TACOMA CREATES

SUBMITTABLE HELP

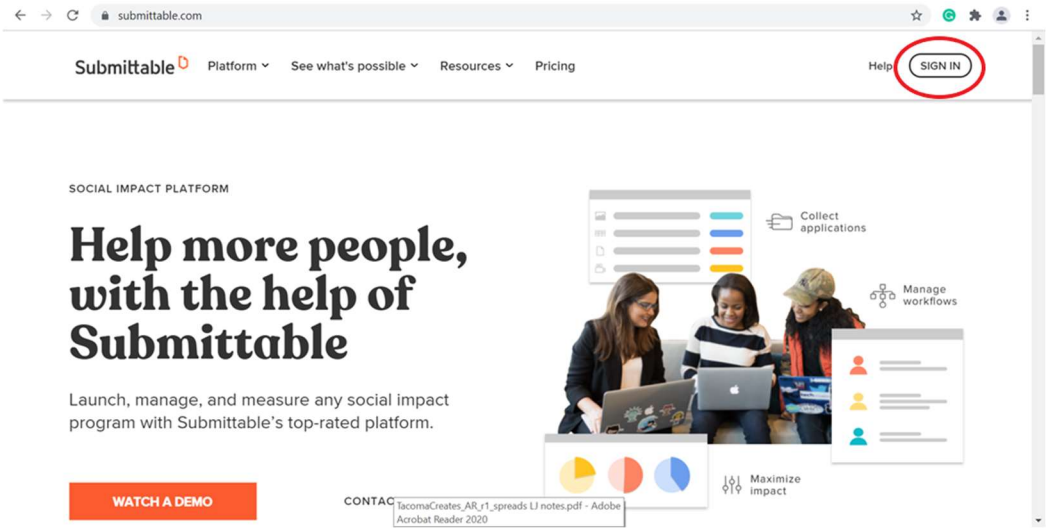
Need help navigating Submittable? Click on any of the help topics below:

- How to get to your Submittable Account
- How to find your quarterly Tacoma Creates reports in Submittable
- Can't remember the email associated with your Submittable account?
- Can't remember your account password?
- How to change the email associated with your Submittable account
- Why can't I submit my report or application?
- I cannot find my submissions in my account. Where did they go?

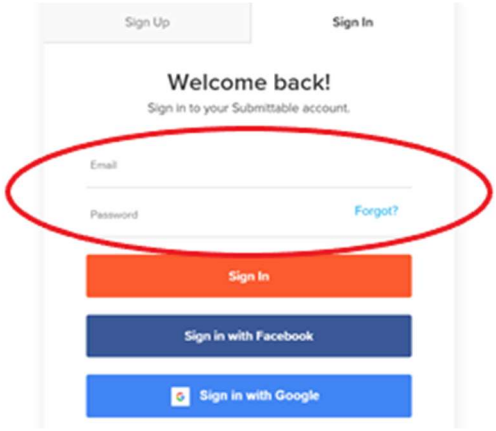
If you need further assistance, please contact Clarissa Gines at cgines@cityoftacoma.org.

