DPP Online Compatibility:

What browser is compatible with the DPP Online system?
- Please see information about browser compatibility here: https://wiki.smartsimple.com/wiki/Browser.
- Determine if you have cookies enabled on your browser.
- If these steps are not successful, you may need to work with your in-house IT department to rule out any network or security settings on their email systems; it is also recommended that the system email address is whitelisted.

My session was timed out in the system, am I going to lose all my work?
For security reasons, the system has a session timeout to reduce the risk of someone else accessing the system with the logged in user's credentials.

If the session timeout notice is seen, there is an option to enter user credentials to log back into the system. You will be redirected to the last page you were on before the timeout, preserving any work you had completed.

Accessing DPP Online:

**How can our contacts get access to the system to reserve grants?**
The DPP programs are accessed through eBanking—FHLBank Chicago's member-only website. The institution's Member Security Administrator (MSA) must authorize one or more individuals to conduct DPP transactions in eBanking. There are two member roles that the MSA will assign through eBanking: DPP Analyst and DPP Administrator. Questions on how the MSA assigns these roles can be found in the eBanking MSA Guide on the bottom of your eBanking log-in screen, under the library section and the Member Agreements and Instructions tab.

I am new to DPP Online and I am not sure how to start - what training resources are available for me?
Within the DPP Online portal, there is on-screen guidance available to assist new users to complete common processes. On-screen guidance can be accessed through the **Walk Me Through** menu labeled Show Me How on the right-hand side of the page; this is available from any page within the system.

This menu will open available help resources. Click on an item in the menu to launch the guidance; this will help take you through the steps to complete processes within the portal.
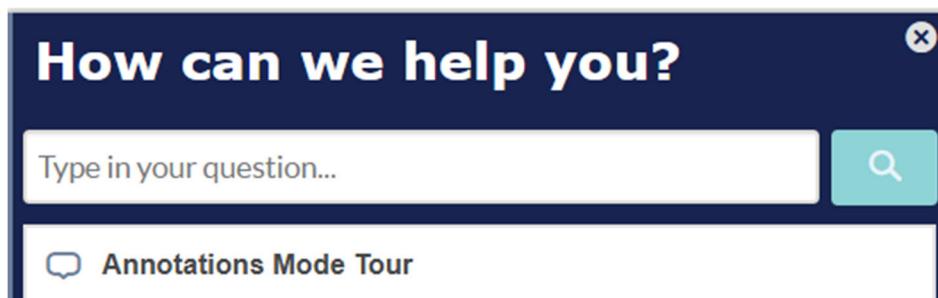
DPP Online Functionality:

What are some of the features of DPP Online?:
- There are **two member roles** that the MSA may assign through eBanking: DPP Analyst and DPP Administrator
    - o The DPP Administrator has additional permissions in DPP Online beyond the DPP Analyst role. They are able to view DPP portfolios, process Annual Certifications, process the Marketing Contact Form and self-service the DPP grants to update contacts. **Please note: to participate in the DPP Programs and have grants in retention, your institution will need to make sure that they assign a DPP Administrator to complete the annual certification form.**

- Three member contacts to separate the DPP grant processes: reservations, disbursements, and retention.
- Data validations to help reduce clarifications.
- Communications back and forth for annotations in within the DPP Online system.
- Upload Document versioning.

- Household Income Workbook and Repayment Worksheet are built inside the DPP Online (**Sample** templates will still be available on our public website to be used as a tool, but official submission is required inside DPP Online).
- Enrollment activities are inside the DPP Online which include: program agreement, annual certification, and the marketing contact form.

What are annotations and how do I use them?
If grant application is returned to a Member with requested changes from FHLBank Chicago, a feature called annotations may be used (i.e. – this feature was formerly called clarifications in the old DPP Online). FHLBank Chicago will communicate requested changes using annotations, which are comments attached to specific questions on the submission. If an application is sent back with annotations, it will automatically show the annotation tools to allow you to quickly see the feedback that has been provided and revise the submission.
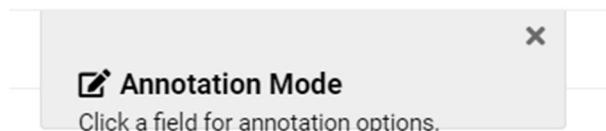
To view comments that have been provided, look for fields marked with a highlight

Click on the highlighted area to view the comment provided; this will provide the ability to edit the information based on the requested feedback.
Address all feedback requested and then resubmit the grant application.

What is the last day to reserve funds for the year?
DPP Programs are available until funds are fully reserved and continue until the member reaches their member limit or the last business day in December at 5pm central time, whichever comes first.

Migration from Old System to Current System:

Am I able to view previous grants in the DPP Online system? Yes, all DPP grants as of 2016 have been migrated over to the DPP Online system. Additionally, all current contacts associated with the reservations and disbursements have been migrated. All the current disbursement contacts have also been migrated over to the DPP Online system as the retention contacts.

What if I need to update a contact in the DPP Online system?
The DPP Program Administrator role can process updates to reservation, disbursement, and retention contacts.

Will we need to execute a new DPP Program Agreement in the new year?
No, all current executed DPP Program Agreements have migrated into the DPP Online system.

At year end, can I reserve funds in the current program and close the transaction next year?
It is acceptable to reserve funds in the current DPP Program close to year end, and close the transaction the following year. All normal timelines apply. Please keep in mind that you will not be able to reserve any DPP funds from the final business day of December, until the opening day of the following year's DPP Program. You may not close on the purchase transaction without a DPP Online approval. Please plan accordingly based on your customer's closing date.