FREQUENTLY ASKED QUESTIONS
Grants Portal

How do I apply for Greater Milwaukee Foundation's or community foundation affiliate's competitive grant using the grants portal?

Greater Milwaukee Foundation (Foundation) has a new Grants Portal for competitive grantmaking. Before accessing the Grants Portal, we strongly encourage you to review the information contained within 'Grantmaking Priorities and Guidelines' to ensure eligibility. Application steps can be found within 'How to Apply for a Grant'. On the top right navigation of our website there is a link for 'Grants Portal' which will launch the new system.

Why a new portal?

The Foundation has used the grants management portal, Philanthropy Online, for over 10 years and has determined that the time has come to offer a portal with more modern features to provide a more efficient grants management experience to applicants and staff. Within the Grants Portal organizations will be able to:

- Manage their organization and contact information
- Access applications and apply for grants
- View their application and grant history going forward
- Access their grant agreements, payment dates and report due dates
- Submit their grant reports

Through this new Grants Portal, we hope to provide you with a better relationship management tool as well as an improved application process.

What happened to the previous system, Philanthropy Online?

Philanthropy Online will continue to be used as our dedicated Donor Portal and will continue to provide our donors with information on local nonprofits for their funding consideration.

I had already registered via the Philanthropy Online system. Do I have to register again?

Some organizations will already have their information populated in the portal if they

1) applied and received discretionary funding through POL previously; and

2) received discretionary funding within the last 5 years. Organizations that have never received funding or have not recently received it, may have to register as a new user and create their organization profile.

How can I make sure donors know about the important work done by my organization?
Please contact Joseph Brooks, Senior Director for Donor Services, to find out how to provide additional information about your organization to donors.

Is there still a Letter of Inquiry (LOI) process?
A Letter of Inquiry may be made available during future grant cycles. Information will be included on our website whenever a Letter of Inquiry is needed.

Are there application questions different from when Philanthropy Online was in use?
The application questions have not changed because of the new Grants Portal. Questions will continue to vary based on which grantmaking priority application is being completed.

Why are you no longer asking for the IRS Determination Letter?
In most cases, the Grants Portal will automatically verify the organization's tax status via the IRS negating the need for attaching an IRS determination letter.

What if I need help using the new Grants Portal?
We hope that you find the Grants Portal easy to use. However, should you have any difficulty you are welcome to contact us at:

> ciadmin@greatermilwaukeefoundation.org

> Brad Ambelang, Program and Grants Associate, 414.336.7074
> Liliane McFarlane, Grants Manager, 414.336.7043

Please consider the following common troubleshooting matters:

1. **Connectivity**: The Grants Portal is cloud-based, PC and Mac compatible and should be accessible anywhere there is good internet connectivity. If you can access any website, including the Foundation's website, then you should be able to access the Grants Portal.
2. **Browser**: The Grants Portal works best on Chrome and Safari. If you are using a different web browser, may we suggest you try one of those.
3. **Login**: If your organization information was transferred from POL your new username is your email address. You will need to create a new password using the reset or create password link or register a new user profile.
4. **Cache**: Please consider dumping your cache. If need be, coordinate with an IT provider or visit online resources.
5. **Computer**: While the Grants Portal works on any web-enabled device, the recommended use for the application process is via a desktop or laptop.