

# MY NTCF FUND

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## USER GUIDE



North Texas Community Foundation's online portal, My NTCF Fund, gives fundholders and advisors secure, 24/7 access to fund information. Within My NTCF Fund, you can easily check your fund balance, view and download fund statements, request and track grants, add to your fund and more.

# Accessing the Portal

## INITIAL LOGIN PROCESS AND CREATING YOUR ACCOUNT

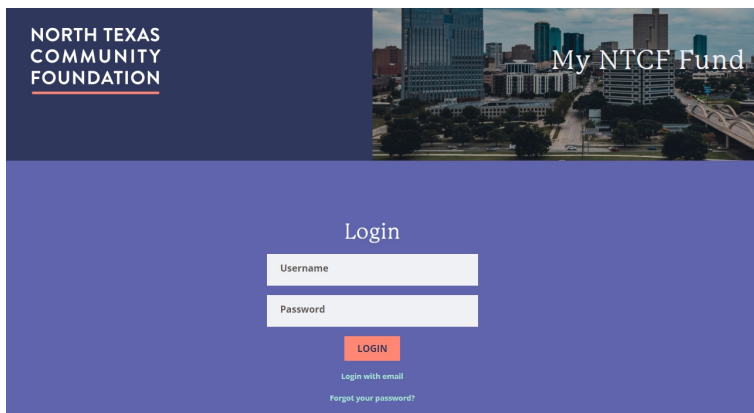
You will receive an automated email from sender “no-reply@fcsuite.com” with “North Texas Community Foundation” referenced in the subject line. The automated email will instruct you on the steps to create a custom password specific to your fund(s). Your username will be the primary email address we have on file.

Once you click on the invitation link in the email, you will be prompted to create a password of your choice. Your password must contain at least 12 characters and 3 of the following:

- Capital letter
- Lowercase letter
- Number
- Special character (!, #, %, etc.)

**Please write down your password and put it somewhere you will remember.**

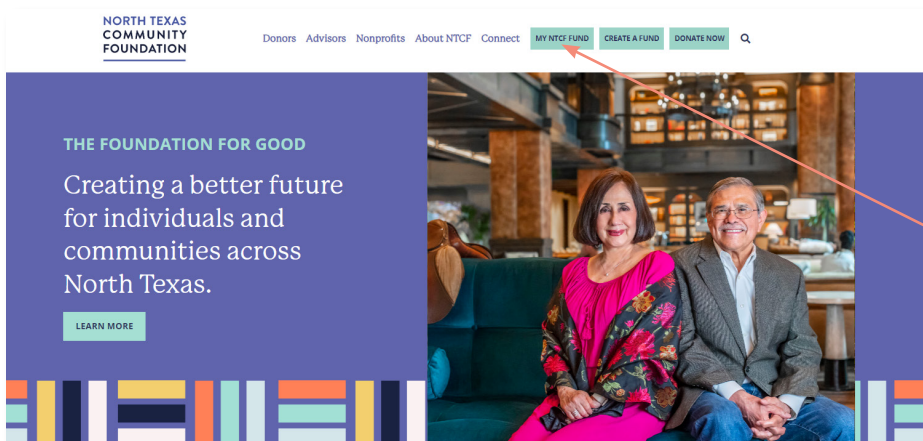
The link contained in the initial automated email can only be used once to establish your initial password and will expire after 30 days.



**IMPORTANT:** If you access My NTCF Fund from a shared computer or device, we strongly encourage you to use the logout option after completing each session. This ensures no one other than you has access to the system.

## RETURNING USERS

To access the portal at any time (following the initial setup), simply visit northtexascf.org and click on the My NTCF Fund button at the top right corner of our website. This will take you to the login screen where you will enter your username and password established in the step outlined above.



# Navigating My NTCF Fund

Once you are logged in, your fund summary will appear. If you manage multiple funds, you can select the fund you would like to view. Also, at any time, you can change which fund you would like to access at the top of your screen by clicking on the fund name.

