



Tree Line USA Recognition Program

Frequently Asked Questions

- **What is the link to apply for recognition?**
<https://applications.arborday.org/community/utility>
- **How does a first time utility create a new account?**
To create a new account, please [visit the application portal](#) and click on “Find/create your utility.” Search your utility name and state and if nothing appears, click on the “get started” link on the right. Here you can fill out the information for your utility’s new account.
- **This is my first time filling out an application for my campus. What is my login information?**
To update the account login information, please [visit the application portal](#) and click on “Find/create your utility.” Search your utility name and state. When you see your utility name, click on it. On the right side, click on “change login contact info” and update the login credentials to the new login contact. At the bottom of the page, please note your auto-generated username and input a new preferred password. When you press submit you will be signed into your application.
- **What is my login username?**
Your login username is always your utility name and your state abbreviation with no spaces. Your username is not your email address. To view your username, please [visit the application portal](#) and click on “Find/Create your utility.” Search your utility name and state. When you see your utility name, click on it. Your login username will be listed under the account information on the right.
- **How do I view past applications?**
You can view your past applications by signing back into your Tree Line USA account and clicking on the “My events” tab in the upper right-hand corner. You will click on the year (2018-present) you wish to view, then click on application and you will be able to see what was entered for that year.
- **If my utility used to be a Tree Line in the past and has lapsed out for a few years, do we need to start a new account and year 1 of recognition?**
No, if approved this year, you will be recognized for the number of years your utility was last approved for plus 1. You do not need to create a new account when applying either, you can log on using the historical account.
- **When I press submit, nothing is happening?**
If you are not re-directed to a new page after you press submit, please scroll to the top of your application to see what information is missing/incorrect on the application.

- **Is there a fee to apply?**

Yes, for first year applicants there is a \$150 application fee. For any recertifying applicants there is a \$75 application fee. You can pay online after you submit your application for review (a window will pop up for payment) or by mailing a check to:

Arbor Day Foundation
C/O Tree Line USA
PO Box 80208
Lincoln, NE 68501

- **When will I receive my recognition materials?**

If you applied for recognition by the state deadline and were approved, you will be shipped your materials by your state deadline. Depending on the state recognition materials will either be shipped directly to the city forestry contact's shipping address from the application, or to the state and urban forestry coordinator to distribute out by mail or in person. If you applied for recognition after the deadline to apply and are approved, you will receive your materials on a final shipment in late spring.

- **Where do I get replacement materials (emblems, plaques, stickers, etc.)?**

Please email treelineusa@arborday.org for any materials that are missing or need replacement. Emblems and stickers are free for replacements. Plaques, plaque additions, and any other items will have a charge to replace.

- **What is the deadline to apply?**

North Carolina's deadline is December 1st.

- **We need additional resources to help us apply. Where can I find more information?**

More information can be found at:

http://ncforestservice.gov/Urban/tcusa_application_process.htm. Resources include the [Tree Line USA Checklist](#).