

Donate Tab

- The Donate tab allows you to contribute to any listed funds at the Foundation. By clicking this tab, you will be redirected to our website's donation page and invited to select the fund you want to contribute into or search for any of the funds the Foundation holds. If you have questions about your contribution using the DONATE button, please contact the Development and Stewardship office at 843-723-3635 or by email at development@coastalcommunityfoundation.org.

Receipts Tab

- The Receipts tab will have copies of your donation's tax receipts, dating back to January 2021.

Vouchers Tab

- If applicable to your fund type, the Vouchers tab will show expenses paid for by your fund (this is separate from regular grants).

Logout Tab

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Email Alerts

We will alert you via email every time a donation is made to your fund or a grant has been awarded from your fund. These alerts can be cancelled at any point, but the alerts are not retroactive, so you will not be notified of past grants or donations. If you would like to cancel these alerts, please contact us at 843-723-3635 or development@coastalcommunityfoundation.org.

Logging Out of the Portal

Remember to use the "Logout" tab to close the Donor Portal securely. You will be automatically logged out each night even if you do not remember to logout, so we recommend that you make note of your new username and password in a safe place for your records.

Locked Out of your Donor Portal?

If you are locked out of your account, click "Forgot Password" on the login page. Enter your username and click the "Reset Password" button. If an account with the provided username is found, instructions to reset your password will be sent to the email address for that account. If you're still having trouble, please contact the Development and Stewardship office at 843-723-3635 or by email at development@coastalcommunityfoundation.org

FAQ

1. **How many logins do we get to access the Donor Portal?**
 - Currently each individual or organization receives one login. If you would like to switch your email on file, contact your Relationship Manager.
2. **I want to update my contact information. Can I do that in the Donor Portal?**
 - Yes, you can do so on the Profile tab.
3. **How will I know if I submitted a grant successfully?**
 - You can check the status of the grant in the donor portal, on the Grants tab.
4. **How long does it take to process a grant recommendation?**
 - Grant recommendations received by Monday at 11:59 AM will be in the queue for due diligence review and processing the following Friday. Occasionally it is necessary to adjust this timeline due to holidays or other one-time occurrences. You can always check the status of a grant in the Donor Portal.
5. **Why can't I recommend a grant?**
 - Not all fund types have the same permissions. Contact your Relationship Manager or Fund Contact to inquire.
6. **What do I do if I forgot my Fund Contact's information?**
 - Your fund relationship manager is listed at the top of the Home tab.
7. **On what devices may I access the Donor Portal?**
 - Unlike our old system, the new Donor Portal is compatible with most devices that can access the internet through a browser (e.g. your smartphone, tablet, and PC). However, there is not a separate app for the system.
8. **I've lost my password. What should I do?**
 - For security reasons, the Coastal Community Foundation does not have the ability to access your password. You can reset your password on the donor portal login page. If you still need assistance, please email development@coastalcommunityfoundation.org or call 843-723-3635 for assistance.
9. **I don't understand how to navigate the portal. Where can I get help?**
 - If you still have questions, reach out to our team by calling 843-723-3635.