If you are listed as an advisor for only one fund, your fund summary will be shown.

The screenshot displays the My NTCF Fund portal interface. At the top, there is a dropdown menu for the fund name, currently set to "Grant Family Fund". To the right of the dropdown are two buttons: "CREATE GRANT REQUEST" and "CART (1)". Below the dropdown, there is a sidebar menu with the following items: "Fund Summary", "Contributions", "Grants", "Grant Request", "Resources & Documents", and "Donate". The main content area is divided into several sections. The "Fund Summary" section displays four key metrics: Current Balance (183,031.99), Available Cash (180,431.99), Total Contributions (183,031.99), and Total Grants (2,600.00). Below this, there is a "Questions?" section with a profile picture of a woman and contact information: 817-704-3842 and hjohnson@northtexascf.org. At the bottom, there is a "Donate" section with a date range "01/01/2024 - 12/31/2024" and two sub-sections: "Donation Amount" and "Donation Trends".

The tabs in the portal’s menus display different features available to you as a Fund Advisor:

**FUND SUMMARY** - The fund summary is a quick snapshot of your fund’s most recent activity. This tab shows your fund’s current balance, available cash, total contributions and grant history. This tab will automatically show each time you login to the portal; think of it like a homepage.

**CONTRIBUTIONS** – All gifts made into your fund appear in this tab, unless the donor requested to give anonymously.

**GRANTS** - All grants awarded from your fund including date, organization name, purpose, and amount are listed in this tab. The grant summary tab provides a summary of grants by grantee. Click on the grant history tab to see grants listed chronologically from most recent to oldest. You can also review any recurring grants by clicking on that tab.

**GRANT REQUEST** – Click here to make a grant request from your fund and track the statuses of your recent grants. Note: online grant requests are only available to Donor Advised Funds.

**RESOURCES & DOCUMENTS** – Below your fund name, you can view, download and print your fund statements. There is also a tab for **files** where you will be able to access wiring and stock instructions.

**DONATE** - Opens a new window for you to contribute to your fund, or other funds managed at North Texas Community Foundation.

**EXPORT** - This button only shows when you are in the Contributions and Grants tabs. The Export button shows in the top right of the Contributions section located below the Create Grant Request button. It produces an excel spreadsheet with the contribution or grant information.

**MY NTCF FUND** - The button located in the top menu will take you back to the fund summary page

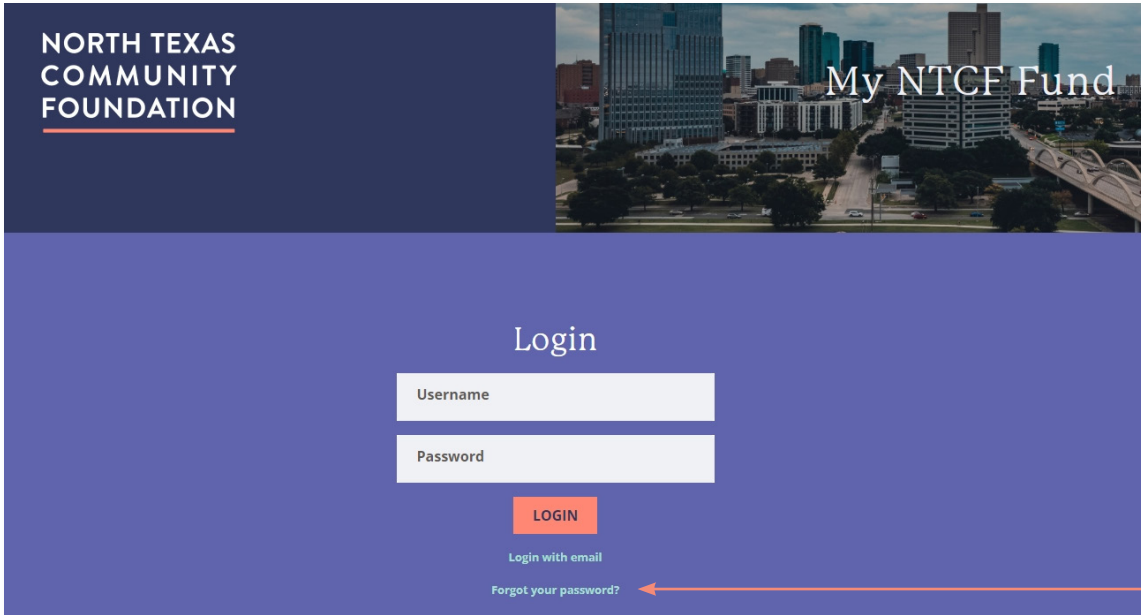
**PROFILE** - You can update your information on this tab. Please contact your fund steward if you update your information.

