Frequently Asked Questions

Search below for your question and follow the instruction outlined. If your question is not answered here, please get in touch with the Foundation at portal@foundation.ie.

Contents

Section 1: Logging in.

1. How do I log onto the Grants Portal?

If you have applied to Community Foundation Ireland for funding in the past on behalf of your current organisation, you may already be in our system. You will be invited to 'Forget your Password' and then log in with your new details.

If you have <u>never</u> applied for funding before, or you have recently joined your organisation, you may need to register an account to access your Grants Portal. Click Register Here' to go through the registration process.

When you log in, you will be able to see all of the previous applications submitted by your organisation and opportunities to apply for funding.

2. I don't have a password, what should I do?

If you are logging in for the first time but you have received a grant from Community Foundation in the past, you can click 'Forgot Password' where you will be prompted to set a new one.

If you have never applied for a grant in the past, you won't already be on our system, in this case you will need to Register instead.

3. I've clicked 'Forgot Password' but I haven't received an email, what should I do?

If you haven't received an email to reset your password, email portal@foundation.ie and we can set up a temporary password for you. You will then be prompted to set your own.

Section 2: Registering for the first time.

1. I'm registering for the first time and the Grants Portal is saying that I already have an account, what should I do?

If you try to register to the Grants Portal, but our system recognises your email, this means you are already on our system. Instead of registering again, you can go back to the login page and click 'Forgot Password' instead. Once you have reset your password you can log in as normal.

2. When I register, I can't see my organisation listed. What should I do?

When you register for our Grants Portal, you will register both yourself and your organisation. Start typing your organisation's name, charity number or company number into the drop down to see if it is already on our system.

For example:

If your organisation is not listed there, this means that we don't have it in our system. You can register your organisation by clicking 'Click here to add a new organisation'.

You can then fill in the basic information about your organisation.

3. I'm registering my organisation, but I don't know what kind of organisation it is. How do I decide which one?

Every organisation will fall into one of the categories on our registration page:

Registration Options

I am applying as:

- Co-Operative
- Company Limited by Guarantee (CLG)
- Designated Activity Company (DAC)
- Friendly Society
- International Company
- Other
- Primary School
- Royal Charter Governance
- Secondary School
- Sports Body/Club
- Statutory Body
- Trust
- Unincorporated Association

You can choose from one of the options here based on your organisation type. You can find out what type of organisation you are from the Charities Regulator website, from your constitution or by asking a colleague.

If you are based outside of the Republic of Ireland, please choose 'International Company'.

If you are not a formally constituted organisation ie you are not a company, it is likely that your organisation is an Unincorporated Association. Unincorporated Associations include:

- Tidy Towns,
- Active Retirement Associations,
- Residents Associations
- Men's Sheds.

4. Where do I find my charity or company number?

If you know you are a charity, you can find the 8-digit charity number on the Charities Regulator website. Please make sure that you submit the 8-digit charity number, and not the 6-digit Company Number or 4-digit CHY number.

If you know you are a company, you can find your 6-digit company number on the Companies Registration Office website.

5. I've just registered for the first time, what happens next?

Once you have registered on our Grants Portal, your registration will be reviewed and approved by the Foundation. Please allow one working day for us to approve your registration onto the system. Once you have been approved, you will receive an email with instructions to go to our Grants Portal login page and click 'Forgot Password'.

Section 3: Updating your organisation's information.

1. Why do I need to complete the information about my organisation?

It is important that we have up to date information about your organisation, so we can complete our Governance Checks. These checks form part of our assessment to ensure that the funding we award will be managed well.

It is important that we have up to date information about staff at your organisation so we can reach out to the correct main point of contact for each application and funded project.

2. What documents do I need to upload when I update my organisation's information?

Each organisation will be required to submit Governance Documents. This includes:

- **Governing Document** such as a Constitution or Memorandum and Articles of Association.
- **Proof of Identity of two Trustees or Committee members**.
- **Financial Accounts or Income and Expenditure for the most recent financial year**. These must be signed. For organisations with an annual income of €100,000 or more, these must be audited.
- **Financial Accounts or Income and Expenditure for the previous financial year**. If you have submitted your 2022 accounts above, please submit your 2021 accounts here.
- **Bank Statement Header** that includes your organisation's name, BIC and IBAN. We do not need to see any of the transactions.
- If you are a Company, the **Certificate of Incorporation** or equivalent.

