



## Frequently Asked Questions:

**I haven't received the auto-generated email yet. What should I do?** It could take an entire day for the system to fully process each custom URL and send the auto-generated email. Check your Spam or Junk folder for an email from [no-reply@fcsuite.com](mailto:no-reply@fcsuite.com). If it hasn't arrived by Thursday 6/16 please email Miriam Leal ([miriam@cfnorthstate.org](mailto:miriam@cfnorthstate.org)) so that she can manually re-send the information you will need.

**I don't understand how to navigate the portal. Where can I get help?** Please visit [www.cfnorthstate.org/portal](http://www.cfnorthstate.org/portal) for step-by-step guides and additional helpful resources to assist you in learning how to navigate the new Fund Holder Portal system. Should you still have questions, reach out to our friendly team by calling 530-244-1219 or email us at [info@cfnorthstate.org](mailto:info@cfnorthstate.org).

**The URL only worked the first time. How do I return to the portal?** The custom URL inside the auto-generated setup email should only be used to establish your password. Utilizing the username and the password you created during setup, visit [www.cfnorthstate.org/portal](http://www.cfnorthstate.org/portal) and click on the *Fund Holder Portal* button to access the system at any time.

**I've lost my password. What should I do?** Click on the "Forgot Password?" link on the login page then follow the prompts to receive an email that will let you reset your password.

**Can I donate to my fund online?** Absolutely! Donating to your fund is not a feature of the fundholder portal, but we do offer several secure methods of giving. Visit our website at <https://cfnorthstate.org/give-now/> for a menu of giving options.

**Can I change the Fund Holder authorized to access the portal?** We understand that Fund Holders may occasionally need to be changed on your account. If changes are needed please contact our office to request updates.

**On the Contributions page, there's a column titled Description, but it's blank. Am I missing something?** Some contributions to funds have notes specific to the transaction, but most do not. Do not be surprised if that space is blank.

**Why isn't there any information showing on my Contributions or Grants pages?** The Portal will only show contributions and grants that have transacted since July 1, 2017. If you would like information about your fund prior to this "look-back date" please contact our office for assistance!

**What if I have additional questions?** If you have a question that is not answered here or in the system instructions, please us at the office. We are ready to help!

[info@cfnorthstate.org](mailto:info@cfnorthstate.org) or 530-244-1219