# Table of Contents

I. **FAAST: AN INTRODUCTION**

II. **WHERE TO FIND FAAST**

III. **FAAST SIGN UP PROCESS**
   - A. **STEP 1: ORGANIZATION SEARCH**
     - 1. CREATE NEW ORGANIZATION
   - B. **STEP 2: USER REGISTRATION**

IV. **SIGNING ONTO FAAST**
   - A. **MAIN MENU**
     - 1. START A NEW APPLICATION
     - 2. EXISTING APPLICATIONS
     - 3. UPDATE USER PROFILE
     - 4. UPDATE USER PASSWORD
     - 5. UPDATE ORGANIZATION PROFILE
     - 6. SYSTEM DISCLOSURE

V. **START A NEW APPLICATION**
   - A. **SYSTEM DISCLOSURE**
   - B. **SELECT ORGANIZATION**
   - C. **ACTIVE RFPs**
   - D. **GETTING STARTED**
   - E. **GENERAL INFORMATION**

VI. **APPLICATION FORM**
   - A. **NAVIGATING BETWEEN TABS**
     - 1. PREVIOUS OR NEXT BUTTONS
     - 2. CLICKING ON TABS
   - B. **GENERAL INFORMATION**
   - C. **PROJECT BUDGET**
   - D. **FUNDING**
   - E. **PROJECT MANAGEMENT**
   - F. **LEGISLATIVE INFORMATION**
   - G. **CONTACTS**
   - H. **COOPERATING ENTITIES**
   - I. **QUESTIONNAIRE**
   - J. **ATTACHMENTS**
   - K. **PERFORMANCE MEASUREMENT**
   - L. **STATUS**
   - M. **FEEDBACK**
I. FAAST: AN INTRODUCTION

FAAST stands for the Financial Assistance Application Submittal Tool. It is a web-based system developed by the State Water Resources Control Board’s (State Water Board) Division of Financial Assistance to accept, review, and store Application submittals electronically. The California Department of Housing and Community Development (HCD) utilizes the FAAST system to receive applications for certain funding programs.

The system requirements that will aid in the use of FAAST are as follows:
- Use Internet Explorer (version 6.0 or higher);
- Computer monitors should have a resolution of at least 1024 X 760;
- Disable pop-up blocking software;
- Use a personal computer (PC).

FAAST testing is limited to PCs with Internet Explorer. Use of MACs or web browsers other than Internet Explorer may result in difficulty in saving information, uploading attachments, or submitting an Application.

II. WHERE TO FIND FAAST

FAAST is hosted on the State Water Board’s website. FAAST can be found at the following web address: https://faast.waterboards.ca.gov. The FAAST homepage serves as the portal to log onto the system and to access previously submitted applications available on the Public Search Tool page. All application materials submitted to the FAAST systems for HCD programs will be publicly available following announcement of awards for the associated Notice of Funding Availability.

![Figure 1: Financial Assistance Application Submittal Tool (FAAST) homepage](image-url)
III. FAAST SIGN UP PROCESS

If you do not have a FAAST account, you may create one by clicking on the “Create Account” button on the FAAST homepage.

Creating a user account is a two-step process:

- Step 1: Organization Search; and
- Step 2: User Registration

A. STEP 1: ORGANIZATION SEARCH

General information for your organization may already be entered in FAAST. You can search the database by entering any part of the name of the organization and clicking on the “Search” button. A listing of organizations will appear. For example: Entering the word “river” will return the following organizations, Riverside County and American River Protection Committee.

If the name of the organization you are representing is listed, select the organization name and proceed to Step 2: User Registration.

If your organization is not found in the displayed search results, click the “Create New Organization” button. You will create a new organization record in FAAST by following the instructions listed below.
1. CREATE NEW ORGANIZATION
Creating a new organization record in FAAST should occur only when your organization is not found per the search process outlined above.

Please enter the organization’s contact information, such as: Name of Organization, Division or Branch, Address, City, State and Zip Code, and type of Organization. Click the “Next Step” button to proceed to Step 2: User Registration.

B. STEP 2: USER REGISTRATION

Enter user account details such as name, contact information, user name, password, and security question/answer.

