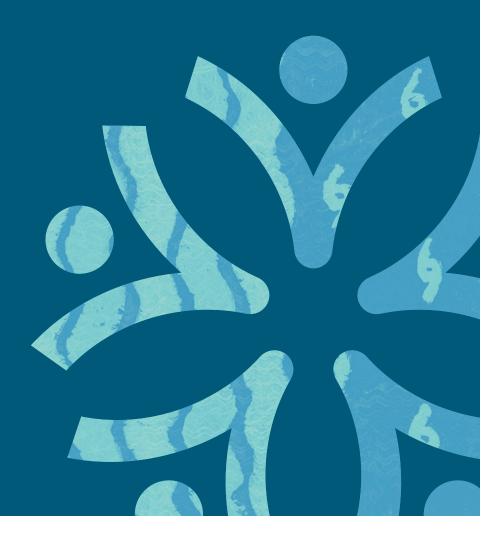
# **Grants Portal**

# Applicant User Guide



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# Welcome

Welcome to the Hawaii Community Foundation Grants Portal. This is a central website that you will use to submit grant applications and reports, as well as to track and manage your organization's grants. The Grants Portal is a partnership of Hawaii Community Foundation, Atherton Family Foundation, Fred Baldwin Memorial Foundation, Cooke Foundation and Victoria S. and Bradley L. Geist Foundation.

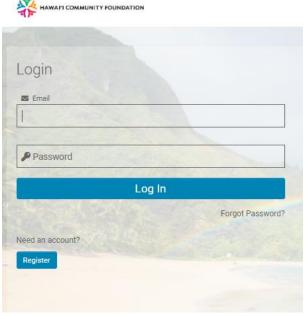
Since 1916, it has been our vision to leverage the power of partnership to inspire generosity, advocate for equity, forge connections and invest in community to create a better Hawai'i. To best support grant applicants, we strive to make the process as easy and clear as possible. This guide will help you complete the application process and maintain your organization's profile.

# Having Trouble?

If you need assistance accessing your account or application, please review our FAQs here as there should be answers to many of your questions.

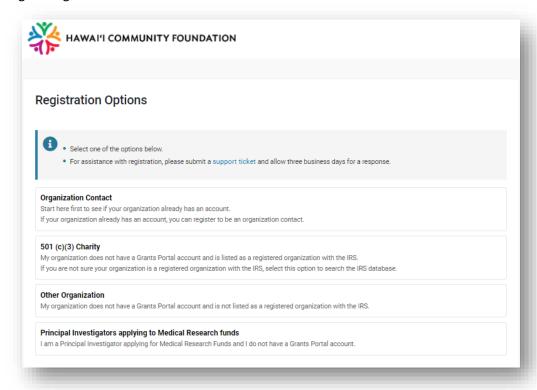
# Registration for new Users

1. Access the Grants Portal here.



- 2. If you are a new user, click Register.
- 3. Note: if you already have an account associated with your email address, our system will tell you this and prevent you from registering again. In this case, please click "forgot password." You will receive an email to reset your password. Please also check your spam folder (if you do not receive the email, please submit a <u>support ticket</u>).
- 4. To Register a new account, first do a check that your organization is not already in our system (click: Organization Contact). If your organization has already been registered, this will allow you to create an account under your organization. See below for the process to add a new contact to your organization's account.

5. If your organization does not already have an account, select the type of account you want to create. There are multiple options and your choice depends on the type of organization you are registering:



- a. **Organization Contact:** Start here to see if your organization already has an account in the system. If your organization already has an account, you can register as an organization contact. Your organization's primary Account Contact will have to activate your account after you submit this request.
  - **501 (c)(3) Charity**: Select this option if your organization does not have an account and is a current, 501(c)(3) organization.
  - Other Organization (go to step 6): Select this option if your organization does not have an account and is not registered as a 501(c)(3) Charity; non-exempt, religious entities, organizations working with fiscal sponsors, state, and city agencies etc.
- Principal Investigators applying to Medical Research Funds: Only select this option if you are a Principal Investigator applying to Medication Research Funds.

# **Organization Contact:**

Click for 501 (c)(3)

**Charity Details** 

Click for Other Org

Details

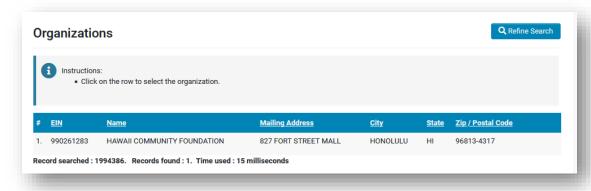
Click for PI Details

1. If your organization already has an account, you may submit a request to be added as a contact of the organization. Requests are managed by your organization's primary Account Contact.

