Online Account Setup, Helpful Tips, and FAQ’s

Online Account Set Up:

1. Creating a New Account
   a. To access the online portal and set up a new account, please visit https://www.grantinterface.com/Home/Logon?urlkey=ASPENrrf
   b. Once on the page, if you do not already have an account, click on "Create New Account" to complete the registration process and create your logon credentials.
   c. Each applicant needs their own account in the system even if they are coming from the same institution/organization.
   d. If you have changed institutions/organizations since your last online award or grant submission, please CREATE A NEW ACCOUNT.
   e. If you think that you have already registered in the system and item d above does not apply to you then please do not create a new account, but rather immediately contact our Coordinator, Education and Research, April Sokalsky at aprils@nutritioncare.org to receive your username.
f. Complete the required information: Organization Information and Applicant Information.
g. After you have completed the first section, click on “Next” or “Next Step” in the bottom right-hand corner to move on to the next section.
h. Create a password that you will use to logon to your online portal account.

i. Ensure that you received the registration email from the ASPEN Rhoads Research Foundation administrator@grantinterface.com.

j. If you cannot find this email, check your spam folder. All emails from the system will come from this address, so be sure to add it to your list of safe senders, if necessary.
Applying for an Award or Grant:

2. Eligibility Quiz (Grants Only – If you’re applying for an award skip to number 3)
   a. Complete the required questions in the eligibility quiz.

3. Inputting Information into the Application
   a. We recommend you review the questions that are included in the application. You may view, share, or print them by selecting the “Question List” icon at the beginning of the application.
   b. You do not need to complete the entire application at one time. There is a “Save Application” button at the bottom of the screen.
   c. If you leave out required application information, the system will not allow you to submit without completing the missing section(s). You must then select “Update” and then “Submit Application” to finish the submission process.
   d. If you would like to submit another application for a different award or grant research project, select the “Apply” button at the top of your screen and follow the prompts to a new application.
   e. You may also see a button that says, “Copy Previous Answers”. This button will allow you to copy answers from a previous application/request to the current open application. If you have never applied to the ASPEN Rhoads Research Foundation via the online grant portal, there will be no available applications/requests to copy from.
   f. Finally, you will see a button on the bottom left-hand side that says, “Abandon Request”. This button will allow you to completely delete or withdraw your application or request.
4. **Collaborate Icon**

   a. The Collaborate Feature allows you to work with another/other individual(s) in the preparing and submission of an online application.

   b. Invited individuals can be limited to the following functions:

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can View</td>
<td>View the grant application you have been working on</td>
</tr>
<tr>
<td>Can Edit</td>
<td>View and make edits to the grant application</td>
</tr>
<tr>
<td>Can Submit</td>
<td>View, make edits, and submit the grant application</td>
</tr>
</tbody>
</table>
Applicant Dashboard:
5. Active Request Tab
   a. An application in the “Active Request” tab has been submitted and waiting approval or has been approved/denied.

6. Follow-ups (Grants only – if you’re applying for an award skip to number 7)
   a. If awarded, grant recipients will receive multiple follow-up forms which will need to be completed and submitted to the ASPEN Rhoads Research Foundation via the online grant portal. This may be a letter of acknowledgement, a signed agreement, or progress/financial report forms.
   b. You will receive an email reminding you of the follow-up form due date(s) 14 days before the form is due. If the form is not submitted by the due date, you will receive another email notifying you that the form is past due.

7. Documents uploaded by Administrator
   a. Any documents we wish to share can be found in this area.
Helpful Tips:

- If you remain on a page with inactivity for longer than 90 minutes, you will be logged off for security reasons.
- You do not need to complete an application in one session. There is a SAVE button at the bottom of the application.
- The system will auto save as you move from one question to the next and will save every 100 characters in longer text responses. Auto save is noted by the border of the question highlighting in green.
- We will not review your application until it is submitted, so you can save and come back as many times as you would like prior to the due date.
- Applicants who have applications in draft status will receive a reminder email to submit their application prior to the due date.
- If your application is not completely submitted by the due date, it will not move into the review phase of the award or grant process.

Frequently Asked Questions:

Q: What if I forget my password?
A: Use the “Forgot your Password?” link on the Log-on page.

Q: What if emails from the Foundant system are going to Spam folders?
A: Add administrator@grantinterface.com to your contacts, safe senders list or mark as “Not Spam” depending on your email service. All emails from the Foundant system will come from this email address.

Q: How do I upload files to my application?
A: For application questions that request an uploaded attachment, click the Browse button and then choose the desired document from your computer. The file name of the uploaded file will be indicated under the Browse button. Then save your application (button at the bottom of page). Pay attention to your file names – remove extra periods or replace them with a dash or underscore character.

Q: What if my file size is too big to upload?
A: You can take the following steps:

- Ensure that unnecessary graphics or attachments are removed
- Reduce the size of your PDF files: Choose File> Save as Other> Reduced Size PDF
- Use this online tool to compress your PDF files into smaller sizes: https://smallpdf.com/compress-pdf
- Use Foundant’s Fax to File option to create a smaller file
- After taking these steps, contact Foundation staff if your file size is still too large to upload.

Q: How do I utilize the “Fax to File” tool?
A: Using the “Fax to File” tool can be pretty simple and can be used instead of a scanner to create an electronic version of a document:

- To start, click the Fax to File link on the left-hand side of your screen
• Then click the Request a Fax # button and you will be presented with a toll-free fax number. You have this number for 20 minutes.
• Fax your document to the number provided. Send a separate fax for each document and do not include a cover sheet. All faxed documents will be automatically converted to a PDF. You have 20 minutes to fax your documents before the number expires.
• After you have faxed each separate document click the Finished Faxing button to see your list of files.
• Download your converted documents to your computer and save them.
• Upload the documents to the appropriate questions on the online form.

Q: Why am I having trouble uploading my file?
A: There are a few different reasons that one may experience file upload issues:

• File names—remove extra periods or replace them with a dash or underscore
• File size - Files that exceed the maximum file size limit will cause an error.

Q: How do I delete a file that I have uploaded to a form in Foundant?
A: There are two ways to remove an old file from an application:

1. Once the file has been uploaded a delete button will appear below the file name. Click the Delete button to remove the file.
2. A new file can just be uploaded in its place and it will be automatically deleted.

Q: Can multiple users be Foundant working on the same application at the same time?
A: It is possible, but we do not recommend it. Foundant’s auto-save feature could save over important changes made by both users.

Q: What if I need to stop in the middle and come back to the application later?
A: There is a Save button at the bottom of the application.

Q: Which browser do you recommend we use?
A: For the best user experience when using Foundant, we recommend using the most updated version of Google Chrome, Firefox or Safari. It is fine to use Internet Explorer, but you may encounter some minor technical issues.

Q: What if my organization does not have an EIN?
A: The organization EIN is not required upon account creation but highly recommended, especially if your institution/organization resides within the United States. If awarded and applicable, your institution’s EIN will be verified and checked before receiving any grant funds.

Q: What if I have further questions that you haven’t answered here?
A: If you have any further questions, please contact the Coordinator, Education and Research, April Sokalsky at aprils@nutritioncare.org.