Clorox Grantmaking SurveyMonkey Apply Login Procedures

This is an invitation-only grantmaking program. If you are a returning grantee then you already have an existing profile within the SurveyMonkey Apply platform. Please thoroughly read through the instructions below before reaching out to the team for support. If you are still having issues, please contact our team at cloroxfndt@eastbaycf.org for further troubleshooting support.

Organization Profiles

- If you have an existing organization profile in SurveyMonkey Apply platform you will need to login under the primary administrator's credentials. You can reach out to our team to see whose email and name it is under your organization profile.
 - If you have the email to the primary administrator's profile but do not know the password. You will need to follow the instructions on resetting the password. See the screenshot below.

How do I reset my Password?

If you forgot your password and aren't able to login you can reset your password through email.

To reset your password:

- 1. Go to the Homepage of the site you're trying to access
- 2. Click Log In
- 3. Underneath the Email/Password fields, click "Forgot your password?"
- 4. Enter the email address that you use to login to the site
- 5. Click Send Instructions
- 6. You will be sent instructions to the email you entered to reset your password. If you aren't to locate the email in your inbox, we recommend checking your Spam/Junk folder
- 7. Click on the link within the email
- 8. Enter a new password and confirm the password
- 9. Click Reset Password
- If you no longer have access to the email address of your organization profile's primary administrator, please reach out to us immediately at <u>cloroxfndt@eastbaycf.org</u>.
 - The support team at SurveyMonkey Apply can add the new user to the organization profile and set you as the Primary Administrator for your organization to replace the old user.

- Currently, the support team at SurveyMonkey Apply is only able to perform this with a site admin's permission, meaning our team would need to submit a support request, on behalf of your users/org that needs adjusting, with the request to make the switch.
- In this case, what we'd require is the name of the organization on the profile, the old primary admin's email address (which we would already have), and the new primary admin's full name and email.
- This option is if you absolutely have no access to the primary administrator's credentials.
- This process would take up to <u>72 hours</u> **after** the initial request is submitted to our team. If this request is approaching the deadline of the application, it will **not be eligible**, and you will need to contact the team at Clorox to see what your options are.

After Logging In:

- 1. After logging in under your primary administrator's credentials, click on their name in the top lefthand corner of the page and a drop-down menu will appear.
- 2. Please select your organization from the drop-down menu.
- 3. Now that you are on the organization account, click on **VIEW PROGRAMS**, the green button in the center of the page. This step is crucial because it is refreshing the page for you for the program to appear.
- 4. The Clorox Company Foundation Grantmaking program will appear amongst others. Click on the program by selecting the green button **MORE**.
- 5. The program will open, and you can begin the application process after you click on the green button **APPLY**.



Screenshots for Visual Assistance:

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