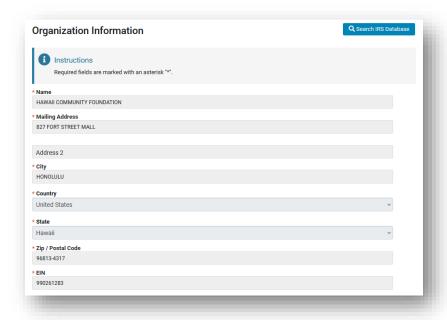
- 2. In the *Legal Organization Name* field, search for your organization name by entering a few keywords from your organization name. Do not include Hawaiian diacritical markings. Select your organization from the drop-down list. If you do not find your organization name, then return to Registration Options to select other options.
- 3. Enter your first name, last name, title, and email, then click Submit.
- 4. An email will be sent to your organization's primary Account Contact to activate your account. If your primary Account Contact has not been indicated in the Org Profile, please submit a <a href="mailto:support ticket">support ticket</a>.
- 5. Once your account has been activated by the primary Account Contact, you will receive an email in your inbox or junk folder from <a href="mailto:donotreply@hawaiicommunityfoundation.org">donotreply@hawaiicommunityfoundation.org</a> with a link to set your password within ten minutes.
- 6. If you know that your organization's Account Contact is not accessible (maybe a CEO or someone previously employed at your organization), or if the Account Contact does not receive the email to activate your account please submit a support ticket.

# 501(c)(3) Charity

- 1. Enter any, not all, of the following criteria to search for your organization name:
  - Employer identification number (EIN) do not include spaces or dashes.
  - Organization name for best results, enter a few keywords in your name. Do not include
    Hawaiian diacritical markings as the system will not recognize these and may not be able to
    find your organization.
  - Address
  - City
  - State using the two-letter abbreviation, i.e. "HI"
- 2. Click **Search**. The system will run a search and return any matches found within the IRS database.
- 3. From the returned results, select your organization to complete the registration process.



4. The *Organization Information* will be auto populated from the IRS database. Note, the information may not be updated and you will need to do this once you have created your account.



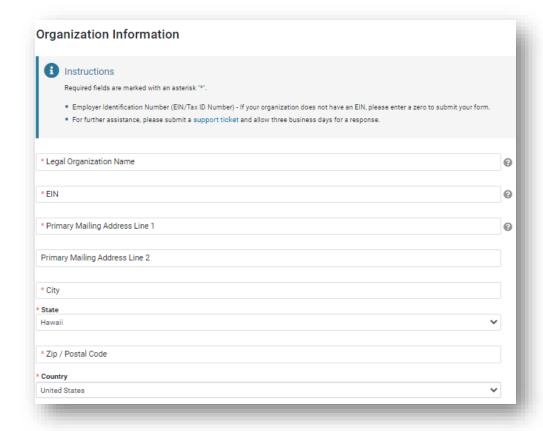
5. Enter your Contact Information, complete the CAPTCHA and click Submit.



# Other Organization

This category is for all otherwise exempt or non-Charity organizations, religious entities, state and city agencies, public schools.

1. Enter your *Organization Information* and *Contact Information*, submit the CAPTCHA and then click **Submit.** Note: this type of organization may not have an EIN number. If it does not have one, please enter 000000000 (9 zeros). This will allow you to move forward with registration.



- 2. You will receive an email in your inbox or junk folder from <a href="mailto:donotreply@hawaiicommunityfoundation.org">donotreply@hawaiicommunityfoundation.org</a> with a link to reset your password within ten minutes. If you do not receive it, please submit a <a href="mailto:support ticket">support ticket</a>.
- 3. Upon logging into the system, please take a moment to review your account profile and make sure all information is correct.

# Login & Organization Account Maintenance

#### **Login Process**

After registering your account, you can log in at any time using the email address and password that you used when registering. If you are a new registrant, or someone added you to an organization profile, you will receive an automated email with a link to set your password.

#### Password Reset

If you do not remember your password, please click **Forgot Password** and follow the instructions. A link to reset your password will be emailed to you from <u>donotreply@hawaiicommunityfoundation.org</u> and should arrive in your inbox or junk folder within ten minutes. Note that this link expires 12 hours after it is sent.

