



## Charity Application Frequently Asked Questions

- 1. Due to a change in personnel, the email address used previously as a login is no longer accessible. Could you please update our information with our new information?**

Unfortunately, it is not possible to alter login information for organizations. It is recommended that an email account be used that will not change with staff turnover, due to the fact that the account will forever be tied to the email address that is entered at the time of registration.

- 2. What do I do if I forgot the email that is associated with the organization account?**

If you forgot the email address associated with which your organization is registered, there is no way to obtain the username and you must create a new FSECC online application user account. Unfortunately, you will not be able to access historical information when the new user account is created.

- 3. I forgot my password. What should I do?**

If you forget your password, click the "forgot password" link on the sign-in page. An email will then be sent to the email address associated with the account. If the email account is no longer active, you must create a new FSECC online application user account.

- 4. The system does not appear to be saving my application information. I have indicated that I will be uploading documents, but the system is not allowing me to upload the same. What is the issue?**

The application does not save automatically when the "next" button is used to proceed to the tab of the application. If you do not save the information you enter in a particular tab before moving to the next tab and wish to return to a previous tab to make edits before submitting, information may be lost. In order to avoid this scenario, click "save" once you have completed all required information in the tab before proceeding to the next tab. Please note that the application process works best with Internet Explorer. If you are having issues in Google Chrome or Firefox, please try to locate a computer with Internet Explorer.

**5. When a document is uploaded it does not appear as a link in order to be able to view it. Did it uploaded properly?**

No. If it does not appear as link which can be opened and viewed, then it was not uploaded properly. This is most likely the result of a file size issue. The system has a file size limit of 2MB. If the file size is in excess of 2MB, the system will not allow the document to attach. The document will either need to be saved as a reduced size PDF or rescanned at a reduced resolution.

**6. What should I present as the IRS Form 990 if my organization was not required to file this particular document?**

- Supply the analogous figures for your administrative expenses, your fundraising expenses, and your total revenue on Pages 9 and 10 of an IRS Form 990 and make the same calculations as listed above for IRS Form filings using IRS Form 990.
- A copy of Pages 9 and 10 of the IRS Form 990 on which you have inserted the analogous figures MUST be attached to your completed application, otherwise your application will be considered incomplete.

**7. While attempting to complete the affidavit, an error message continues to appear asking us to re-enter the password on the signature page. Please assist.**

First, please ensure that you are using the same password as your FSECC online application user account. If that does not solve the issue, it is most likely a save issue and the result of entering your password and clicking “save” before hitting “submit.” To solve this issue, you should ensure that all information is correct, enter your password, and immediately click “submit” without clicking “save.”

**8. After I submitted the application, I realized there was an error. Can the application be unsubmitted for corrections to be made?**

No. Unfortunately, applications cannot be unsubmitted. Changes may only be made to an application before it has been submitted; no changes are permitted once the application has been submitted. If a change is necessary, a new application must be completed and submitted.

**9. If our organization applied and was approved last year, do we need to apply again this year?**

Yes. It is a requirement that an application be completed each year. Therefore, even if your organization was approved for 2012 participation, another application will need to be completed for 2013 participation.

**10. I would like to print a hard copy of my application for organization records. Is this possible?**

Yes. If you could like to print a hard copy of your application for your organization’s records, please perform the following steps:

- Click “my application” at the top right corner of the screen

- Click “view” on the application you would like to print
- Click “print”
- Click “ok” when the system notifies you that any unsaved information will be lost
- Click the export icon (picture of disk and document)
- Select “acrobat format(pdf)” from the dropdown menu
- Click the printer icon