HOW TO GET TO YOUR SUBMITTABLE ACCOUNT

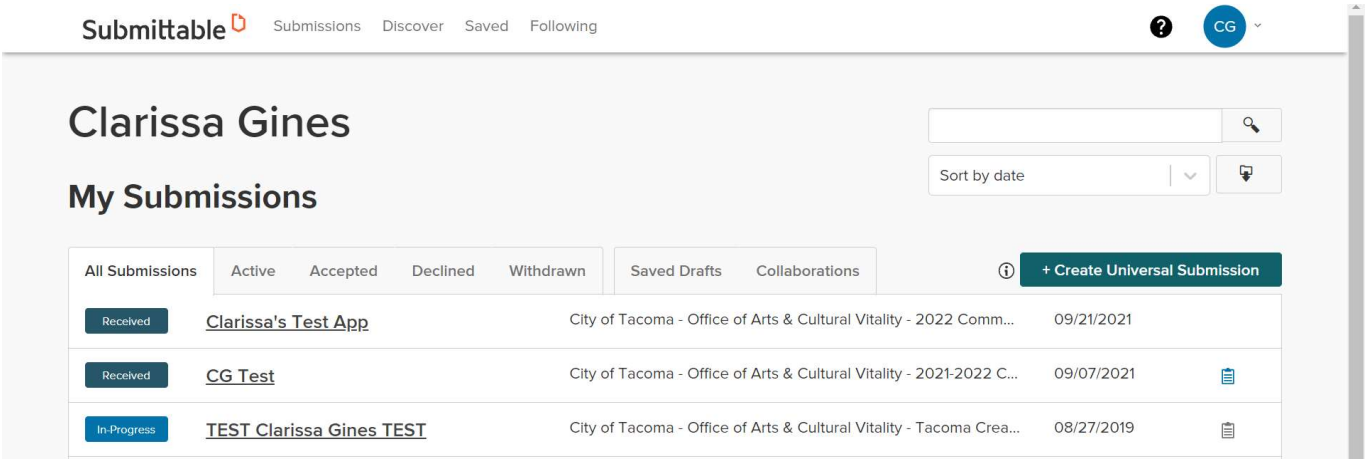
First – open up a new web browser window, and in the address bar – type in www.submittable.com, and enter. Next, click on the **SIGN IN** button, located in the top right corner of the page.



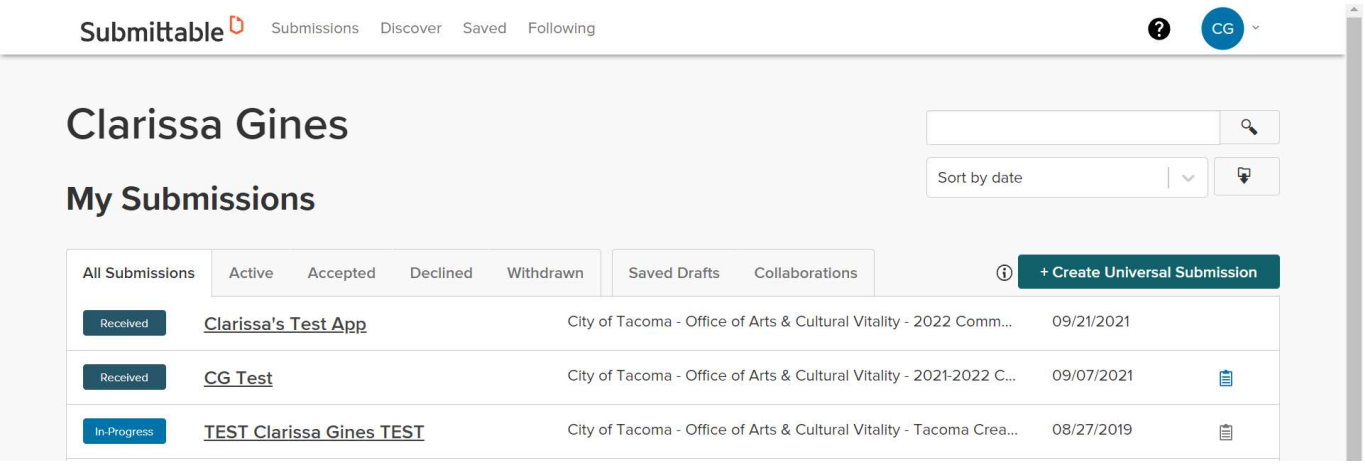
When you click on the **SIGN IN** button, you will be prompted to enter the email and password associated with your Submittable account.



