

2015

Donor Choice Partner Agency Training Manual

How to access e-CImpact Agency Site & complete the online application

Aloha United Way

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Welcome

Aloha United Way's (AUW) e-CImpact Agency Site Training Manual.

e-CImpact is an online program designed to efficiently collect information and data. AUW uses e-CImpact as a tool throughout the year by accepting Donor Choice Partner Agency applications, Impact Funding Request & Reports, and collecting General Agency Demographics & Statistics. Agencies have access to their personalized and secure website containing information associated specifically for them. The entire process is managed through the administrator permission-based online view, enabling users at your organization to access the system from anywhere with a computer and an internet connection.

The purpose of this training manual is to assist agencies with the online application process to become a 2016 Aloha United Way Partner Agency.

Any questions about the overall process you may contact:

Marc Gannon
VP, Community Impact
marc@auw.org
808.543.2215

Any questions about e-CImpact Access, problems or questions contact:

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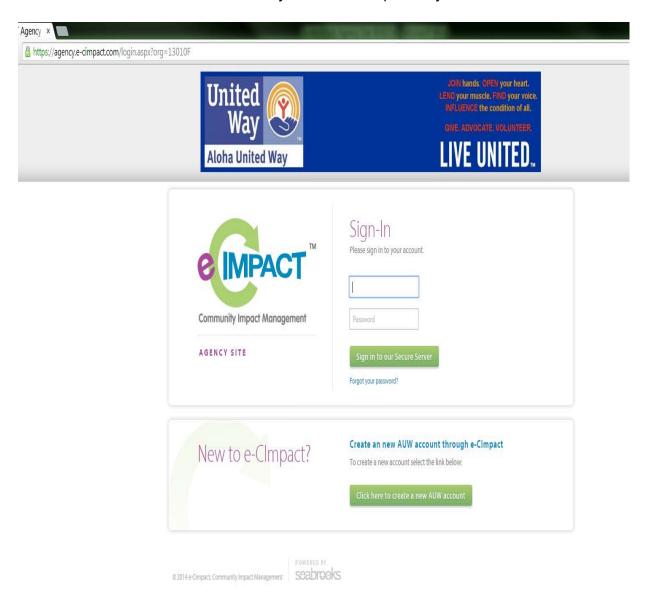
Accessing e-CImpact

All you need to access e-CImpact is a computer with an internet connection and current version of web browser (example: Internet Explorer, Firefox, Chrome, and Safari)

To access the e-CImpact website, please go to:

https://agency.e-cimpact.com/login.aspx?org=13010F

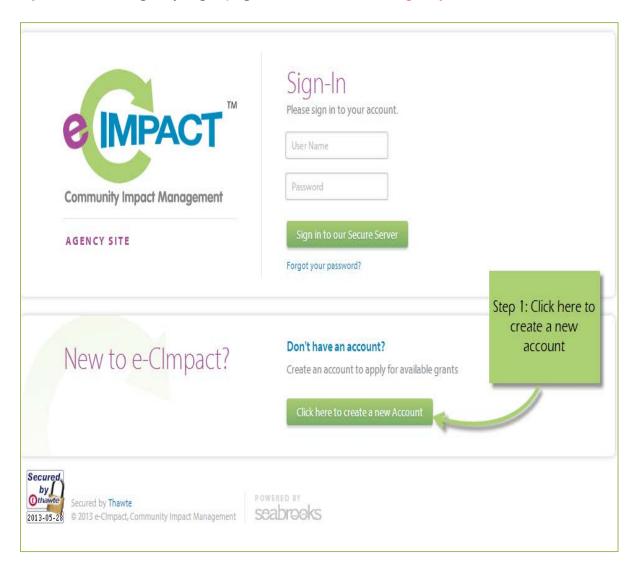
Please bookmark the address to easily access e-CImpact at your convenience.



Registering a New Agency

If you are not yet an Aloha United Way Partner Agency, please proceed with site registration. Registration is required for all non-partner agencies.

Step 1: From the agency login page select 'Create new agency account'



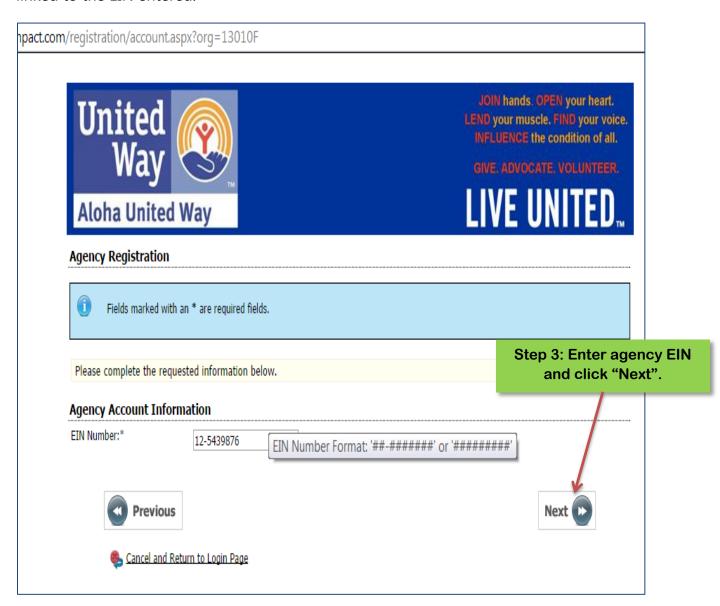
Step 2: Please read welcome page carefully, and then click 'Next' to continue with your registration process.

