Grantseeker Registration Guide

We launched our new grants portal in March 2025 to make it easier for you to apply for and manage your grants. Please review <u>all</u> of the following to determine how to proceed.

Register or Login?

- **Register (new user):** All new users must register. This is the most common scenario since our portal is new.
- **Login (existing user):** If your organization has an active award or registered after March 2025, you may login with your existing credentials.

If you're unsure whether you are a new or existing user, please contact us at grants@assisifoundation.org and we'll confirm for you.

IMPORTANT NOTE – Please Read Before Registering

When registering, you will be asked to enter the following information:

- Your name
- Email address
- Organization name
- EIN (Employer Identification Number) or Tax ID

Our system uses the organization name and EIN together to match your information to existing records and prevent duplicate accounts.

Important: If the EIN matches an existing record but the organization name is entered even slightly differently (for example, "Assisi Foundation" vs. "The Assisi Foundation"), the system will not allow registration.

If you are unable to register:

- Stop and contact us immediately at grants@assisifoundation.org
- You very likely already have an existing Organization or Contact record
- Do not continue trying to register using different versions of your organization's name

This is a quick lookup on our end and allows us to assist you promptly. Continuing to re-register can create duplicate records and may result in the loss of data associated with your existing account.

FAQ/Troubleshooting

Please feel free to contact us immediately at grants@assisifoundation.org. The following may help if you need immediate assistance.

I've applied before but cannot recover my password.

- Please check your **spam or junk folder**. Password recovery emails commonly end up there.
- You may try registering as a new user or contact us at **grants@assisifoundation.org**.

I'm trying to register as a new user and nothing is happening.

Please review the **Important Note above** regarding organization name and EIN matching.
If you are still unable to register, contact us at **grants@assisifoundation.org** for assistance.

The links on the login page aren't working.

If the links appear greyed out or cannot be clicked, this is likely a **browser or firewall issue**.

- Make sure your browser is up to date
- We recommend **Google Chrome** (Firefox and Safari are also supported)
- If the issue persists, check with your organization's IT support regarding firewall restrictions

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I know my organization has applied before. Can I use the previous person's login credentials?

No. Each portal user is tied to a **specific name and email address**, and this information cannot be changed. Please **register as a new user** using your own name and email address.

I need my organization's login credentials to access the portal.

There are no shared organization credentials. Each individual must **register as a new user** to gain access.

I am a new executive leader for an organization with an active grant and need portal access.

Please **register as a new user** using your name and email address. You will be linked to your organization once registration is complete.

A consultant is applying on behalf of my organization.

We strongly recommend that the **submitting portal user is a staff member** of the organization. The submitting user becomes the application's primary contact in our system.

- If a consultant will remain a key partner throughout the funded project, they may register using **their own name and email address**
  - Please note: a consultant may only be affiliated with **one organization at a time**
- If the consultant is only assisting with writing the application, a **staff member should register** and may share access with the consultant as needed

This ensures the correct primary contact is maintained if the grant is awarded.

Additional Resources

Please review the other documents available in the **Grantseekers** section of our website:

- Application Word document
- Grantseeker Resource Packet (eligibility guidance and preparation tips)