For organisations based outside of the Republic of Ireland, additional documentation may be required:

- **Policy for recording and handling donations**.
- **Tax Clearance Certificate** if relevant and available.
- A formal English translation of your **Governing Document** if not already in English.
- A formal English translation of your **Annual Accounts** if not already in English.
- A formal English translation of your **Auditors Report** if not already in English.
- A formal English translation of your **Annual Report** if not already in English.

Please make sure you have these documents ready and submitted before you apply for funding. Missing or incorrect documentation will impact your ability to receive funding.

3. Why do I need to upload formal ID for my trustees/committee members?

As per the Money Laundering and Terrorist Financing Act 2010 we require formal identification for two trustees/directors/committee members. This information is important as it allows us to verify that the trustees are real people. Once we have verified the identity of these Trustees, we will delete the information from our database.

4. How do I upload formal ID for my trustees/ committee members?

Organisations must upload IDs of two of their Trustees/Directors/Committee members. One of these Trustees/Directors/Committee members who submits their ID must also submit proof of address.
We will accept photos or scans of formal identity documentation such as passport, driver's license, or for Irish nationals, we will accept a photo or a scan of a public services card.
Proof of current address can include a recent household bill or bank statement header.

We recommend that you collect together the photos or scans of the relevant IDs and proof of address before uploading them to the system. You can upload multiple documents to the Grants Portal in Word or PDF format.

5. **Do I need to update this information every time I apply?**

Once you have submitted your governance information and documentation, you will not need to submit it again for another 12 months. You will <u>not</u> need to submit the information every time you apply for funding.
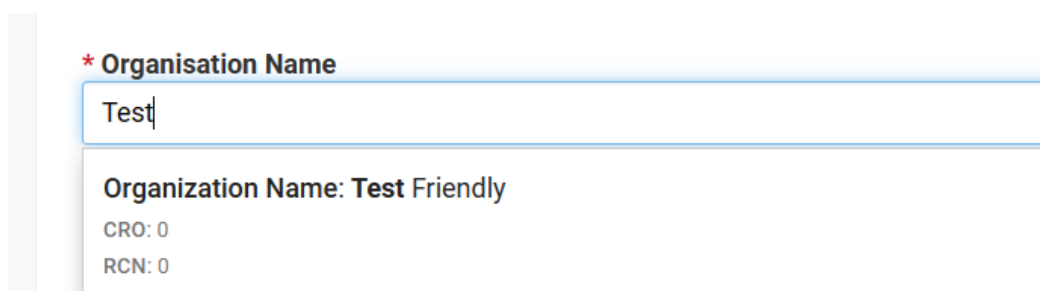
If you need to update the information, for example, you recruit a new board member, you will need to update the information as soon as possible and resubmit to the Foundation.

Section 4: Adding/removing colleagues to your organisation on the Grants Portal.

1. **How does my new colleague sign up to the Grants Portal?**

If you have a new colleague join your organisation and you would like them to have access to the Grants Portal, there are two ways of doing this:

  a. They can register on the <u>log in page</u> and choose the organisation from the drop-down list:

  b. Or, the Organisation Manager can add them to the organisation manually by clicking the 'Add New Staff User' button and adding in their contact details.

Every organisation will have one Organisation Manager who can approve, add and deactivate staff users via their Portal. If you can see the 'Add a New Staff User' button, you are the Organisation Manager.

The Organisation Manager can then approve their access to the system. Now the new colleague can go to the login page and click 'Forget Password'.