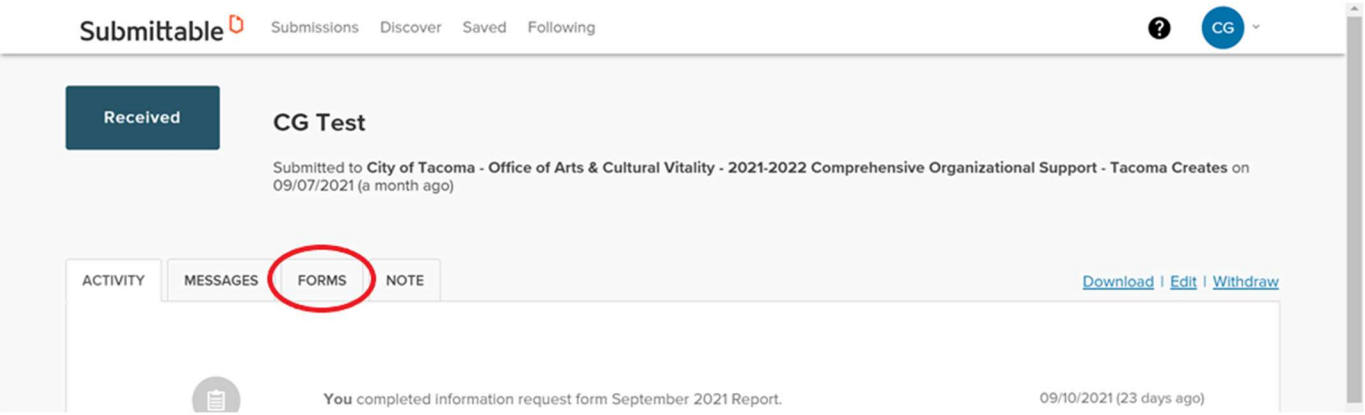
Once you're signed in, it will take you to the **My Submissions** page, where you will find your Tacoma Creates applications. If you have multiple applications in your Submittable account, looking at the submission date on the far right can help you figure out which is your current Tacoma Creates application.



