

# Frequently Asked Questions

IOWA WEST FOUNDATION GRANTS MANAGEMENT SYSTEM

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## I'm new. How do I create an account?

- Click here to [Sign In](#).
- Click **create an account**.
- Enter your e-mail address\* and select **Send Email**
  - *\*Please utilize the email where you want all future grant information and communication to go.*
    - You will receive an e-mail from **Iowa West Foundation Grants Team** <mail@givingdata.com>.
    - In the e-mail, select the blue box that says: **Activate Your Account**
- This link will take you back to the Letter of Inquiry Page and you will see a box to the right of the screen to **Activate Your Account**. Use this box to complete your registration and set-up a password.
- Please note, passwords will require:
  - At least 6 characters long
  - Must include:
    - Lowercase letter
    - Uppercase letter
    - A number
    - A special character, such as ! @ # \$ % ^ & \*
- Once you enter all the information, select **Activate Account**
- You will then see a message in a green box stating: **You have successfully activated your account. Please sign-in with your email address and password.**

## How do I start an application for a grant?

Our application process begins with a letter of inquiry (LOI). These are submitted online through our grant's portal. To start a letter of inquiry:

- Click here: [Start a LOI](#)
- On the page you will see a large heading that says LOIs. You will want to click on the link below that heading, which has a blue circle with a plus and the words **Start a new LOI**.
- You will see a pop-up window that asks you to Select an Organization. Again, select the blue circle with a plus sign and the words **Add New Organization**.
  - There will be two options on how you may proceed.

- If you represent a nonprofit – Select **Searching the IRS Database**. You may then look-up your organization using its legal name or EIN in the box provided and clicking search.
    - Select your organization if it is provided and click **Start LOI**.
    - Otherwise, select **None of these are correct**, enter your organization name in the box provided and click **Start LOI**.
  - If you work for a government entity - Select **Entering an Organization Name** and enter your organization’s name in the box provided and clicking **Start LOI**.
- After you select Start LOI – you will be taken back to the Letter of Inquiry Landing Page and you will see a blue box that is labeled **New**. Select Open LOI and complete the form.

### **I am filling out the LOI or Application, but I have a question.**

- You may reach out to our Grants Team directly at (712) 309-3000 or by e-mail at [grantinfo@lowawestfoundation.org](mailto:grantinfo@lowawestfoundation.org)
- You may also send questions through the LOI by selecting the Comment Bubble on each page.
  - We will receive a notice of your comment and respond back.
  - When we respond, you will see it as a number on the notification icon (a bell) at the top of the screen.

### **How to I log in to my account.**

- You may visit the Portal at any time via <https://iwf.givingdata.com/portal/login>. \*
- \*We encourage you to bookmark this page so that you may return easily in the future.*

### **How can I reset my password?**

- Once you log in, you may reset your password at any time by clicking “Manage My Profile” from the drop-down menu beneath your name (upper right-hand corner) and selecting “Change my GivingData Password.”

### **How will notifications come from GivingData so I don’t miss anything?**

- All grant communications and notifications from GivingData will come from [noreply@givingdata.com](mailto:noreply@givingdata.com). Please ensure that this email address is added to your address book, so it doesn’t get filtered into your spam or junk folder

## **I am having issues accessing the Grantee Portal or items appear to be missing.**

- **Ensure needed cookies are not blocked.** Blocking cookies—text files with small pieces of data like a username and password that are used to identify your computer as you use sites like GivingData—may affect your experience with the site. Steps for allowing cookies vary with browser type, so please visit your browser’s help center.
- **Clear your browser's cache.** Deleting your browser's cache data helps increase the loading time of pages and increases the performance of your computer. If the browser doesn't load the new version of the site, even if there have been changes on the site since the last visit, the cache can cause issues with the view. We recommend you first try clearing the cache related to the site only and then the entire cache if your issue is not resolved. You can also try accessing the Grantee Portal by either using your browser’s private or incognito viewing mode or using a different browser. If this resolves the issue, your cache is likely the culprit.

## **When I tried to log in to my account, I received an error message that said, "You are not authorized to access this resource." What should I do?**

- This can occur for one of two reasons. We see this happen often when Portal users have not finished the steps in the initial email received from GivingData (the one that asks them to finalize their account registration and set a password), and then they try to access the Portal through a reminder email. Please try to locate this email and finish these steps before proceeding (see page \_\_\_ of this document). The Grants Management team can also reissue this registration email by request.
- Otherwise, this can occur if your account was not assigned permissions appropriately. Please contact the Grants Team to rectify this.