2. **Why does my new colleague need to be approved? Who can approve them?**

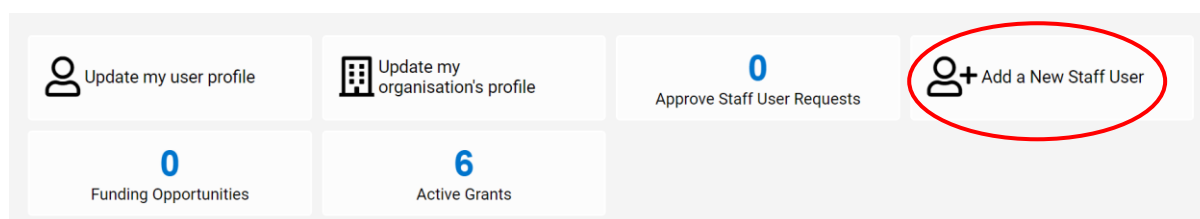All users of the Grants Portal need to be approved either by a member of staff at Community Foundation Ireland or by their Organisation Manager in their organisation. Every organisation will have one Organisation Manager who can approve, add and deactivate staff users via their Portal. If you can see the 'Add a New Staff User' button, you are the Organisation Manager.
This is to ensure that only real people are logging into the Portal and only the correct people have access to your organisation's sensitive information.

3. **If a colleague leaves my organisation, will they still have access to the Grants Portal?**

A colleague will lose access to the Grants Portal once they are deactivated. They can deactivate themselves, or the Organisation Manager can deactivate them.

4. **How do you remove a former colleague from accessing the Grants Portal?**

Once a member of staff leaves an organisation, they will need to be deactivated from the Portal to make sure they no longer have access to the sensitive information.

Someone can deactivate their own account by clicking 'Update my user profile', and then clicking 'Deactivate'.
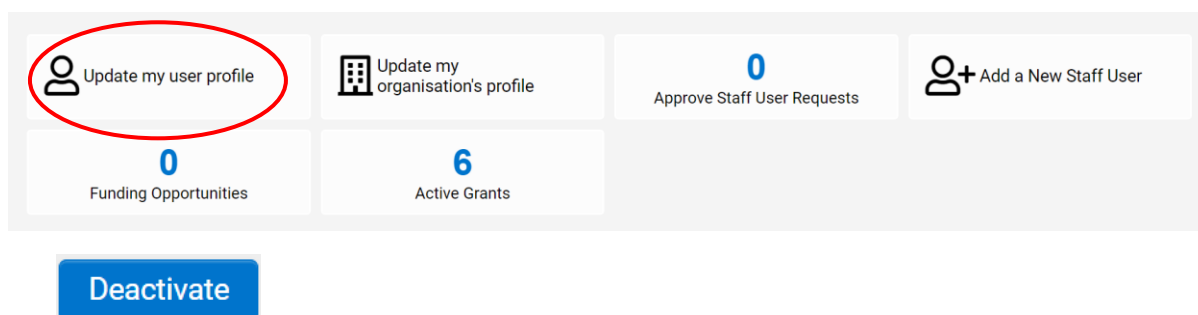
Or, if they have already left, the Organisation Manager can deactivate a member of staff by:

    a. Going to Update my Organisation's Profile,
    b. Choosing Contacts from the list down the left-hand side,

c. Opening the account of the person they wish to deactivate.
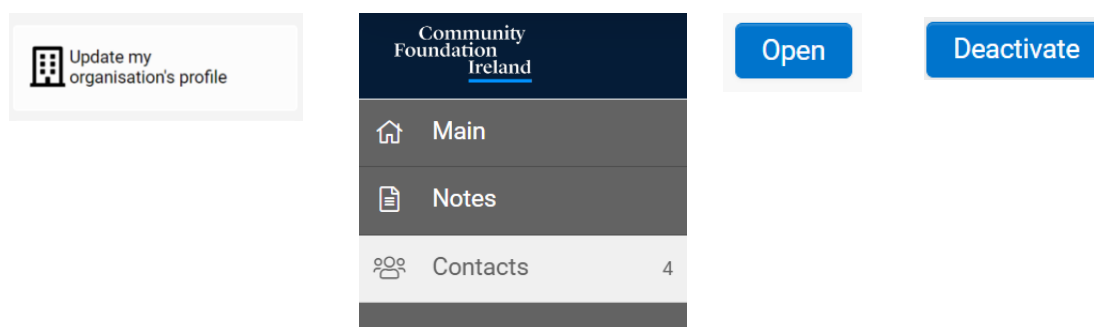
5. If a colleague leaves my organisation, how do I update the grants that they were a main contact for?

