ST. CROIX VALLEY FOUNDATION

Fund Advisor Portal Guide and FAQs

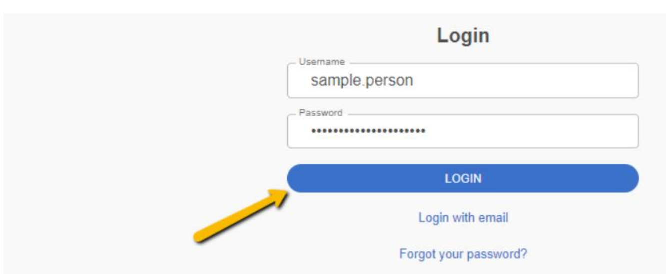
The St. Croix Valley Foundation is committed to providing exceptional service to our fund advisors and representatives. Our online Fund Advisor Portal offers a secure, user-friendly way to access your fund information, whenever it suits you. Through this portal, you can conveniently check your current fund balance, submit and track grant recommendations (if applicable), make contributions, review your fund history, and access fund statements.

The following guide is designed to help you navigate the system. If you have any questions or need additional assistance, please don't hesitate to contact Sally Hermann from our Philanthropic Services team at 715-716-7084 or shermann@scvfoundation.org.

Logging into the Fund Advisor Portal

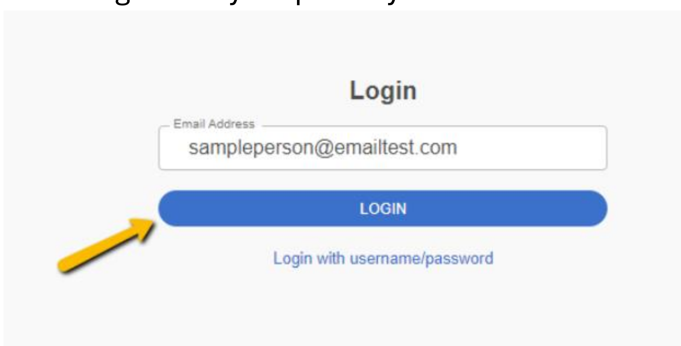
Navigate to our website at www.scvfoundation.org and select the "Fund Advisor Portal" button on the top right-hand side of the homepage. (See below.)

Established fund advisors: If you are an established advisor and haven't recently logged into the portal, you'll notice that the portal has a new look. If you are an established fund advisor or representative, select "Login with username/password" and enter your current credentials. If your password does not meet security requirements, you may be prompted to create a new one.

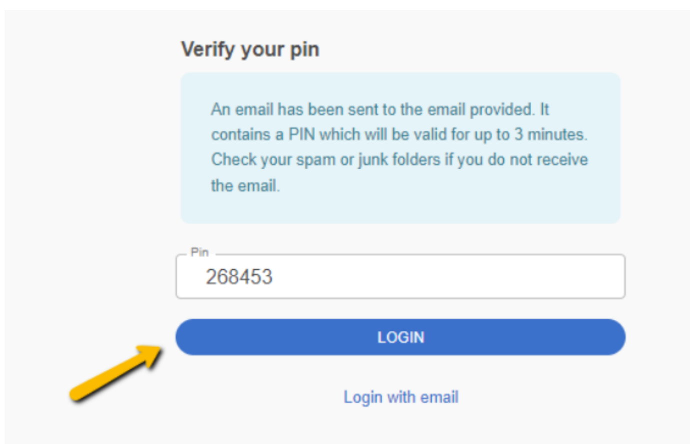


***New* fund advisors logging in for the first time:** *New* fund advisors or representatives will log in using their primary email address (Username) and authenticate with a PIN. To log in for the first time, enter your primary email address, and a PIN will be sent to verify your email. This PIN is **only valid for 6 minutes**, so be sure to enter it promptly. Once the code is entered, you will be logged into the system.

Login with your primary email address:



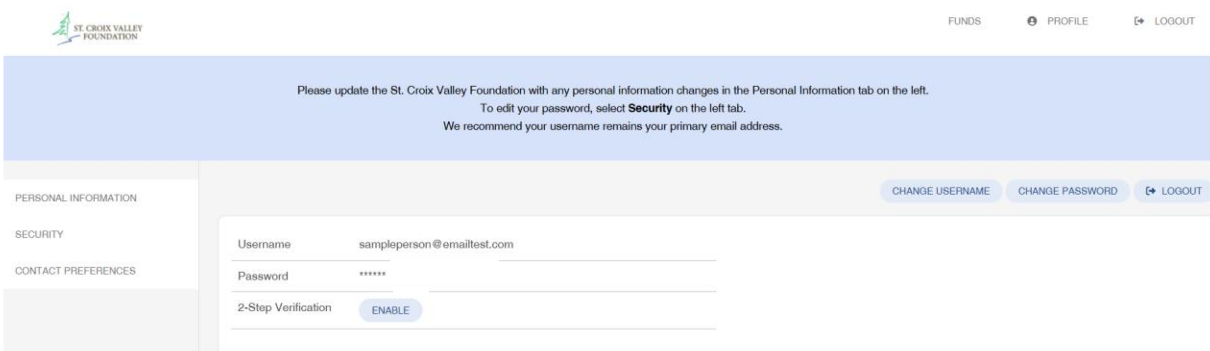
A PIN will be sent to the email address entered. The email will come from St. Croix Valley Foundation Authentication as the sender, with the message of: "______ *is your St. Croix Valley Foundation verification code. It expires in 6 minutes. Do not share this code."* Enter the PIN, and then click "Login**."**