#### No Password Reset Email Received

If you do not receive a password reset email in your inbox within ten minutes of completing the request, please check your junk folder. If the email is in your junk folder, please mark it as 'not junk'.

If the email has not been received in your inbox or junk folder, please submit a <u>support ticket</u> requesting a temporary password and noting the steps you have taken.

While you wait for a response, please communicate with your technology department that the domain @hawaiicf.com needs to be marked as a safe sender in your email exchange. If you do not have a technology department, you can whitelist the domain yourself. There are many useful tools on the internet to help you do this. Simply search your email exchange (i.e. gmail or Office 365) + whitelist domain. For Office 365, this is a good resource.

### Completing Organization Profile Setup/Recertification

Upon initial account setup, the primary Account Contact will be asked to complete the setup of your organization profile. Note: the Organization Profile is a critical component to all grant applications. This is not something done once and finalized; when you apply for a grant, the financial and board documents attached to your Organization Profile MUST be up to date. These documents will be reviewed as part of your application and, if they are outdated, can result in an administrative decline of your application.

To complete setup or recertification, log in to the system and follow these steps:

1. Click "Organization Profile" in the ribbon



2. Complete all required fields marked with an asterisk under each of these tabs:

ORGANIZATION INFORMATION CONTACT INFORMATION BUDGET BOARD CERTIFICATION ACTIVATE CONTACTS

- 3. Click "Submit Profile" to submit the organization profile as complete.
- 4. If any fields are missing, you will receive an error message at the top of the page. Click each error line to be taken to the specific field.



- Organization Mission cannot be empty.
- Service Location cannot be empty.
- · Invalid numeric input of Operating Budget
- · Invalid numeric input of Number of full-time employees

Key items to note in the Organization profile:

## • Organization Information

- Legal Organization Name: If this needs to be changed, please submit a <u>support ticket</u>.
- Organization Name for Publication: In many cases, this will be the same as your legal organization name. The contents of this field will be used in publications.
- IRS Letter upload: This is not a required field. Some Funding Opportunity Guideline documents will note that this letter is required for that specific funding opportunity if you apply to it. Please post it here.

#### Contact Information

- If your Chief Staff or Volunteer is not included in the dropdown, please have them register in the Grants Portal using the Organization Contact registration option. You can activate their account in the "Activate Contacts" tab
- "Local Hawaii Address for National Organizations": If you are a local organization without a national affiliation, please select "No" for both questions. If you do not select "No" you may receive an error upon submission.

#### Budget

- Please follow the instructions noted in the tooltip to upload documents.
- These documents include: a balance sheet, financials (a copy of your 990 or audit), and a current year organizational budget. Note: the organizational budget is NOT the same as the program budget, which reflects how you plan to spend the grant funds requested.
- If your organization does not have these documents, or you are confused about what is required, please submit a <u>support ticket</u>.

#### Board

 Make sure your most up to date board list is posted. If you are an organization does not have a board, please upload a PDF document with a note stating that you do not have a board.

#### Certification

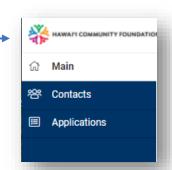
This certification must be completed every 6 months. You can update the information at any time, but the recertification lets HCF staff know that you are confirming the correctness of the information posted as it will be used in the application review process. Note: you will be able to certify even if your documents are not current. This does not guarantee that your Org Profile is updated for a grant application.

#### Activate Contacts

- To deactivate a contact, please submit a <u>support ticket</u>. Note: we rarely delete old contacts as
  they are part of the history of the organization. But contacts will no longer have access to the
  account.
- To activate contacts, follow the instructions below.

#### **Organization Profile Left-hand Navigation Panel**

- In the "Contacts" tab you can review all users that have access to your organization.
- In the "Applications" tab you can review all applications that have been submitted through your organization. If they were submitted before 2022, AND you need a copy of old reports, applications, or award letters, please submit a <u>support ticket</u> with the grant #, what information you need, and any details that will assist us in fulfilling your request.