When a colleague leaves your organisation, the grant applications for which they were the main contact will need to be updated to reflect the change. The Organisation Manager can go into the active grants that they are associated with and replace their name as the main contact with the new main contact. If the new contact is not already registered on the Portal, they will need to register and be approved before they can be changed to the main contact for the grant.
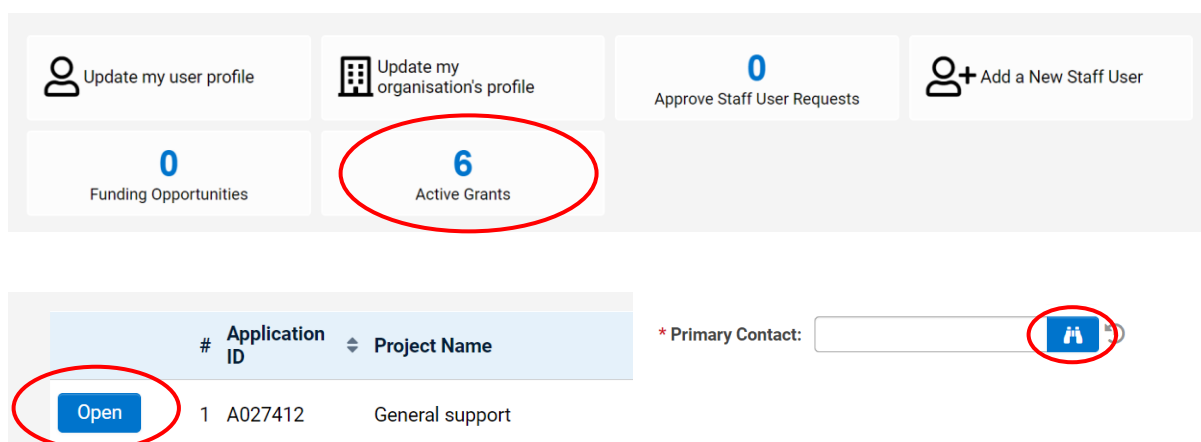
Section 5: Applying for funding.

1. How do I apply for funding?

When you log into the Grants Portal, you will see the number of Funding Opportunities available to you. This will include open grant rounds where any organisation can apply if they meet the criteria or invite-only grant rounds where you have been invited to apply specifically.
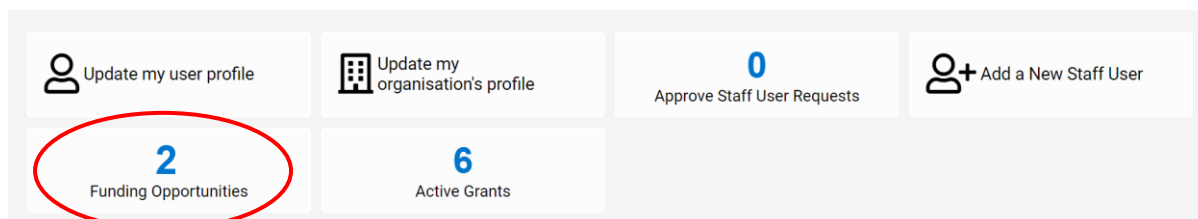
2. Where can I find information about the grant round or criteria?

You can find information about the grant round by clicking on Funding Opportunities and choosing the grant round you would like to apply for. This is where all the introductory information on the grant round is stored, and the criteria document will be attached. Please ensure you have read the criteria document before applying to the grant round.

Click Apply Now to access the application form.

3. What is the deadline for applying for funding?

Each grant round will have a different deadline to apply for funding. You can see the open and close dates when you open up the round. Please also take note of the close time, as once the grant round has closed you will not be able to complete and submit your application.

4. How do I know if my proposal will fit the criteria of a grant round?

If you have an idea that requires funding, it may suit one of our open grant rounds. Each grant round will have criteria outlining what kinds of organisations and what kinds of projects are eligible. First thing you can do is check that your organisation and the project will fit the criteria. If it doesn't meet the eligibility criteria, you will not be successful in your application.

The criteria will also outline what proposals will be prioritised in the assessment. So if you meet one or all of the priorities, this will improve your chances of being funded.

