



ARKANSAS  
community foundation

# FUNDHOLDER PORTAL

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## USER GUIDE

Arkansas Community Foundation's online portal gives fundholders and advisors secure, 24/7 access to fund information. Within the Fundholder Portal you can easily check you fund balance, view and download fund statements, request and track grants, add to your fund and more.

# Accessing the Fund Portal

## INITIAL LOGIN PROCESS AND CREATING YOUR ACCOUNT

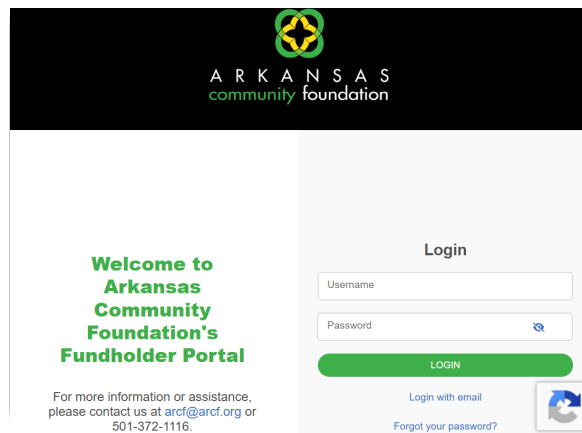
You will receive an automated email from sender “no-reply@fcsuite.com” with “Arkansas Community Foundation” referenced in the subject line. The automated email will instruct you on the steps to create a custom password specific to your fund(s). Your username will be the primary email address we have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

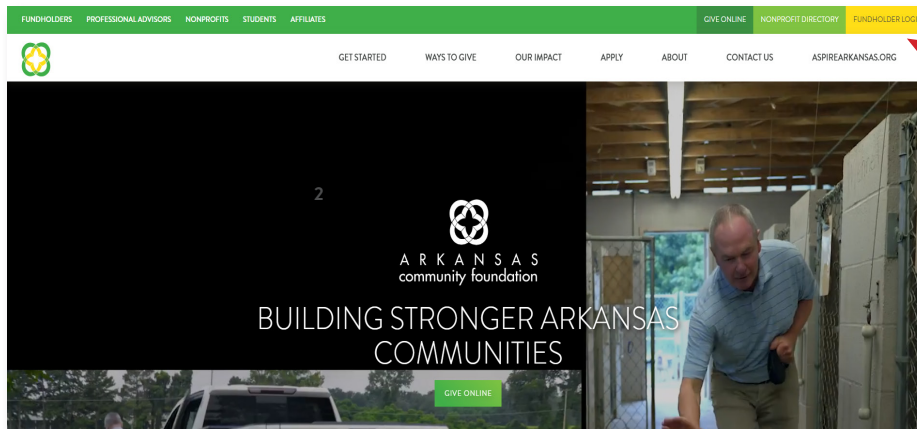
The link contained in the initial automated email can only be used once to establish your initial password and will expire after 30 days.



**IMPORTANT:** If you access the Fund Portal 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 [arcf.org](http://arcf.org) and click on the Fundholder Login 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 the Fund Portal

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.

<b>FUND SUMMARY</b>	Fund Arkansas Community Foundation Giving Tree Endowment
DONATIONS	Fund Created <b>01/03/2003</b>
GRANTS	Current Balance <b>5,763,479.47</b>
GRANT REQUEST	Spensible Balance <b>219,562.96</b>
FUND STATEMENTS & FILES	<b>Recent Grants</b>
DONATE	

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.

