







**INSTRUCTIONS FOR REGISTERING ON SURVEYMONKEY APPLY WEBSITE**

<p><b>Step One</b></p>	<p>Please talk to colleagues within your organization and establish who will be the Primary Administrator for the organization's SurveyMonkey Apply account before beginning the registration process.</p> <p>The Primary Administrator will have responsibility for submitting the completed application(s) and will be the sole point of contact for all emails and alerts from SurveyMonkey Apply related to the application(s). The individual who is designated as the Primary Administrator should begin the registration process.</p>	<p><b>Tips:</b> Instructions for adding collaborators to your organization's application(s) are delineated below, once initial registration is complete. If at any point the Primary Administrator needs to transfer management to another user on the Organization's account, please follow the instructions as found <a href="#">here</a>.</p>
<p><b>Step Two</b></p>	<p>Open a web browser window. Go to: <a href="https://stlcsf.smapply.io/prog/2021-2022_emergency_fund/">https://stlcsf.smapply.io/prog/2021-2022_emergency_fund/</a> You are now on the Homepage for CSF's 2021-2022 COVID-19 Emergency Fund.</p>	<p><b>Tips:</b> SM Apply works best in Chrome. Using Internet Explorer and Safari may lead to slower loading time and formatting issues.</p>
<p><b>Step Three</b></p>	<p>In the upper right corner of the browser window, click Register. </p>	
<p><b>Step Four</b></p>	<p>After entering your name and email address and selecting a password for your user account, you will be prompted to provide the following information about your organization:</p> <ul style="list-style-type: none"> <li>• Organization Name</li> <li>• Organization Address</li> <li>• Organization Email</li> </ul>	
<p><b>Step Five</b></p>	<p>Before you can submit the LOI, you will need to verify your email address. To verify your email address, click "Send verification link" at the top of the Homepage. You will receive an  email from SurveyMonkey Apply with a link.</p>	<p>Ensure that autogenerated emails from the SurveyMonkey Apply site can be received in your inbox, go to: <a href="https://help.smapply.io/hc/en-us/articles/360005301174-How-to-Ensure-Emails-Are-Received-from-SurveyMonkey-Apply">https://help.smapply.io/hc/en-us/articles/360005301174-How-to-Ensure-Emails-Are-Received-from-SurveyMonkey-Apply</a></p>
<p><b>Adding Collaborators</b></p>	<p>To add colleagues as members of your organization and collaborate on the applications, click "Manage organization" in the top right-hand corner from the Homepage (when signed in as the Primary Administrator).</p> <p>After you have selected "Manage organization", select the "Members" tab, and click "Add member". Add the person's name, email address, and select the role they should have on the organization's account. You can also create Teams within your organization to edit and contribute to specific tasks in your application(s) using the "Teams" tab.</p>	<p><b>Tips:</b> <i>Administrators</i> will be able to edit and remove non-administrative members, or inactive Administrators and can create and submit program applications.</p> <p><i>Non-admin members</i> will be able to edit applications on behalf of the organization but will not have access to manage the organization's profile and members. They will also not be able to create or submit applications for an organization.</p>



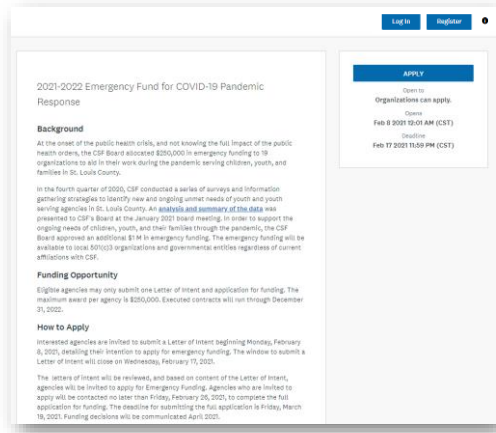
St. Louis County  
Children's Service Fund  
*Keeping Kids First*