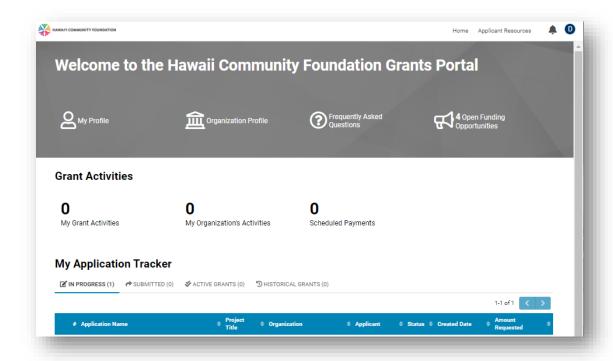
# Activate Account Contact Requests

- All organizations will need to identify a primary Account Contact for their organization under the "Contact Information" tab. This contact will be responsible for validating new organization contacts.
- When an individual registers as a contact of your organization, the organization's primary
  Account Contact will be notified of a pending *New User Validation* via email. To complete
  activation the primary Account Contact must follow these steps:
  - 1. Log in to the Grants Portal.
  - 2. Click "Organization Profile"
  - 3. Click the "Activate Contacts" tab
  - 4. Click the "Open" button next to the requesting user's name.
  - 5. Click "Valid Profile" if the profile belongs to an employee or volunteer. Select "Invalid Profile" if they are not associated with your organization.
  - 6. If the profile is Valid, your next step is to update or confirm the information submitted in the request. Click "Submit Profile" when complete.

Click the X in the top right corner of the pop-up window to return to the Organization Profile.

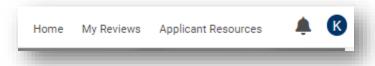
# **Applicant Portal**

This is your home page of the Grants Portal, where you can access and update your individual and organization profiles, review open funding opportunities, submit applications and final reports, and track activities needed for current applications.



# Top Right Navigation

- **Home**: Click here to return to the Grants Portal landing page.
- My Reviews: You will only see this link if you are on a review committee.
- Applicant Resources: Click here to access additional templates and downloads to use for final report templates, budget templates, etc. Please reference the Funding Opportunity guidelines for the list of documents required for your application or grant.
- Notifications (Bell Icon): Click here to see notifications related to your account.
- Account Settings (First Initial Icon): Click here to access alternate links to your profile and your
   Organization's Profile, to change your password, and to log out.

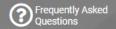


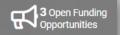
#### **Shortcut Tiles**

- My Profile: View and edit your personal contact information.
- **Organization Profile**: View and edit your organization's profile information. Organizations are required to confirm their organization's profile is up to date at least every 6 months.
- FAQs: Find answers to our most frequently asked questions.
- Open Funding Opportunities: View all the available funding opportunities.



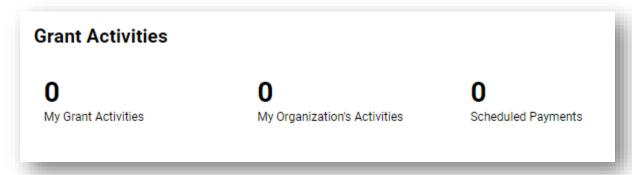






#### **Grant Activities**

- **Grant Activities**: View a list of scheduled reports or conditions for payment release related to your grants.
- My Organization's Action Items: View a list of scheduled reports and conditions for all active grants under <u>your organization</u>. However, you will only be able to submit Action Items that are assigned to your account. If your organization needs you to submit a report for a grant that you have not been assigned to, please submit a <u>support ticket</u>.
- Scheduled Payments: View a list of scheduled payments for your organization.



#### My Application Tracker

- The applications listed here are the applications that you have submitted as the Applicant Contact. It does not list applications submitted by other contact accounts in your organization. To view the complete list of applications for your organization, go to your **Organization Profile** and click **Applications** link on the left side.
- In Progress: Applications you have started but not submitted. This list may also include applications you have previously submitted and have been returned to you with a request for additional information.
- **Submitted**: Applications you have submitted. Once an application has been submitted, you will no longer be able to make changes to the application.
- **Active Grants**: Applications that have been approved and awarded a grant. Active grants have payments and/or reports scheduled.
- Historical Grants: Grants that have been closed and declined applications.

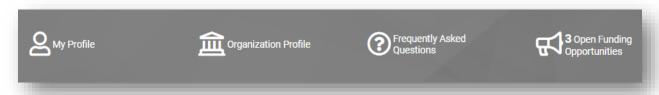
#### My Application Tracker



# **Application Tips**

# Submitting an Application

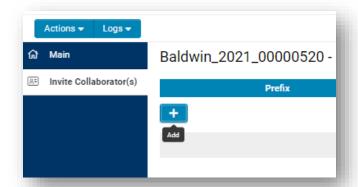
- 1. We advise that you give yourself plenty of time to complete an application and to ensure that your Organization Profile is up to date. Although our Web Support team can sometimes assist you right before a grant deadline, we cannot guarantee that your issues can be resolved immediately. In general, if you need assistance, please allow at least one business day. We will usually respond more quickly.
- 2. Review your Organization Profile to make sure all required fields have been completed. If the profile is incomplete or has not been recertified in more than 6 months, you will be unable to submit your application.
- 3. Avoid creating multiple "Draft" applications. Instead, please work on one draft application that you have saved. Creating multiple draft applications can get confusing and you may inadvertently work on or submit the wrong draft.
- 4. Click "Open Funding Opportunities".



