

Portal FAQs

LOGGING IN

How do I log in?

From any page on the Seattle Foundation website (<https://www.seattlefoundation.org/>), click the green login button in the top right-hand corner to be taken to the portal.

- Nonprofits should use “NONPROFIT LOGIN.”

You can also go directly to the portal login page: [Home \(powerappsportals.com\)](http://Home.powerappsportals.com).

- **If you have logged in to previous Seattle Foundation portals:** please click on the “FORGOT YOUR PASSWORD?” button and use the email address that you receive Seattle Foundation communications from, and/or the same email address that you used for Seattle Foundation’s old portal.
- **If this is your first time logging in to any Seattle Foundation system:** on the login page, toggle to the “Register” tab. Fill out the required fields and click on “REGISTER.” You will be taken to a page to fill out your portal profile.

Once that is complete, you are signed in as an individual and you’ll want to link to the appropriate nonprofit organization you are affiliated with to have full portal capabilities. To do this, request that your portal account is linked to your organization – see below for “How do I link my portal account with an organization?”

Note: New accounts will take up to 48 hours to be fully linked and accessible. As you wait for your account to be fully linked, you will still be able to submit grant applications.

How do I link my portal account with an organization?

To update more detailed information, such as address information, organization changes, etc. You’ll need to submit a profile update request. Depending on the nature of your request, Seattle Foundation may need to verify the information. Requests will be reviewed within 48 hours.

- Login to your portal account.
- On the top navigation bar click on your name and select “MY PROFILE UPDATES” from the dropdown menu.
- Click the green “REQUEST UPDATE” button.
- On the “REQUEST UPDATE” page, use the dropdown to select your update type.
 - Organization/Contact Change
 - Contact Updates
 - Add My Primary Organization
- Select the option most relevant to your request and input the needed information.
- Click the green “SUBMIT.”
- You can check the status of your request by navigating back to the “MY PROFILE UPDATES” page.

I forgot my username and/or password. How do I recover it?

If you need to recover your password, please click on the "FORGOT YOUR PASSWORD?" button on the login page and follow the instructions on the screen.

- Enter the email address associated with your account and click "SEND."
- If you do not receive an email with instructions, please check your spam or junk folder.

Please email support@seattlefoundation.org if you need to recover your username.

Why is my email/password combination not working?

There could be several reasons why your email/password combination isn't working:

- **Incorrect Credentials:** You may have entered the wrong email or password. Be sure to use the email that was associated with your login for Seattle Foundation's old portal. Double-check for any typos, such as incorrect capitalization or extra spaces.
- **Caps Lock or Num Lock:** Ensure that Caps Lock or Num Lock is not accidentally turned on, as it could cause your password to be entered incorrectly.
- **Forgotten Password:** If you've forgotten your password, you might need to reset it. Look for a "Forgot Password" option on the login page. Please ensure your password meets the following requirements:
 - Password must be at least 8 characters long.
 - Passwords must contain characters from at least three of the following four classes:
 - Uppercase
 - Lowercase
 - Numeric digit
 - Non-alphanumeric (special character)
- **Account Lockout:** After several failed login attempts, your account might be temporarily locked for security reasons. Wait a few minutes and try again, or follow any instructions provided for unlocking your account.
- **Email:** Ensure you are entering the email tied to your account.
- **System Error:** The issue could be on the server's side. If you've confirmed your credentials are correct, try again later or contact support@seattlefoundation.org.

If you still encounter issues, please reach out to support@seattlefoundation.org or 206.515.2111.

Why am I receiving an error when I attempt to log in?

If you receive an error other than an incorrect username or password, please reach out to support@seattlefoundation.org or 206.515.2111.

NONPROFIT PORTAL NAVIGATION

How do I apply for a grant?

All open grant applications can be found in portal:

- Login to your portal account.
- On the top navigation bar click "FOR NONPROFITS" and select "APPLY FOR A GRANT" from the dropdown menu.
- All current open applications are listed, select the grant for which you would like to apply and fill out the online application.

Where can I view my Grant Applications?

Each of your Grant Applications is accessible through your portal login once your organization is linked to your account.

- Login to your portal account.
- On the top navigation bar click “FOR NONPROFITS” and select “MY GRANT APPLICATIONS” from the dropdown menu.
- You will see a list of all grant applications to which your organization is linked.

Note: Grant applications can only show up on your account once your account is linked to your organization. To do so, please see “How do I link my portal account with an organization?” in the “Logging in” section above.

How do I update my organization’s information?

You can edit your organization's information through your portal login once your organization is linked to your account.

- Login to your portal account.
- On the top navigation bar click “FOR NONPROFITS” and select “NONPROFIT DASHBOARD” from the dropdown menu.
- Scroll to the bottom of the “View Organization Information” page and click “UPDATE INFORMATION.”
- Follow the “How do I link my portal account with an organization?” instructions above to update your organization’s information.

Note: Grant applications can only show up on your account once your account is linked to your organization. To do so, please see “How do I link my portal account with an organization?” in the “Logging in” section above.

SAFETY TIPS

- Do not share your account with others.
- Use strong, unique passwords:
 - Make your password at least 8 characters long—longer is stronger.
 - Use a random string of mixed-case letters, numbers and symbols.
 - Use a different strong password for each account.
- Consider changing your password every six months.
- Log out after use.
- Only access the portal through the official website URL or bookmarked link.
- Seattle Foundation will never ask you for your password.

OTHER QUESTIONS

What are your support hours?

Support is available from the hours of 9:00am–4:00pm Monday through Friday. Please call 206.515.2111 or email support@seattlefoundation.org. If you need assistance outside of this timeframe, we will get back to you during the following working day.

For all other website issues including:

- Slow response times or timeouts

We envision a thriving region of shared prosperity, belonging, and justice, where all individuals and communities have equitable access and outcomes, regardless of race, place, or identity



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- System not recognizing special characters
- Slowness when loading multiple funds
- Input data for grants show up twice
- Grant recommendation doesn't appear to have gone through
- Portal is down
- Emails not being sent

Please contact support@seattlefoundation.org.