2021-2022 COVID-19  
Emergency Response Program  
SurveyMonkey Apply User Tips



## SurveyMonkey Apply User Tips

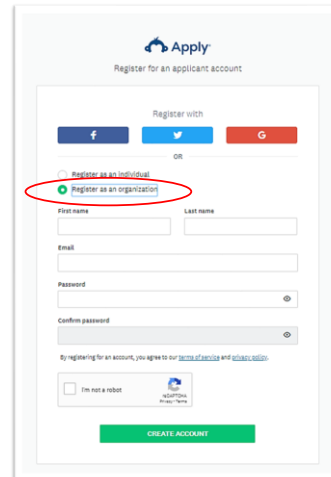
- Your organization must register and log in as an organization before you can begin or open an application
- The application is only open to nonprofit organizations; individuals cannot apply
- Pick someone in your organization who will be the leader in completing the online Letter of Intent and the subsequent application: this person will be called the "Primary Administrator" on SurveyMonkey Apply
- Please follow the instructions for setting up the organization account on the [Registration Guide](#) provided
- Save your log-in information in a safe place. The site administrator cannot restore your password; you will have to contact SurveyMonkey Apply directly to reset or recover account information



## SurveyMonkey Apply Registration User Errors

### SETTING UP YOUR ORGANIZATION'S ACCOUNT

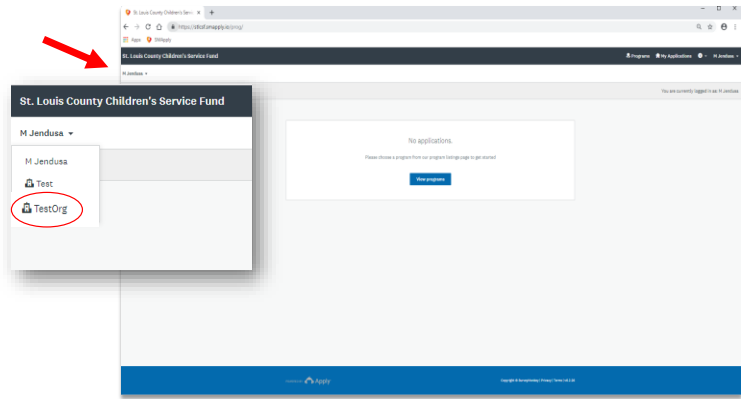
- ❑ When you or the identified Primary Administrator in your agency goes to register your organization for an account, select “Register as an organization”
  - You will be prompted to provide some basic information on your agency, including the organization's name, address, and phone number.
- ❑ To add collaborators on your organization's SurveyMonkey Apply account follow the instructions included in the [Registration Guide](#) provided



The screenshot shows the SurveyMonkey Apply registration page. At the top, it says "Apply" and "Register for an applicant account". Below this, there are three social media login buttons: Facebook, Twitter, and Google+. Underneath these is the text "or". Then, there are two radio button options: "Register as an individual" (which is unselected) and "Register as an organization" (which is selected and circled in red). Below the radio buttons are input fields for "First name" and "Last name", followed by "Email", "Password", and "Confirm password". At the bottom, there is a checkbox for "I'm not a robot" and a "CREATE ACCOUNT" button.

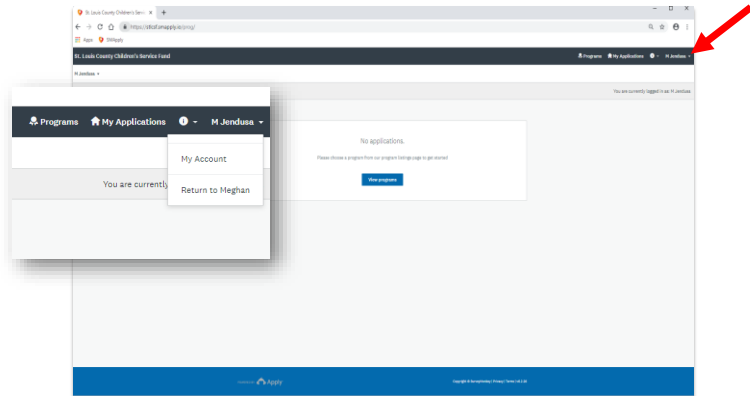
## SurveyMonkey Apply Log-in User Errors

- ❑ Once your organization has been registered on SurveyMonkey Apply and you have been added as an individual user and member of your organization's account, log into your individual account on SurveyMonkey Apply
- ❑ Immediately upon logging into your individual account, you will find that you do not have any program applications available to open
- ❑ You will need to tell SurveyMonkey Apply that you want to open an application for your organization (for which you have been added as a collaborator on by the Primary Administrator) by clicking on your user name in the upper left hand corner of your screen and selecting the organization's name.



