Project Reinvest Grant Program

# NeighborWorks America Grants Portal
# User Guide (Registration & Application Submission)

*The following document provides helpful information and tips for accessing the NeighborWorks America Grants Portal and submitting a Project Reinvest application.*

## Contents

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## Contact Us

Grants or Program Support Questions

Please contact the Project Reinvest team at projectreinvest@nw.org with questions related to any Project Reinvest funding opportunity or application.

Technical Support Questions

Please contact 1-866-720-1807 if you experience difficulties with the NeighborWorks America Grants Portal. This phone number is a help desk for the online application system only. Hours of operation: 9:00am to 6:00pm EST Monday through Friday (excluding holidays).

## General Tips and Reminders

This guide was created to provide *Project Reinvest* applicants with guidance on accessing and using the Grants Portal. NeighborWorks America offers the following general reminders and tips to successfully do so:

- To the extent possible, complete narrative responses in a separate document to avoid lost work.
- The system will not auto-save your application. Click "Save" often so that work is not lost.
- If you believe you are not receiving Grants Portal emails, please be sure to check your spam folder in the unlikely event that your emails are being inadvertently redirected there.
- Before submitting, be sure to double check each mandatory field and all attached documents to ensure completeness and accuracy. Please note that incomplete or ineligible applications will be automatically disqualified in the review process with no opportunity for resubmission.
- The Portal is powered by Fluxx and currently supports the following web browsers:
  - Google Chrome
  - Internet Explorer Version 11+
  - Safari
  - Firefox

*NeighborWorks America Chartered Organizations: to access the new Grants Portal, network members will need to register to receive a username and password for your organization. Login credentials from the previous GrantWorks system will not work in the new system.*

## Steps for Portal Registration and Application Submission
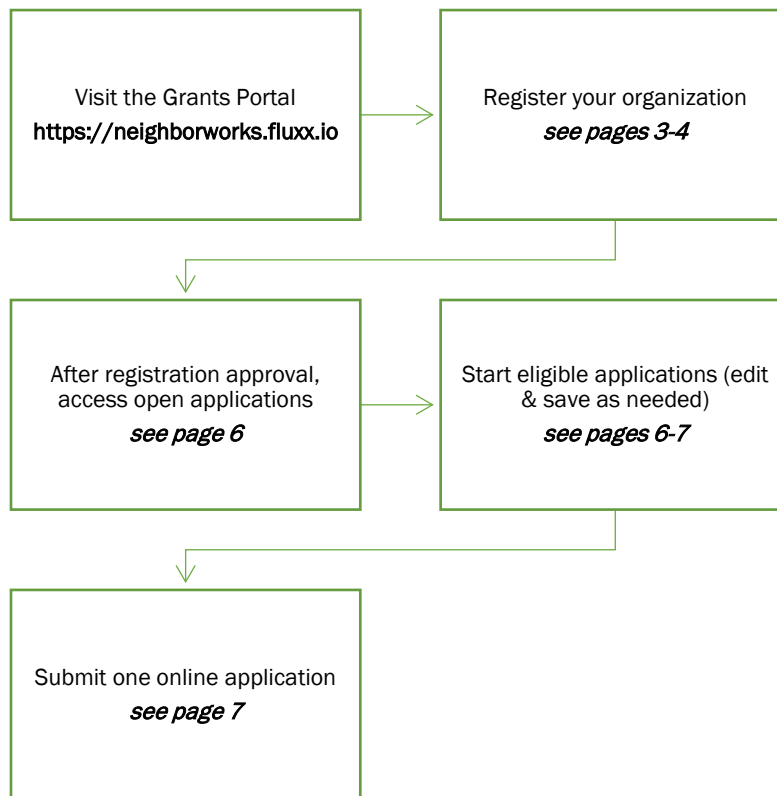


## Portal User Types

There are two security roles defined for NeighborWorks America Grants Portal users: Authorized Official and Organization Editor. These two roles have different security permission levels to work on applications. An organization's Authorized Official, a senior manager within the organization with the authority to approve and enter into contracts and agreements with third parties, can add Organization Editors to its organization profile. Organization Editors do not have permission to initiate, withdraw or submit grant applications.