ps://agency.e-cimpact.com/registration/welcome.aspx?org=13010F Aloha United Wav Welcome to Aloha United Way's e-CImpact Website Aloha United Way is pleased to offer our Donor Choice Partner Agency application online. Qualified agencies will be eliqible to receive donor designations from our 2015 Pacesetter and General Campaigns. To make this process easier there will be several documents that you should have ready before you begin completing the application. All attachments must be uploaded in order to submit your application. Applications must be submitted on or before Monday, November 17, 2014 to be eligible for consideration to receive designations in the 2015 campaign year. Here is a list of the sections make up the AUW Partner Agency Application: 1. Agency Information 2. Contact Information 3. Electronic Fund Transfer (EFT) Information and Authorization 4. Certifications 5. Campaign Materials 6. Partner's Enhanced Acknowledgment Response (P.E.A.R.) 7a. Three Year Financial Summary 7b. Financial Narrative (Optional) 8. Executive Director's Electronic Signature 9. Application Attachments* *Attachments to include: 1. Agency Logo: Agency logo will be displayed on Aloha United Way's website and promotional materials. (Logo Requirements: 4 color, 300 DPI, JPEG Format) 2. Audit & Management Letter: Agency's most recent audit and management letter (if revenue exceeds\$500,000) or most recent independent financial review (if revenues are \$500,000 or less). 3. IRS 501(c) (3) Determination Letter: Agency's IHS 501 (c) (3) tax exemption letter showing IRS Employer Identification Number (EIN). 4. IRS Form 990 & All Schedules: Agency's past three years completed Form 990 including the signature of an officer and all applicable schedules. (Starting with the most current year going back. i.e., 2013, 2012, & 2011) 5. Compliance with the Attorney General: Agency's registration status with the Attorney General's Office. If your agency is exempt from registering with the Attorney General's Office please upload a copy of the exemption letter. Listed below is the AG website where you can obtain a free PDF copy of the required documentation. http://ag.ehawaii.gov/charity/search.html 6. Compliance with the DCCA: Agency's registration and certification of good standing with the DCCA. Listed below is the DCCA website where you can obtain a free PDF copy of the require Step 2: Read · https://hbe.ehawaii.gov/documents/search.html message carefully, and then click "Next"

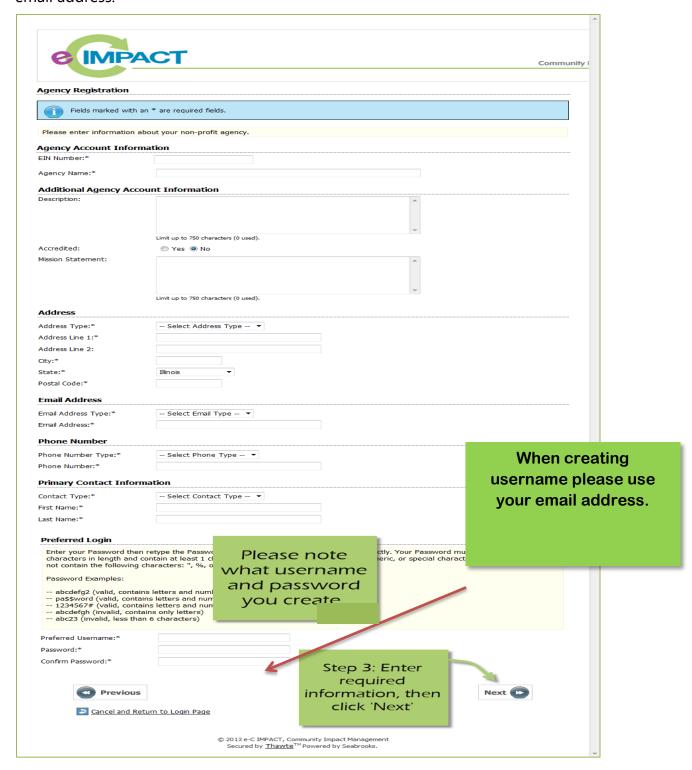
🥾 Cancel and Return to Login Page

Step 3: Please enter agency Employer Identification Number (EIN) and click "Next".