Make sure you include lots of detail in your application so our assessors can clearly understand how the funds will be spent.

5. How do I find all of the application questions?

There are a number of different sections to the application form, please remember to click through all of the tabs before submitting your application. You can also click 'Next' at the bottom right-hand side of the screen.

You won't be able to submit your application until all of the mandatory questions are filled in. Take a look at the Grant Round Help Guide specifically for the grant round to which you are applying for all of the application questions in Word format.

6. What documentation will I need to submit with my application?

Bank Statement Header	Only if you would like the funds transferred to a different bank account than the one that is already on file.
Tax Clearance Certificate	Only if you are requesting more than €30,000.
Policy for recording and handling donations	Only if you are requesting more than €100,000.
Engineers Report	Only if you are requesting support for a capital project of more than €25,000.
Quotes or Quantity Surveyors Report	Only if you are requesting support for a capital project of more than €25,000.

You may be requested to supply additional documentation such as an Equal Opportunities policy or Safeguarding policies. We will be in touch if we need these.

7. When will I find out if I am successful in my application?

Every application that is submitted will be assessed by the Foundation. Assessment includes:

- How well a project fits our mission and the criteria of a grant round,
- How impactful the project is expected to be,
- The strength of the project budget

We aim to get back to applicants within a few weeks of submitting an application, but for some of our larger grant rounds, where we receive hundreds of applications, it can take us 8+ weeks to assess the proposals. Please keep this in mind when you are planning your projects.

8. We've been told we are successful in our grant application, what happens now?

If you have been successful in your application for funding we will be in touch with a Grant Agreement that outlines the terms and conditions of the grant.

### 9. How do I get in touch with someone at the Foundation if I would like information on my application?

You can reach out to Community Foundation Ireland on a specific application by logging into the Grants Portal, finding the submitted application and adding a Note to the Foundation. We will be able to respond to your question through the Notes feature.
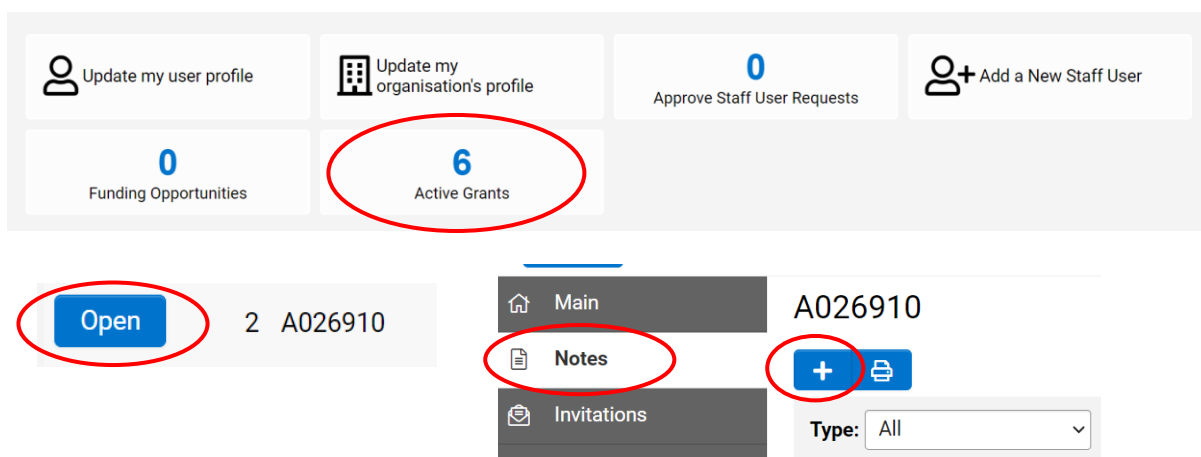
Section 6: Project Changes.

