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General JustFund Questions

What is JustFund?

JustFund is an innovative online portal that was developed in 2017 by Solidaire Network and a group of foundations and donors in order to move more resources, more quickly to grassroots efforts around the country. JustFund simplifies the grants application process through our Common Proposal model with only four core narrative questions. Organizations can use a single proposal to apply to as many grant opportunities as they wish.

Organizations have the ability to submit a grant proposal to a specific fund and/or submit proposal(s) to the general JustFund portal. Any proposal submitted on JustFund, either directly to a funding opportunity or to JustFund General, will also be available to all funders on the platform, saving organizations time and increasing the visibility and reach of their work to new funders and networks!

To learn more about how JustFund works, organizations can visit the “How it Works” page by clicking “HOW IT WORKS” in the top right corner of the home page, and then clicking “For Organizations.”

Does it cost money for an organization to create an account and submit a proposal?

We’re pleased to offer JustFund as a free service to organizations. Organizations can submit as many proposals as they would like for free.

How can I use JustFund in Spanish?

View JustFund in Spanish by using Google Chrome, and adding the Google Translate extension to the browser.

1. Download the Google Translate extension [here](#).
2. Click the blue icon labeled “G” on the right side of the search bar.
3. Click “TRANSLATE THIS PAGE.”
4. A bar will appear at the top of the screen indicating the page is currently in English.

5. Click “English” to view other language options, and choose “Spanish” from the dropdown menu.

If you have any additional questions, please email info@justfund.us. We are also seeking feedback on this translation, so we encourage you to let us know how we can improve this feature.

Registering for an Account
Who can register for a JustFund account?
We know that folks are doing incredible and crucial work across the country. However, JustFund is predominantly focused on grassroots, social justice organizations engaging in advocacy and organizing work. To be eligible for JustFund, organizations must be US based, IRS approved 501(c)(3) or 501(c)(4) organizations, or a fiscally sponsored project of a 501(c)(3) or 501(c)(4) organization.

If you have any questions about whether or not you qualify for JustFund, please reach out to us at info@justfund.us.

How do I register for an account?
If an organization does not have an existing JustFund account, they can register for a new account from the JustFund homepage by selecting the, “SIGN UP” button.

How long does it take for my new account to be approved?
Generally, it takes 24-48 business hours for an account to be approved. We approve registration requests manually, ensuring organizations are a 501(c)(3), 501(c)(4), or a fiscally sponsored project and qualify for JustFund.
We encourage organizations to create accounts well in advance of any deadlines to ensure there is enough time for us to approve the account, and for organizations to work on and submit their proposal.

**Can there be multiple users for my organization’s account?**
Organizations are permitted one JustFund account. If they want multiple staff members to have access to their organization’s account, they can reach out to info@justfund.us.

**How do I update my organization login email?**
To change a JustFund login email, organizations should reach out directly to info@justfund.us.

**Password Assistance**
**What do I do if I forget my password?**
1. Users can visit the JustFund home page and click “SIGN IN” on the top right corner.
2. Users should enter their email address and click “I forgot my password” in the bottom right corner of the sign in window.
3. A prompt will appear asking the user to confirm if they want to create a new password for their email address. Users should click “Yes” and a new temporary password will be sent to their email.

![Sign In Form](image)
**How do I change my password?**

We encourage all users to update their temporary password to a personal and secure password.

1. After logging into their account, users should go to the top right corner of the screen and click “ACCOUNT.”
2. Next, select “CHANGE PASSWORD” from the drop down menu.
3. Once a user has verified their new password, they can click “SAVE” to update their password.

**Funding Opportunities**

**What are the current funding opportunities that I can apply to on JustFund?**

In order to learn about the current funding opportunities on JustFund, organizations can log into their account and select “RFPs” from the top menu bar. From this page, organizations can click on any funding opportunity to read the application requirements and details.
If I want to apply to a specific fund, or have been invited to apply to a specific fund, how do I learn about the requirements to apply?

Organizations can learn about the grant requirements of specific funding opportunities by clicking “RFPs” from the top menu bar and selecting the appropriate funding opportunity.

**Submitting a Proposal**

**How do I submit a proposal?**

Watch a video describing how to submit a proposal [here](#).

