



## FREQUENTLY ASKED QUESTIONS

### Login and Registration

- What can I do if I do not know my username and/or password?
  - Try clicking reset password, it should trigger the system to send an email with a link to create a new password.
  - Otherwise, please contact us by calling (512) 475-7089 or emailing [hogg-grants@austin.utexas.edu](mailto:hogg-grants@austin.utexas.edu). We will assist you in the registration process.
- How do I know if someone already registered my organization in the past or if a login already exists?
  - Please contact us by calling (512) 475-7089 or emailing [hogg-grants@austin.utexas.edu](mailto:hogg-grants@austin.utexas.edu) and we can help you see if your organization is already registered.
- How can I update or change the tax ID number associated with a pre-existing Fluxx account?
  - Please email [hogg-grants@austin.utexas.edu](mailto:hogg-grants@austin.utexas.edu) and an administrator will update the tax ID information associated with a pre-existing Fluxx account. Please do not create a new account in Fluxx.
- How can I change my title on Fluxx?
  - Please email [hogg-grants@austin.utexas.edu](mailto:hogg-grants@austin.utexas.edu) with your name, former title, and new title. An administrator will need to update your information.
- What can I do if I do not receive an email with a link to create my Fluxx password?
  - If you do not receive an email with your password within two days of registering, please contact us. We will manually email you your login information.
- If a temporary grant writer is writing my organization's grant request, what should I know?
  - Grant writers are more than welcome to write your grant request and request a log in to do so. However, all correspondence related to the request will be emailed to the primary contact, or the organization's registrant. We advise that this primary contact be a permanent employee. Additionally, grant writers will have access to Fluxx at all times.

- I am an individual applying for funding through a fiscal sponsor. How do I register?
  - Check that your fiscal sponsor meets our funding requirements. Then, notify us that you will be applying with a fiscal sponsor so we can approve your registration. The sponsoring organization must register for Fluxx, either contact us with their physical address and tax ID information or “add new” at the start of application.
- A program officer at the Hogg Foundation invited me to apply for a grant. What should I do now?
  - Once invited to apply, you should receive an email from your program lead with a link to the grantee portal, please ensure you are registered with Fluxx first. Select START APPLICATION or APPLICATIONS TO EDIT and begin to fill out the pre-existing request. If you have applied for a grant with the foundation or have previously received an award, begin typing your organization name in the appropriate field. We ask that you not register your organization again or begin a separate draft request. Applying For a Grant
- What is involved in the process of applying for a grant from the Hogg Foundation?
  - The Hogg Foundation does not accept unsolicited grant proposals. We award grants through a competitive request for proposal (RFP). For more information detailing the programs funded by the foundation, visit the our website [www.hogg.utexas.edu](http://www.hogg.utexas.edu).
- My organization does not possess 501(c)(3) status. Can I still apply for a grant?
  - The Hogg Foundation can only make grants to nonprofit organizations. We are not able to provide grants to for-profit organizations.
  - HOWEVER, we may be able to provide funding to government agencies, schools or churches. Please contact us to see if your organization qualifies.
- Am I able to log out of Fluxx and continue my grant request later?
  - Yes! Remember to save your draft request. The SAVE button is located in the top right hand corner of the application. Once saved, you can return any time to complete your request by clicking on DRAFT REQUESTS under the REQUESTS tab. Do not being a separate application during each login.

- I accidentally started multiple drafts of a grant request. How can I delete the additional ones I do not need?
  - Please contact us and we can remove any drafts you no longer need. To avoid creating multiple drafts, check your DRAFT REQUESTS folder each time you login. Also, be sure to save your request as you go.
- My project or organization serves multiple geographic areas. How should I fill out the Geographic Focus portion of the application form?
  - Please enter only one entry for this portion of the form. Pick the focus which best describes your project's or organization's sphere of influence.
  - E.g.: List "Travis County" as your focus rather than listing both Austin and its surrounding areas.

## Application Documentation

- As a university or college, where should we enter tuition on the budget template? How do we exclude tuition from the overhead calculation?
  - Applicants will place tuition in the "Material/Supplies" section of the budget template. The Hogg Foundation will manually reduce the tuition from the overhead once we receive the proposed budget.
- I am having trouble entering information into and formatting the foundation's budget and timeline templates. What should I do?
  - The Hogg Foundation locks and protects the templates to limit the information provided in the timeline or budget spreadsheets. For example, the timeline is only for benchmark goals and dates during the project. Moreover, you may explain and expand budget summaries in various tabs on the budget template. We also encourage that you upload graphics or additional timeline and narrative information separately. The foundation will edit the proposed timeline and budget appropriately, once they have been submitted.
- I uploaded the wrong document to my grant request or report. How can I remove it and replace it with the correct one?
  - Unfortunately, only an administrator can remove documents attached to your request or report. Please contact us so that we can remove the documents and allow you to attach the correct ones.

- I attempted to submit my application, but Fluxx presented me with a “Missing Documents” error message. I have uploaded all the required documents, though. What should I do?
  - This error is most likely a result of incorrectly classified documents. Revisit the drafted application and change the classification of the already uploaded documents. Click the blue pen to paper icon on the right-hand side of the document title. Use the drop-down menu to update the document type. The click UPDATE DOCUMENT.