**LOGOUT** - Remember to click “Logout” at the top right of the page to close My NTCF Fund. You will be automatically logged out after a period of inactivity even if you do not log out.

# Frequently Asked Questions

## ***What if I forget my password?***

On the login page, click “Forgot Password.” Enter the username of your account, which is the email address NTCF has associated with your profile and click Reset Password. Check your email for password assistance. For security reasons, NTCF staff cannot reset your password for you, but we can help you navigate the process if you need assistance.



**Note: My NTCF Fund will lock you out after five unsuccessful login attempts.**

If you need assistance or are locked out of My NTCF Fund, please contact our team at 817.877.0702 or email [support@northtexascf.org](mailto:support@northtexascf.org).

## ***Where do I find my fund balance?***

The **Fund Summary** tab of the portal displays the current fund balance as well as the available cash to grant. You will also see total contributions to the fund and total grants made from the fund.

If there is a difference between the available cash and the current fund balance, that is due to scheduled grant payments.

Grant Family Fund	<a href="#">CREATE GRANT REQUEST</a>	<a href="#">CART (1)</a>	
Current Balance <b>183,031.99</b>	Available Cash <b>180,431.99</b>	Total Contributions <b>183,031.99</b>	Total Grants <b>2,600.00</b>

## How do I make a grant?

After logging in to My NTCF Fund and selecting the fund from which you want to recommend this grant, you can click on “**Create Grant Request**” button at the top right of the portal or click the **Grant Request** tab at the left of the page. There are multiple ways you can start the grant recommendation process:

When you get to the **Grant Request** tab, you may:

1. **Choose a previous Grantee** from one of the drop-down menus;
2. **Search for other Grantees** by typing keywords that allow Guidestar, an information service specializing in reporting on U.S. nonprofits, to search for organizations containing those keywords. The more keywords you provide, the better the search results will be;
3. **Enter Grantee information** manually.

Grant Family Fund

CREATE GRANT REQUEST

Fund Summary

Contributions

Grants

Grant Request

Resources & Documents

Use this form to request a new grant or contribution from your fund. Select a grantee from the drop-down menu or enter a new nonprofit. North Texas Community Foundation will notify you once the grant has been completed. Grants already processed from your fund are listed below.

Grant Request > Choose Type

PREVIOUS GRANTEE SEARCH GRANTEE MANUAL GRANTEE

Once you select the grantee, the system will automatically move to a screen where you can indicate:

- a **description** to let the grantee know how grant is to be used;
- the **amount** (the minimum grant amount is \$250);
- whether you want the grant to remain **anonymous**;
- if you want to make this a **recurring** grant. *If you choose this option, you will need to enter the grant start date, recurrence interval (monthly, quarterly or yearly), and the number of recurrences. By entering a number in the **Number of Recurring** box, the total of the indicated payments will be deducted from your fund balance. If you choose to leave the number of occurrences blank, only individual payments will be taken from your fund balance at the time of payment. For this option, payments will continue to distribute based on your specifications until you contact NTCF to stop the payments. We recommend scheduling recurring grants for no longer than 2 years and then reevaluating the recurrence schedule. If you do not want this to be a recurring gift, please skip this step.*
- an **attachment** that you would like to include as well as an attachment description.
- any special instructions you want our staff to see before processing your grant request. This can include any special handling instructions or additional contacts.