Whether an organization wants to submit a proposal to the general JustFund portal or to a specific fund running their grants application process through the portal, organizations can begin by clicking the “CREATE A NEW PROPOSAL DRAFT” button. They should complete the JustFund Common Proposal and click “SAVE.”

Once the organization is ready to submit their proposal, they should click the “APPLY” button under the proposal and select the funding opportunity of their choice from the drop down menu under “SUBMIT TO.”

Note: For certain funding opportunities, there may be additional supplemental questions or required resources. If there are additional requirements, organizations can attach resources and answer these questions on this page (see [here](#) for instructions).
After completing all supplemental questions and/or attaching required resources, organizations should click the “SUBMIT” button on the “APPLY” page. A pop up will appear indicating the proposal has been submitted.

View information for how to confirm a proposal has been submitted [here](#).

View how to submit a proposal to different funds [here](#).

How do I add attachments to my proposal?
Watch a video describing how to add attachments to a proposal [here](#).

To add attachments, organizations should:
1. Click the “RESOURCES” button under the proposal.
2. Click “NEW LINK” or “NEW FILE” under the “Resources for your Organization” section.

### Resources for your Organization

Manage all resources, to be used across proposals.

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3. Click “CHOOSE FILE” to select and upload a file from their local drive. Then select “UPLOAD FILE.” Complete the file description by adding a “RESOURCE NAME” (i.e. 501c3 determination letter, Organizational budget, etc.) and selecting the file from the “FILE NAME” drop down menu. Organizations can also include a “Short Description,” of their file. After finishing the above steps, click “SAVE.”
4. Scroll to the top of the page to the section “Resources for this Proposal” and click the checkbox next to the appropriate file name. Then click “ATTACH RESOURCES.”

How do I indicate my proposal is to serve an urgent need?
JustFund’s proposal category ‘Urgent Need’ allows organizations to submit proposals for specific, time sensitive needs. Urgent need categories may be active for limited times. Please Note: this option will not have choices available if there are no current urgent need categories.
If organizations are responding to an urgent need that is not an option from the drop down menu, they can include related content in their proposal name or summary.

**If I run out of space in my proposal narrative section, how do I submit additional content?**

If an organization runs out of character space in their proposal narrative section and wants to include additional content, they can upload an attachment to their proposal with the additional narrative content. Review how to add attachments to a proposal [here](#).

We recommend organizations include a note indicating that funders can review additional proposal content in the ATTACHMENTS section.

**Can I add a link to a video or audio recording with my proposal?**

Organizations can include a video or audio recording with their proposal by going to their “RESOURCES” section and entering the link of a video/audio recording that is currently hosted on YouTube, Vimeo, etc. We recommended that organizations upload a link to a video/audio recording rather than uploading a file.

**How do I answer supplemental questions?**

Watch a video describing answer supplemental questions and upload required resources [here](#).

Some funds may require adding additional attachments and/or answering up to three supplemental questions prior to submission. Once a fund has been selected from the drop down menu under “SUBMIT TO,” any additional required resources or supplemental questions will show up below.
1. To submit “REQUIRED RESOURCES,” organizations should upload the necessary documents by selecting the “RESOURCES” button under their proposal (see How do I attach resources to my proposal? above for more information). Organizations can then choose the uploaded document from the drop down menu under “REQUIRED RESOURCES.”

2. Organizations can complete and submit any required “ADDITIONAL PROPOSAL QUESTIONS” on the same page. Please note that organizations will not be able to edit or save answers to supplemental questions. We recommend that organizations answer supplemental questions in a separate document and copy/paste them into the portal when they are ready to officially submit.

How do I submit my proposal to different funds?
After an organization has 1) completed a proposal, and 2) included their organization information by clicking “ACCOUNT” and completing the “PROFILE” section from the drop down menu, the “APPLY” button will be visible under the proposal.

To submit a proposal, organizations should:
1. Click the “APPLY” button
2. Select the fund they would like to apply to or “JustFund General” from the “SUBMIT TO” drop down menu
3. Click “SUBMIT” again to submit the proposal to the selected fund

Organizations can submit a single proposal to as many funding opportunities as they wish. Once an organization submits their proposal, it will be visible to all funders on the portal.

