GrantCentral | Frequently Asked Questions

What browser should I use to access Grant Central?
We recommend using the most updated version of Chrome, Safari, and Edge. Unfortunately, Internet Explorer is NOT compatible.

Does the Foundation have application deadlines?
Refer to the application details for each funding opportunity to review the specified deadlines.

What happens after I submit an application?
After submitting an application, you will receive an acknowledgment email. If you are invited to follow up with a full application, our staff will contact you about how to proceed.

Do I have to create an account to access the online application?
Yes. Click on "Sign Up" to complete the registration process. Upon registration, a certified **Organizational Profile** is required to submit an application in most cases before applying. If you are an existing grant recipient, the account also allows you to access past Funding Requests, Payments, Reports, and Contingencies.

How will I know my username and password for my new account?
Your username is your email. After completing the registration process, an email will be sent to you. Please save this email for future reference, and personally note your password.

How will I know if I already have an account?
All users will need to complete a one-time registration process. However, if you receive an error that states, "It appears you may already have an account in Grant Central," you may return to the original login page and click **"Forgot Your Password?"** to obtain an email with a link to reset your password. Or, you may contact grants@cct.org for assistance.

What are the password criteria?
The password must be at least 8 characters long.

Can I retrieve my username if I have forgotten it?
Your username is your email address. However, if you need to change your email address, provide your information, including the old and new email addresses, by contacting grants@cct.org.

Can I retrieve my password if I have forgotten it?

If you have forgotten your password, click **"Forgot Your Password?"** and enter your email address to obtain an email with a link to reset your password.

Can I apply if my organization is not a nonprofit?

Yes, opportunities are available for private operating foundations, municipalities, churches, and schools. However, public charities may apply for funding or projects with a fiscal sponsor.

Can I apply through a fiscal sponsor?

You may apply through a fiscal sponsor if you are not a tax-exempt organization recognized under section 501(c)(3) of the Internal Revenue Service Code. A fiscal sponsor is a nonprofit organization that provides fiduciary oversight, financial management, and other administrative services to help build the capacity of charitable projects. The fiscal sponsor must be a 501(c)(3) nonprofit organization that has a formal relationship with the organization working on the project and can provide a Memorandum of Understanding with the application.

What types of programs are not eligible for funding?

No part of the funds from the Trust may be used for electioneering or political activities. Funds shall not be used for contributions to any candidate for public office or political committee and shall not be used to intervene in any political campaign on behalf of or in opposition to any candidate for public office. Additional ineligible uses might be listed in an RFP.

Can I save and continue my application at a later time?

Yes. You should save your information often as the system does NOT autosave. If you want to save, click the **"Next"** or "**Previous"** buttons to save your work and then close the browser to exit. Then return to the **GRANT & APPLICATIONS** menu to select find the **Open Application** that was started and click on the **Application Name** to continue and submit your application.

Can I print out the application or grant report before, during, or after completing the form?

No. That is not currently available within GrantCentral. However, you could use your web browser's "Print" function to save a PDF to reference each section of your draft application.

Can I edit or add information to my application or grantee report after submitting it?

No. You will not be able to edit any information online after submitting your request or grant report. If you need to add information or edit after your completed submission, please contact grants@cct.org to assist you.

Can I send a message to a Trust staff if I have issues with the Applicant Portal?

Yes. If you prefer to communicate in GrantCentral instead of a direct email, once logged in, select **CONTACT SUPPORT**, then complete the form with as much detail about how we can help, then click **Submit**.

Can I call someone to get help if I have issues with the Applicant Portal?
We prefer you to email grants@cct.org or use the **CONTACT SUPPORT** feature within GrantCentral for technical questions about the portal. If you have content-related questions regarding the proposed project and questions on the application form, please contact the primary staff person listed on the RFP.