



THE COMMUNITY FOUNDATION  
of FREDERICK COUNTY  
*For Good. Forever. For Frederick County.*

## **Applying for Grants Online—Technical FAQs**

The Community Foundation of Frederick County administers its grant programs using an online grant management system. This document will answer technical questions. Please call the Community Impact Department during business hours for additional information at 301-695-7660.

### **My organization doesn't have an account yet. What information do I need to set up a grant account with the Community Foundation?**

- *You will need the organization's name, complete address and telephone number, and at least one organizational contact.*
- *You will need the organization's Federal Tax Identification Number.*
- *Groups or projects with a fiscal agent must use the fiscal agent's online account to apply for a grant.*

### **What if our organization does not have an Employer Identification Number?**

*An organization must have its own Employer Identification Number to apply for funding. Projects with fiscal agents must apply using the Federal Tax Identification Number of the fiscal agent.*

### **May our organization have more than one user?**

*Yes. However, the Community Foundation strongly urges each organization to keep just one organizational account.*

### **My organization has different offices. Can I create more than one account so that each office can have its own login and password?**

*Only one account is permitted per Employer Identification Number. The system will alert you if the EIN is already in use. If you get this warning, please call the Community Impact Department at 301-695-7660.*

### **What if our organization does not know if we have an online account?**

*Call the Community Impact Department during business hours. We will verify if you have an active account and will also verify the primary user.*

### **We misplaced our login and password. Should we create a new account?**

*Please use the "Forgot your password" link at the sign-in page to get started on retrieving/editing your organizational information.*

### **We have had a staff change. How do we delete that person from our account?**

*First, we recommend that you change your password. Contact the Community Foundation's Community Impact Department to update the users for your account.*

**I have applied before. Do I use the same user name and password?**

*Yes. If you applied for any of the grant programs administered by the Community Foundation in the past six years, you have an online account. If you have misplaced your login information, use the password recovery service.*

**Will the Community Foundation have access to my password?**

*No. Your password is confidential to you alone.*

**How do I submit multiple grant applications for my nonprofit? Do I have to create a new account for each application?**

*No. All applications from your organization use the same organizational account no matter what grant program you are applying for.*

**Is there an internet browser that you recommend?**

*Mozilla Firefox, Google Chrome, and Safari are recommended for best results. Users have reported difficulties with Internet Explorer.*

**Will the system save my work automatically?**

*Yes, the system is designed to save your work per character.*

**How can I make sure that I don't lose my work while working on the online application?**

*The Community Foundation's online application system will autosave your work. However, you may find it more convenient to write and edit your proposal in word processing software and then copy and paste into the online application.*

**Can I make changes to my application?**

*Yes, you may edit your answers as often as you like until you submit your application.*

**Why can't I see an application that I started?**

*Please scroll down the page to find a previously started application.*

**I have submitted my application before the deadline and I just realized that I made an error. Can I make changes?**

*Please contact the Community Impact Department during business hours to request that the staff reopen your application so that you can make changes and resubmit your application prior to the deadline. Please understand that we may not be able to respond immediately.*

**I have submitted my application and just noticed an error. The deadline has passed. Can I make changes?**

*Once the deadline passes, the Community Foundation will not reopen applications.*

**Will I know if I have missing fields on my application before I submit it?**

*You will receive a notice if required fields are missing information. Some applications include optional fields. You will not receive a notice if optional fields are missing information.*

**How will I know my submitted application was received?**

*You will receive an email confirmation and an immediate confirmation on your screen. You can view the status of your application when you log in, by clicking on the link on the left side of the page that reads “Requests” and click the link “Status.” If your application was successfully submitted, the “Status” page will have the comment “Awaiting Foundation Action.”*

**Will I have access to my online account after I submit an application?**

*Yes. Your organizational account will be used for all steps in the grant process. If you are awarded a grant, you will access this account to submit the grant agreement, reimbursement requests, and interim and final reports.*

**Can I print a copy of my completed application?**

*Yes. At the top of the application, find a link labeled “Print Packet.” Click on this link, and then use the “Print” button in your web browser to print the application.*

**Can I print a copy of the questions on the application?**

*Yes. At the top of the application, you will find a link labeled “Print Question Legend.” Click on this link and then use the “Print” button in your web browser to print the questions. It is helpful to print out the application questions before completing the online application to ensure you have all the required data.*

**Can I submit a paper application?**

*No. Only electronically submitted applications will be considered.*

**Where can I find out if I received a grant?**

*Your grant account will list the amount awarded, the approved purpose, including any restrictions. You will need to sign the grant agreement electronically before submitting any reimbursement requests.*

**How do I receive reimbursement for the grant?**

*First, complete the grant agreement in your grant account then you can complete the reimbursement form assigned to you. Please review the Community Foundation’s Reimbursement Request Guidelines on our website under grants for more information.*

**Can I print out documents from our organizational account?**

*Yes. All documents may be printed from your account; this includes applications, follow up forms, grant agreements, etc. Click on the “view” link to open the document and then open and print the document using your browser print controls.*

**Why can’t I edit a follow-up form (grant agreement, reimbursement form, grant report) assigned to me?**

- 1. You may have a form assigned to you with an earlier deadline. Complete the form with the earlier deadline first. Once this form has been submitted and marked complete by the Community Impact Department, you will be able to edit the next form in the sequence.*
- 2. Once the deadline for a form has passed, the form can no longer be edited. Please contact the Community Impact Department to request an extension.*