Click “**Add to Cart**” which will take you to the **Grant Request Cart** page.

You will now see your request appear in Grant Request Cart. The Cart button with any unsubmitted grants is also located at the top right of your screen.

You will need to click the **Review and Submit Grant Requests** button in the cart to review grants before submission. To complete grant submission, click **Submit Grant Requests**. Click **Continue** to view the current list of grants in process.

## When will my grant be processed?

Grants are processed on a weekly basis. Grants requested by 5:00 pm on Monday will be sent out via check by Friday.

Please allow 10-12 business days to reach the grantee; delivery of grants paid by check is dependent upon the postal service and a range of factors beyond our control.

You will receive an email confirmation **once the grant has been submitted for payment**, and you are always able to check the status of a grant through My NTCF Fund.

## How can I check the status of a grant?

The **Grant Request** tab will also show a list of grants requested to be paid along with their current status. Under the Status column, you will see one of six statuses for each grant:

- **Request** means that your grant request has been sent to our team. If you would like to cancel a pending grant request before it is processed, click the **Delete** button.
- **Cancelled** means your grant request has been cancelled.
- **Pending** means that our team is currently processing your grant request.
- **Approved** means your grant request has been approved but not yet paid.
- **Paid** means that the grant request has been approved and a check has been sent to the organization.
- **Completed** means the grant request has successfully been fulfilled.

Once a grant recommendation has been paid, the grant will appear in the **Grants** tab.

The screenshot shows two sections of a web application. The top section is titled "Grant Request Cart" and contains a red button labeled "REVIEW GRANT REQUESTS". Below this is a table with three columns: Recipient, Description, and Amount. The table has one row with "Animals" as the recipient, "test" as the description, and "250.00" as the amount. There are red buttons labeled "DELETE" and "EDIT" on either side of the row. Below the table is a "Grant Request Total" row showing "250.00".

The bottom section is titled "Grants" and contains a table with five columns: Request Date, Status, Recipient, Description, and Amount. The table has three rows. The first row has a date of "12/04/2024", status of "Pending", recipient of "Oakland Family Services", and amount of "250.00". A red arrow points to the "Description" column of this row. The second row has a date of "12/04/2024", status of "Pending", recipient of "Oakland Family Services", and amount of "250.00". The third row has a date of "12/04/2024", status of "Pending", recipient of "Empire Public Schools", and amount of "1,000.00".

Recipient	Description	Amount
Animals	test	250.00
Grant Request Total		250.00

Request Date	Status	Recipient	Description	Amount
12/04/2024	Pending	Oakland Family Services		250.00
12/04/2024	Pending	Oakland Family Services		250.00
12/04/2024	Pending	Empire Public Schools		1,000.00

### ***Where can I find my fund statement?***

Fund statements are posted monthly by going to **Resources & Documents** and looking under the **Fund Statements** tab. You will be notified via email when your fund statement is ready to be viewed in My NTCF Fund.

### ***Can I download a list of my grantees or contributions?***

You may use the **Export** tab to download all transactions from the Contributions or Grants tabs. Doing so will generate and download a CSV file.

### ***How do I manage my contact information?***

You can update your contact information in the Profile tab. However, please remember to notify your fund steward of any changes. This ensures we have the most accurate and up-to-date information for your fund.

### ***Who do I contact if I have additional questions?***

For other questions or assistance, please contact your fund steward listed on the Fund Summary page or email [support@northtexascf.org](mailto:support@northtexascf.org).

# NORTH TEXAS COMMUNITY FOUNDATION

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