Online Account Setup, Helpful Hints, and FAQ's

Creating a New Account

Visit this webpage to set up your online grant portal:
https://www.grantinterface.com/couchfoundation/Common/LogOn.aspx

If your organization does not yet have an account, click the "Create New Account" button

Organization Information

Complete the required information and steps: Organization Information and Applicant Information, Executive Officer information (if you are not the Executive Officer, CEO or President) and so on.

THE COUCH FAMILY FOUNDATION

Create New Account

This registration process has multiple steps you must complete before you can apply.

⚠ Using the browser's back button will delete your registration information.

ℹ Fields with an asterisk (*) are required.

Organization Information
NOTE: You will not be able to change your organization information after registering.

Organization Name*

EIN / Tax ID (##-#######)*

Web Site

Telephone Number (###-###-#### x###)*

Organization Email

Address 1*

Address 2

City*

State*

Postal Code*

Country

[Cancel Account Creation] [Next Step]

Applicant Information

Create New Account

This registration process has multiple steps you must complete before you can apply.

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ⓘ Fields with an asterisk (*) are required.

Your Information

Copy Address from Organization

Prefix (Mr, Mrs, Ms, etc.)*

First Name*

Middle Name

Last Name*

Suffix (Sr, Jr, III, etc.)

Business Title*

Email / Username*

Email / Username Confirmation*

Telephone Number (###-###-#### x###)*

Mobile Number (###-###-####)

Address 1*

Address 2

City*

State*

Postal Code*

Country

Previous Step   Next Step

Registering an Executive Officer

Create New Account

This registration process has multiple steps you must complete before you can apply.

⚠ Using the browser's back button will delete your registration information.

ℹ Fields with an asterisk (*) are required.

Your Information

[Copy Address from Organization]

Prefix (Mr, Mrs, Ms, etc.)*	First Name*

Middle Name	Last Name*

Suffix (Sr, Jr, III, etc.)	Business Title*

Email / Username*	Email / Username Confirmation*

Telephone Number (###-###-#### x###)*	Mobile Number (###-###-####)

Address 1*	Address 2

City*	State*

Postal Code*	Country

[Previous Step] [Next Step]

Registering an Executive Officer (continued)

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Executive Officer (Executive Director, CEO, President, Program Director, etc.)

Are you the Organization's Executive Officer?*

○ Yes
◉ No

[Previous Step] [Next Step]

Creating a Password

The Couch Family
FOUNDATION

Create New Account

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ℹ Fields with an asterisk (*) are required.

Password
Passwords must be at least six characters long and may contain capital or lowercase letters, numbers, or any of the following special characters: !@#$%^&*()_

Password*

Confirm Password*

Previous Step   Finish

Email Confirmation

Ensure that you received the registration email from Couch Family Foundation administrator@grantinterface.com

If you cannot find this email, check your spam folder. All emails from the system will come from this address, so be sure to add it to your list of safe senders, if necessary.

Email Confirmation

> ℹ You will be receiving emails from this system about your request.
>
> To ensure you receive emails from this system we have sent you an email to confirm your account was created successfully. If you do not see an email from, 'The Couch
>
> Click Here for a tutorial about removing email addresses from spam filters.

○ I have received the email
○ Continue without checking
○ I have not received the email

[Continue] [Send Email Again]

Multiple Users

If more than one person will be applying for grants, please feel free to share this log in information with your coworkers.

If your agency requires multiple logins, please contact Paula Lentoni, help@couchfoundation.org. Please **DO NOT** create a duplicate organization profile.
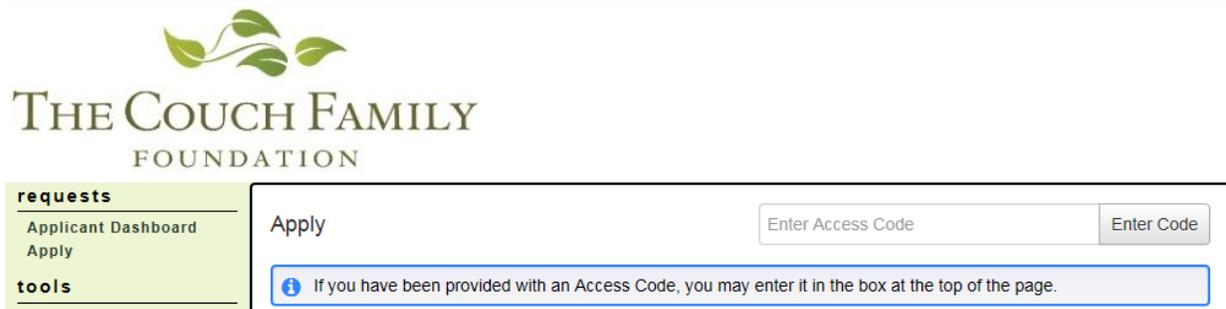
Applying for a Grant

When logged in to your new account, click the "Apply" link in the left sidebar.