Note: It is important that your email address is kept current as email is the primary means of communicating with users. Applicants should also sign up for the HCD email list serve to receive important program updates that may affect their application. [https://www.hcd.ca.gov/HCD_SSI/subscribe-form.html](https://www.hcd.ca.gov/HCD_SSI/subscribe-form.html)
Figure 4: Step 2: User Registration

Select a User Name and Password for your account. Click the “Check for Availability” button to verify whether the user name selected is available. To activate your FAAST user account, click the “Create User Account” button.

Note: The password is case sensitive.

After successfully creating a user account, a confirmation screen can be printed for your records. Please use the FILE | PRINT function on your browser and please keep it in a safe place for future reference. A confirmation email will be sent within 24 hours.
To log in to FAAST, click the “Back to Login Page” button.

IV. SIGNING ONTO FAAST

On the FAAST homepage, look under the “FAAST” logo near the top of the screen. Enter your Username and Password here and click the “Log onto FAAST” button to enter the system.

A. MAIN MENU

After signing in, the Main Menu will appear. The Main Menu allows you to submit a new application, work on existing application(s) or update your user and organization profile.
START A NEW APPLICATION

This link will direct the user to the Application initiation process. Section V below has additional information about how to start a new Application.

1. **EXISTING APPLICATIONS**
   This section of the Main Menu allows the user to choose which set of applications to view: Active, Submitted, Processed, and Inactive. Sections VI through VIII have additional information about how to complete, save, edit, print, preview, or submit your Application.

2. **UPDATE USER PROFILE**
   This link allows the user to edit contact information, and the security question and answer.

3. **UPDATE USER PASSWORD**
   This link allows the user to view and edit the password for the account.

4. **UPDATE ORGANIZATION PROFILE**
   This link allows the user to update information for the Organization via a change request.

5. **SYSTEM DISCLOSURE**
   This link allows the user to view the minimum usage requirements for FAAST.

*Note: See [ADDITIONAL MAIN MENU OPTIONS](#) for more information*
V. START A NEW APPLICATION

Select the “Start a New Application” link on the Main Menu.

A. SYSTEM DISCLOSURE

Once the link is clicked, the “System Disclosure” page is displayed. This page is displayed each time a new Application is started. After reading through each of the usage requirements, please check the box and then click the “Continue” button.

B. SELECT ORGANIZATION

The Select Organization screen allows the user to identify whether they are submitting an Application on behalf of their organization OR on behalf of another organization (for example, a consultant may submit an application on behalf of the applicant.)
C. **ACTIVE RFPs**

This screen displays a list of RFPs currently accepting applications. Select an RFP from the list displayed on the screen to begin the application process. The HCD RFP title will begin with the program name and include the NOFA date or round number.

![Figure 10– Active RFPs](image)

D. **GETTING STARTED**

This screen displays key information about the RFP selected. To initiate the Application, click the *“Continue to Application”* button.

![Figure 11– Getting Started](image)
E. GENERAL INFORMATION

Once the “Continue to Application” button has been clicked, the application form appears. A new screen titled General Information appears. There are two required fields that must be filled in order to initiate the Application:

- Project Title;
- Project Description

Additionally, the following information must be entered before application submittal:

**Project Location**

- Latitude: (Affordable Housing and Sustainable Communities program only)
- Longitude: (Affordable Housing and Sustainable Communities program only)
- County

Click the “Next” button to save the information and continue on to the rest of the Application.

VI. APPLICATION FORM

The Application is organized into various tabs.

*Note: Each RFP (or HCD Notice of Funding Availability) may elect to display/include different tabs in the Application. The General Information tab appears in all RFPs.*
A. NAVIGATING BETWEEN TABS

There are several ways to navigate between tabs.

1. CLICKING ON TABS

Another way to navigate in FAAST is to click the tabs. Clicking a new tab will not save the information entered on the current tab.

Note: A pop-up message will appear if you have entered information on a tab and attempt to navigate to another tab without saving.

![General Information, Funding, Attachments](Image)

Figure 13:– Application Tabs

Note: The active tab is grey and the non-active tabs are blue

2. PREVIOUS OR NEXT BUTTONS

One way to navigate in FAAST is to click the “Previous” or “Next” button. Using the “Previous” or “Next” button will also save the information entered. Clicking the “Save as Work in Progress” button will save the information entered on the current tab. Clicking on “Preview/Submit” will display a preview of your application.