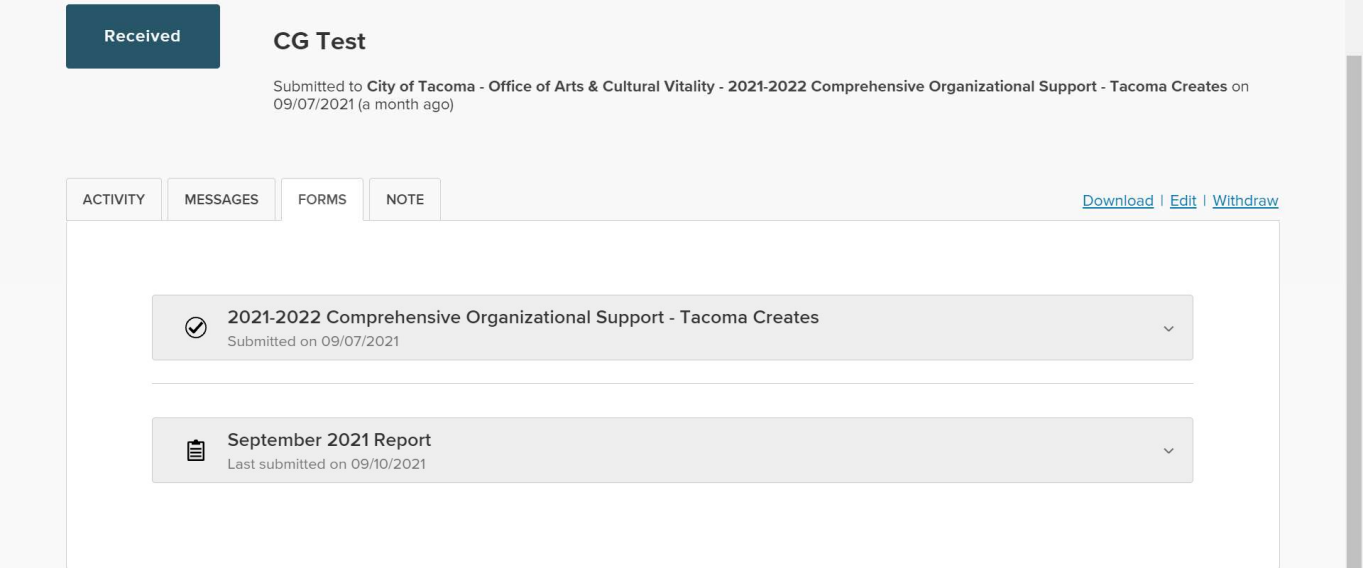
HOW TO FIND YOUR TACOMA CREATES QUARTERLY REPORTS IN SUBMITTABLE



Once you've clicked on the appropriate application, you will see the following screen. Click on the **FORMS** tab.



You should then see the following screen. Here you will see your full application, as well as any quarterly reports associated with this application.



MANAGING YOUR ACCOUNT INFORMATION

We encourage you to keep track of your email and password information in a safe place that is easy to access. All quarterly reports are tied to your original Tacoma Creates application, so you will need to be able to access your Submittable account on a quarterly basis.

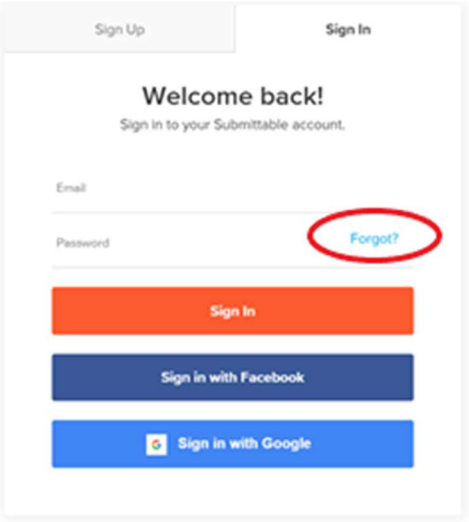
CAN'T REMEMBER THE EMAIL ASSOCIATED WITH YOUR SUBMITTABLE ACCOUNT?

Email Clarissa Gines, cgines@cityoftacoma.org for assistance.

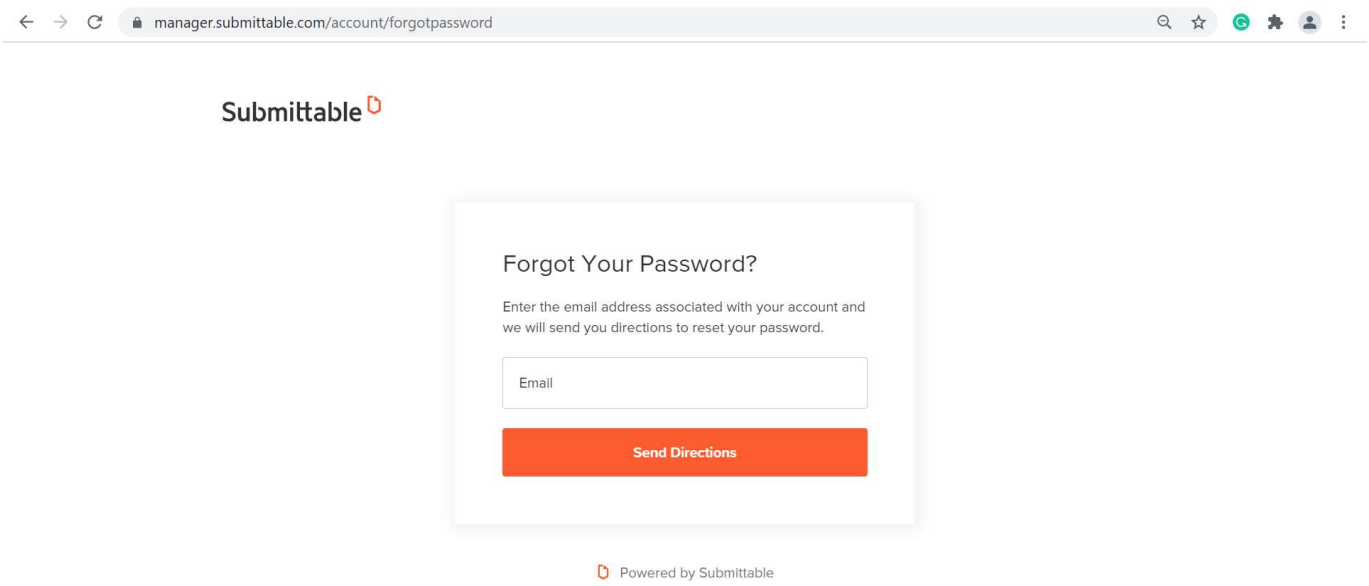
CAN'T REMEMBER YOUR ACCOUNT PASSWORD?

