# One Council Partnership Fund applications

**UPDATE** as at 21st November 2024

Applications for these funds must be submitted online this year. The deadline for applications to be submitted is **midnight on 2nd December 2024.**

*In order to submit your application we have asked you to do this through Bisaccount. Bisaccount is an online portal created by the Improvement Service and used by councils across Scotland. You may be aware that some users have been experiencing difficulties with the registration process and with accessing and/or updating forms. We have been working with the Improvement Service to fix issues with completing registration to allow applicants to access ‘Start a new request’ within Biseastlothian. WE understand from Improvement Service that these issues are now resolved.*

This document addresses the questions raised by applicants and provides solutions. If you continue to experience difficulties please contact [partnershipfunding@eastlothian.gov.uk](mailto:partnershipfunding@eastlothian.gov.uk) for assistance. To support us in our investigations, we would ask that screen snips and URLs are included in your feedback.

## Registering your business

If you have not already registered your business with bisaccount go to <https://eastlothian-chcentral.onmats.com/i/businessportal/login> and follow the registration process.

A video with guidance on the process can be found at <https://www.eastlothian.gov.uk/info/210563/business/12785/bisaccount_east_lothian>

## Verifying your business

There is no requirement to verify your business at this time. We may add this requirement later.

## You have already registered but have been unable to access ‘Start a new request’

If you have previously registered and you have been unable to start a new request you will need to log into Bisaccount using this link <https://bisaccount.scot/business/>

From there navigate to your Biseastlothian account using the ‘Access Service’ link in the ‘Services’ page to refresh the connection between the two services.

‘Start a new request’ will now be available to you and ‘My details’ will be populated with your name and business details. You will be able to begin the application process.

## Important information about completing the form

* WE STRONGLY ADVISE YOU, to create an anchor document where you complete the questions posed on the attached Sample forms, and then when ready copy the information you have into the online application. **PLEASE NOTE:** *the character limits in the online forms.*
* You must complete and submit the form within 1 hour and 45 minutes of starting it, if you are completing it in a single sitting.
  + If you are not able to complete the form in this time you can save and exit to return to it later.
* You must save the form regularly as you progress so that you do not lose your work.
* To save your progress within an open session select ‘save and continue’.
  + Save your progress every five minutes to make sure you don’t lose anything.
  + This will not save your progress for later unless you also select ‘save and exit’.
* To save your progress for later select ‘save and exit’.
  + This saves your form for seven days from the date it is started.
  + If you think it will take you longer than seven days to complete the form, don’t start it too early.
* To continue to the next page select ‘next’.

As stated you may find it useful to prepare and save your answers in another document such as in Word and to paste them into the form when you are ready to submit the application.

## Viewing your saved applications

When you select ‘save and exit’ your form will be saved in your Biseastlothian account for seven days from the date the form is started.

* You can view these requests by selecting ‘View all requests’ from the home page.

## Viewing your completed application

When you submit your completed application form, you will receive an acknowledgement email. A pdf of the completed application will be attached to this email.

You can also view your completed application in your Biseastlothian account in ‘View all requests’ under the ‘Closed requests’ heading.

Many thanks and should you require further assistance please contact [partnershipfunding@eastlothian.gov.uk](mailto:partnershipfunding@eastlothian.gov.uk)