1. I have received an email saying that revisions are requested to my application. What does this mean?

Sometimes, the Foundation might ask you to make an update to your application after it has been submitted. This might include adding more detail to a particular answer or adding additional documentation. Once a revision has been requested you will receive an email outlining the revision required. You can log into your Grants Portal and find the application in question by clicking on 'Revisions Required'.
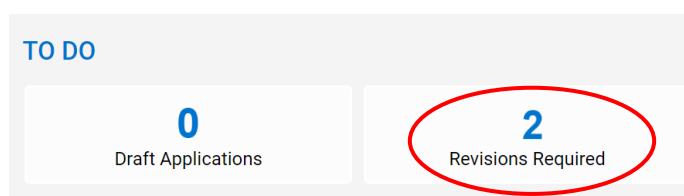
2. How do I resubmit my application once I have made changes?

Once you are happy with the changes you have made to your application, you can click 'Submit Revisions'. The Foundation will then review the changes you have made. Remember to check all of the tabs to find all of your answers to the application questions.

3. If I have been asked to make a revision to my application does that mean I am more/ less likely to receive funding?

If you are requested to make revisions to your application, this means we require additional information in order to complete our assessments. This doesn't indicate anything about the likelihood of funding at this stage.

4. I am part way through a grant project, and we need to change the budget/ activities. Do I need permission to do this?

Yes, all changes to the project including activity changes, budget changes and extensions must be signed off by the Foundation. This is a requirement of receiving the funds as outlined in the Grant Agreement.

5. How do I request to change our project activities or budget?

In order to request a project change (significant changes to the budget or project activity), you can log into the Grants Portal, find the relevant application and click the button 'Request a Project Change'.
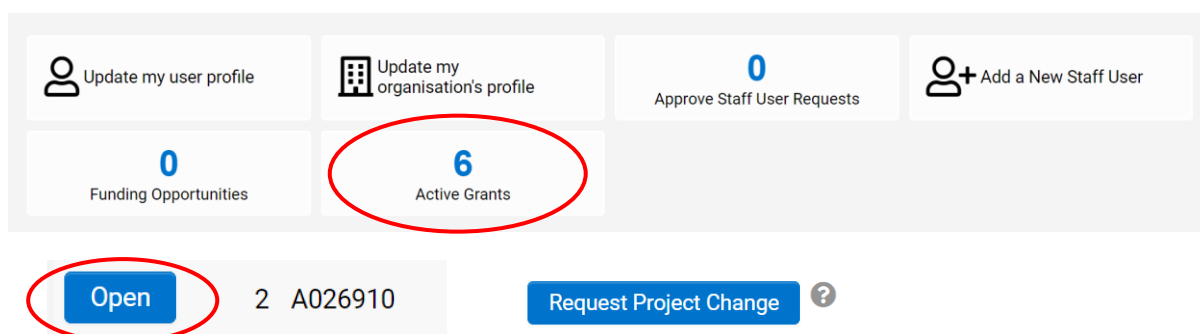
You can then complete the questions to outline the type of project change required. Please include a good level of detail to help us to provide a timely response.

6. We have come up against delays in our project. Can I request an extension, or do I need to return the funds?

We understand that projects may face delays as a result of things outside of your control. In the case of extenuating circumstances, you can request an extension to your project to allow you to continue to spend down the funds beyond the original time period allocated for the piece of work. If the request for an extension is significant, the Foundation may require you to return the funds instead; however, this is generally the last case scenario.

As a general rule, keep the Foundation up to date on how your project is progressing so we can respond to any issues with the project as they arrive.

7. How do I request an extension to our project?

In order to request a project extension, you can log into the Grants Portal, find the relevant application and click the button 'Request a Project Change'.

You can then complete the questions to outline the type of project change required. Please include a good level of detail to help us to provide a timely response.
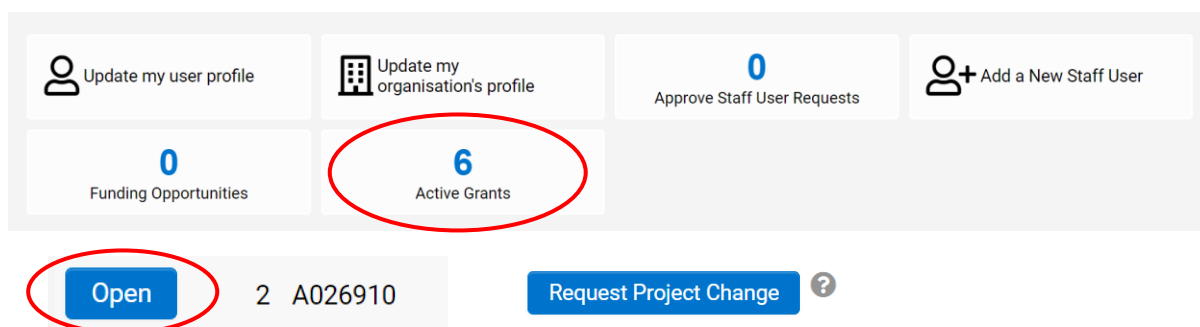
8. I haven't heard back about my project/budget/extension request, what should I do?

