



Gifts & Grants Online **Frequently Asked Questions**

Question: How do I access *Gifts & Grants Online*?

Answer: Access *Gifts & Grants Online* by going to The Cleveland Foundation's website under the Grants/Grantseekers page.

Question: Can multiple users be logged in at the same time?

Answer: *Yes, multiple users can be logged in at the same time to view information. Only one person should be logged in when updating or making changes.*

Question: I tried to upload a picture or logo for my organization and the system gives me an error message.

Answer: *The logo or picture must be in a gif, jpg or png file type and must not be larger than 20K.*

Question: How do I get the budget information to display?

Answer: *To get the full budget page to display you must fill in the columns under Budget Name, Budget Start Date, and Budget End Date (Date format yyyy-mm-dd). Click on the "Display" button and choose select. The budget form should now appear.*

Question: How do I indicate to The Cleveland Foundation staff that my organization profile is ready to be reviewed?

Answer: *Log onto Gifts & Grants Online using the "login" tab using your Username and Password. Once you log in, the system will take you to the Organization Home page with your name at the top. Scroll to the right and check the box labeled "All information has been completed"*

Question: How is my profile information going to be used?

Answer: *The data on your profile will be used by Foundation Staff as part of the grant review process. Donors will use the data to learn about your organization. Foundation constituencies may use the data to find collaboration partners.*

Question: Who has access to view my profile information?

Answer: *Anyone with a user name and password. In most cases this includes everyone listed in the answer to the question above.*

Question: How often should I update the data?

Answer: *We recommend you update the data at least once a year or whenever there is a change in staff or board members.*

Question: When I try to apply for a grant, I receive the error message “ID not passed in.”

Answer: Before you click on an application to apply, you must be logged into Gifts & Grants Online by clicking the “login” tab at the top of the website and log in using your Username and Password. Once you log in, the system will take you to the Gifts & Grants Online page with your name at the top. From here use the orange menu at the left to access the Apply for Grants page. Click on the application you wish to complete.

Question: I started an application, saved the data, and now want to return to that application and make changes before I submit it. Where do I find the application I started?

Answer: Log into Gifts & Grants Online by clicking the “login” tab at the top of the website, then enter your Username and Password. Once you log in, the system will take you to the your Home page with your name at the top. Scroll down the page until you see “Organization Proposals” in the middle block. Click on “Continue Working” to continue working on the application that you had previously saved.

Question: How do I change my internet settings to prevent the pop-up window about mixed content messages from appearing?

Answer: Using the steps below should prevent the security pop-up window. The screen prints may also be helpful.

Internet Explorer Menu

Click on Tools

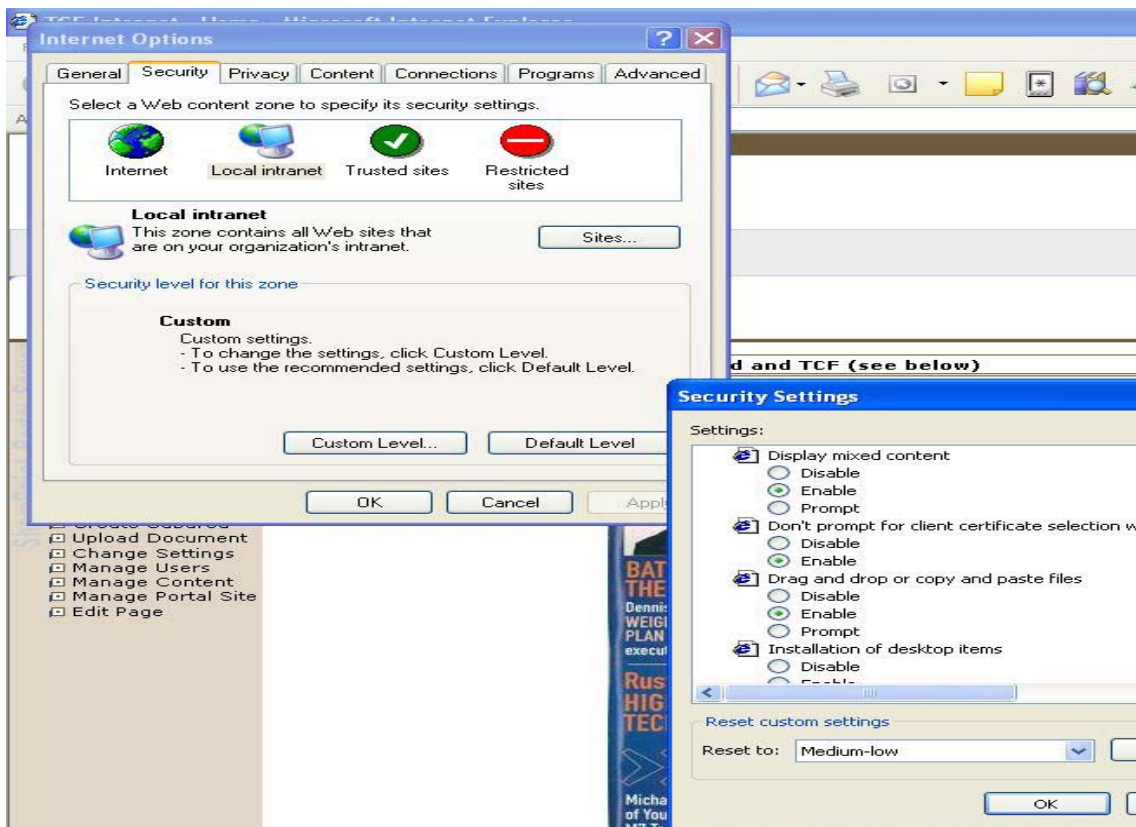
Select Internet Options

Click on the Security tab

Click on the button labeled "Custom Level" (near the bottom of window)

Scroll down to main section "Miscellaneous" until you see "display mixed content"

Click on the “Enable” button, click "OK", click "Yes", then "OK" to close.



GLOSSARY

Capital Request – A planned undertaking to purchase, build or renovate a space or building, or to acquire equipment.

In-Kind Support – A contribution of equipment/materials, time, and/or services that the donor has placed a monetary value on for tax purposes.

Methodology – A sequence of activities needed to accomplish the program objectives.

Operational Support – A grant given to cover an organization's day-to-day expenses such as salaries, utilities, office supplies, etc.

Outcomes – The changes in (or benefits achieved by) individuals or communities due to their participation in program/project activities. This may include changes to participants' knowledge, skills, values, behavior, condition or status. In general, outcomes are described in quantitative or qualitative terms.

Quantitative (or Measurable) outcomes are changes or benefits that can be measured or counted and expressed with a numerical value. For example, 30 of the 40 third-grade students participating in the literacy program will increase their reading level by one grade level.

Qualitative outcomes are changes or benefits that refer only to the characteristics of something being described, rather than exact numerical measurement. Qualitative changes can be observed (or detected through the senses) and are generally described in a narrative form. For example, the mother of a student participating in the literacy program stated that her daughter no longer feared reading aloud in class now that she could read at the same level as her classmates.

Program – An organized set of services designed to achieve specific outcomes for a specified population that will continue beyond the grant period.

Project – A planned undertaking or organized set of services designed to achieve specific outcomes that begins and ends within a specified time period. (A successful project may become an ongoing program.)

Technical Assistance – Operational or managerial assistance given to a nonprofit organization. It may include fundraising assistance, budgeting or financial planning, program planning, legal advice, marketing or other aids to management. Assistance may be offered directly by a foundation or corporate staff member or in the form of a grant to pay for the services of a consultant.