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## LaMPSS Online Questions & Answers

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LaMPSS is introducing new, web-based forms in LaMPSS Online as well as improving how you can manage access to your forms and view current/past submissions.

In addition to updated guides on the LaMPSS website (<https://novascotia.ca/lae/lampss/lampss.asp>), below are some Q&As we hope will be helpful!

The new system is scheduled to go-live on Saturday, June 26th. LaMPSS will be down for a brief period to allow for the implementation

### Q: What's my login information for LaMPSS Online?

A: Your login for LaMPSS Online is the same Organization ID, Username, and password you use to login to LaMPSS!

*If you access LaMPSS Online through a LaMPSS screen, you will automatically be logged in. When you navigate directly to LaMPSS Online using a form link, you will need to login.*

### Q: What's the difference between LaMPSS Online and LaMPSS?

A: LaMPSS Online is part of LaMPSS! Application Form(s) as well as any Activity and Financial Reports will now be completed in LaMPSS Online.

*You will continue to use LaMPSS to do things like viewing your agreements, updating your organization information, and completing service registration. Now when you access the link for an Application Form, Activity Report, or Financial Report in LaMPSS you will automatically be taken to LaMPSS Online.*

### Q: What if I downloaded an application form before June 26th?

A: Forms downloaded before June 26th can be completed and submitted until July 16, 2021 using the downloaded Adobe PDF file. If you do not submit by July 16, 2021 you will need to begin a new form in LaMPSS Online.

### Q: What if I downloaded an activity report form or financial report form before June 26th?

A: Forms downloaded before June 26th can be completed and submitted until July 16, 2021 using the downloaded Adobe PDF file. If you do not submit by July 16, 2021 you will need to begin a new form in LaMPSS Online.

### Q: Can I still download an Adobe from after June 26th?

A: No. Any forms started after the changes on June 26th will need to be completed in LaMPSS Online.

### Q: Who from my company/organization can access LaMPSS Online and work on forms?

A: The LaMPSS user who starts a form, whether an Application Form or an Activity/Financial Report, becomes the Owner of the form.

*As the Owner, that person can give others within your company/organization access to view, work on, or submit the form. You can learn more about forms access in the guides on the LaMPSS website (<https://novascotia.ca/lae/lampss/lampss.asp>)*

**Q: Do I need to complete the entire form at one time?**

*A: No! You can save each section of a form as you complete it. If you leave LaMPSS Online, when you return you can continue working on the form. Other users who have been granted access may also work on sections of the form.*

**Q: Will the online forms time-out while I am working on them?**

*A: Yes, there is a 40-minute timeout on each section of the form. Once a section has been saved you will not lose the information that was provided, but if you pause for more than 40 minutes within a section of the form any information entered would be lost.*

*As a best practice, if you need to step away from a form ensure you have completed the current section.*

**Q: Is every section of the form required?**

*A: Yes, every section that is included in a form is required. Only the sections that are relevant for the program you are applying for or reporting on will be displayed for your form.*

*If any sections or fields are incomplete, LaMPSS Online will provide messaging to indicate what is missing and you will be unable to submit the form until all sections are complete.*

**Q: Why is the form or report for one funding program different from another program?**

*A: Different funding programs have different information requirements for applications and reporting! With the launch of LaMPSS Online, you may find the forms you access are more specific to each funding program, with different sections and fields determined as necessary by the program.*

**Q: How do I know what information to put in each section or field?**

*A: The Important Links section of each form in LaMPSS Online includes a link to the program website. Program websites include important information about funding requirements, including what information to include in an Application Form or in Activity and Financial Reports.*

*If you cannot find the information you are looking for on a program website, reach out to your government contact person for the program.*

**Q: Will government staff be able to view a form while my company/organization is working on it?**

*A: No, government staff are unable to view the details of a form until it has been submitted in LaMPSS Online. Government staff can see if you have started a form and it is in progress, but the content of the form is not visible until it is submitted.*