Tacoma Creates staff does not have access to Submittable passwords, but there's an easy way to reset it.

On the Submittable login page, in the Password field, click on the **Forgot?** link.



Once you click on **Forgot?** it will take you to the following screen. Here, you will enter in the email address associated with your account.



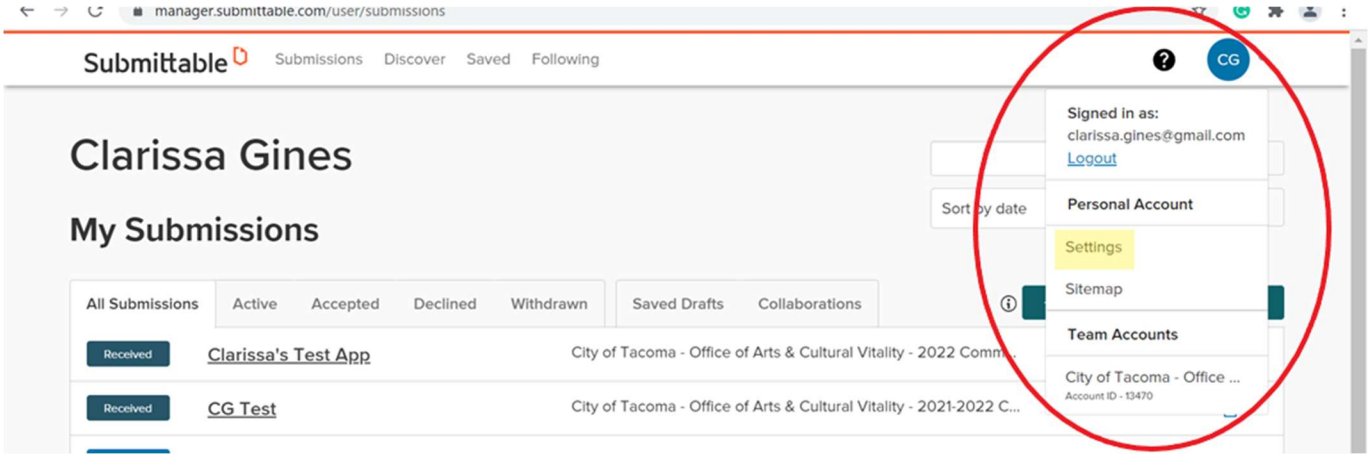
After you click on **Send Directions**, you should receive an email from Submittable with instructions on how to reset your password.

Remember, when creating your password, it must be 8 characters long, and requires at least 2 of the following:

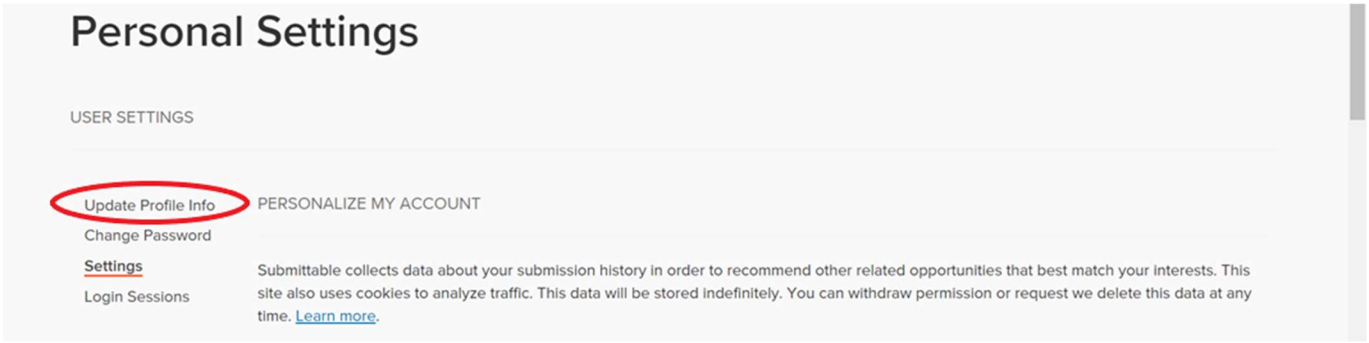
- Uppercase letters
- Lowercase letters
- Numbers
- Symbols

HOW TO CHANGE THE EMAIL ASSOCIATED WITH YOUR SUBMITTABLE ACCOUNT

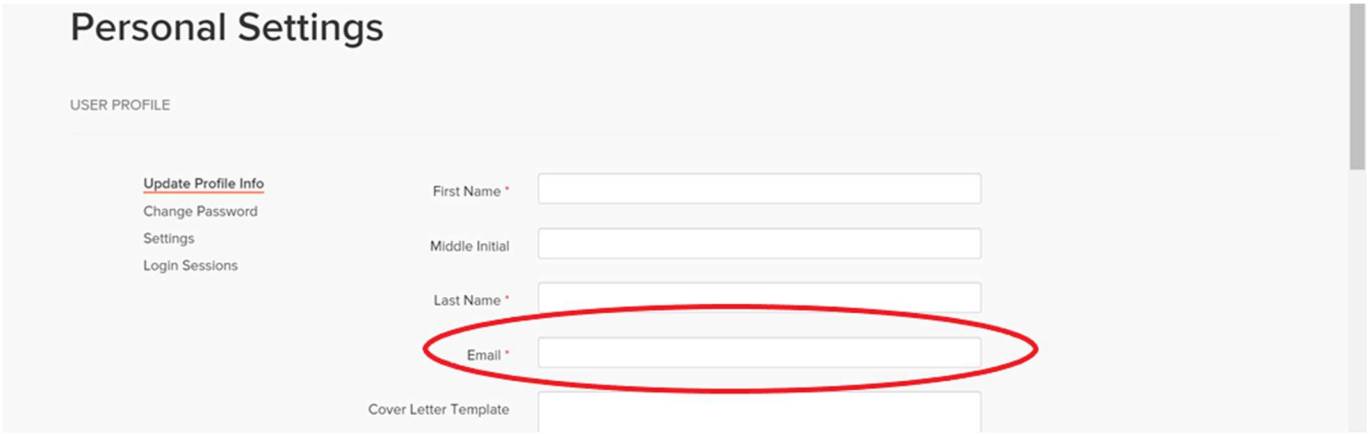
To change the email address associated with your Submittable account, you will first need to click on the blue circle in the top right corner. When you click on it, a drop-down menu should appear. Click on **Settings**.



