



Grant Portal

Frequently Asked Questions

Questions?
Contact us:

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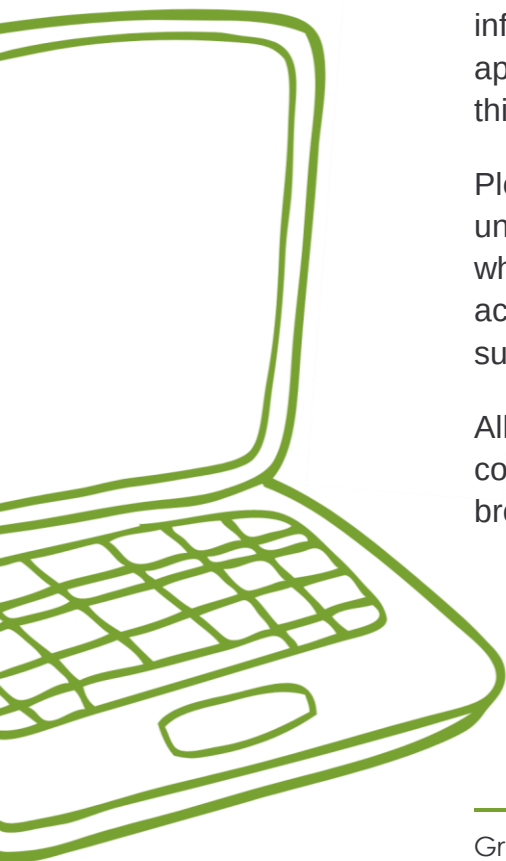
[Click to create/login to your account](#)
(or copy & paste cifsask.fluxx.io into your browser)

All grant activities, including registration, application, and reporting, must be completed by using CIF's online grant portal. In order to be considered for funding, the first step is for you to introduce yourself and tell us about your organization. Please click on the "Create an account now" button to start. You will not be able to edit your profile after submission, so ensure you have entered accurate information (including email address) when completing the registration form.

You will then receive an email notification from CIF with login information, which will give you access to the portal and our application forms. Should your funding application be successful, this portal will give you access to our reporting templates.

Please note that you will not be able to begin a grant application until your organizational profile has been registered and confirmed which may take up to 3 business days. If you've created your new account and haven't received login instructions within 3 days, be sure to check your spam folder!

All applications and reports must be submitted online, and paper copies will not be accepted. Google Chrome is the recommended browser for this grant portal and is free to [download here](#).



Creating & Logging into my Account

How do I create an account in the grant portal?

Click 'Apply Here' from the CIF website or go directly to cifsask.fluxx.io and click on the 'Create an account now' button on the bottom of the right hand side. You will have to answer a question to ensure your organization is eligible to apply for a CIF grant, then provide all the contact information for your organization. If your organization is an incorporated nonprofit, you will need to provide your incorporation number when you register.

Do I need to register in the grant portal before applying?

Yes, you must have an account in the online grant portal before you can apply for a CIF grant. You only need to do this once. If you are having difficulties using the grant portal, please contact our Grants Coordinator.

When will I receive my login information after creating an account?

It can take up to 3 business days for your account to be approved and your login information to be sent by email. Be sure to create your account well in advance of the deadline you intend to apply to.

How do I know if my organization already has an account?

If you are unsure if your organization has a CIF grant portal account, please contact our Grants Coordinator.

How do I download Google Chrome?

Google Chrome is the recommended browser for this grant portal and is free to download at: www.google.com/chrome/.

What if I don't know my password?

On the Grantee Portal page, click on 'Reset or create password', then type in the email address you created your account with. You will be sent an email with a link to create a new password. Click on the link, then type in a new password in both fields, then click on 'Set Password and Login'. You will be able to use your new password immediately.

How do I change my password?

When you are logged into your Grantee Portal, click on the gear icon in the bottom left, then click on 'Change Password'. You can also click on 'Reset or create password' from the login page.



Managing my Account

How do I change information about our organization such as the mailing address?

In your Grantee Portal, click on 'Organizations' in the left hand column, then click on 'Request Updates' in the bottom right corner. A box will popup titled 'Note for Request Updates'. Type in what changes you would like to make, and then click 'OK'. Your information will be updated within 3 business days of receiving your request.

How do I change information about myself, such as job title or contact information?

In your Grantee Portal, click on 'Profile' in the left hand column to see your profile. Click on 'Edit' in the top right corner, and then make changes to your profile. Click 'Save' in the bottom right corner to save your changes.

How do I add or remove users attached to the organization?

Users associated with your organization may change over time. To update the users associated with your organization, a request can be made through your Grantee Portal. In your Grantee Portal, click on 'Organizations' in the left hand column, then click on 'Request Updates' in the bottom right corner. A box will popup titled 'Note for Request Updates'. Explain the request and include the name, title, and email address of the user you wish to add or remove.

