Grant Lifecycle Management Portal Quick Start & Troubleshooting Guide

Here is a very short guide to getting started with Northwest CT Community Foundation's (NCCF) Grant Lifecycle Management Portal.

1. Visit https://www.grantinterface.com/Home/Logon?urlkey=northwestcf
2. If your agency <u>does not</u> already have an account in the Grant Lifecycle Management Portal, click the "Create New Account" button.
3. Go through the steps to complete all the required information: Organization Information and Applicant Information (that's you, the nonprofit organization), Executive Officer Information, etc.
4. After completing Step 3, make sure you received the registration email from administrator@grantinterface.com. If not, please check your Spam folder. Most email related to your grant application will come from this address, so add it to your safe senders.
5. If your organization requires multiple logins, please contact Christina Tranquillo at ctranquillo@yournccf.org.
    DO NOT CREATE A DUPLICATE ORGANIZATION PROFILE.
    NOTE: only one login/user can be assigned to an application at a time. NCCF staff can reassign an application in the system upon request if you have multiple people (with separate logins) at your organization that would like to work on the same application.
6. Keep your username (which will be your email address) and password somewhere safe. If you need to, use the "Forgot My Password" link.
7. After logging in to your new account, click the "Apply" link in the left sidebar.
8. Choose the "Cycle 2022-1 Grant Application" process and get started!
9. Each field will provide instructions and any constraints (e.g., character limits, drop-down box, maximum upload size).
10. Helpful reminders:
    - If you remain on a page and are inactive for longer than 90 minutes, you will be automatically logged off for security reasons.
    - To ensure you don't lose anything, be sure to use the Save button at the bottom of the application.
    - The system will auto-save as you move from one question to the next, and will save every 100 characters in longer text responses.

- You can save and come back as many times as you would like up until the deadline.
- You will receive a confirmation email when your application has been successfully submitted. Please follow-up with us if you do not receive that confirmation email.
- *** The Grant Lifecycle Management Portal auto-save may not work if your computer's browser is out of date. Everyone is encouraged to update their browsers to the newest version, AND do regular manual saves of the application while you're working on it.**

Troubleshooting

What if my organization needs more than one login?
Consider sharing a login if you feel it is appropriate for your organization. To talk through these details and the potential issues or if you would like more than one user to have a login, please contact Christina Tranquillo at ctranquillo@yournccf.org.

What if I forget my password?
Use the "Forgot your Password?" link on the Logon page.

What if emails from the Grant Lifecycle Management Portal system are going to Spam folders?
Add administrator@grantinterface.com to your contacts, Safe Senders list or mark as "Not Spam", depending on your email service. All emails from the Grant Lifecycle Management Portal system will come from this email address and be labeled as from "The Northwest CT Community Foundation".

What if my file size is too big to upload?
- Remove unnecessary graphics or attachments.
- Reduce the size of your PDF files choose: File>Save as Other>Reduced Size PDF.
- Use this online tool to compress your PDF files into smaller file sizes: http://smallpdf.com/compress-pdf
- If, after taking these steps, your file size is still too large to upload, contact Christina Tranquillo at ctranquillo@yournccf.org.

Can multiple users be in Grant Lifecycle Management Portal working on the same application at the same time?
Yes, if users are sharing the same login, HOWEVER, we do not recommend it. The Grant Lifecycle Management Portal auto-save feature could save over

changes made by each user depending on the timing of who was working on the application.

What if I need to stop in the middle and come back to the application?
There is a Save button at the bottom of the application.

Is the Grant Lifecycle Management Portal system mobile friendly?
Yes.

Can I delete or exchange a file that I uploaded to the application?
Yes:
1. Once a file has been uploaded, a delete button will appear below the file name. Click the Delete button to remove the file.
2. A new file can now be uploaded in its place.

Can I upload more than one document into one upload field?
No. We provided multiple upload fields where appropriate.