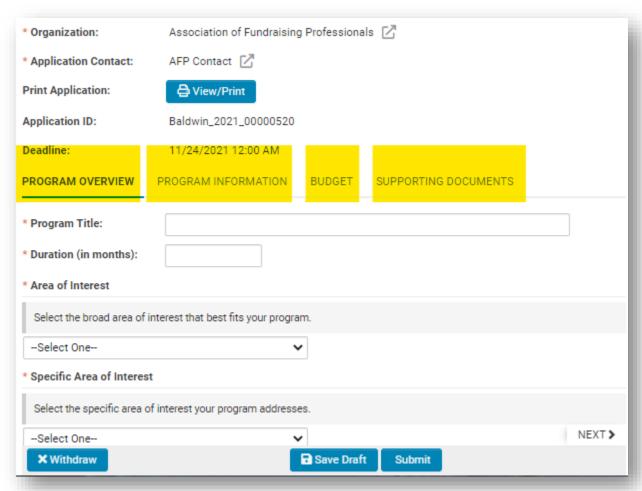
- 5. Click the "Download" button to review the grant application requirements.
- 6. Click "Apply" to start your application.



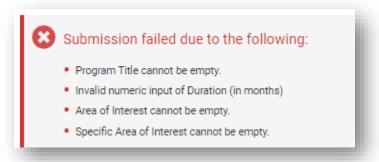
- 7. Review the notes and instructions and click "Begin Application." At any point in the submission process, you may click "Save Draft" to save a copy and return later.
- 8. If you are collaborating with a colleague (internal or external) to submit this application, select "Invite Collaborator(s)" from the left navigation pane (see page 16 for detailed instructions). If not, please continue to step 11.



- 9. Click the "+" button to add collaborator information. Click "Invite" to send an email notification to the collaborator with instructions on how to create their account. If they are not already in the system, their account will need to be activated after creation.
- 10. Return to the main application by clicking "Main" in the left navigation.
- 11. Complete all required fields in all application tabs. Note that these tabs may change depending on the application that you are submitting.



- Program Overview: Enter data about your organization.
- o **Program Information**: Enter information about the program for which you are applying.
- Budget: Enter your total program budget and the amount that you are requesting. You
  will also be required to submit a budget form. If you need a template, please see the
  "Applicant Resources" link in the top right-hand corner.
- Supporting Documents: Upload any documents that are required in the application. You
  will also complete a certification prior to submission on this tab.
- 12. You can toggle between tabs by clicking them, or by selecting the "Next" and "Back" buttons at the bottom of the form.
- 13. After completing all required fields, click "Save Draft" to save all your edits and then "Submit" to complete the submission of your application.
- 14. If any required fields have not been completed, you will receive an error notification. You can click any error in the notification box to be directed to the specific field to complete.



15. Upon completion, you will receive an email confirming submission. If follow up is needed regarding your application, you will receive emails from the Grants Portal. Please mark any emails from <a href="mailto:donotreply@hawaiicommunityfoundation.org">donotreply@hawaiicommunityfoundation.org</a> as safe so that they do not go into your spam box. You can access all submitted applications in the My Applications Tracker section of your home page.

# Fiscal Sponsor Information

If your organization is applying for a grant through a Fiscal Sponsor, please work with your Fiscal Sponsor to complete the following tasks. Again, we recommend that you allow ample time to complete this, as you will be unable to submit your application without their setup being complete.

- Notify your Fiscal Sponsor that they need to complete their organization setup in the Grants
  Portal, including the certification requirement prior to the Funding Opportunity Application
  Deadline.
- Complete the <u>Fiscal Sponsor Resolution and the Fiscal Sponsor Agreement forms</u>. These may be downloaded from the Applicant Resources link on the Grants Portal home page (top right-hand corner).
- 3. Note: A Fiscal Sponsor organization (501c3) should NOT be named as the applicant organization for a grant to support the organization they are sponsoring. The applicant organization must apply for the grant and indicate they are using a Fiscal Sponsor (and name the sponsor organization); they must upload the Fiscal Sponsor Resolution and the Fiscal Sponsor Agreement forms as part of the application.