| User type | Permissions | Maximum number per organization |
|---|---|---|
| **Authorized Official** | Full rights to initiate, edit, save, delete and submit an application as well as complete portal registration. | 5 |
| **Organization Editor** | Full rights to edit and save an application. | 5 |

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## Create an Account and Log In

**Users can access the NeighborWorks America Grants Portal at: https://neighborworks.fluxx.io**

In order to log in to the system for the first time, you will first need to register by clicking "Create an account now". Registration is restricted to Authorized Officials that have the authority to submit a grant application on behalf of their organization.



Authorized Officials may add up to five Organization Editor users at the time of registration by selecting "Yes" when asked if you would like to add another user.
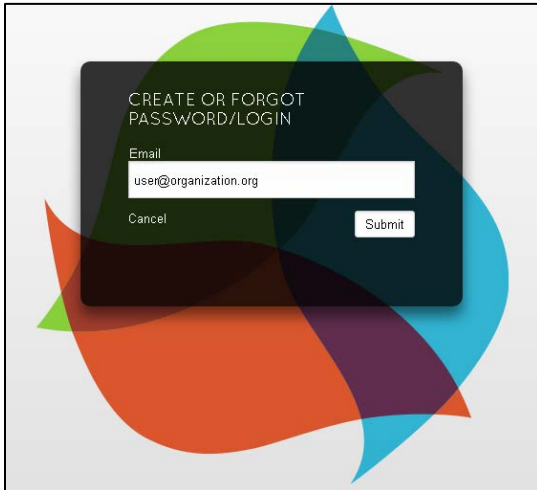


Note that your registration may take up to two business days to be reviewed. If your registration is approved, you will receive a confirmation email with the subject line "New User Information" that includes a link to generate your username and reset your password. Click this link, enter the email address associated with your registration, and click "Submit".

After completing this step, you will receive an email with the subject line "Password Reset" that includes your portal username and a link to create your password. Your newly created password must include:

- A minimum of 9 characters
- No more than 2 repeated characters in a row
- At least one upper case letter
- At least one lower case letter
- At least one number
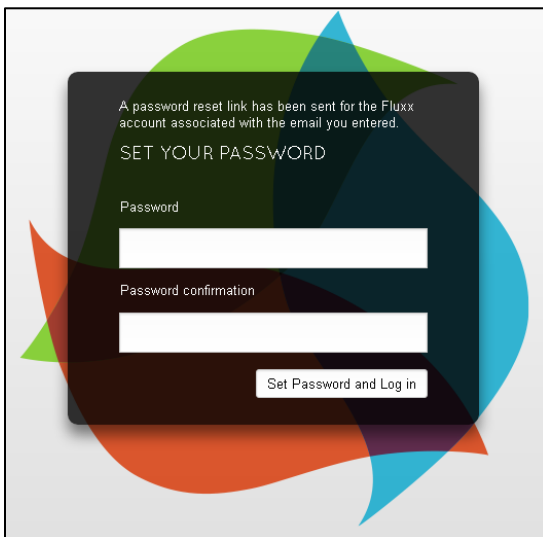


Once you have set your password, the registration process is complete and you may log directly into the portal.

## Add Additional Users after Registration

Authorized Officials can add additional users to their organization account after the point of registration by emailing the full name, email address, and user type (Authorized Official or Organization Editor) for each new user to projectreinvest@nw.org. Overall limits of five total Authorized Official users and five total Organization Editor users per organization apply to any additional users added to an organization's account after the initial registration process.

## Create an Application



To create a new Project Reinvest application, click the "Apply Now" icon from the portal dashboard. All open Project Reinvest funding opportunities will be listed on the next page. Click the green "Create Application" button for the opportunity you are interested in applying for to create a draft application.

