



# Sherwood Trust

Founded by Donald & Virginia Sherwood

## Online Grants Manager

### *Frequently Asked Questions*

**Q: What browser do you recommend I use?**

**A:** For the best user experience when applying for a grant, we recommend using Google Chrome 14+ (highly recommended), Firefox 9+, or Safari 4+. We recommend that you DO NOT use Internet Explorer to access our Online Grant Manager.

**Q: Who in our organization should create a profile?**

**A:** The one person who will need a profile is the person responsible for writing the grant application. During registration, we will also ask for the contact information of an Executive Officer of the organization.

**Q: Who should we select as our Executive Officer?**

**A:** This depends on your organization and should be another or the primary contact for the organization. It would be someone else that Sherwood Trust could contact about the grant. For example, if you are an Executive Director completing the application, you may want to include your Board Chair in this section. If you are an employee of a City government entity, you may want to list your City Manager.

**Q: If I am involved with multiple organizations, can I make one account for my email that connects them all.**

**A:** Unfortunately, no. Foundant prioritizes the organization's profile, not the user's. If you need to be affiliated with multiple organizations, you will need to use a different email for each account. If you need help figuring out that process, please contact our office.

**Q: If two people from our organization are working on the grant together, do we both have access to it?**

**A:** Unfortunately, no. An application can only be seen and edited from one user. It may be easiest to use an info or admin email for your organization or create one generic email for the account that can be used by multiple people. Please note that this is the email that will receive notifications about the grant as it is considered, so just be sure to use an email that will be monitored.

**Q: My organization has a fiscal sponsor. Do I create my profile with our organization's name or the name of our sponsor?**

**A:** You should create the profile with your organization's name and use the Tax ID of your sponsoring organization. If your sponsor already has a profile in our system, this may result in a Duplicate Tax ID warning, but that will not stop you from registering. Later in the application, you will be asked for more information about your fiscal sponsor, including to upload a copy of your current Memorandum of Understanding. For other questions about fiscal sponsors, please contact our office.

**Q: How do I upload files to the application?**

**A:** For application questions that request an uploaded attachment, click the Browse button and then choose the desired document from your computer. The file name of the uploaded file will be indicated under the Browse button. Then save your application (button at the bottom of page). Pay attention to your file names - remove extra periods or replace them with a dash or underscore character.

**Q: What is the maximum allowable file upload size?**

**A:** The file size limit is noted next to the Browse button and the system will not accept files greater than this limit. Some users have trouble with appropriate settings on a scanner and end up with larger file sizes. If these documents are converted using the Fax to File tool, the file size can be dramatically decreased.



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## **Q: Can I upload more than one file in one upload field?**

**A:** Applicants can only upload a single document in response to an upload question. If an applicant has more than one file they need to upload, they need to combine the files either electronically or via scanning. There are two methods applicants can use:

- If the files to be uploaded are in a format that is editable (such as Word or Excel), the applicant may take multiple Word documents or Excel sheets and combine them into one file.
- If the files are not easily edited (PDF or physical copies), they may be combined by utilizing the Fax-to-File tool. For example, sending two resumes in a fax would result in one PDF file containing both resumes.

## **Q: How do I use the Fax to File tool?**

**A:** Using the fax tool is simple:

1. To start, click the **Fax to File** link on the left hand side of the screen.
2. Then click the **Request a Fax #** button and you will be presented with a toll-free fax number.
  - o You have this number for 20 minutes.
3. Fax you document to the number provided.
  - o Send a separate fax for each document and do not include a cover sheet.
  - o All faxed documents will be automatically converted to .pdf format.
  - o You have 20 minutes to fax your documents before the number expires.
4. After you have faxed each separate document click the **Finished Faxing** button to see your list of files.
5. Download your converted documents to your computer and save them.
6. Upload the documents to the appropriate questions on the online form.

## **Q: How do I delete a file that I've uploaded to the application?**

**A:** There are two ways to remove an uploaded file from an application:

1. Once the file has been uploaded a delete button will appear below the file name. Clicking Delete will remove the file.
2. To replace the file a new file can be uploaded in its place. Simply upload the correct form to the question and the old uploaded form will be erased.

## **Q: Why am I having trouble uploading a file?**

**A:** There are a few different reasons one may experience file upload issues:

**File names** - Remove extra periods or replace them with a dash or underscore character.

**File size** - Files that exceed the maximum file size limit will cause an error. Compress the files or use Fax to File to create a smaller file.

## **Q: Do I need a fiscal sponsor?**

**A:** Our grants must be paid to a registered 501(c)(3) non-profit (including churches) or to a public entity, such as a city or county entity. All others will need to use a fiscal sponsor. If you would like a sample fiscal sponsor form or if you have questions, please email [lydia@sherwoodtrust.org](mailto:lydia@sherwoodtrust.org) or call 509.529-2791.

## **Q: When will I hear about my grant application?**

**A:** Grant notifications will be sent by email to the address used in the original application. Please refer back to the Core and Impact Grant Guidelines on our website for more information on estimated dates.