# Save a Copy of your Application

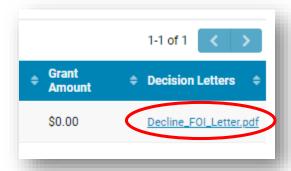
- 1. Find your application under the Submitted, Active, or Historical Grants tab in the My Applications Tracker. Click the application you want to save a copy of.
- 2. Click the "View/Print" button.



3. You will see a popup of your completed application and listed attachments that can be electronically saved or printed for your records.

#### **Decision Notifications**

After your application has been reviewed, the Chief Staff/Volunteer of your organization and Application Contact will receive a decision notification, a letter informing you the application has been deferred, awarded, or denied. For copies of these letters go to "Active Grants" for accepted grants and "Historical Grants" for denied applications. Click the linked document under the Decision Letters column.



#### Requesting Copies of Historical Applications

If you need to request any historical application or grant records that are not found in the Grants Portal, please contact the staff on your original Grant Award Letter. If you do not have a copy of the award letter, submit a <u>support ticket</u> and include the Grant Number or as much detail about the grant as possible.

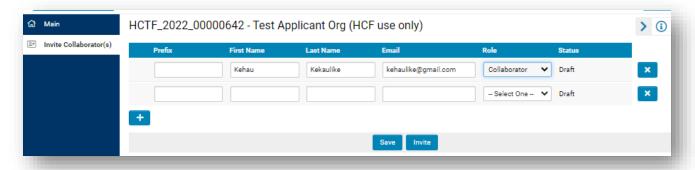
# Inviting a Collaborator

Note: you, the Application Contact, will be able to submit the application, but you can invite others to collaborate with you on an application by following these steps.

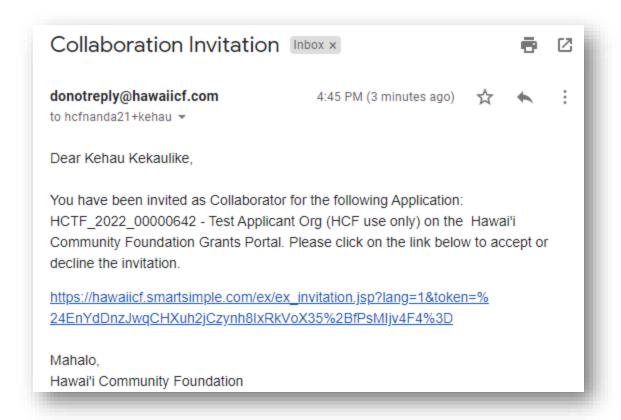
1. Click the Invite Collaborator(s) link on the left-hand navigation panel of the application screen.



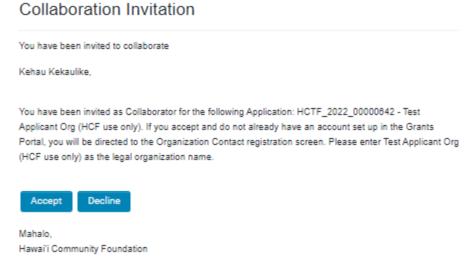
2. Click the "+" button and add a line for each contact you wish to add. Enter in the required information and click **Invite** to send the invitations.



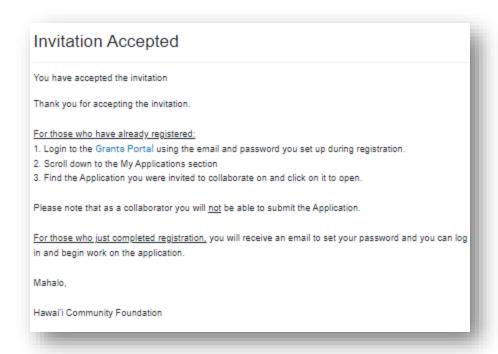
- Save will hold the information in this form but not send collaboration invitations.
- The Status column will show you if the invitation has been sent or not. Draft means it
  has not been sent; Invited means they have been sent an invitation via email; Declined
  means they denied the invitation.
- To remove a collaborator from the application at any point, hit the "X" to the right of their information.
- 3. After the invitation is sent, the collaborator will receive the following email:



4. When they click the provided invitation link, they will be directed to a page where they can accept or decline the collaboration opportunity:

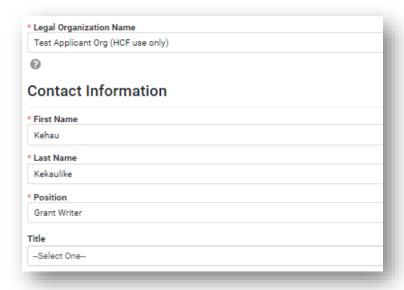


- 5. If **Decline** is selected, they will be redirected to a page that notifies them that the decline was successful, and an email will be sent to the person who invited them to collaborate.
- 6. If the collaborator selects **Accept**, one of two things will happen.
  - a. Accept & they already have an account in the Grants Portal: They will be redirected to this description page:

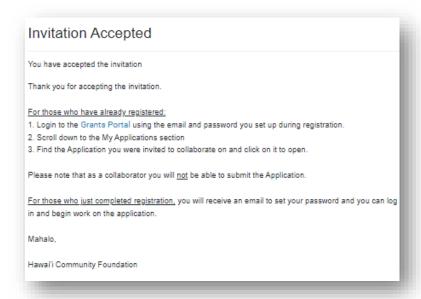


#### b. Accept and they do not have an account:

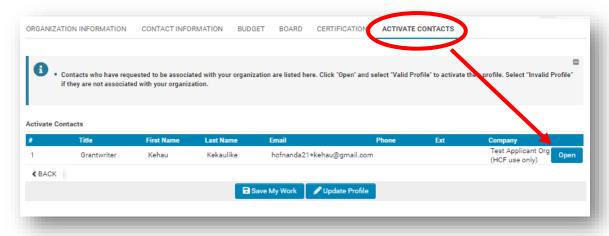
The accept button redirects to the Organization Contact registration page. Have them fill this information out using **your Organization name** in the "Legal Organization Name" field



They will be redirected to this screen:



After all of the required information is entered, your Account Holder (noted in the Org Profile) will be asked to activate their account under your Org Profile.



After the collaborator is activated, they will receive an email with a password reset link. Once they log in, they can access the application in the "In Progress" section of the My Application Tracker section of the home screen.

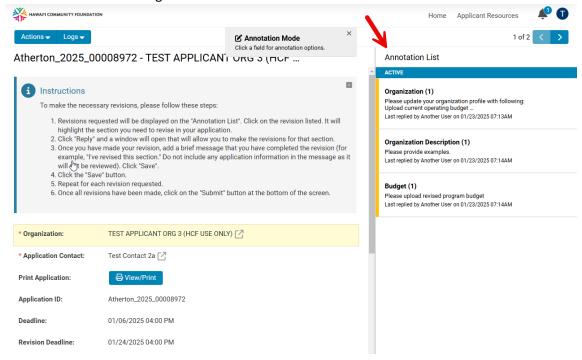
# **Application and Grant Revisions**

# Completing Revision Request on an Application

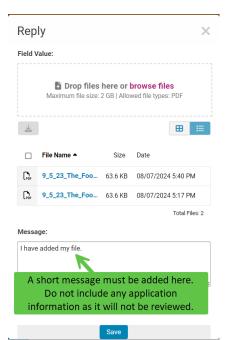
At times, upon review, HCF staff may send an application back to you requesting more information, updated attachments, etc. If this is the case, you will receive an email with a subject line "Action Required: Review and resubmit your application."

1. Log in to the Grant Portal.

- 2. Go to My Application Tracker and under the "In Progress" tab, you will see the application to revise with a status of "Revisions Requested". Click to open the application.
- 3. When it opens, you will be in "Annotation Mode". The application sections requiring revision will be listed on the right side under the "Annotation List".



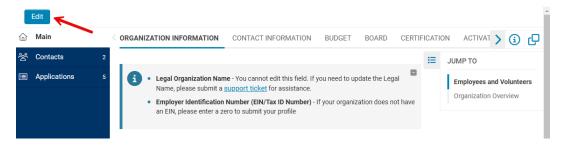
- 4. Click the item listed, and the section in your application that needs revision will be highlighted on the left.
- 5. Next click the "Reply" button. A window will open that will allow you to make the revisions for that section. Depending on the section you are revising, you will see an option to upload a file or modify text.
- 6. Once you have made your revision, add a brief message that you have completed the revision (for example, "I've revised this section."). \*Do not use this section as a message board or include any application information in the message as it will not be reviewed. Please email the program staff if you have any questions. Click "Save".