Submit Proposal: test
When you submit your proposal it will be visible to all funders, including some activist-led funders on JustFund.
In addition, you may choose to submit your proposal to specific funds accepting proposals on the portal. Please note some Funds are by invitation only. If you have not been personally invited to submit a proposal, please do not select that fund.
Before you connect your proposal to a specific fund, please make sure you fit that fund's criteria and that your proposal is being submitted before the application deadline. If you have any questions, please view our FAQ Document or email us at info@justfund.us.

Can I submit my proposal in Spanish?
Yes, JustFund accepts proposals in Spanish. If you have any questions, please reach out to info@justfund.us.

How do I know if my proposal has been submitted?
Once an organization has successfully submitted a proposal, the name of the fund and/or JustFund General will show up under the proposal with the submit date. Once a proposal is submitted on JustFund, all funders using the portal can view that proposal.
Additionally, the primary account holder for an organization will receive a confirmation email that the proposal has been submitted.

**Can I change or update information in my proposal?**
Yes, organizations can click the “EDIT” button for the proposal they want to update. Content can be edited at any time, even after a proposal has been submitted. When an organization is finished making any edits, they should click “SAVE.”

Note: Organizations will not be able to edit or save answers to supplemental questions. We recommend that organizations answer supplemental questions in a separate document and copy/paste them into the portal when they are ready to officially submit. We expect to update this feature in 2020.

**Can I continue to receive funds after a goal has been met?**
Yes, but we encourage organizations to change their budget goal if their funding needs have changed to let funders know. Organizations can also click “EDIT” to update the “Financial Need” section of their proposal at any time to reflect changes.

**Can any other organizations see my proposal?**
No, organizations do not have access to view other proposals on the portal.

**Deleting and Archiving a Proposal**

**Can I delete a proposal?**
Organizations can delete a draft proposal, but cannot delete a submitted proposal. However, organizations can archive a submitted proposal or change the proposal deadline date.
Can I archive a proposal if the project is completed?

If an organization is no longer seeking funds for a particular proposal, they can click the “ARCHIVE” button underneath the proposal to archive it. Please note that the “ARCHIVE” button will appear only after the proposal end date has passed.

Organizations will still be able to use the functions to “PDF” or “DUPLICATE” a proposal even after it is archived. Funders will still be able to view archived proposals, but they will no longer be able to fund them.

Interacting with Funders

How can I interact with funders?

To interact with funders, organizations can click the “INTERACT” button on their home page under their submitted proposal. This feature allows organizations to preview their proposal as funders see it and connect with funders via the “ACTIVITY” section. We encourage organizations to ask questions, thank funders for supporting their work, and share any comments or updates here. This activity will also appear in the News Feed on funders’ home pages and will help a proposal stand out. Note: all comments are viewable by all funders.

If an organization is interested in reaching out to a particular funder, please email info@justfund.us and we can help connect you.
How do I know if a funder is following, funding, or endorsing me?
To view whether there has been proposal activity, organizations can click the “INTERACT” button under their submitted proposal and select the “ACTIVITY” tab. On this page, organizations are able to view if funders are funding, endorsing, following, or commenting on their proposal. We encourage organizations to respond to a funder if they take any of these actions or share updates. Note: all comments are viewable by all funders.

Organizations can also turn on notifications, so they receive an email when there is new activity related to their proposal. This can be done by clicking “ACCOUNT” in the top menu bar, selecting “PROFILE” from the drop down menu, scrolling down to “Notifications Enabled,” and choosing “Yes” from the drop down menu.

Will I be notified if a funder comments on my proposal?
To be notified about activity on a proposal, organizations should:
1. Click “ACCOUNT” in the top menu bar, select “PROFILE” from the drop down menu, and scroll down to “NOTIFICATIONS”
2. Set their “Notifications Enabled” settings to “Yes” in the portal
After completing this, organizations will receive email notifications whenever a funder takes any action on their proposal. We invite organizations to connect and interact with those funders in the “ACTIVITY” section.

**Is there a way for me to share a report of my work?**
This feature is coming in 2020. Until then, organizations can upload any reports to a proposal in their “RESOURCES” and make a comment in “ACTIVITY” letting funders know a report is available detailing their impacts and outcomes.