Generally, the Foundation will respond to a request for a project change within a week. If you have not heard from us within 5 working days, please reach out to the Foundation at portal@foundation.ie.

Section 7: Reporting on your project.

1. I have logged in and I can't see some of the grants we have been awarded, how can I find them?

If you are missing grants or reports from the Grants Portal, let us know, and we will track it down and link it to your account. Email us at portal@foundation.ie.

2. I see lots of overdue reports on my Grants Portal, do I need to complete them all?

You might see multiple overdue reports on your Portal, some of these reports might be from a number of years ago. For the moment, you only need to provide reports where the Foundation has requested them. We are currently tidying up what reports are required and which ones are not.

3. I have been awarded unrestricted funding for my core costs. Do I need to report back on what the funding was spent on?

Sometimes donors at Community Foundation Ireland will provide funding for core costs of an organisation. These funds are unrestricted and can be utilised however the grantee feels is most useful. As these funds are not restricted to a particular project, we do not need a formal progress and outcome report. But we will require a short outcome report 12 months after the grant was paid, outlining the activities that have taken place over the previous 12 months. We will get in touch with you when this report is required.
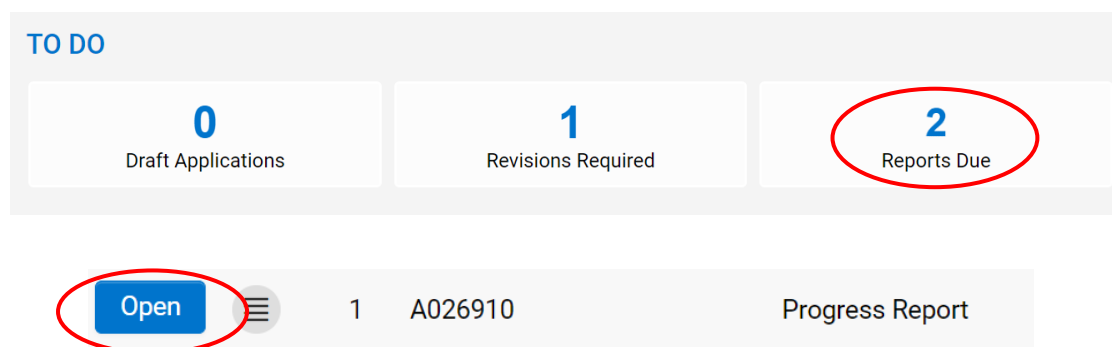
4. How often do I need to report on my funded project?

All grantees will be required to provide formal reports on their funded project. These are usually every six months, but specific dates will be outlined on your Grant Agreement. This is a very important part of the Agreement, as these reports allow the Foundation to accurately reflect on the impact of our funding, and to report back to our own funders. Overdue or missing Progress or Outcome reports will impact your organisations' ability to receive future funding.

If you have been awarded an extension to your project, you will still be required to complete a Progress Report every 6-months. The extension may mean that you have an additional Progress Report to complete.

5. How do I report on my funded project?

When a Progress or Outcome report is due, you will receive an email from the Foundation outlining what report is due and the deadline for its submission. We will always give you a few weeks to complete your report. To submit a Progress or Outcome Report, you can log into the Grants Portal, find the reports that are due in and open the relevant report to complete and submit it.

6. **What if I need to share updates outside of the formal reporting periods?**

You can keep us up to date on your projects at any time by emailing your contact at the Foundation or logging into the Grants Portal and adding a Note to your project. If you anticipate that you will need a project extension or a project change, get in touch with us early so we can provide as much support as possible.