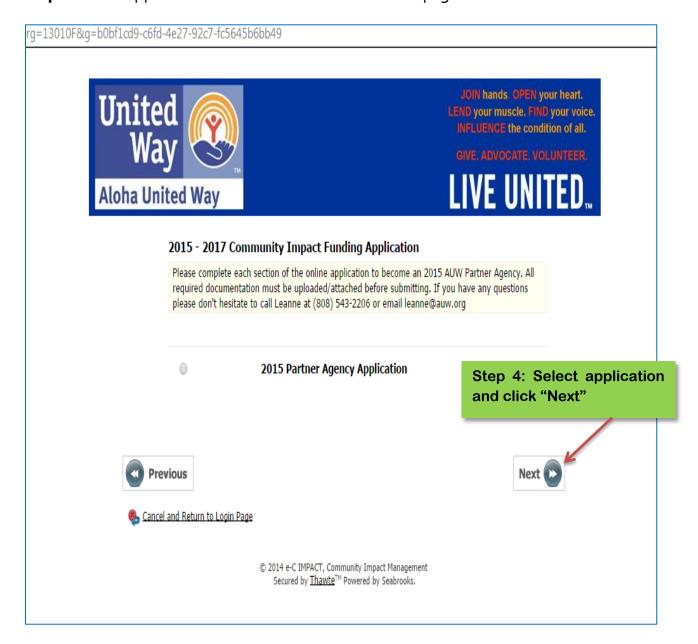
*EIN – the system will automatically validate your EIN, confirming you do <u>not</u> already have an e-CImpact account. The system will also automatically enter any information linked to the EIN entered.



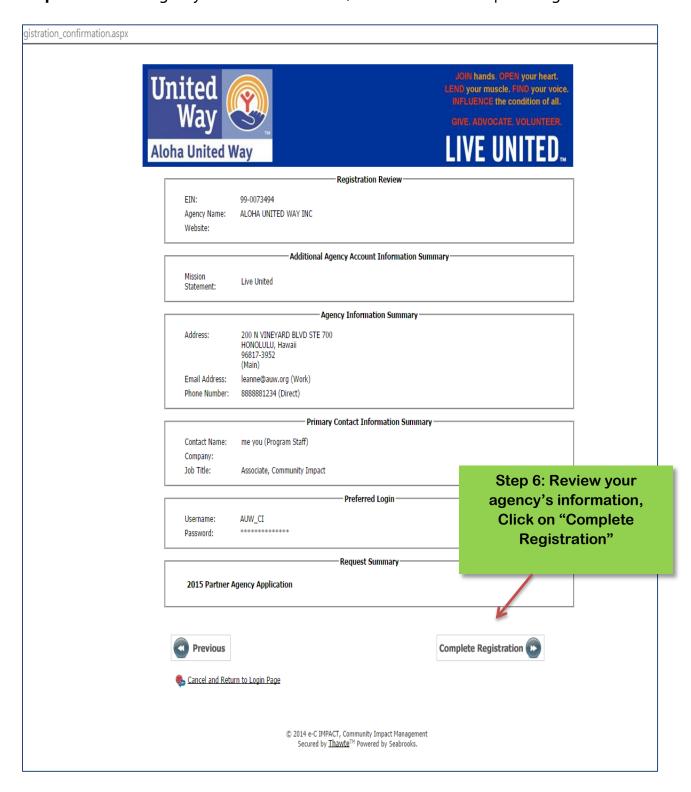
Step 4: Enter all required information regarding your agency. Username should be your email address.



Step 5: Select application and then continue to the next page.

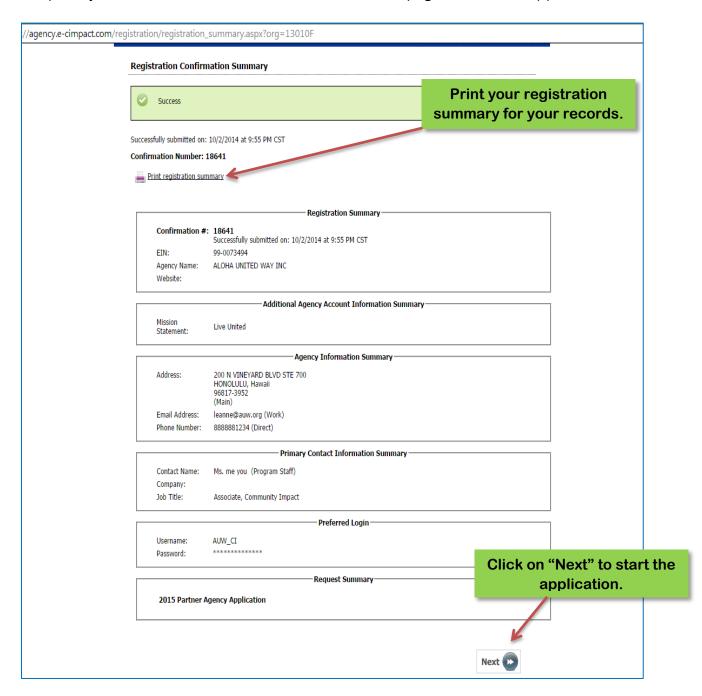


Step 6: Review all agency information entered, and then click 'Complete Registration'.



