how to upgrade your web browser.

- [Google Chrome](#) (select the correct tab at the top of the page for Computer, Android, iPhone or iPad)
  - [Firefox](#)
  - [Safari](#)
  - [Microsoft Edge](#)
  - [Opera](#)
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## Make sure that Javascript is enabled

Do you need to enable Javascript?

Have you received a notification like this when you try to view the application form?

**For full functionality of this page it is necessary to enable Javascript.**

The application form requires Javascript to be enabled. This is usually enabled as standard by modern browsers but if you receive a message advising that you need to enable it, you'll need to enable it on the browser that you're using. Click on the relevant link below (select the browser you are using) to find out more.

How to enable Javascript

- [Enable Javascript on Google Chrome](#)
- [Enable Javascript on Firefox](#)
- [Enable Javascript on Safari](#)
- [Enable Javascript on Microsoft Edge](#)

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Ensure that all fields on the form have been completed and you aren't seeing any error messages

Have you left any fields in the application form blank?

You won't be able to submit the application if you have left any fields blank. If this happens, you will receive a notification similar to this if you try to submit it.



In order to resolve this issue, please review your application from beginning to end, check back and complete any fields that haven't been completed.

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