![Previous, Save as Work in Progress, Next, Preview/Submit](Image)

Figure 14- Previous or Next Buttons

Note: The “Previous” or “Next” buttons will save any updates, unless the buttons appear as follows:

![Previous (Without Saving), Preview/Submit, Next (Without Saving)](Image)

Figure 15– Previous (Without Saving) or Next (Without Saving) Buttons

B. GENERAL INFORMATION

The General Information tab contains information about a project such as project title, project description and project location. If any changes are made, click on “Save as Work in Progress” or “Next” buttons.
Figure 16– General Information

Note: To find the latitude and longitude of the project, there is a button on the right-hand side labeled "Obtain Lat and Long". Latitude and longitude are only required for the Affordable Housing and Sustainable Communities program.

C. QUESTIONNAIRE

The Questionnaire tab includes a narrative description of the proposed project and project street address (where available). It is not necessary to enter the project city in this tab.

Figure 17– Questionnaire

Note: For the purpose of security, FAAST times out after ninety minutes of inactivity.
As a courtesy, the Questionnaire tab has a session timer which is located above the tabs. To ensure that your work is saved, you must click the “Save as Work in Progress” button before the session timer runs out. The session timer resets each time the “Save as Work in Progress” button is clicked.

D. ATTACHMENTS

The Attachments tab allows you to upload attachments (electronic files) to the Application. Attachments may be required or optional and can include documents such as organizational chart, environmental documents or market studies. Each attachment is limited to 10 megabytes (MB).

To upload an attachment, select the Attachment Category from the drop-down menu. Your application cannot be submitted IF a required attachment is missing. Selecting an Attachment Category will pre-populate the Attachment Title field. The Attachment Title field is editable. If necessary, you may attach multiple files within one Attachment Category. Please add 1 of 2, 2 of 2, etc., to the end of the Attachment Title, to relate the files. Applicants should not delete text in the “Applicants Title” field, but may add clarifying information as a suffix.

Click the “Choose File” button to locate the file on your computer. After locating the file, click on the file and click the “Open” button to select the file for upload to the Application. Click the “Attach Selected File” button to begin the upload process.

*Note: The upload process could take several minutes depending on the size of the file and the speed of your internet connection. Please wait until the file completely uploads before attempting to upload additional files or navigating to other tabs.*

Once the attachment has been successfully uploaded, the attachment title and corresponding information will appear listed in the table below under the heading, Attachment Title. Repeat the process to upload additional files. HCD application workbooks include an upload checklist to assist applicants in identifying required uploads. Required uploads may be specific to individual project components, so applicants are encouraged to use the provided checklists to ensure required uploads are submitted.

To permanently remove (delete) an attachment, click the “Delete” link in the column to the right. Applicants must delete files that have been revised and not simply include a revision notation.
Complete and accurate uploading of attachments is critical to establish eligibility of HCD applications. Additional documentation will not be accepted after the application due date.

VII. SAVING AND PRINTING YOUR APPLICATION

A. SAVING YOUR APPLICATION
You can ensure that data entered will be saved before leaving a work area on the Application by clicking the “Save as Work in Progress” button at the bottom of each tab.

B. PRINTING YOUR APPLICATION
To print your Application, click the “Preview/Submit” button. This button is located on all tabs of the Application except “Status”, “Feedback”, and “Post Award” tabs. A preview of the entire Application is displayed. Use the print function on your web browser to print. Click the “Back to Application” button to exit preview.

Applications may be printed for the applicant’s own records, but only documents with an original/wet signature will be submitted to HCD in printed form.

VIII. EDITING, PREVIEWING, AND SUBMITTING APPLICATION

A. EDITING AN EXISTING APPLICATION
Apps can be started, saved as a work in progress, and edited up until the time the deadline passes. Once submitted, an Application can no longer be accessed for editing.
To access an Application for editing from the Main Menu, click the “Active Applications” link to view a list of the applications available for editing.

**Existing Applications:**

- **Active Applications:** View/edit Applications with a status of In Progress (Not Submitted)

**Figure 20:** – Active Applications

Select the Application to be edited. This will open your Application and allow you to continue working on the Application.