Agency Registration Confirmation Page: Once your registration is completed you will be able to print your confirmation page. You will also receive a confirmation email.

Agency Registration Approval: All agencies are automatically approved in the e-CImpact system. Click on "NEXT" at the bottom of the page to start the application.



Agency Login

Now that you have accessed your Agency site and registered your agency, it is time to login.

- **Step 1**: Enter your username and password
- **Step 2:** Click 'Sign In to our Secure Server' or use the enter key.



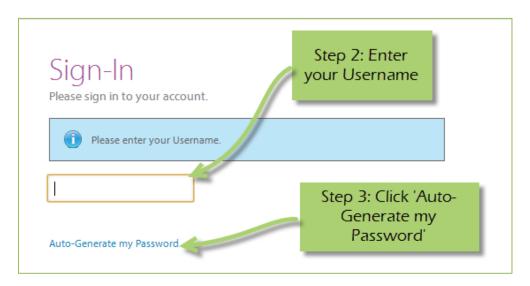
Forgotten Password

Step 1: Click 'Forgot your password?' on the agency login page.



Step 2: Enter your username

Step 3: Select 'Auto-Generate my Password'

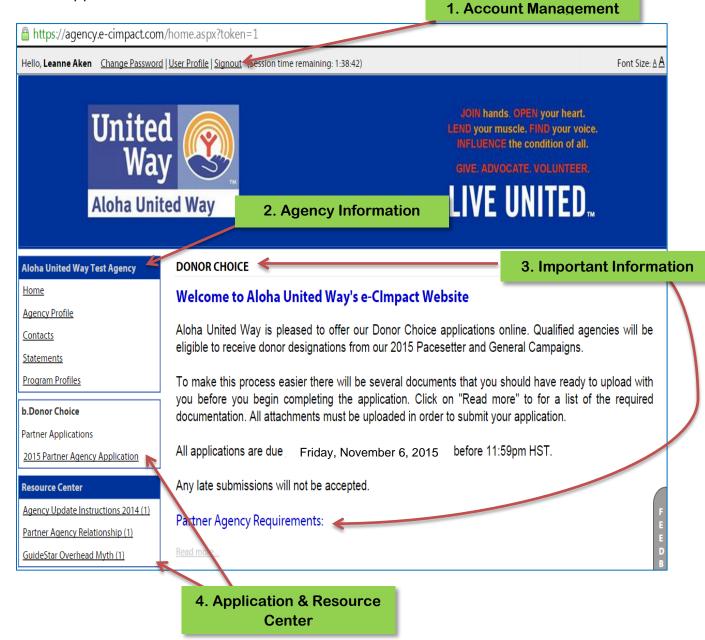


Step 4: Check your email, return to the login page and proceed to login. If you do not see the email in your inbox, be sure to check your 'junk or spam' folder. If the email is not in either, please contact Leanne Aken.

Agency Site Home Page

From the home page you will be able to access all parts of the agency site. There are four basic sections:

- 1. Account Management
- 2. Agency Information
- 3. Important Information
- 4. Applications and Resource Center



Account Management

Change Password

Step 1: To change your password, select 'Change Password'

Step 2: Enter the old password

Step 3: Then enter the new password two times.

Password Rules:

- Must be between 6 and 15 characters.
- Must contain at least 1 character from 2 of the groups of alpha, numeric, or special characters.
- Characters <u>NOT</u> accepted are: ", % or any white-space.

User Profile

The **User Profile** area is where you are able to add, edit, or delete any of your information including: primary contact, basic information, email addresses, phone numbers, and mailing addresses. Users may also choose to be 'Included in all Emails'. Enter any necessary information, and then click 'Save/Update'.

Primary Contact: There can only be one primary contact per agency. This can be set by selecting the check box "Primary?". The primary contact is automatically included in all emails and cannot be deactivated unless a new primary contact is selected. This individual is likely to complete the annual application, reports and manages contact information or other administrative tasks/functions. In many cases this is not the Executive Director. This person is Aloha United Way's point of contact for general correspondence.

Include in all Emails: This allows users to receive <u>all</u> emails sent through e-CImpact. Users who do not select 'Include in all Emails?' will only receive emails that are appropriate for their position.

Active: Make sure your account is 'Active'. Once a user is deactivated you will need to contact Leanne Aken to reactivate the user account.

Agency Information

The Agency Information section is where account information, contacts, statements (mission / vision / agency) and program information is housed. From this section you will be able to update your address(es), or contact information.

