



Austin Community Foundation

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GUIDE TO DONORCENTRAL ®

DonorCentral is a service for donors who serve as advisors to funds at the Austin Community Foundation. It enables you to view your fund balances, gifts to the funds, grants made, and grants pending--with information updated daily. You can also recommend grants online.

Getting Started

Go to www.austincf.org and select "My ACF Fund" from the left navigation bar on the Home page. You can register online by clicking [register online](#) from that page. The user ID must end in 0144. To log on, please enter your user ID and password if you have previously registered. Each fund representative has his or her own user ID and password. You may elect to change your password.

Should you forget your password, click on the link that says "Forgot your password? Click here." You will be prompted to enter your e-mail address so your password can be sent to you. Please keep in mind that the e-mail address you enter must match the address we have on file.

Navigating

View Your Fund Summary shows your Fund balance, grant history, gifts made to your Fund and pending grants. The information provided is for the current year, previous year and for the life of the fund. The date shown at the top of the Cumulative column is the date of the inception of the fund. Click on any underlined number and additional detail is provided.

Gifts show all gifts that have been posted to the fund. Credit card contributions take an extra day or two to post since we must wait for the confirmation from the processing company before posting it through the Foundation's accounting software.

Grants Paid shows all approved grants for which a check has been cut and mailed. This information is usually posted to the site daily. If you have any questions about the approval of a grant, please contact the Grants Associate.

Grants Pending includes grants that have been recommended but not yet paid.

Recommend a Grant allows you to recommend grants by completing an online form and sending it electronically to the Foundation. You can select the grantee from a list of organizations you have previously supported or type in a new grantee. Online grants are processed according to the Foundation's normal grant cycle. Once submitted, an e-mail is sent to the fund advisor confirming the information he/she just submitted. This e-mail does not indicate that the grant has been approved, but that the recommendation has been submitted to the Foundation for approval.

Guidestar is a national database of nonprofit organizations to better inform your decisions.

Research a Group allows you to learn about nonprofit organizations in the Foundation's grantee database.

Your Grant Recommendation List allows you to view the list of grants you are currently recommending. You can [Continue Recommending Grants](#) or [Submit List](#).

Contact Us provides the contact information for the staff if you have any questions about your fund or DonorCentral®.

My Profile Information enables you to update and change your user profile in DonorCentral®. An e-mail is sent to the Foundation to update its information with the changes you submitted.

Other Advisors provides the opportunity to e-mail all co-advisors to your fund for whom the Foundation has e-mail addresses.

Download Forms is a link to forms for Fiscal Sponsorship Funds at this time; additional forms may be added in the future.

Sign Off for security purposes when you have concluded your work.

FREQUENTLY ASKED QUESTIONS

How do I register for DonorCentral®?

You can register online if you do not have a user ID by clicking [register online](#) from the “My ACF Fund” page on ACF’s website (www.austincf.org). The user ID must end in 0144.

How often is the information in DonorCentral® updated?

Donor Central is updated nightly. The funds that are invested are updated with the previous month’s investment activity around the 20th of the following month.

What do I do if I forget my password?

Enter your user ID and click on the link that says “Forgot Your Password?” You will be prompted to enter in your e-mail address, which must match the address ACF has on file. Your password will be e-mailed to you.

What do I do if I forget my user ID?

Call the Susan Finfer, our Finance Director, at (512) 472-4483, or email her at sfinfer@austincf.org.

Can I make a gift to my fund online?

Yes, with a credit card by visiting www.austincf.org “Make a Donation.” Select your fund name from the list of funds or enter your fund name after selecting “Other Fund.”

How often will my grant recommendations be processed when I submit them online?

Grants are processed on a weekly basis.

How can I learn about organizations the Foundation has funded?

The Foundation’s annual report contains this information, and you may read it online in PDF format on www.austincf.org under “Library and Forms” or under the “Grants” section of our website.

How can I learn about organizations I may wish to fund?

Research a Group (see above) provides a link to Guidestar. Guidestar is a comprehensive database of over 1.7 million non-profit organizations which is accessible through Donor Central, or by going to www.guidestar.org.

Thank you for registering with Donor Central.

Please feel free to contact our MariBen Ramsey, our Vice President, at mbramsey@austincf.org with any questions or comments you have about the service, or ways to support worthy charitable organizations.

We hope you’ll enjoy this philanthropic online tool!

The privacy and security of your fund information is very important to the Foundation and to DonorCentral. In fact, **DonorCentral** has been built using the highest security features:

1. When you register for **DonorCentral**, you must provide personal information to authenticate your identity:
2. DonorCentral will generate a web password that will be sent to you via email. You can change this random password at any time after your initial log on. Once you change the password, you are the only one who knows your user name and password.
3. **DonorCentral** uses technology for secure communications. DonorCentral will permit donors to use DonorCentral only if their browsers support [128-bit encryption](#) and Secure Sockets Layer (SSL) version 2.0 protocol. These technologies provide a level of security and privacy for our shareholders when they access fund information, initiate online fund transactions, or send secure messages.
4. **DonorCentral** has built-in timers that terminate access if you are not actively using **DonorCentral**.
5. The fund information on **DonorCentral** is only used on this site and is not distributed or sold to any other party or site.