Northern New York **Community Foundation**

Grant Lifecycle Manager FAQs

The **Grant Lifecycle Manager (GLM)** system will enhance the Community Foundation grant process for applicants while supporting the Foundation's standards for grant stewardship. Your organization will be able to create a single user profile in GLM, input grant request information into an online application, and monitor your progress through evaluation stages.

The first person to register enters the organization's information, which creates the organization profile. It is important to enter this information accurately at registration, because after this point only Community Foundation staff may edit the organization profile.

If you are unsure whether your organization already has an account, please contact us before creating a new account.

Getting Started

Can I email or fax my proposal? The majority of our grant programs are only available online. Please contact Kraig Everard, Director of Stewardship and Programs, **kraig@nnycf.org** if you have questions.

I can't find the application I'm looking for. After you have logged into our online grant portal, click the "Apply" link at the top of your screen. This will take you to the list of grant opportunities currently accepting applications. If you cannot find an application here, its deadline may have already passed, or it may be available at another time.

Can I apply for more than one grant and/or fund at a time? Yes. The online grant portal allows you to start multiple applications to the funds for which you want your proposal to be considered. It is not possible to submit the same proposal to multiple funds.

Is my organization eligible to apply? Grants can only be paid to a registered 501(c)(3) nonprofit or to a public entity, such as a municipality. If your organization does not have this classification, you may partner with an eligible nonprofit organization, municipality, or entity to serve as your fiscal sponsor. Agencies seeking funding through this funding opportunity must confirm partnership with an eligible nonprofit organization or fiscal sponsor at the time a grant proposal is submitted. Please contact the Community Foundation for further assistance, if needed.

The Application

Do I have to complete my application all at once? No. At the bottom of the application is a "Save as Draft" button. We recommend you save your application often and before logging out. You can log in later to continue working on your application. Forms within the portal have an autosave feature to help prevent progress from being lost.

Why are there character limits to the application questions? There are limits on the amount of text you can submit. You will see a character counter displayed below the entry field. This will actively tell you how many characters you have entered and will let you know when you are approaching the limit. You will not be able to save a draft of your application if you exceed the character limit. You are not required to reach the character limit.

Attachments

What file formats will be accepted for attachments? We prefer that you attach files in a PDF format (.pdf). We will also accept files in Microsoft Word (.doc or .docx) or Excel (.xls or .xlsx).

How should I name my files? You should give each file a name that identifies your organization and the type of required document it represents. For example, a file representing your budget for the previous fiscal year could be named "OrgName-budget FY2020." Do not use any symbols except for a period or a dash, as symbols may interfere with the upload process.

Is there a size limit for file attachments? The maximum size for all attachments varies. If your attachment is larger than the allotted space, please contact us for assistance.

Can I upload more than one file in one upload field? You can only upload a single document in response to an upload question. If you have more than one file to upload, combine the files either electronically or via scanning.

I do not have the required attachments in electronic form. Can I make other arrangements to deliver them to you? The system will not allow you to submit your application unless you attach the required materials. If you do not have the documents electronically, you can scan the information into a PDF. If you do not have a scanner at your organization, consider scanning your documents at a copy shop or a public library. You can also use the 'Fax to File' option located in the main navigation of the online grant portal.

Troubleshooting

Why did I lose my edits? There are a few common reasons why this could happen: If you stay on one page for an extended period without saving, your account may "time out" without warning. A weak internet connection may momentarily disconnect your computer while you are working on the application. Forms within the portal have an autosave feature to help prevent progress from being lost.

As a safeguard, we recommend that you: Save your application often. To restore your edits, try: Reloading your internet page, as sometimes the browser will cache an older version of your page. Log out, wait a few minutes, and then log back in and reopen your application.

Why am I having problems uploading files? Double-check that there are no symbols in the file name and the file type and size meet the requirements. Sometimes the problem can be a corrupt file. Try saving a new, renamed version of the document. Try saving your file as a different type.

How do I print my application for my records? If you would like a paper copy of your application for your own records, log in to the application portal and choose the "Application Packet" link. This will create a PDF of your completed application. You can print or save this document. You will always have access to your application by logging back into the online grant portal, even after you submit it.

We're here to help!

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