Agency Profile

The profile page is where all agency specific information is housed and can be updated. This includes the basic information – agency name, EIN, staff contact, primary contact, website, etc.

Account name(s), address(es), phone number(s) and email address(es)

You may also add, edit or delete account names, address, phone numbers and email addresses. Agencies are able to have multiple records for each section.

<u>'Account Names'</u> is a place for any other names for your agency, or if your agency name is abbreviated you may place the legal name here.

Agency Contacts

When adding a new record, or updating existing records, be sure to select 'Active' appropriately. 'Primary' can only be selected for one record.

To view all agency contacts – click 'Contacts' from the agency information section on the homepage.

From this area you will be able to see anyone who is currently listed as a contact at your agency, as well as add, edit, deactivate or delete an agency contact.

The agency contact profile page is similar to the user profile and contains the same information.

- Name and preference
- Email addresses
- Phone Numbers
- Addresses

Request a Login: Once a new contact has been created, you are able to request a login for this user.

Step 1: Click 'Request a Login'

Step 2: Enter username and password.

Common Navigation

The navigation links in e-CImpact are consistent throughout the site.



Save My Work: Refreshes the page while saving any changes made to your data.

Save My Work and Return to Previous Page: Returns you to the page last visited while saving any changes made to your data.

Save My Work and Mark as Complete: Upon completion of each section of the application this must be selected before you are able to submit your application.

Return to Overview Page: Will return you to the previous page and will <u>NOT</u> save any changes made to your data.

Font Size: A

Changing the Font Size: Located in the upper right hand corner of the agency site, click the large 'A' to increase the font size. Click the smaller 'A' to decrease the font size.



Content Sensitive Help: Any time you see this green question mark, scroll over for additional information about the section.

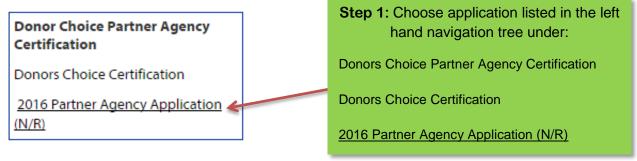


Fields marked with an * are required fields.

Basics of the Application

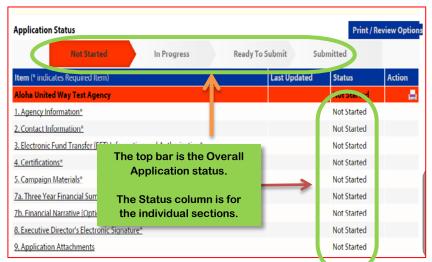
Accessing Application

Step 1: Choose the application from the list located in the left hand navigation.



Form Status

This page works much like a check list. You are able to easily see how much of your application you have submitted.



Not Started: When the application or form is in not started status, it means that no data has been entered yet.

In Progress: If the form is set to in progress, then the form has been started, and saved. The form has not been marked completed. The top bar will remain at 'In Progress' until all forms are marked completed.

Ready to Submit: Once all forms are marked completed your top bar should move to 'Ready to Submit'. At this stage you should review any information entered, then move on to submit your application.

Submitted: When an application is in submitted status, you will no longer be able to make changes to the information on the forms. If you submit, and find you need to make an edit, you should contact Leanne Aken.

Switching Forms

There are two ways to switch forms within an application:

First: When you are finished with one form, click on 'Save My Work and Return to Previous Page', and then select the next form.

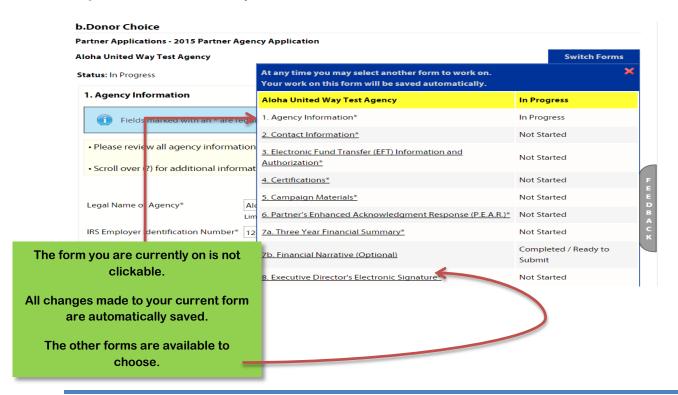


Second: You can use the 'Switch Forms' option, located in the upper right hand corner.

Step 1: Click 'Switch Forms' to view the list of available forms.



Step 2: Click on the form you would like to move to.



Application Process

There are ten sections that you will need to complete in order to submit your Donor Choice Partner Agency application. All sections must be saved and marked as completed before being able to submit application. Please note, once you have submitted your application you will no longer have the ability to modify it.

