

EAST TENNESSEE FOUNDATION
COMMUNITY DONOR ONLINE PORTAL FAQ

1) What do I do if I forget my username or password?

If you need to reset your password, please click on the "Forgot Password?" link on the Community Donor login page. If you have trouble logging in, please contact our Fundholder Services Officer, Traci Sisson, at (865) 524-1223 or by email at tsisson@etf.org.

2) Can I inform the Foundation of changes in my contact information through Community Donor?

No. If you need to update your contact information, please contact Traci Sisson at (865) 524-1223 or by email at tsisson@etf.org.

3) Can I get my fund report on Community Donor?

Yes, your quarterly fund report is on the *Fund Reports* tab of Community Donor. In general, it will be available at the end of the month following the end of the quarter. For example, for first quarter (January – March), the fund report will be available May 1st. However, the fourth quarter/year-end fund reports often take longer to finalize and usually become available in mid-February of the following year.

4) How often is Community Donor updated?

Community Donor is updated in real time; however, investment activity is typically recorded mid-month for the preceding month. Also, very recent gifts not made online or grant requests not made online might take several days to be verified and reflected in Community Donor. If you have questions about a recent gift or grant request, please contact Traci Sisson at (865) 524-1223 or by email at tsisson@etf.org.

5) How far back will my fund's historical gifts or grants be listed?

If your fund was established after 1993, all historical gifts to and grants from your fund will be included. For older funds, our computerized information accessible to Community Donor includes gifts received since January, 1994, and all grants made since 1992.

6) Can I give my assistant or others in my organization or family access to Community Donor?

Yes. Please contact Traci Sisson at (865) 524-1223 or by email at tsisson@etf.org to request access. You will need to provide your written permission authorizing any new user on the fund.

7) How secure is Community Donor?

The data in Community Donor is stored on a secure Amazon Web Services server. However, you as the user must contribute to keeping your data secure by choosing a complex password that is more difficult to hack and by keeping that password private.

8) Who can recommend a grant from a fund through Community Donor?

Only fund advisors of donor advised funds who are identified in the fund agreement as having grant advisory privileges or their designees can recommend grants through Community Donor. All other fund types cannot make grant requests.