



**Saint Paul, MN Non-Profit Organizations Training on new Ecolab NPO Grant Application Site  
(EXISTING GRANTEES ONLY)**

**Frequently Asked Questions (FAQs)**

**1. *My NPO is a national organization and operates in more than one region so how do I decide which region to apply?***

- **Answer:** You would have to apply to the specific region where your chapter or local organization resides. If your “chapters” have different EINs then each chapter could apply for funding in multiple regions using their different EIN numbers. Ultimately our goal is to ensure maximum distribution of funds so we are intentional that once you apply to one region, you generally would not be considered for funding in other regions.

**2. *I am having trouble signing into the site. What can I do?***

- **Answer:** If you don't see your registration confirmation email, please check your junk mail. Also, it is recommended you use Chrome or Firefox (and not Internet Explorer) for optimal site performance as well as a desktop or laptop computer. You may also right click on your browser (Chrome or Firefox) to select to start an Incognito or Private window to help clear any previous browsing history that may be interfering. Also try clearing your browsing history or cache. Here is a site to assist if you are not familiar with the process: <http://www.refreshyourcache.com/en/home/> Clearing your history or cache will ensure you have the most up-to-date information/data downloading from your browser.

**3. *I applied last year, but I forgot my password. What do I do?***

- **Answer:** On the Sign-In page, click on 'I forgot my password' link to reset.

**4. *Are there character limits on the grant application?***

- **Answer:** Yes, the word limit will display where applicable on the application form.

**5. *Can special characters be used for the grant application wording?***

- **Answer:** No, special characters should not be used for your grant application as it may cause issues when you try to submit your final application. Please do not use special characters in your responses (such as tabs, bullets, etc.) as this may prevent you from submitting your application successfully. Plain text is best. If you copy and paste text from a Word document, please make sure you paste it as plain text. The following link has helpful information if you don't know how to do this: <https://support.office.com/en-us/article/Paste-plain-text-into-Word-8879f19d-d2df-4dd9-8e9d-73e8984812f9>

**6. *When will Progress Reports be due?***

- **Answer:** If you are awarded a grant, you will be required to submit one final Impact Report providing data on grant accomplishments. Generally, the Impact Report will be due annually. We will provide more details on this process to all grantees later in the year.

**7. How can I print off a blank copy of the grant application?**

- **Answer:** There are two places where you can access and view/print a blank copy the application. First, you can download the Applicant Reference Guide that is on the Ecolab.com website (<http://www.ecolab.com/about/corporate-responsibility/community-involvement/apply-for-a-grant/saint-paul-area>). The 2<sup>nd</sup> section has all the questions that are on the application. Secondly, when you are in the applicant site, you can click on the Programs page and look under the NPO Grants tab to see a Preview button. You can see all the applications questions there also.

**8. What financials are required – a 990 and an audit?**

- **Answer:** The financial information required depends on the size of your organization:
  - i. If your organization’s annual budget is more than \$750,000, you will need to upload your most recent audited financials. (80MB file size limit)
  - ii. If your organization’s annual budget is less than \$750,000, you will need to upload your statement(s) of financial position (i.e. Balance sheet, income/expense statements, cash flow statement, and/or functional expense statements).

**9. Do we still need to submit our IRS letter like we did before?**

- **Answer:** No, the fact that we are partnering with YourCause helps us validate your organization because if you are in their database that means your 501c3 IRS status is current and you are eligible to receive tax-deductible charitable contributions.

**10. What if we cannot find our organization in the Ecolab Applicant Site? Can we still apply?**

- **Answer:** Maybe. If you cannot find your organization in the site, you will see a message providing instructions on the additional details about your organization that you will be required to submit before you are able to apply. Once YourCause receives your additional details, they will determine if you will be added to their database so that you can continue the application process. (Note: You do not want this to delay your grant submission so the sooner you ensure that your organization is in the database the better.)

**11. How does the “Collaborator” capability work? Does this allow someone else in our office to help with completing the application? Will they need a separate log in account?**

- **Answer:** The Collaborator function on the Applicant site allows other people that you designate and set-up to help complete the application. **IMPORTANT:** Only one person can actively work on the application at a time. Otherwise, you could overwrite your entries and information may be lost. Here are the steps to set up a collaborator:
  - Click on Share with a Collaborator that is at the top right of the page when in an application request
  - Select a Collaborator if he/she is already in the system or create a New Collaborator
  - Collaborators will get an email inviting them into the application (with a specific link) so they may enter their replies
  - If you added a New Collaborator, there will be a second email with a temporary password so this new collaborator can sign back into the site at any time to locate the application and complete the required sections

## 12. What if we have a fiscal sponsor?

- **Answer:** Make sure the organization you claim is the organization that is your fiscal sponsor, so it will appear that you are submitting a grant request on behalf of this fiscal sponsor. This organization will receive the grant funds on your behalf should your request be awarded

## 13. How do I edit an application I started?

- **Answer:** If you didn't yet submit your final application, you can go back to the application site, click on Request and you will see a table where you can click on your request (blue underlined hyperlink) which will open up your application for you so you can make edits and/or complete it. Make sure to click on each page of the application (they are the row of tabs or pages under the main list of tabs). Pages that have incomplete information will display in red. When you are ready to submit it, go to the Summary page and click Submit. You cannot edit from the Summary Page. You need to return to the individual page/tab to make any edits before submitting.

## 14. How can I download a copy of my application?

- **Answer:** Your application will be saved on the Requests page where you can click on the name of the application (in blue) and access it for reference. When you open your submitted application, at the top of the page, you can click on the printer icon to print a copy or on the pdf icon to save a copy as a pdf document. These functions are also available at the top of the Summary page which is the last page you come to before submitting your application.

## 15. How do I delete or cancel applications I accidentally started and don't need any more?

- **Answer:** If you don't cancel unneeded applications, once the application deadline passes, these applications will automatically be changed to incomplete and an automated email will be sent to alert you to this. It is recommended that you cancel any unneeded draft applications. Follow these steps below:
  - Sign-in at <https://www.gdg.do/router/servlet/Portal?c=25724430&p=25739562&g=25739564>
  - Click on Request in the blue bar at the top
  - On the Request page you will find a list of applications. Click on the name in blue of the applications that are in draft status (these will be noted by the date stamp: *Due on mm/dd/yyyy*)
  - Once the draft application is open, click on **Cancel Request** in red near the top right of the screen
  - Repeat these steps for other applications in draft status
  - Confirm on the Request page that all applications are either Cancelled or Submitted

## 16. Whom do we contact for questions?

- **Answer:** For technical questions about the Ecolab Applicant Site, please contact [Ecolab@gooddonegreat.com](mailto:Ecolab@gooddonegreat.com). 1.855.910.8501. Monday-Friday, 8 a.m. – 7 p.m. eastern time.

For questions about the Ecolab Foundation grant process, please contact [Ecolab\\_Foundation@ecolab.com](mailto:Ecolab_Foundation@ecolab.com) or 651.250.3427