## Edit or Review a Saved Application

To access a saved application draft, click "Pending Request" on the grantee dashboard.
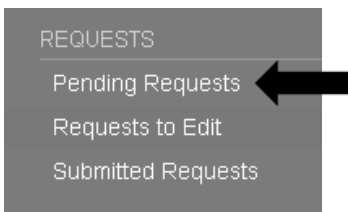


Select the draft you would like to edit and click "Edit" in the top right corner of the screen. From this screen, you may also click the printer icon to access a printer friendly view of your application content.

## Save Your Application

You can save your work at any time while working on your application. To do so, go to the bottom of the application and click "Save". **Work is not automatically saved in the system, be sure to save before closing your web browser or work will be lost**. To exit the current application without saving, click "Cancel". **Please note that attachments uploaded in the process of editing an application will not appear in the Attachments section until the application has been saved.**

## Upload Attachments

1. Within the application, questions requiring an upload have a blue plus sign on the right side of the page. Click ⊕ to open the upload window.
2. Click "Add Files" to browse for and select the file you want to attach. Once you have selected a document, select the corresponding document type from the drop down list.
3. Add any additional documents via the above steps and, once finished, click "Start Upload" to attach the files to your application.
4. Close the pop-out window and save the application to confirm that the document(s) have successfully uploaded.

## Withdraw a Draft Application

If you have saved a draft application and would like to delete the draft, click "Withdraw Application" to do so. You will receive an email shortly thereafter confirming that your draft application has been withdrawn. If you have withdrawn a draft application in error, you may start a new application by following the steps above.

## Submit Your Application

When you have completed your application and are ready to submit, click "Submit" at the bottom of the page. All required fields must be completed and all required uploads must be attached in order for your application to be successfully submitted. If you attempt to submit an application that is missing required information, a system generated error field will appear.

**No technical support staff will be available after 6PM EST on the day of the application deadline**. It is highly recommended that applicants submit their full application before the final day of the application deadline to avoid any technical delays. **No applications will be accepted after the stipulated deadline, without exception.** There are a limited number of support staff available to assist applicants with their application submission and calls will be answered on a first come, first served basis. Please note that incomplete or ineligible applications will be automatically disqualified in the review process with no opportunity for resubmission.

To view previously submitted applications, click "Submitted Requests" from the requests menu on the left side of the portal. Note that submitted applications are read-only and cannot be edited.



## Frequently Asked Questions

1. **Can I revise my application after it has been submitted?** No. Once you have submitted your application, you will no longer have an opportunity to edit or revise the submitted content. Please note that applications that are missing required information or supporting documentation may be declined without additional review.

2. **How long after submitting a registration can I expect to receive an email notifying me of my registration status?** You should receive an email either approving or denying your registration within two business days of submission. If your registration has been approved, this email will contain a link to generate your log in credentials.

3. **What if I don't know my username?** Your username is the email address associated with your account. If you have previously registered and have forgotten your username/email, please send an email to projectreinvest@nw.org that includes your name and the organization associated with your account and we will provide you with your portal username/email.

4. **Can I log out of the portal and return to my application at a later time?** Yes. You can save your draft application at any time before exiting the portal. Once you have saved, you can return to complete your application by clicking on "Pending Requests" under the Requests tab. Please note that an organization can only submit one application for each Project Reinvest funding opportunity.

5. **I am attempting to log in with the correct username and password, why is the system saying "Invalid Credentials"?** It is possible that your account has been locked due to excessive failed login attempts. The system will allow five (5) failed login attempts before locking an account for 30 minutes. That 30 minute period must pass before being able to log in again. If you try to log in before the 30 minutes is up, the 30 minute lock out will reset. Please wait 30 minutes and reattempt log in.

6. **I attached the wrong document to my application, how do I remove it and add the correct attachment?**   After you have saved a draft application, scroll to the bottom of the application to locate the list of attachments associated with that application. Click the ⊖ button to remove an attachment. You will then be able to reupload the correct attachment within your application.

7. **How will I know that my submitted application was received?** You will receive an auto-generated email once your application has been successfully submitted. Please retain a copy of this email for your records. Please email projectreinvest@nw.org if you submit an application and do not receive a confirmation email.

8. **Is there a size limit for application attachment documents?** No. There is no limit to the size of attached documents that can be uploaded as part of your application.

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