FAQs: Online Community Portal for Fund Holders

WHY DID ECCF CHOOSE TO UPGRADE ITS ONLINE COMMUNITY PORTAL?

The online community portal is a value-added opportunity included in our operating software technology upgrade. The community portal will allow us to be more efficient and a more responsive organization for your needs. The portal was created and is supported by our technology partner, Foundant Technologies, who specializes in community foundations and the unique needs of its donors; and is the choice of most U.S. community foundations.

WHAT IS IT AND HOW CAN IT HELP ME?

The portal is an online fund management tool for ECCF fund representatives. The portal will enable you to:

- Review and manage fund activity and balances in real-time
- Monitor gifts made to and grants paid from your fund
- Review, print and save fund activity reports, including previous grantmaking history
- See a list of current community needs/organization requests (donor advised funds only)
- Recommend grants, including notification of when grants are actually paid (donor advised funds only)
- Support environmental efforts towards reducing paper and printing resources, as well as financial efforts to reduce mailing costs

WHAT IF I DON'T WANT TO ACCESS MY FUNDS ONLINE?

No problem. You can opt-out of the online fund portal by notifying us. However, we are confident that with our ongoing support you will find the portal to be efficient, convenient, responsive, and timelier to your needs.

HOW IS MY INFORMATION PROTECTED?

The site and your private information are fully secured with the latest technologies and practices. Any activity and documents are visible to you and ECCF staff only. Only authorized fund representatives have access to the portal and only to their related funds.

WHAT IF WE HAVE MORE THAN ONE FUND REPRESENTATIVE?

All authorized fund representatives can have access to the portal. There is no limit to the number of users per fund, but each user must have a unique login and password. Sharing login credentials is not recommended.

WHAT IF I HAVE MORE THAN ONE FUND?

With just your one login, you will have access to all the funds for which you are a fund representative.

HOW DO I LOG-IN?

The URL to the login page is below (and on the homepage of our website). Your username is your primary email address on file with the foundation. You will receive an email from the system to set up your own password. This step must be completed before you log in the first time.

https://eccf.fcsuite.com/erp/fundmanager