AARP Foundation Community Portal
Frequently Asked Questions

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AARP Foundation’s Community Portal is the online grants management tool that grantees of AARP Foundation (FDN) use to apply for new grant opportunities, submit grantee reports, request grant amendments, and much more! The following FAQs are intended to help get you set up with a user account and to familiarize yourself with the features of the portal.

How do I access the Community Portal?
Navigate to https://aarpfoundation.force.com/grants/FGM_Portal__CommunitySignin to access AARP Foundation’s Community Portal. It is recommended that you bookmark this page for future use. The first time you use the portal, typically to apply for a FDN grant, you will be prompted to register as a new user and enter organizational and contact details. The username and password you set up at this point will continue to be your login credentials throughout the grant term.
NOTE: The Community Portal does not function well using Internet explorer. Google Chrome and Mozilla Firefox are the preferred internet browsers.

What do I do if I forget my password?
If you forget your password, click on the "Can't access your account?" link on the portal log-in page, and go through the prompts to have a password reset email sent to the email address on your portal account. If you do not receive the reset email, and it is not in your spam or junk folder, please contact your Grant Officer or email AARP Foundation Grants Management at aarp_foundation_grants@aarp.org.
Where can I locate my scheduled report in the Community Portal?
To locate your grantee report, sign into the portal, locate the grant application for which you are trying to submit a report, click on the downward arrow to the left of the application to view all scheduled grantee reports for that application. Select the grantee report with the appropriate due date.

What questions are included in the report?
Quarterly reports include both a narrative and financial component. To view the specific questions that will be asked of your organization, sign into the Community Portal and click on the report associated with the applicable grant application. NOTE: Actual grant expenditures must be uploaded to every grantee report.

When are my grantee reports due?
Grantee reports are typically due 8 days after the end of each calendar quarter. This may differ for specific grants and/or federal subgrantees. Refer to the “Reporting Requirements” section of your signed letter of agreement for your organization’s specific reporting deadlines.

How do I upload files to my report?
To upload a file, select “Choose File” and choose locate the file you would like to upload. Once you click “Open,” the file name should appear underneath the “Choose File” and “Upload” buttons. Click on “Upload” for the attachment to be uploaded to the report. Follow these steps to attach additional files. NOTE: The file size limit is 25MB per file.

How do I print a report or application?
All of your organization’s applications and reports (submitted and scheduled) are housed in your portal dashboard. To print past or present applications or reports, once signed into the portal, select the magnifying glass next to the application or grantee report you wish to print. Navigate to the button at the top-right labeled “Review and Submit.” Once you click on that tab, you will be given the option to ‘Print.’

How can I permit a colleague at my organization to access the application?
Within the application, click on the “Collaborators” tab and follow the instructions to add an existing contact or invite a new contact. If you do not have access to this tab within your application, or if you are having trouble, please contact your Grant Officer or email AARP Foundation Grants Management at aarp_foundation_grants@aarp.org.

Where can I view my payment history/status of a current payment?
To view past and scheduled payments or to check a payment’s status, click on the ‘Profile’ link at the top-left of the dashboard, and select the ‘Payment History’ tab.

How do I request an amendment or budget adjustment?
To request a grant amendment for a term extension and/or budget adjustment, sign into the portal and locate the applicable grant application on the dashboard. Select the icon in the ‘Amend’ column next to the application and complete all fields. Once complete, click ‘Review/Submit’ and ‘Submit’ the request. You should receive a notification that your amendment request was successfully submitted.

How do I update my organization’s details or my contact information?
To change your organization or contact details, click on the ‘Profile’ link at the top-left of the dashboard, and select the ‘Organization’ or ‘Contact’ tab. Please note that some fields – specifically those linked to payment information (e.g., Account Name, EIN, Address) require you to contact your Grant Officer in order to complete updated paperwork.
I have a question not answered here. Who can I reach out to?
For technical issues regarding the portal, email the AARP Foundation Grants Management mailbox at aarp_foundation_grants@aarp.org. For general questions about your grant, contact your Grant Officer.

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<thead>
<tr>
<th>Portal Tips</th>
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<tbody>
<tr>
<td>The portal has a 90 minute timeout limit. Save your work early and often to avoid being kicked out of the system and losing your work. You may choose to answer questions in a Word document first, and copy/paste into report fields when ready to submit.</td>
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<tr>
<td>Fields marked with a red stripe are required. If you receive an error message when you click “save” review the page carefully to ensure all required fields have been completed.</td>
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<tr>
<td>Tabs are located at the top of the page. Click “Save and Next” to continue to the next tab.</td>
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<tr>
<td>Ensure attachments are properly uploaded. Each file should not exceed 25MB.</td>
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<tr>
<td>Once you have carefully reviewed your report, be sure to click “Submit.”</td>
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