*Note: Once an Application has been submitted, the status changes to “Submitted or Assigned for Review”. Once an Application is submitted, you are no longer able to edit. If prior to the deadline, you submit an Application by mistake, please contact the FAAST Help Desk for assistance.*

**Figure 21:** – Applications (In Process)

**B. PREVIEWING YOUR APPLICATION**

Previewing the Application is a good way to ensure the Application is complete and accurate prior to submittal. To preview the Application, click the “Preview/Submit” button. This button is located on all tabs of the Application, except “Status”, “Feedback”, and “Post Award”.

---
Once the information has been reviewed and confirmed, you have two choices: 1) return to the Application; or 2) run a completion check on the Application. If the Application needs edits, click the "Back to Application" button. If the Application is complete, click the "Application Completion Check" button.

C. APPLICATION COMPLETION CHECK
Running an Application completion check will alert you of any missing required information.

NOTE: The Application completion check will not check for any unanswered questions in the Questionnaire. It is the user’s responsibility to confirm compliance with the solicitation instructions.

The missing required information will be displayed, at the bottom of the page under the title "Application Completeness Check Results".

If the Application is missing information, click the "Back to Application" button to complete.

D. SUBMITTING YOUR APPLICATION
After running the completion check on the Application, if the Application is complete, the "Certification and Submission Statement" will appear. To submit the Application, read the "Certification and Submission Statement", enter your initials, and click the "Submit Application" button.
Figure 23: – Submission Confirmation

Once the “Submit Application” button is clicked, a “Submission Confirmation” screen will appear to confirm your Application has been received. In addition, an email will be sent within 24 hours to confirm the receipt of your Application. Also, another way of confirming the successful submission of an Application is to click the “Back to Main Menu” button on the “Submission Confirmation” screen. On the Main Menu, the Application you submitted will now appear under “Submitted Applications” link.

Figure 24: – Application Submitted or Assigned

NOTE: Once an Application is submitted, the status will change to “Submitted” or “Assigned for Review” and it will become “read-only”. You will no longer be able to edit any information.

IX. ADDITIONAL MAIN MENU OPTIONS

To return to the Main Menu, you may click on the “Main Menu” link in the upper right hand corner of the screen. On the Main Menu, there are several links that allow for updating a user profile, user password, organization profile, or viewing the usage requirements for FAAST.
Figure 25: Main Menu

A. UPDATE YOUR USER PROFILE

This option on the Main Menu allows for the user to update contact information as well as the security question and answer.
B. UPDATE USER PASSWORD

To change the password, click the “Update User Password” link on the Main Menu. The Update User Password screen will appear. Make the change to the password and click the “Save New Password” button to save and return to the Main Menu.
C. UPDATE ORGANIZATION PROFILE

To submit a request to change the organization profile or to view previously submitted change requests, click the “Update Organization Profile” link on the Main Menu.

Figure 28:- Update Organization Profile
To submit a request to change an organization profile, please click the “Organization Change Request” button. On the Request to Update Organization screen, enter the updated information and click the “Submit to WaterBoard” button. The change request will be reviewed by a FAAST administrator who will approve or deny the request. An email notification will be sent with the decision.

Figure 29:– Request to Change Organization Profile

D. SYSTEM DISCLOSURE
The system disclosure screen outlines the basic requirements to use FAAST.
X. RESOURCES

If you have any questions or need assistance, you have several resources at your disposal:

- Frequently Asked Questions (FAQs), located on the FAAST homepage;
- Notes or hints located throughout the FAAST Application form; and
- FAAST Help Desk
- HCD program specific FAQs and email inboxes.

A. FAAST FREQUENTLY ASKED QUESTIONS (FAQs)

A link to the FAQs can be found on the FAAST homepage under “FAAST Links” (see blue side bar on the left side of the screen).

HCD program specific FAQs may also include information or updates regarding the FAAST system.

B. NOTES OR HINTS

The Application form contains a series of helpful notes or hints throughout. These are identified with the following icon:

C. FAAST HELP DESK

The FAAST Help Desk is open from Monday – Friday from 8:00AM to 5:00PM. Questions or problems can be reported via:

- Email (FAAST_ADMIN@waterboards.ca.gov) or
- Phone (toll-free 1-866-434-1083).