

Troubleshooting for online application forms/ Expressions of Interest

If you are experiencing issues with accessing or submitting your online application, do not panic! We are here to help. Please find below a list of tips to try, which usually fix any issues.

1. First:
 - Try restarting your device
 - Clear the cache/ cookies/ history of your web browser
 - Make sure your device is connecting to the internet and receiving good coverage
 - Try using another web browser for your application
2. If the above suggestions do not help, you may contact us and report the errors

Steps to report errors on online application forms:

1. Indicate which form you use/ which award you are applying for
2. Did you try the suggestions above?
3. Provide details of the issue:
 - what's the problem
 - what browser are you using (e.g. Chrome, Firefox, Edge, etc)
 - what operating system are you using (e.g. Windows, Mac OS)
 - what device are you using (e.g. desktop, laptop, tablet, mobile)
 - if it's about uploading attachment: what is the file name, file format and send us the file
4. Provide a screen shot/ error message you received (this is very helpful for us to help diagnose the problem)
5. When did it happen (date and time)?
6. Email us (info@create-ireland.ie) with above details and attachments. Please note that it can take a number of days to address some issues.



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