

# Frequently Asked Questions: Spectrum Portal

Updated September 1, 2020

## Accessing the Portal

**How do I get to the portal?**

<https://jfedstl.spectrumportal.net/>

**How do I create an account for myself or another person from our organization?**

Go to <https://jfedstl.spectrumportal.net/> and register for an account. If you will be using Spectrum to apply for grants, please select “Grant Applicant” as shown below.

The screenshot shows a registration form titled "Welcome Create a Profile". Under the "Account Information" section, there are several input fields: "First Name", "Last Name", "Email Address" (containing "nkantor@jfedstl.org"), "Password", "Re-enter your Password", and "Password Hint". Each of these fields has a red asterisk indicating it is required. Below these fields is the "Portal Access\*" section, which contains three radio button options: "Grant Applicant" (circled in red), "Donor", and "Reviewer". To the right of each radio button is a brief description of the access level. At the bottom of the form, there is a note: "\*Some access requires approval. Please do not select access that you do not need!"

When you select “Grant Applicant,” an “Organization Information” section will pop open with instructions for how to associate your account with your organization.

**What if my organization does not exist when I register?**

It will prompt you to create a new organization, then submit. Generally it may take up to 24 hours to approve, however, if you would like to work on an application immediately, please contact Colleen Doyle at [cdoyle@jfedstl.org](mailto:cdoyle@jfedstl.org) or 314-442-3812 and she can approve more quickly.

**How long after I register do I have to wait to complete an application?**

If your organization already is in the list that you can select from, you can apply for grants immediately.

**What if I forget my password?**

There is a link provided at the Log In screen that you can click to reset your password.

### What if I am leaving the organization or am moving to a different role?

Please notify Colleen Doyle [cdoyle@jfedstl.org](mailto:cdoyle@jfedstl.org).

### How do I access an application filled out by a former employee of our organization?

When you register, your access defaults to the applications that you filled out only. Please contact Colleen Doyle [cdoyle@jfedstl.org](mailto:cdoyle@jfedstl.org) and request for access to all applications/follow-ups related to the organization.

## Filling Out Applications

### Don't lose your work!

SAVE, SAVE, and SAVE often when filling out applications. If you want to be super cautious, you can also type out your answers in a word document and copy and paste into the application on the portal. There have been some instances, even though you save your work, the internet connection is weak or you lose connection and your information can be lost.

### How do I find the right application to fill out?


When you log into Spectrum, you will see a section called Available Applications. Look through that section until you locate the application you're looking for. If you don't see it, you may need to click "More" at the bottom of the section.

## Available Applications


### 2020 1 Year Core and POI

This investment opportunity is by invitation only. Organizations who received a 1-year investment in the spring of 2019 should complete this proposal.


### 2020 Kranzberg Family Foundation

The Kranzberg Family Foundation, a supporting organization of Jewish Federation of St. Louis, was established in 2007 through a generous commitment fr... 

### 2020 Multi Year and Core POI

This investment opportunity is by invitation only. Organizations who received a multi-year commitment in the spring of 2019 should complete this propo... 

### 2020 National POI

This investment opportunity is by invitation only. National organizations who received an investment in the spring of 2019 should complete this propos... 

[More...](#)

[Search/Show All](#)

### Do I need a password to access an application?

Some applications require you to enter a password to access them, and some do not. Check communications from the Community Impact team about the application to see if there is a password required, or reach out to a Community Impact team member if you need help.

### How do I know if my application was received?

You will receive a confirmation email when you submit your application. If you do not receive a confirmation email, you did not successfully submit your application.

### Who is the Chief Professional?

The head of your organization (could be yourself).

### I get an error when filling in the phone number and/or \$ amount and it won't let me submit my application.

All number fields (phone numbers and dollar amounts) in the applications should be numbers only (NO space, NO commas, NO dashes, NO parentheses, and NO \$ signs). Sometimes spaces are hiding in a number field, so make sure to double check for spaces if the system is giving you an error message.

### How do I locate and fill out a Follow-Up Form?

The Follow-Up Form (if required) can be accessed two ways. Once you log in, if you have a Follow-Up Form due, there will be an alert at the top of the screen. To access the Form, just click on that alert. Another place to find the Follow-Up Form is on the right side of the screen, click My Awards.

### What if the application is not saving work that was previously entered? OR How do I get back to an application I started previously?

Log into the Spectrum web portal. At the bottom of the Home screen you will see:

The screenshot shows two side-by-side panels. The left panel is titled 'Saved Applications' and contains a table with three columns: Name, Date, and Status. The first row has 'August 2020 Organization Check-In & Evaluation Report' as the name, '8/24/2020' as the date, and 'CREATED' as the status. The word 'CREATED' is circled in red. The second row has 'August 2020 Organization Check-In & Evaluation Report' as the name, '8/24/2020' as the date, and 'SUBMITTED' as the status. The third row has 'Jossem Memorial Fund Reimbursement Request' as the name, '8/20/2020' as the date, and 'SUBMITTED' as the status. The right panel is titled 'Available Applications' and contains two entries. The first entry is '2020 1 Year Core and POI' with a description: 'This investment opportunity is by invitation only. Organizations who receive a 1-year investment in the spring of 2019 should complete this proposal by...'. The second entry is '2020 Kranzberg Family Foundation' with a description: 'The Kranzberg Family Foundation, a supporting organization of Jewish Federation of St. Louis, was established in 2007 through a generous commitment from...'. There is a small blue information icon at the bottom right of the second entry.

Name	Date	Status
August 2020 Organization Check-In & Evaluation Report	8/24/2020	CREATED
August 2020 Organization Check-In & Evaluation Report	8/24/2020	SUBMITTED
Jossem Memorial Fund Reimbursement Request	8/20/2020	SUBMITTED

Notice the application that says “CREATED” is one that you are currently working on. Please click on the application name and continue working on it. **Be careful to not start a new application if your intent is to continue to work on one you have already created.**