**DONATIONS** – 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.

**FUND STATEMENTS & FILES** – 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 Arkansas Community Foundation.

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

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

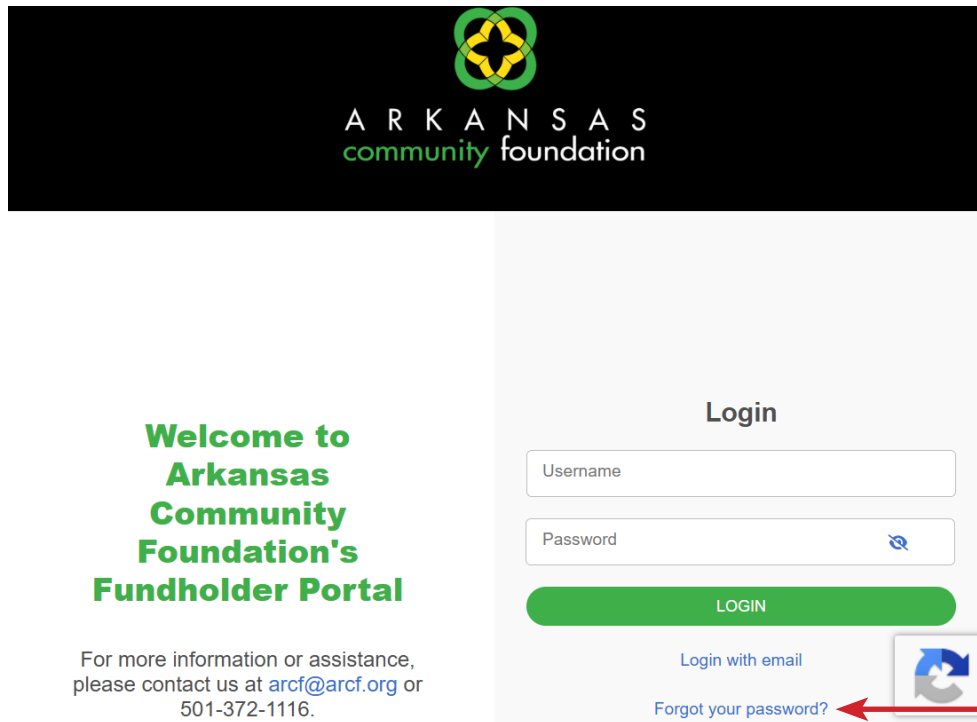
**PROFILE** - You can update your information on this tab.

**LOGOUT** - Remember to click "Logout" at the top right of the page to close the Fundholder Portal. 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 the Community Foundation has associated with your profile and click Reset Password. Check your email for password assistance.

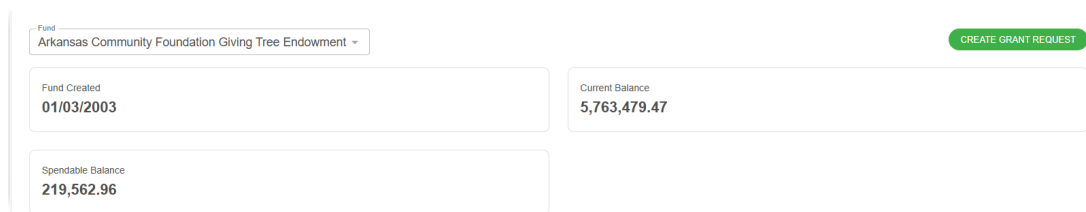


**Note: The Fundholder Portal will lock you out after five unsuccessful login attempts.**

If you need assistance or are locked out, please contact our team at 501-372-1116 or email Bethany Hilkert at [bhilkert@arcf.org](mailto:bhilkert@arcf.org).

## Where do I find my fund balance?

The Fund Summary tab of the portal displays the current fund balance as well as the spendable balance to grant. You will also see the date the fund was created.



## How do I make a grant?

After logging in to the Fundholder Portal 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 do one of the following:

1. Choose a previous Grantee (pick from your past recipients);
2. Search for organizations. The more keywords you provide, the better the search results will be;
3. Enter Grantee information manually.

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 \$100);
- 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 contact Christene Jordan at [cjordan@arcf.org](mailto:cjordan@arcf.org) or 501-372-1116.
- an attachment that you would like to include as well as an attachment description.
- any additional notes 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 close of business on Tuesday will be sent out via check by Friday. Any request received after this time will be processed by the following 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 the Fundholder Portal.

## 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.
- **Complete** means the grant request has successfully been fulfilled.

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

Grant Request Cart				REVIEW GRANT REQUESTS
	Recipient	Description	Attachment	Amount
DELETE	Amboy Community Food Pantry PO Box 94351 North Little Rock, AR 72190	food for kids		100.00 EDIT
Grant Request Total				100.00
Grants				
Request Date	Status	Recipient	Description	Amount
04/22/2026	Pending	Moline Family Charitable Fund	Test transfer for payroll purposes	100.00
03/18/2026	Complete	Refuge Village/Providence Park	general operating support in honor of Bethany Bibles	75.00
03/18/2026	Complete	Lift Himalayas	general operating support in honor of Jordan Sharpe	75.00

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

Fund statements are posted quarterly. You will be notified via email when your fund statement is ready to be viewed in the portal. You may access the most recent fund statement at any time by navigating to Fund Statements & Files, then looking under the Fund Statements tab.

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

You may use the Export tab to download all transactions from the Donations 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 Bethany Hilkert at [bhilkert@arcf.org](mailto:bhilkert@arcf.org) or call 501-372-1116.