Fluxx Frequently Asked Questions:

<u>Logging In & Registration:</u>

1. **What if I don't know my username and/or password?**
   - If you don't know your username or password, please contact us by either emailing kabarron@hillmanfo.com, or by calling 412-338-3467. We will issue a new password to be sent via email, or alert you of your username.

2. **How do I know if my organization has a login already, or if someone else from my organization has already registered my organization through the Fluxx grant portal in the past?**
   - If you would like to create a new login for yourself or someone affiliated with your already registered organization, please contact us, and we will register you and forward the login information via email.

3. **How do I change my title within Fluxx?**
   - If your title has changed, please email celong@hillmanfo.com your name, former title, and new title. All titles must be updated by an administrator within Fluxx.

4. **What if I register, but never receive an email with my password?**
   - We are constantly and consistently approving requests for new users. If you don't receive an email within two days of registering with us, please contact us and we will manually email you your login information. This is a glitch within the Fluxx system, and we are working with them to get it resolved.

5. **If my organization's grant request is being written by a temporary grant writer, what do I need to be aware of?**
   - Grant writers are more than welcome to write a request for your organization, but keep in mind that all correspondence related to your request will be sent via email to the primary contact, or the person who registered the organization. We advise that the primary contact be a permanent employee of your organization so that all correspondence is received. Additionally, grant writers would be able to login to see your organization's activity within Fluxx at any time.

6. **My organization does not possess 501c(3) status. Can I still apply for a grant?**
   - Hillman Family Foundations only can make grants to organizations that are considered to be nonprofits. We are not able to make grants to for-profit organizations or individuals. If you are an individual with a fiscal sponsor, please see question #7.
   HOWEVER, if your organization is a **government agency, school, or church**, we may be able to provide funding. Please contact us to see if your organization qualifies.

7. **I am an individual applying for funding through a fiscal sponsor. How do I register?**
   - First, make sure that your fiscal sponsor meets our requirements for funding. Then, contact us to let Hillman Family Foundations know you will be applying with a fiscal sponsor so we can approve your registration. Your sponsoring organization will need to register in the Fluxx grant portal, being sure to check the "fiscal sponsor" box in the registration form. We also will require a letter from your fiscal sponsor confirming that they are your supporting organization.

8. **I was invited to apply for a grant by a program officer of the Hillman Family Foundations. What do I do now?**
   - Once invited to apply, you will receive an email notification that will lead you into the Fluxx grant portal. Click on draft requests, and begin filling out the pre-existing request. We ask that you not register your organization again, or begin another draft request.

Applying for a Grant:

9. **Can I log out of Fluxx and return to my grant request at a later time?**
   - Yes – just remember to save your draft request in the bottom right hand corner of the application. Once saved, you can return at any time to complete your request by clicking on Draft Requests under the Requests tab. Please do not begin a separate application every time you log in.

10. **I added the wrong document (budget, financials, etc.) to my grant request or report. How do I remove it and add the correct one?**
    - Unfortunately, only an administrator can remove documents that have already been attached to your request or report. However, it is important to us to have accurate information in relation to your organization. Please contact us so we can remove the documents for you, so you may add the correct ones.

11. **I have accidentally started multiple drafts of a grant request. How do I remove the ones I don't need?**
    - Please contact us to have the drafts you no longer need removed. To avoid starting multiple requests in the future, please check your draft requests folder before beginning a new request, and be sure to save your request as you go.

12. **My project or organization serves multiple geographic areas. How should I fill out the Geographic Focus portion of the grant request form?**
    - We ask that you only have one entry for this area of the form, so please pick a focus that best describes your organization's or project's sphere of influence.
    For example: If your organization serves the Pittsburgh metro area as well as its surrounding regions, list "Allegheny County" as your focus rather than listing each region separately.

Any other inquiries not answered here may be directed to Kerri Barron:
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