

## Frequently Asked Questions (FAQ's)

### **Q: We have an account, but I forgot my user name and ID. What can I do?**

**A:** Send us an email at [iwt@mt.gov](mailto:iwt@mt.gov) and provide your full name and the name of the business. We can email you your user ID. You will then need to go to <https://funding.mt.gov> and insert your user name and select "forgot password." A new password will be sent to you to proceed.

### **Q: I'm a sole proprietor, am I eligible for IWT funding?**

**A: Yes.** Sole proprietors are eligible to apply for funding, as long as they meet the other eligibility guidelines. Please note: Sole proprietors cannot use their hourly wage as match and must commit to providing a cash match for training and travel (if required).

### **Q: I applied for IWT and received funding that included a certification test. I didn't pass the test, can I re-apply?**

**A: No.** IWT funding will not pay for re-takes of a test.

### **Q: The training is free, but there are costs to travel. Can I apply for travel only?**

**A: Yes.** IWT can support a percentage of your travel costs based on requirements for in-state and out-of-state travel. When you complete your application, indicate the training is provided at no-cost and upload supporting documentation in the Required Application Documentation section under "Course Description and Cost"

### **Q: I'm attending training that includes all-access to the trainer's platform/and or a subscription. Where do I provide this information on the budget?**

**A:** IWT funding **cannot** be applied to subscriptions. We will ask you to remove this cost from the overall budget request.

### **Q: I am training for a certification that requires a test. Do I lose funding if I don't pass the test?**

**A: No.** If you have been awarded grant funding that applies to a test fee, your award is not based on whether you pass or fail. We will, however, only pay for you to test once. If you do not pass the test and need to retake the test, you will be responsible for paying for any additional re-takes.

**Q: We are going to a conference. One day of the conference is devoted to training. Can I apply for this one day?**

**A: No.** If the training states Conference in any portion of the brochure, website, announcement, etc. it is considered not eligible.

**Q: We attended a training last year and were funded with IWT. Can we attend the same training this year?**

**A: No.** IWT will not pay for the same training for the same individuals on an annual basis.

**Q: We applied and received an award to attend a training that has been rescheduled or cancelled, what do we do?**

**A: Send us an email** at [iwt@mt.gov](mailto:iwt@mt.gov) letting us know that the training has been postponed or cancelled. If postponed, but still occurring in the fiscal year of your grant award, we can work toward adjusting the timeline to accommodate with enough notice. If cancelled, we will need your written correspondence so we can remove the monetary appropriation, cancel your award and replenish the fund. This will also open up your available grant cap.

**Q: I work 40 hours per week, so I qualify for up to \$2,000 in grant award. My training is only \$500, can I apply for other trainings?**

**A: Yes.** If you meet all the eligibility requirements, and funding is available, you can apply for multiple trainings until you reach your grant cap.

**Q: Can I use frequent flier miles/credits for my travel or lodging?**

**A: We caution you in doing so.** You can use your mileage, but please know IWT will only reimburse for the allowable percentage of the transaction fees and not the “value” of the airline ticket, car rental or hotel room. A receipt for the transaction fee is required at time of claim.

**Q: My training is for 2-days out of state, but we need more nights lodging how do I quantify my request in the budget?**

**A: IWT will assess the reasonable amount of nights needed.** We will only allow for the nights lodging that is in direct relationship to the training. For example, if you arrive on a Sunday night for a Monday start and have to fly on a Wednesday morning since the training concluded on Tuesday late afternoon, we will state that this amount of time is reasonable. However, if you fly in on a Friday night so you can have the weekend to explore the town before your training commences, that will need to be calculated as your personal expense.

**Q: We didn't budget for a shuttle while on travel? Can we remit as an expense in our claim?**

**A: No.** You can only remit claims for your budgeted expenses, that were submitted during the application and awarded. Take the time needed to fill in all necessary travel related projected expenses when doing your budget calculation worksheet.

**Q: I claimed mileage for instate travel, do I remit gas receipts or a mileage log when I do my claim?**

**A: No.** We have already reviewed the application and verified the mileage at the time of award. You do not need to include gas receipts or a mileage log. Note: you cannot request additional reimbursement if you understated your mileage in the budget.

**Q: Do I submit food and drink receipts when completing my claim?**

**A: No.** Food and drink are ineligible expenses. Please refer to the eligibility guidelines on our website, [www.iwt.mt.gov](http://www.iwt.mt.gov)