NOTE: If you are logging in for the first time, you can either decide to (1) use your email and receive a PIN to log in every time to the system or (2) login with a username and password. These options will remain on the initial login page. **Please note that we have already set your primary email address as your username.**

Passwords & Security

To set up a password: Once logged into the Fund Advisor Portal, navigate to the profile icon on the top right-hand side. Click on Profile and then select “Security” on the left-hand side. You can create a password and update your username (if needed). **We recommend keeping your primary email address as your username.**



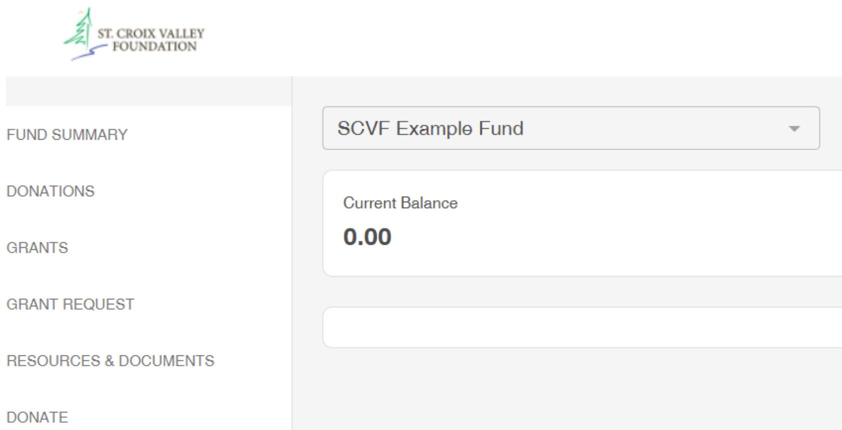
Please choose your *individual* profile, if a household profile is listed.

For Individuals Who Advise or View Multiple Funds

If you have access to multiple funds, you will see all the funds listed on the homepage of the Fund Advisor Portal. Choose the fund with which you wish to interact. If you are listed as a fund advisor/representative for only one fund, you will go directly to the homepage for that fund.

Tab Selections

Once you have logged in, you can select the tabs on the left-hand side of the page to review the different areas available to you as a fund advisor/representative. As a reminder, depending on the type of fund that you advise or can view at St. Croix Valley Foundation, not all of the following tab selections may be available to you. For reference, here is what the tab selections may look like on your screen:



- **Fund Summary Tab:** This tab provides the fund's current balance, your St. Croix Valley Foundation's Fund Steward's information, total grants and contributions, as well as a series of charts to see the fund's activity visually. The Fund Steward is the St. Croix Valley Foundation staff member assigned to support you with any questions you have about your fund.

- **Donations Tab:** This tab shows the detail for each contribution received into the fund. Unless the donor has requested to remain anonymous, you will be able to view more detail about each donor by clicking their name. You can also click the blue "Export" button on the right side of the screen to export the details into an excel spreadsheet for your records.

- **Grants Tab:** The top menu will show three options to learn more about the grants from the fund: Grant Summary, Grant History and Recurring Grants. This tab provides details on all grants distributed from the fund.
    - **Grant Summary** lists total cumulative grants by (recipient).
    - **Grant History** shows each individual grant made from the fund, starting with the most recent.
        1. Fund advisors can make copies of previous grants by selecting the blue "Copy" button. This will create a new grant request with the same details as the previous grant recommendation.

        2. The grant status reflects where the grant is in the Foundation's process. ***Request*** status means that the recommendation has been submitted. ***Paid*** status means the grant has been approved and will be mailed to the grantee. Please contact Sally Hermann if you have questions about the status of a grant.

- **Recurring Grants** lists any recurring grants associated with the fund. By selecting the individual recurring grant, the option to edit the recurring grant will appear on the right-hand side.

- **Grant Request Tab**
    - Fund advisors with the authority to do so will be able to make grant requests from the fund by clicking on the “Grant Request” Tab. To request a grant, first select the “Create Grant Request” button, then select from the following three options to proceed in your grantmaking request.

1. **Previous Grantee**
    a. This will give you the option to choose from a grantee you have given to in the past, a St. Croix Valley Foundation fund you have given to in the past, or other St. Croix Valley Foundation funds you might want to support.

2. **Search Grantee**
    a. This selection allows you to search for a grantee based on name, address or EIN. The system will search the St. Croix Valley Foundation’s database as well as Candid (another nonprofit database) for organizations containing the keywords that you’ve selected. The more keywords used, the better the search results will be.
    b. Results will be displayed from the St. Croix Valley Foundation’s database first and then Candid.
    c. Please note that this tool does not automatically guarantee that an organization will pass St. Croix Valley Foundation’s due diligence process.

