

Frequently Asked Questions

How do I set up my login and password?

If you would like to access your fund online, contact [Amy McGuire](#) . CFWNC will email a link to access your fund(s). The link will enable you to create your password and follow clear steps to log in.

I haven't received my login email yet. What should I do?

Check your spam or junk folder for an email from CFWNC with the email "noreply@fcsuite.com". It includes a link that is essential for setting up your password and entering the site. If you cannot locate the email, [contact us](#) so that we can resend the information you need.

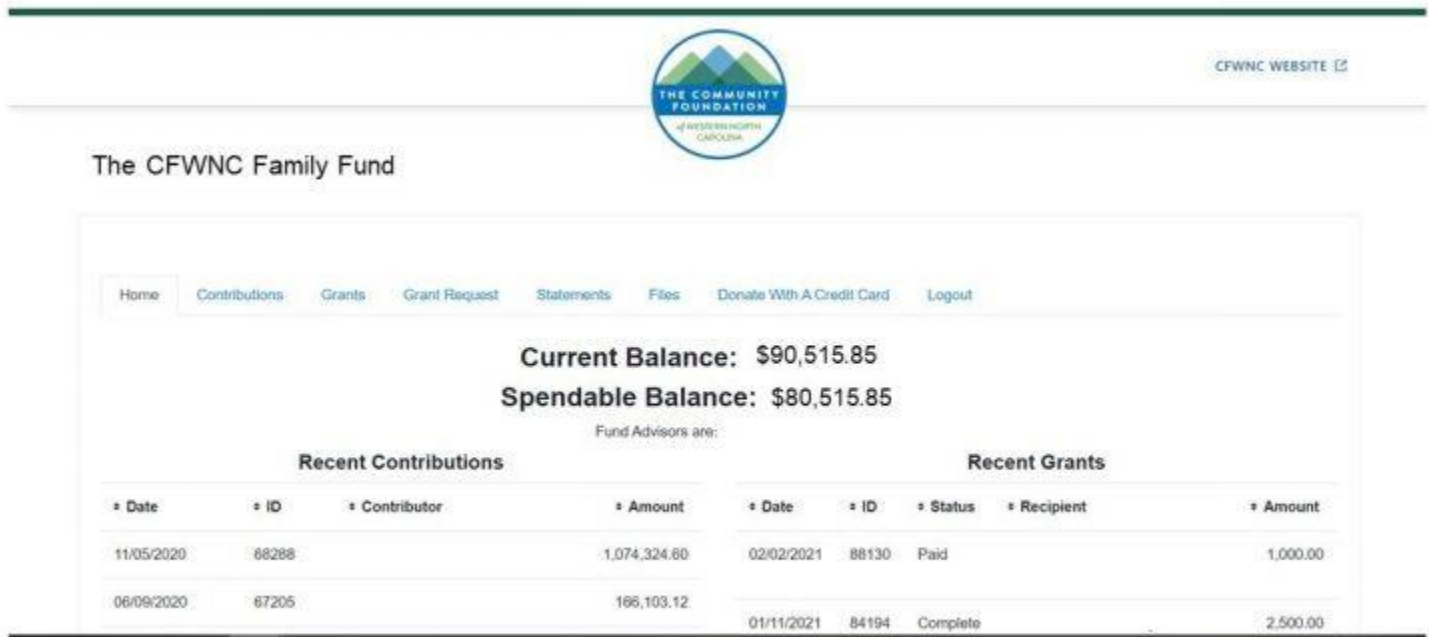
I've lost my password/locked myself out. What should I do?

The system will lock you out after five unsuccessful login attempts. To get help accessing your fund, please [contact us](#) for help. Or you can reset your online fund access password at any time through "[Forgot Password](#)". Your username is the email we have on file as your primary email all lower case. Instructions to reset your password will be sent to your primary email address. Sometimes it will go to your junk or spam folder, so please check there.

What browsers are supported by the online fund access?

CFWNC's online fund access is a cloud-based system that means it has full compatibility on a wide-range of devices and browsers. Users report a better experience with the Google Chrome browser than with Internet Explorer or Edge browsers.

Depending on what kind of fund you advise, your online fund access will look something like this:



The screenshot displays the 'The CFWNC Family Fund' website. At the top, there is a logo for 'THE COMMUNITY FOUNDATION of WESTERN NORTH CAROLINA' and a link to the 'CFWNC WEBSITE'. Below the logo, the title 'The CFWNC Family Fund' is visible. A navigation bar contains links: Home, Contributions, Grants, Grant Request, Statements, Files, Donate With A Credit Card, and Logout. The main content area shows the 'Current Balance: \$90,515.85' and 'Spendable Balance: \$80,515.85'. Below this, it lists 'Fund Advisors are:'. There are two tables: 'Recent Contributions' and 'Recent Grants'.

Recent Contributions			
* Date	* ID	* Contributor	* Amount
11/05/2020	68288		1,074,324.80
06/09/2020	67205		166,103.12

Recent Grants				
* Date	* ID	* Status	* Recipient	* Amount
02/02/2021	88130	Paid		1,000.00
01/11/2021	84194	Complete		2,500.00

Home (pictured above) shows the fund balances, lists the fund advisor(s), and shows recent grants from the fund and donations to the fund. See below for an overview of the navigation tabs.

Choose Fund

If you serve as an advisor to multiple funds, conveniently switch back and forth between funds using the "Choose Fund" tab.

Contributions

Shows gifts to your fund. Clicking on a contributor's name will show their history of donations to the fund. You can export this data by clicking on "Export".

Grants

Shows grants made from your fund. Clicking on a grantee's name will show the history of grants made to that organization. You can export this data by clicking on "Export".

Grant Request

You can make grant recommendations from the fund's spendable balance. There is a \$250 grant minimum.

Click [here](#) for instructions on making a grant through your portal.

Statements

Quarterly fund statements generated since April 2021 will be listed here.
(Statements prior to April 2021 are available upon request)

Files

Access your fund agreement, fundholder handbook and online grant recommendation process here.

Donate with a Credit Card

Make a gift to your fund or one of [CFWNC's funds](#).

Log Out

Exit and return to the login page.