- 7. For revisions to your Organization Profile,
  - a. Click on the square icon with an arrow on the right of your organization name. Your organization profile will open in a pop-up window.



b. Click "Edit" button on upper left of your Organization Profile.



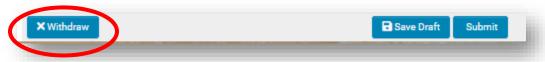
c. Click "Update Profile" button at the bottom of the window



- d. Update info as indicated by HCF staff
- e. Once completed, click "Submit Profile". \*If you do not click the "Submit Profile" your account will be considered incomplete.
- f. Close window using X in upper right corner to return to your application
- 8. After all annotations are completed, click the "Submit" button at the bottom of the page to resubmit your application with all revisions.

# Withdrawing an application

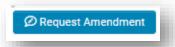
At the *In Progress* or *Submitted* stages of the application process, you can Withdraw from the application process by clicking the **Withdraw** button at the bottom left of the application screen.



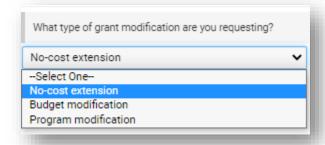
#### Requesting a No-Cost Extension

To submit a no-cost extension, complete the following steps:

- 1. Go to the My Applications Tracker at the bottom of your portal. Click the "Active Grants" tab to find your grant.
- 2. Click the "Request Amendment" button.



- 3. Click "Save Draft" to begin the amendment process.
- 4. Select the type of amendment that you are requesting.

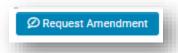


- 5. Enter the proposed end date.
- 6. Enter information about why you are requesting the extension in the "Extension Request" section of the form.
- 7. Upload any supporting documents if needed.
- 8. Click "Submit" to submit your request.
- 9. Staff will review the request in the system, and you will receive a system notification with the modification approval or denial.

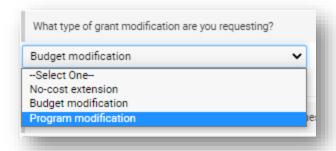
# Requesting a Program Modification

To submit a program modification for your program, complete the following steps:

- 1. Go to the My Applications Tracker at the bottom of your portal. Click the "Active Grants" tab to find your grant.
- 2. Click the "Request Amendment" button.



- 3. Click "Save Draft" to begin the amendment process.
- 4. Select the type of amendment you are requesting.



- 5. Provide a summary of the program modifications you are requesting in the text box.
- 6. Upload an updated budget if needed.
- 7. Upload any other supporting documents if needed.
- 8. Click "Submit" to submit your request.
- Staff will review the request and you will receive an email with the modification approval or denial.

# **Submitting Reports**

For most grants, you will be required to submit a final report and occasionally a progress report. For details on what is required for each grant and when they are due, please review your award letter. If you are not sure what format this program uses, please find the report in the My Grant Activities tile and review from there. If you have a final report noted in your award letter from a private foundation, please review your award letter for final report instructions. These are oftentimes submitted directly to the foundation, not HCF.

# Submitting a Final Report (Upload Format)

Reporting requirements can be found at the "Applicant Resources" link in the top right had corner of every page in the Grants Portal. Please make sure you find the form that is specific for your grant program.

- 1. Log in to the Grants Portal
- 2. Click the "My Grant Activities" tile in the Action Items section.

# **Grant Activities**

1

My Grant Activities

3. To upload a final report, click the applicable line. The Activity Type will show progress report, final report, contingency, etc.



- 4. All reports and contingencies will be listed here. Select the applicable final report in the list. If this section is blank or you do not see the grant, the final report is not assigned to you in the system. Please submit a <u>support ticket</u> with the Application ID and the request to switch ownership to you.
- 5. Click the Upload button and upload a .pdf file of your final report.
- 6. After the report has been attached to the record, click "Submit". After your final report is submitted, it will be sent to the Program Lead for review. If they have any questions, they will reach out.

# Submitting a final report (Form Format)

Some programs will require you to complete the report within the Grants Portal. Please follow these steps and click "Save Draft" as you go.

1. Log in to the Grants Portal and open "My Grant Activities" under the "Grant Activities" heading.

# **Grant Activities**

1

My Grant Activities

2. Click the applicable line. The Activity Type will show progress report, final report, contingency, etc.



- 3. Follow the instructions within the Grants Portal to complete your report.
- 4. After the form is filled out, hit the "Submit" button to submit the report for review.