3. **Enter a Grantee Manually**
    a. This selection allows you to enter nonprofit or grantee details manually. You will need to enter the grantee’s name and the full address to move the grant request to the Grant Request page.

Regardless of how you choose to submit your request, once the grantee information has been added, you can complete the request by filling out the remaining details of the grant request and clicking the “Submit Grant Requests” button at the bottom of the page. *The grant minimum for Donor Advised Funds is $250*. For information on grantee eligibility and fund activity requirements, please see the policies for your fund on the “Files” tab, within “Resources and Documents.”

- **Resources and Documents Tab**
  - The Fund Statements tab is available to review current and previous quarterly fund statements.
  - The Files tab shows a copy of the fund agreement (if applicable) and relevant policies for the fund.
  - The Financials tab (only available for agency funds) allows the user to run a Statement of Position or Statement of Activities. (Please note, this information may show as "draft" if the period is not yet closed.)

- **Donate Tab**
  - The Donate tab allows you to contribute via credit or debit card to any listed funds at the St. Croix Valley Foundation. By clicking this tab, you will be redirected to our website's Giving Hub and invited to select the fund you to which you want to contribute.

Logging Out of the Fund Advisor Portal

Remember to log out of the Portal when you have completed your activities. Navigate to the profile icon in the right-hand corner, then select the "Logout" button to close the Fund Advisor Portal securely. You will be automatically logged out each night even if you do not remember to log out, so we recommend that you make note of your new username and password in a safe place for your records.

Locked Out of your Fund Advisor Portal?

If you cannot gain access to your account, please contact Sally Hermann of our Philanthropic Services team at 715-716-7084 or by email at shermann@scvfoundation.org.

Please see answers to frequently asked questions on the next page.

Fund Advisor Portal
Frequently Asked Questions (FAQs)

1. **How many logins does each fund receive**?

   Each fund is assigned one login per primary email address. If you need to update the email on file, you can either contact Sally Hermann or update it in the Profile section of the Fund Advisor Portal.

2. **Can I update my personal information in the Fund Advisor Portal?**

   Yes, you can update your personal details by clicking on the Profile icon in the upper right-hand corner and editing your information. Any changes made will be reflected in the St. Croix Valley Foundation's internal records.

3. **Can I update the fund's information through the portal?**

   Fund details such as the name, investment portfolio, or associated advisors must be updated through the St. Croix Valley Foundation. Please contact Sally Hermann for assistance.

4. **How will I know if my grant request was submitted successfully?**

   You can track the status of your grant request under the Grant Request tab. Additionally, you will receive an automatic email confirmation once your request has been submitted.

5. **When are grant requests approved and processed?**

   Grant requests are approved and processed on an ongoing basis; grant checks are *typically* processed on the second and fourth Wednesdays of each month. Requests over $50,000 and/or that exceed the calculated spendable for a long-term fund require St. Croix Valley Foundation Board of Directors approval, which occurs at regularly scheduled meetings on the second Tuesday of odd-numbered months. We will contact you if further information is needed.

6. **How will I know when my grant has been processed?**

   You can check the status in the Grant Request tab. An automatic email will also be sent to notify you once the grant has been approved and processed. If you prefer not to receive these notifications, please contact Sally Hermann.

7. Why am I unable to submit a grant recommendation?

Not all fund advisors have the same permissions. Only those with advisory privileges are authorized to request grants.

8. Which devices can I use to access the Fund Advisor Portal?

The portal is compatible with most internet-connected devices, including smartphones, tablets, and desktop computers. However, there is no standalone mobile app. For the best experience, we recommend using Google Chrome.

9. Can I find my tax receipts in the Fund Advisor Portal?

Tax receipts are not stored in the portal. The St. Croix Valley Foundation will email or mail a tax receipt when your donation is processed. If you've misplaced a tax receipt, please contact Sally Hermann for assistance.

10. Is the fund balance displayed in the portal the total amount I can grant?

Fund advisors for long-term funds may request grants up to the current spendable balance. Advisors for short-term funds may request grants up to the current balance of the fund. For more details, please contact Sally Hermann.

11. Why does my contribution amount differ from the amount I sent in stocks?

For tax purposes, the IRS requires that the Foundation value stock gifts based on the date they are received, multiplying the number of shares received by the average of the high/low price on that date. The actual proceeds of the sale of the stock gift are then deposited to the fund; that's what you will see when you log in to your fund.

12. How can I enhance the security of my Fund Advisor Portal account?

To maximize security, we recommend the following steps:

- Navigate to the Profile tab and select Security.
- Change your username to something other than your primary email.
- Choose to log in with a PIN each time or enable two-factor authentication.
- Enable two-factor authentication by selecting the Security tab and turning on the 2-Step Verification feature.

13. How long does it take for my contribution to appear in the portal?

Contributions are typically processed within 1-3 business days. Processing may take longer for gifts of stock and other noncash gifts, and during peak periods, such as the end of the calendar year.