

## Video 1: How to create your password

- **These instructions are for past or current grantees or applicants with the foundation.** You will not need to create a new account, but you will need to create a new password. Please follow these instructions to do so.
- Enter sff.fluxx.io into your browser's URL field to access the Foundation's Grantee Portal
- Under the "Login Now" field on the left hand side, you will see a link to "reset or create password". Click this link, which will take you to the "Create or Forgot Password / Login" page
- In the email field, enter your email address that is **currently** on record with the foundation.
- Now, check your email inbox, including your Junk folder, for an email from The San Francisco Foundation and click the link in that email to reset your password.
- Please note your password has to be 14 characters, including at least one number and one uppercase letter.

## Video 2: How to login

- **These instructions are for individuals who have their username and password.**
- Enter sff.fluxx.io into your browser's URL field to access the Foundation's Grantee Portal
- On the left hand side of the web page, you will see the "Login Now" section.
- Enter your username and password, and click "Sign-in"
- Please note your password has to be 14 characters or more, including at least one number and one uppercase letter.
- If you do not remember your password, press "reset or create password" and follow the instructions.
- **If you cannot remember your login details, do not create a new account. Refer to the video for how to reset your password for additional instructions.**

### Video 3: How to Create an Account

- These instructions are for organizations who are new to the foundation.
- Enter [sff.fluxx.io](http://sff.fluxx.io) into your browser's URL field to access the Foundation's Grantee Portal.
- On the right hand side of the screen, you will see the prompt to "Create a New Account".
- Click the "create an account now" button, and you'll be re-directed to the next screen to enter the key contact information for your organization.
- Although it is not required to enter your tax ID number, you'll notice a pink shaded area at the top of the screen that allows you to do so. If you enter your tax ID, many of the fields in the form below will auto-populate.
- In order to create your account you will need to fill out all of the information in bold before hitting the "Submit Request" button.
- The fields that are required are:
  - Organization Name
  - First and last name of the primary contact
  - Email address of the primary contact
  - The dropdown that reads "Make Me the administrative contact"
  - The administrative contact will be notified via email if any other individuals link themselves to your organizations Fluxx account
- Once you submit your information, it may take up to 48 hours for you to receive a confirmation email notifying you that your account has been validated.
- When you receive the confirmation email from The San Francisco Foundation, follow the instructions to login in to your account.
- Please check your Junk folder as well if you do not see this email.

#### **Video 4: Login to access and complete Organizational profile**

- **These instructions are for organizations that have created an account.**
- Enter sff.fluxx.io into your browser's URL field to access the Foundation's Grantee Portal and login to your account.
- After you are logged in to the system, on the left hand side of your screen in the navigation panel, you will see a tab titled "Organizational Profile".
- Click on this to display a list view of all of the organizations that you are associated with.
- Click on the organization name to display the organization profile that you want to edit. Click on the edit button on the top right-hand corner to begin editing.
- Your basic organizational profile cannot be saved until all fields in bold are complete. The profile does not automatically save, and will only save after clicking the "Save" button at the bottom of the profile.
- The Organizational Profile ensures that we have all of your geographic and demographic information as well as your organizational make-up and core work areas all in one place.
- If you are planning on submitting a stage one open cycle application, you will be required to fill out all the fields before clicking "Update".
- You will be able to go back and edit your Organizational Profile after you click Save or Update.