Section 1: Agency Information

Fill in all requested information. Some of the fields have been pre-populated with information provided from your agency profile. Even though the fields are pre-populated you are still able to make changes directly in this form. All fields have to be complete before you are able to Save My Work and Mark as Completed, if not you will have to Save My Work And Return to Previous Page.

Section 2: Contact Information

Click on <u>Contact Information</u> and Update/Complete ALL information. This section has four parts. In some cases this will be 4 different individuals. However, for some agencies the same staff person will be listed multiple times. Scroll over (?) for additional information

Section 3: Certification & Compliance

Please read each section very carefully before selecting "I certify" from the drop down list. By selecting "I certify" you are certifying that all of the information is true to the best of your knowledge.

Section 4: Campaign Materials

Please update/complete agency information exactly as you wish to have it displayed to the general public on Aloha United Way's website and promotional materials. You may list your agency however you prefer (i.e. AUW or Aloha United Way).

Section 5: Donor Electronic Acknowledgement Response (D.E.A.R)

This section is a new program to engage the donors and enhance their experience with your agency. D.E.A.R is a brief message that will inform donors how their designation to your agency will be used, the impact of their contribution, and a thank you. When writing your message please remember that this message is going to be used for the entire 2016 campaign.

Section 6: Electronic Fund Transfer (EFT) Information and Authorization

Fill in all requested information. Some of the fields have been pre-populated with information provided from your agency profile. Even though the fields are pre-populated you are still able to make changes directly in this form. All fields have to be complete before you are able to <u>Save My Work and Mark as Completed</u>. If not you will have to <u>Save My Work And Return to Previous Page</u>.

NOTE: Enter the name of a staff member who can answer questions about the information submitted on this EFT form. This contact should be within your organization not from your financial institution. We recommend someone from your finance department.

Section 7: Three Year Financial Summary

Complete all required financial information. Information in this section should be consistent with each year's IRS Form 990. If your agency is not required to submit an IRS Form 990, use your agency's financial statements to complete this section.

Smaller agencies that file Form 990EZ or Form 990N may submit it with completed pages 1 and 2 of the Form 990.

If you are an affiliation of a national agency you must include local agency information.

Section 8: Financial Narrative (Optional)

Please use this section to provide any significant financial trends provided in the Financial Summary that may assist our Financial Review Committee.

Section 9: Executive Director's Electronic Signature

The Executive Director or equivalent must complete this section. First and Last Name and Title of authorized staff member is required.

Section 10 Attachments

In this section you can upload the required documents and three optional documents.

Required:

1. IRS 501(c)(3) Determination Letter

Attach a copy of the agency's IRS 501(c) (3) tax exemption letter showing your IRS Employer Identification Number. Scroll over (?) for additional information about group exemption or DBA names.

2. State of Hawaii Department of Commerce and Consumer Affairs

Upload a copy of the agency's Certificate of Good Standing or Company Information Visit the DCCA website to obtain a free online copy of company information: http://hbe.ehawaii.gov/documents/search.html. See Resource Center on e-CImpact Agency Site for an example of the acceptable documents.

3. State of Hawaii Attorney General's Office

Upload a copy of the agency's Registration - Visit the State of Hawaii Department of the Attorney General's Office to obtain a free copy of Agency's Registration: http://ag.ehawaii.gov/charity/search.html. See Resource Center on e-CImpact Agency Site for an example of the acceptable document.

4. IRS Form 990 & All Schedules - Current Year

Attach a copy of the agency's most recently completed IRS Form 990 including the signature of an officer and all applicable schedules. If your agency does not file a Form 990, please attach a copy of the agency's most recently completed IRS Form 990EZ or Form 990N (postcard).

5. IRS Form 990 & All Schedules - Year 2 (prior to current year)

Attach a copy of the agency's Year 2 (the year prior to the most current year) completed IRS Form 990 including the signature of an officer and all applicable schedules. If your agency does not file a Form 990, please attach a copy of the agency's Year 2 (the year prior to the most current year) completed IRS Form 990EZ or Form 990N (postcard).

6. IRS Form 990 & All Schedules - Year 1 (least current financials)

Attach a copy of the agency's Year 1 (the year prior to Year 2) completed IRS Form 990 including the signature of an officer and all applicable schedules. If your agency does not file a Form 990, please attach a copy of the agency's Year 1 (the year prior to Year 2) completed IRS Form 990EZ or Form 990N (postcard).

7. Audit & Management Letter or Independent Financial Review

Attach a copy of the agency's most recent audit and management letter (if revenues exceed \$500,000) or most recent independent financial review (if revenues are \$500,000 or less).

