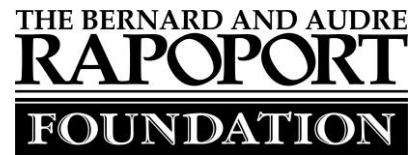


# Online Grants Management System

*Frequently Asked Questions*



## Getting Started

### **What Internet browser do you recommend I use?**

For the best user experience, we recommend using Google Chrome 14 or higher (strongly recommended), Firefox 9 or higher, or Safari 4 or higher. You are likely to experience technical issues if you use Internet Explorer.

### **How do I access the online grants management system?**

You can access a link at [www.rapoportfdn.org](http://www.rapoportfdn.org) under "How to Apply" or "Apply Now." You can also enter the following URL directly into your browser: <https://www.grantinterface.com/Home/Logon?urlkey=rapf>

## Registration

### **How do I know if I am a new user or not?**

The Rapoport Foundation adopted a new online grants management system effective January 2019. All applicants will need to create a new username/login to access the new system for the first time. If you require any assistance setting up your new online account, please feel free to contact the Foundation office at [grants@rapoportfdn.org](mailto:grants@rapoportfdn.org).

### **As the grant writer, what information do I need to submit?**

Complete all fields in the contact section. In the event your grant is awarded your Executive Director or CEO will be required to complete an on-line grant agreement, so be sure to enter their information as a separate contact when prompted as well.

### **I am a contract grant writer and this software looks familiar. I think I might already have used this system with another foundation – do I need to create a new login?**

Yes, you must create a new login. Your login is specific to Rapoport Foundation.

### **I think I am already in the system, but don't remember my password?**

There is a system prompt on the login page to assist you in resetting your password.

## Updating Organization Info

### **How do I edit my contact information?**

To update information in the system, click the black pencil icon.

## Dashboard

### **I am logged in and viewing my dashboard – now what?**

You can do several things from the dashboard page – you can check the status of any grant requests, view prior grants, and apply for a new grant. To apply, click "apply" in the menu on the left side of the screen. Select the application process that corresponds to the timing of the grant application.

### **How can I print a copy of the grant application to make it easier to gather the information?**

You can access a PDF copy of the grant application at [www.rapoportfdn.org](http://www.rapoportfdn.org) under "How to Apply". You can also access it from within the online grants management system by clicking "Question List" on the left.

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## **Do I have to complete the LOI or the application all at once?**

No. You will find the “save” button at the bottom of your page. We recommend you save your LOI and/or application often and before logging out. You can login at a later time to continue working.

## **Is there a spell-check feature?**

No. We strongly suggest that you complete your answers in Microsoft Word, run a spell check, and then cut and paste the answers into the online grants management system. This will also serve as a back-up.

## **Are there limits to how long the responses can be?**

Yes. There are limits on the amount of text you can submit. You will see a character counter displayed below the entry field, telling you how many characters you have used and when you are approaching the limit. The counter includes spaces as well as characters. Note that you will not be able to save a draft of your LOI or application if you exceed the character limit.

## **The LOI requires a 501(c)(3) exemption letter. I don't have one – what should I do?**

Rapoport Foundation grants can only be paid to a registered nonprofit entity. If your organization does not have its own 501c3 status but it is operating under a fiscal sponsor, please submit the 501c3 determination letter for the fiscal sponsor. Please contact us at [grants@rapoportfdn.org](mailto:grants@rapoportfdn.org) if you need assistance.

## **I submitted the LOI and/or application – can I change it?**

No. Once an LOI or application has been submitted it cannot be changed. If you need to make a correction, please contact Rapoport Foundation via email ([grants@rapoportfdn.org](mailto:grants@rapoportfdn.org)) for assistance.

## **When is the LOI due?**

The LOI is due by 11:59 p.m. Central Time on the date noted on the Rapoport Foundation website. Please refer to the Rapoport Foundation website for the exact date for any particular grant cycle. Late LOIs will not be accepted.

## **How do I print a copy of the completed LOI or application for my records?**

If you would like a paper copy of your application, login to the portal and choose the Application Packet link. This will create a PDF of your application which you can print and/or save. Additionally, you will always have access to your LOI and application from this online grants management system.

## **Attachments & File Uploads**

### **What file formats will be accepted for attachments?**

We prefer that you attach files as PDF. We will also accept Microsoft Word or Excel for certain uploads.

### **How should I name my files?**

We suggest you should give each file a name that identifies your organization and the type of required document it represents. (Ex: “Organization X 2019 Budget.xls,” “Organization X 501c3 Letter.pdf”)

# Online Grants Management System

*Frequently Asked Questions*



## **Is there a size limit for file attachments?**

The maximum size for all attachments varies, but is displayed in the specific file upload section. If one of your required documents is too big, consider using Adobe Acrobat option to “reduce file size.”

## **I don't have access to a scanner.**

- The online grants management system has a “fax to file” tool that will convert a faxed document into a file that can be uploaded. To start:
- Click the “fax to file” link on the left hand side of the screen.
- Then click “Request a Fax #” button and you will be presented with a toll-free fax number. You have this number for 20 minutes.
- Fax the document(s) to the number provided. No cover sheet is necessary.
- After you have faxed the documents click the “Finished Faxing” button to see your list of files.
- Download your converted documents to your computer and save them,
- Upload the documents to the appropriate question(s) on the application form.

## **Miscellaneous**

### **Is there an auto save function?**

Yes. The system saves every 20 minutes.

### **Does the system ever kick me out?**

The user is automatically logged out after 90 minutes of inactivity. The user will receive a warning at 80 minutes.

### **Additional Help**

If you have any additional questions that are not covered above or require additional assistance, please feel free to contact Rapoport Foundation via email ([grants@rapoportfdn.org](mailto:grants@rapoportfdn.org)).