What if I am involved with more than one organization?

In some cases, a user may be associated with more than one organization. To be linked to multiple organizations, there are two approaches a user can take. The first is to have the relevant organization submit a request through the Grantee Portal, to have the user's existing profile linked to them. Once linked, the user will be able to toggle between organizations by selecting the relevant organization from the drop-down box at the top of the left hand column of the portal. The second approach, is for the user to create a separate profile using a different email address which is then linked to the relevant organization.



Completing my Grant Application

How do I start an application?

After logging into your Grantee Portal, click on 'Apply Here' in the left hand column. Then click on 'Apply for a Community Grant Program grant' if you are applying to the April 1 or October 1 deadlines, or 'Apply for a Summer Grant Program grant' if you are applying to the February 1 deadline.

Can I save my application and finish it later?

Yes. Click on 'Save' in the bottom right corner of the application form. To view all applications you have started, click on 'Drafts' in the left hand column of your Grantee Portal, and then select the application you wish to view. To continue working on a draft, click on 'Edit' in the top right corner. Remember that the application does not auto save and unsaved information cannot be retrieved if a problem is encountered. Continually save your work by clicking on 'Save' in the bottom right corner to avoid any issues.

I accidentally started multiple drafts of my application. How do I remove the ones I don't need?

Find the draft that you wish to delete by clicking on 'Drafts' in the left hand column. In the bottom right corner click on 'Withdraw/Discard Draft' to remove that draft. If there are questions you have not answered yet, simply fill in each question with "NA", then click on 'Save' and then click on 'Withdraw/Discard Draft'.

How do I submit an application?

After completing the application, click 'Save' in the bottom right corner. Review the application to ensure all the information is correct. When you are ready to submit, click on the 'Submit' button in the bottom right corner. A box will popup asking for 'Note to Submit'. Leave this box blank and click on 'OK'. Once you submit an application, you will no longer be able to make any changes to it.

How do I know if my application has been received?

You will receive an email notifying you that your application has been received, as well as the grant number that has been assigned to it. Once an application has been submitted, it will be visible in your Grantee Portal by clicking on 'Submitted Applications' in the left hand column.

Can I print a draft or completed version of my application?

When viewing an application, click on the print icon in the top right corner to print a copy of an application. You will be taken to a page with a printer friendly view of the application. If using Google Chrome, click on the three dots in the top right corner, then click on 'Print'. This can be done when the application is in any stage (e.g. Draft, Submitted Application, Feedback Required, Active, Closed, or Declined).



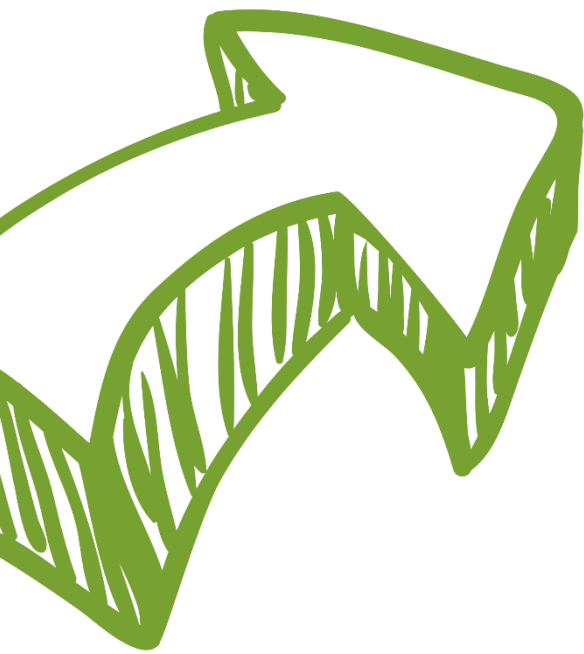
Completing my Grant Application (cont.)

Can I access my application after I submit it?

Yes, you will be able to view and print an application at any time. The application will be accessible in 'Submitted Applications' until the CIF Board has made a decision. If it is approved, you can access it by clicking on 'Active' in the left hand column. If it is not approved, you can access it by clicking on 'Declined'.

I received an email asking me to make edits to my application. How do I make the necessary changes?

Log back into your Grantee Portal, and click on 'Feedback Required' in the left hand column. Select the application that you want to edit, and then click on 'Edit' in the top right corner. Keep in mind that you will only be able to make changes to the sections that were outlined in the email requesting edits. When you are done editing, click 'Save' in the bottom right corner, then click on 'Resubmit' in the bottom right corner. Your application will be moved back into the 'Submitted Applications' section of the Grantee Portal. Changes must be made by the date outlined in the email requesting edits. After that date you will be unable to make any changes, and your application will be sent to the Peer Review Committee as it was submitted.



Signing my Funding Agreement

My application has been approved, how do I sign the funding agreement?