Using an Access Code

If you have been given an access code to apply for renewed funding please enter it at the top of the screen.

Choosing an Application

There are two applications available to submit without using an Access Code.

1. Letter of Intent- For organization's new to the Couch Family Foundation

2. Annual Grant Application or Sponsorship Request- you may submit this application if the following conditions apply to your request:
   - Your organization has been invited by the Foundation in the last 12 months, **and**
   - Your organization has received funding for the past two years
   - Your request is for annual or sponsorship support
   - Your request is for $10,000 or less

If you have any questions regarding applying for this application, please contact info@couchfoundation.org.

GuideStar

If you would like to learn more about GuideStar Nonprofit Profiles, please visit the website below.

http://www.guidestar.org/rxb/products/resources/guidestar-profiles-for-grant-applications.aspx

https://learn.guidestar.org/update-nonprofit-report?search=false&search=false#UpdateProfile

About GuideStar Nonprofit Profiles

GuideStar Nonprofit Profiles provide information about the nonprofits in our database to the 7 million people who visit our website each year. Millions more see profile information on the more than 170 sites and applications that display GuideStar data.

So update your organization's profile today.

Have questions about updating or can't find your nonprofit on GuideStar? Contact us and let us help.

Helpful Reminders

- If you remain on a page with inactivity for longer than 90 minutes, you will be logged off for security reasons.
- You do not need to complete an application in one session. There is a 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. Auto save is noted by the border of the question highlighting in green.
- We will not review your application until it is submitted, so you can save and come back as many times as you would like.
- If you have more questions, please visit our Frequently Asked Questions page:

Frequently Asked Questions:

Q: What if my organization needs more than one login?
A: Consider sharing a login if you feel it is appropriate. If you would like more than one user to have a login, please contact Paula Lentoni, help@couchfoundation.org.

Q: What if I forget my password?
A: Use the "Forgot your Password?" link on the Log-on page.

Q: What if emails from the Foundant system are going to Spam folders?
A: Add administrator@grantinterface.com to your contacts, safe senders list or mark as "Not Spam" depending on your email service. All emails from the Foundant system will come from this email address.

Q: How do I upload files to my 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. If you need to add more than one, please contact Paula Lentoni for help.

Q: What if my file size is too big to upload?
A: You can take the following steps:

- Ensure that unnecessary graphics or attachments are removed
- Reduce the size of PDF files: Choose File> Save as Other> Reduced Size PDF
- Use this online tool to compress your PDF files into smaller sizes: https://smallpdf.com/compress-pdf
- Use Foundant's Fax to File option to create a smaller file
- After taking these steps, contact Paula Lentoni, help@couchfoundation.org if your file size is still too large to upload.

Q: How do I utilize the "Fax to File" tool?
A: Using the "Fax to File" tool can be pretty simple and can be used instead of a scanner to create an electronic version of a document:

- To start, click the Fax to File link on the left hand side of your screen
- Then click the Request a Fax # button and you will be presented with a toll-free fax number. You have this number for 20 minutes.
- Fax your document to the number provided. Send a separate fax for each document and do not include a cover sheet. All faxed documents will be automatically converted to a PDF. You have 20 minutes to fax your documents before the number expires.
- After you have faxed each separate document 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 questions on the online form.

Q: Why am I having trouble uploading my file?
A: There are a few different reasons that one may experience file upload issues:

- File names—remove extra periods or replace them with a dash or underscore
- File size—Files that exceed the maximum file size limit will cause an error.

Q: Can I upload more than one document into one upload field?
A: Yes. If you have multiple documents you will need to combine them into one file by using a scanner or the "Fax to File" tool before uploading.

Q: How do I delete a file that I have uploaded to a form in Foundant?
A: There are two ways to remove an old file from an application: 1. Once the 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 just be uploaded in its place and it will be automatically deleted.

Q: Can multiple users be Foundant working on the same application at the same time?
A: It is possible, but we do not recommend it. Foundant's auto-save feature could save over important changes made by both users.

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

Q: Which browser do you recommend we use?
A: For the best user experience when using Foundant, we recommend using the most updated version of Google Chrome, Firefox or Safari. It is fine to use Internet Explorer, but you may encounter some minor technical issues.

Q: What if my organization does not have an EIN?
A: Enter N/A in the field.

Q: What if I have further questions that you haven't answered here?
A: Please contact Paula Lentoni, help@couchfoundation.org with any further questions.