8. Agency Logo (Logo Requirements: 4 Color, 300 DPI, JPEG Format)

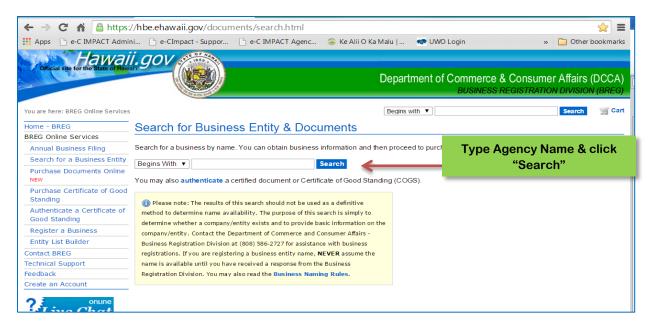
PLEASE DO NOT ATTACH PDF of the Agency Logo. Attach a copy of the agency's logo to be displayed on Aloha United Way's website and promotional materials. (Logo Requirements: 4 color, 300 DPI, JPEG format)

We require that your agency is registered and in good standing with the State of Hawaii Department of Commerce and Consumer Affairs (DCCA) in accordance with GRS 414D-71 and 414D-308. If you do not already have a copy of these documents, follow the steps below to help you get started.

Department of Commerce and Consumer Affairs

Step 1: Click on or go to: https://hbe.ehawaii.gov/documents/search.html

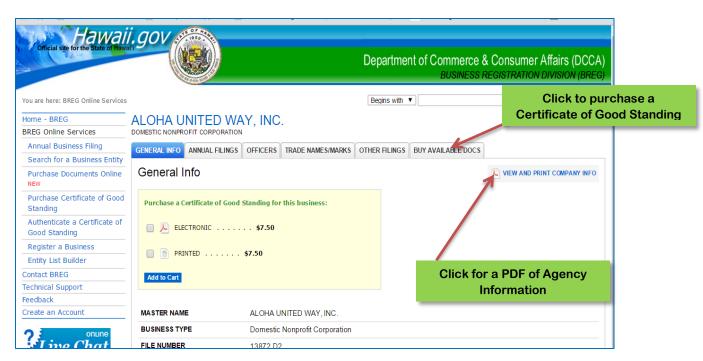
Step 2: Type your agency's name in the text box and click on the "Search" button.

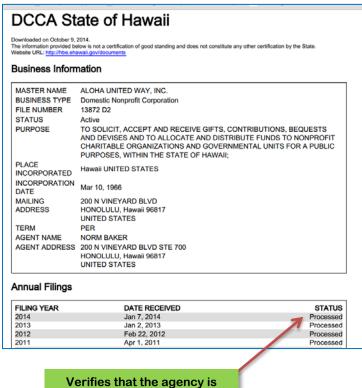


Step 3: Double click on your agency's name to select the file.



Step 4: Click the View and Print button on the right side of your screen.





Step 5: Save a PDF of the agency's general business information. The information provided in this document is not the certified certification of good standing and doesn't constitute any other certifications by the State.

For the purposes of this application, this document is acceptable to AUW as it provides the last filing date for an agency. However, if the status of the annual filing is "delinquent" the agency is not in good standing.

NOTE: It is always best to submit the Certification of Good Standing document.

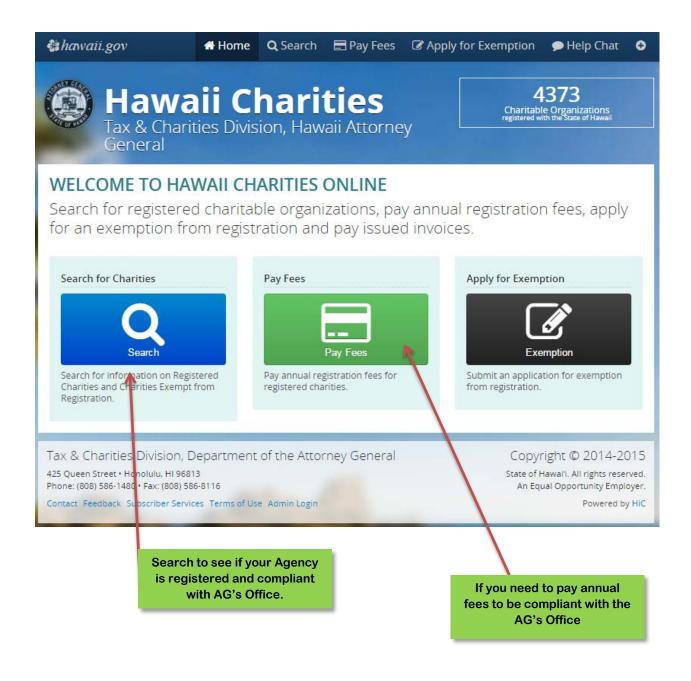
registered and compliant

Department of the Attorney General's Office – Hawaii Charities

Step 1: Click on or go to: https://ag.ehawaii.gov/charity/welcome.html

Step 2: Click on the "Search" button to see if your agency is registered and compliant with the AG's Office.

NOTE: If you need to pay agency's annual fees click on the "Pay Fees" button.