You are required to sign and return the CIF Funding Agreement. The Agreement will be sent to you by email via DocuSign. Expect this email to arrive a few days after notification of grant approval. Be sure to read and understand the terms of the grant as outlined in the Agreement. To sign the Agreement, follow these instructions from DocuSign:

1. Review the DocuSign email: Open the email and review the message from the sender. Click 'Review Document' to begin the signing process.
2. Agree to sign electronically: Review the consumer disclosure, and select the checkbox "I agree to use Electronic Records and Signatures". Click 'Continue' to begin the signing process.
3. Start the signing process: Click the 'Start' tag on the left to begin the signing process. You are taken to the first tag requiring your action. Click the 'Sign' tag. You are asked to Adopt Your Signature.
4. Verify your name: Verify that your name and initials are correct. If not, change them as needed.
5. Adopt a signature: You will be asked to adopt a signature. You can select a predefined style or you can draw your own signature.
6. Click 'Adopt and Sign' to adopt and save your signature information and return to the document.
7. Confirm signing: When you finish clicking all signature tags in the document, confirm signing by clicking 'Finish'. A message appears stating that you have completed your document. You can now download a PDF copy or print a copy of the document. The sender receives an email with the signed document attached, and the signed document appears in their DocuSign account.

Once CIF has received the signed Agreement, the first payment representing 80% of your approved grant amount will be released.

For more information on the DocuSign process, including a video tutorial, please visit: <https://support.docusign.com/articles/How-do-I-sign-a-DocuSign-document-Basic-Signing>



Requesting an Amendment to my Grant

My funded program requires changes, how do I submit an amendment request?

As per your CIF funding agreement, you are required to submit a written amendment request outlining the program changes you are exploring. Amended programs must be approved by CIF prior to implementation and must continue to align with CIF funding themes and eligible expenses. Amendment requests should include a few paragraphs outlining any proposed changes to your program activities, timeline, and/or budget.

To submit an amendment request through your Grantee Portal, click on 'Grants' to view the dropdown menu in the left hand column. Click 'Active', then select the active grant you wish to submit an amendment for. Click 'Edit' at the top right of the form, and enter in a description of the changes you would like to make in the comment box below. Then click 'Save', followed by 'Submit Amendment'.

CIF staff will review your request and provide updates or additional communication following submission of your request.



Completing my Final Report

How do I start a final report?

Once you have received grant approval and have returned your signed funding agreement, your grant will become active and a corresponding final report form will appear under the reports section of your Grantee Portal. After logging into your Grantee Portal, click on 'Reports Due' in the left hand column and select the final report you are required to complete. Then click on 'Edit' in the top right corner to begin working on the form.

Can I save my final report and finish it later?

Yes. Click on 'Save' in the bottom right corner of the report form. To continue working on the report, click on 'Edit' in the top right corner. Remember that the report does not auto save and unsaved information cannot be retrieved if a problem is encountered. Continually save your work by clicking on 'Save' in the bottom right corner to avoid any issues.

How do I submit my final report?

After completing the final report, click 'Save' in the bottom right corner. Review the final report to ensure all the information is correct. When you are ready to submit, click on the 'Submit' button in the bottom right corner. A box will popup asking for 'Note to Submit'. Leave this box blank and click on 'OK'. Once you submit the report, you will no longer be able to make any changes to it.

How do I know if my final report has been received?

You will receive an email notifying you that your final report has been received. Once the final report has been submitted, it will be visible in your Grantee Portal by clicking on 'Submitted Reports' in the left hand column.

Can I print a draft or completed version of my final report?

When viewing your final report, click on the print icon in the top right corner to print a copy of the report. You will be taken to a page with a printer friendly view of the report. If using Google Chrome, click on the three dots in the top right corner, then click on 'Print'. This can be done when the report is in any stage (e.g. Reports Due, Submitted Reports, Feedback Required).

Can I access my final report after I submit it?

Yes, you will be able to view and print the final report at any time. The report will be accessible under 'Submitted Reports' in the left hand column until CIF has reviewed the report. The report will remain under 'Submitted Reports' if it is approved. If it is not approved, you can access it by clicking on 'Feedback Required'.



Completing my Final Report (cont.)

Questions?
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I received an email asking me to make edits to my final report.
How do I make the necessary changes?

In some cases, there may not be enough information provided to close the grant file. When this occurs, you will be notified by email that the final report has been sent back with a request for more information. Log back into your Grantee Portal, and click on 'Feedback Required' in the left hand column. Select the final report that you need to edit and review the comments outlining the reasons why the report was not accepted. To provide the required information, click on 'Edit' in the top right corner. When you are done editing, click 'Save' in the bottom right corner, then click on 'Resubmit' in the bottom right corner. Your final report will be moved back into the 'Submitted Reports' section of the Grantee Portal.