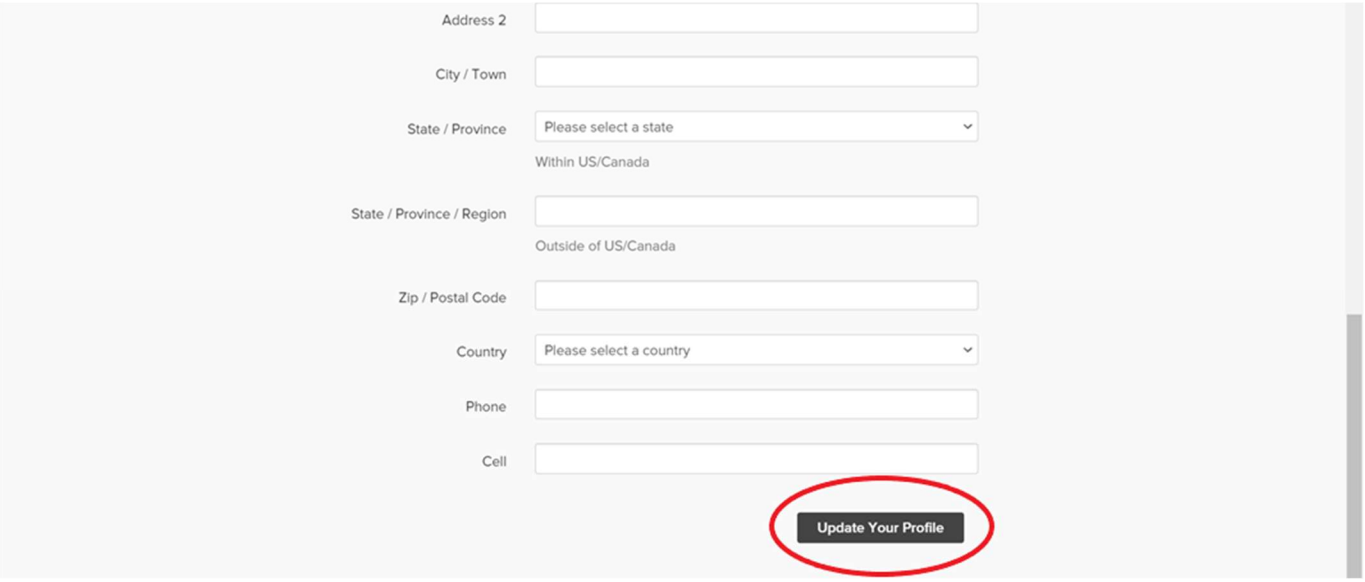
Once you click on **Settings**, it will take you to the following page. Click on **Update Profile Info**. You can also update your password by clicking Change Password, found below the Update Profile Info link.



Then, you should see the following form, where you can update your email in the Email field:



Once you have updated your email (and any other information on this page) make sure to scroll to the bottom of the page and click on **Update Your Profile.**



WHY CAN'T I SUBMIT MY REPORT OR APPLICATION?

In the Tacoma Creates Quarterly Reports and Application, there are required fields and word limits. If you attempt to Submit but it does not seem to be working, we encourage you to scroll back through your application to see if there are any error messages (in small red type at the bottom of the required field) regarding these common issues:

- Check to see that all required fields have been completed.
- Check to see that you haven't exceeded the word count limit on any fields (word count limits are noted below the text box for each question).

If you have keep your Submittable account open for a long time, sometimes it can freeze up, which means you may not be able to save or refresh. Closing the browser window and then logging in again will often solve this issue. If you want to work on applications or reports in stages, we encourage you to save as you go, and log out between work sessions, to ensure that you don't lose any of your work.

I CANNOT FIND MY SUBMISSIONS IN MY ACCOUNT. WHERE DID THEY GO?

When you make an initial submission using Submittable, you are asked to create a free account that is associated with your email address. To access submissions made with that account, you must sign in to Submittable with the same email address that you used when setting up your account. Users sometimes accidentally create second or third accounts (with different email addresses) when making additional submissions. This can cause confusion, since these submissions will be in separate accounts, despite belonging to the same user.

If you sign in and do not see a submission that you expected to see, you may have accidentally created a separate account using a different email address in the past. To check, first sign out by clicking on your name in the upper right corner of the page and selecting **Logout**. Next, try to sign in with another email address you may have used in the past. If you find that you do have multiple accounts and would like to have them consolidated, please contact Submittable at support@submittable.com and they will be happy to merge these accounts for you.