Optional Attachments:

1. Management Letter: Use this space to upload a copy of agency's most recent management letter if it is separate from your audit.

Save Options

After entering information on your forms, you have multiple save options.



Save My Work / Save My Work and Return to Previous Page: These options are for when you need to save, or move on to something else, and are not finished entering information.

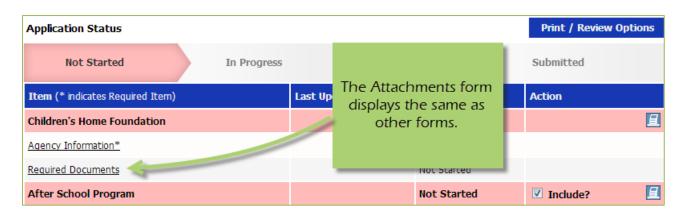
Save My Work and Mark as Completed: This option is for when you have entered and reviewed your information and are ready to turn it in.

Uploading Attachments

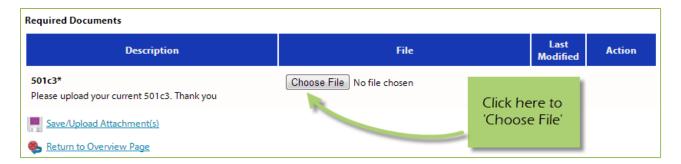
Excepted file types for uploading documents:

- . Accepted file types: pdf, doc, docx, ppt, pptx, xls, xlsx, gif, jpg, jpeg, bmp, tif, rtf, and txt.
- Combined maximum file size is 8MB.

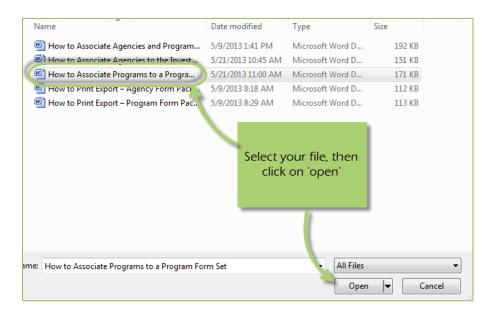
Step 1: Open documents form



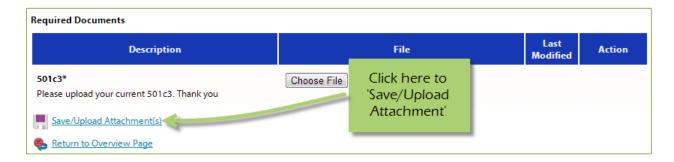
Step 2: Once you have confirmed your document meets the upload requirements, click 'Choose File'.



Step 3: Browse your computer, and select the desired document.



Step 4: 'Save/Upload Attachment(s)'



Viewing Attachments

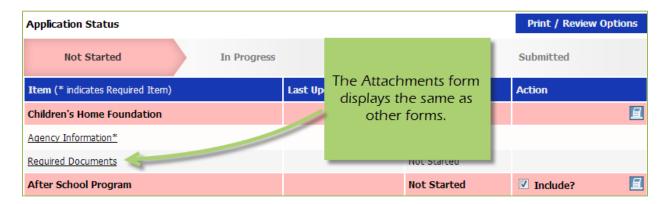
Step 1: Click on the document name to download and open it.



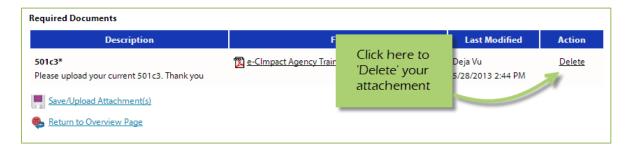
Deleting Attachments

In the event the wrong document was uploaded you may need to delete your attachment.

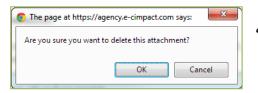
Step 1: Open documents form



Step 2: Select 'Delete' next to the desired document



Step 3: Confirm you would like to delete this attachment



You are now able to upload the correct attachment.

Submitting Application

Mark Forms 'Complete / Ready to Submit'

In order to submit your application, you must mark ALL forms 'Completed / Ready to Submit'

Step 1: Open form

Step 2: Review information, and then click on 'Save My Work and Mark as Completed'

Complete these steps for each form until you have completed the entire application.

Submit!

Once all forms are 'Completed / Ready to Submit', the 'submit this application now' option will appear at the top of the page.

Step 1: Confirm the email address to send the confirmation message.

Step 2: Select 'Submit This Application Now!'

Please note: Once an application is in submitted status you will be able to view the information entered. You will not be able to make any changes to the information.

Printing Options

Please print or save a PDF copy for your agency records.

Throughout the process the link below is available to you to print your application. It will open your application in a separate window and you will have two options to print.



Option 1: Save this as a PDF

Option 2: Print this page