

## Application Portal FAQs

### ❖ Accessing the Portal – Signing Up & Signing In

**I am logging into your online application portal for the first time, and it is not accepting my Online Banking username and password.**

You will need to create a new username and password for the application portal. On the login screen, please click the “Sign Up” link at the bottom.

**I am logging into your online application portal, after having already started or finished an application, but I do not know my username or password.**

Your username is the email address you provided in the application. To set or reset your password, go to the login screen and click the “Forgot Password” link. This will generate a password reset email, which will allow you to set a new password and access the portal. Please check your junk mail if it doesn’t appear in your inbox. If you continue to experience issues logging into the portal, please contact [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) for assistance.

**I am signing up for your online application portal, but all it does is say “Processing” with a blue circle spinning.**

This usually occurs when a user is attempting to sign up with an email address that is already setup as a portal user. Please try to login from the portal’s home screen. If necessary, click the “Forgot Password” link to generate a password reset email, which will allow you to set a new password and access the portal. Please check your junk mail if it doesn’t appear in your inbox. If you continue to experience issues logging into the portal, please contact [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) for assistance.

### ❖ Completing the Online Application

**The online application is asking for my business’s NAICS code, but the only available options do not apply and I cannot proceed to the next screen if I leave it blank. What do I do?**

The NAICS code directory can be found at <https://www.naics.com/search/>. This should assist in locating the correct code for your business. Return to the application and type in your code, and the full description will auto-fill.

**I cannot click the “Next” button, or when I do I receive an error message telling me to check my answers.**

- 1) Please review your answers and ensure all questions are answered, with “N/A” or “0.00” entered in any free-form fields that don’t apply, and a selection of Yes or No as appropriate.
- 2) If that doesn’t solve the issue, please check your free-form field entries against the following character limits, and shorten your answers as needed.
  - **Legal Business Name** – 255 Character Limit
  - **Business DBA(Assumed/Trade) Name (enter N/A if not applicable)** – 80 Character Limit
  - **If yes, list all such businesses and describe the relationship below** – 255 Character Limit
- 3) If these steps do not resolve your issue, please contact [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) and let us know so we can help troubleshoot further.

**I selected “Save and Come Back Later” and am being prompted to create a password, but it is not allowing me to “Save” it.**

Please double-check the password requirements listed. Note, only certain special characters are acceptable. For example, the “@” sign is not an acceptable special character. Once all password requirements are met, you should be able to proceed.

**I have questions specific to how to properly complete the payroll information you are requesting. Who can help me?**

It is important that you answer all questions as accurately as possible. The SBA has provided general guidance that may answer your questions— please refer to their website first, and consult your accountant, tax advisor, or legal advisor for more detailed information and advice. Otherwise, you may email your questions to [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) and we will do what we can to assist you.

## ❖ **Uploading Documents to the Online Application**

**The online application portal is requesting duplicate documents or documents that do not exist/apply. What documents do I actually need to upload?**

You may ignore any requests for duplicate documents or any that don’t exist/apply. Please submit only the documents that are pertinent to your business type. A list of the required documents is available at <https://www.sandyspringbank.com/sbapp>.

**How do I remove a document I accidentally uploaded so that I can replace it with the correct document?**

While you cannot “remove” a document, you can replace it by simply uploading the correct document in the same place.

**I need to upload multiple files for a single item (i.e. Utility Bills), but the system only lets me upload a single file. How do I get all of these documents to you?**

If possible, merge/scan the related documents together and upload as a single file. Otherwise, you may submit documents to us by sending a secure email to [PPPDocs@sandyspringbank.com](mailto:PPPDocs@sandyspringbank.com).

**I’ve uploaded the required documents for my application, but there is no way for me to submit. How do I know you received the documents?**

There is no need to “submit” upload documents. So long as your application has been submitted, any uploaded documents will automatically be tied to your application and available for our loan processing team.

## ❖ **After Completing the Online Application**

**I applied with another institution who has received SBA approval for my request. How do I cancel/withdrawal my PPP application with Sandy Spring Bank?**

Please send an email to [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) requesting to withdrawal your application.

**Why does your online application's calculation for the loan amount not match my own calculations?**

Please ensure that you are utilizing the calculator provided in the application portal when calculating the total loan amount being requested to arrive at the proper loan amount for your business. Every application submitted will be examined by our loan team and can be adjusted if discrepancies are present at the time of processing.

**I need to edit an application that was submitted through the online portal. How can I do this?**

Unfortunately, you are unable to edit an application that has been submitted. Adjustments can be made once it has gone to processing by completing the [SBA Form 2483](#) with corrected information and submitting back to us once complete. Please send the form along with a description of the necessary changes to [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) for processing.

**When trying to edit a previously submitted application, I accidentally started/submitted another application. What do I do to fix this?**

If the duplicate application was never actually completed/submitted, it will continue to show on your portal but you may disregard it. If it was submitted, however, please send an email to [PPPQA@sandyspringbank.com](mailto:PPPQA@sandyspringbank.com) to confirm the correct application and loan amount, and we will mark the appropriate application as a duplicate, although it will continue to show on your dashboard.

❖ **General Application Questions**

**I already completed the SBA Form 2483 (PPP application). How do I submit my application and supporting documents to you?**

We require that all applicants complete and sign the [SBA Form 2483](#) in addition to completing an application through our online portal. At the end of the online application, you will be able to upload all required documents, including the SBA Form 2483.

**I already completed the online application, but it is now requesting I upload a copy of the SBA Form 2483 (PPP application). Is this required?**

We require that all applicants complete and sign the [SBA Form 2483](#) in addition to completing an application through our online portal.