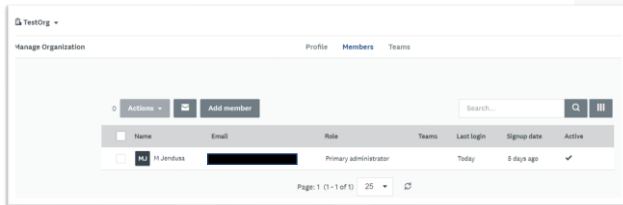
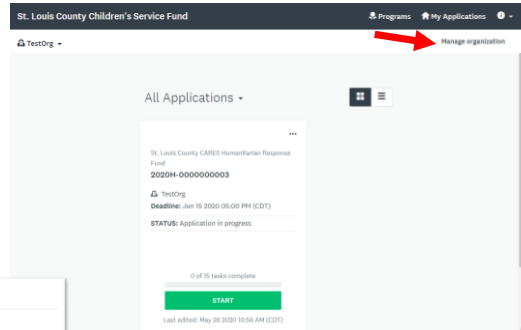
## SurveyMonkey Apply Log-in User Errors

- ❑ If the drop down menu with your organization is not available, double check to make sure that your organization is registered and that your individual account is actually linked to the organization's account.
- ❑ If you are sure that your agency is not registered, and you already are registered and logged-in as an individual user, you can register your agency for an organization account by clicking on your user name and "My Account".
  - You can set up an organization account from the Account Settings page and then add your agency's name, address, and email information.



## SurveyMonkey Apply Log-in User Errors

- ❑ To double check that your individual account is actually linked to the organization's account, have your Primary Administrator log in to their account, select the organization from the upper left corner of the screen (as demonstrated previously), and then select "Manage organization" in the ribbon bar
- ❑ Once in the organization's profile, click on the "Members" tab to review all individual users who have been added as collaborators to the organization's program applications





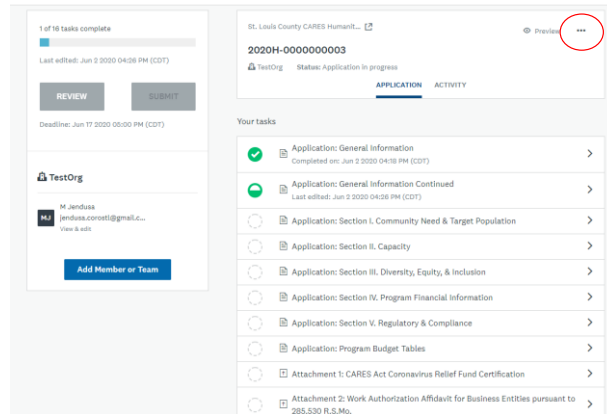
- Application Guide
- Google Chrome
- Character Limits
- Word Processing File to SurveyMonkey Apply
- Auto-Save
- ⓘ

We recommend applicants review all the resources we have shared (RFP, FAQs, SM Apply Guide) as they provide a lot of clarifications and may save a headache or two while completing the application.

1. SM Apply will function in a variety of internet browsers, but operates most efficiently on **Google Chrome**.
2. Each narrative question has **character limits**. The real-time character count is visible at the bottom of each text box in the application.
3. We recommend answering narrative questions in a word processing program, such as **Microsoft Word**. When completed, narrative responses from the word processing file can be copied and pasted into the appropriate SM Apply text boxes.
4. SM Apply will auto-save regularly during an open work session. For applicants who may be a bit weary or have some trust issues, a **“Save and Continue Editing” button** is also available at the bottom of each application section.

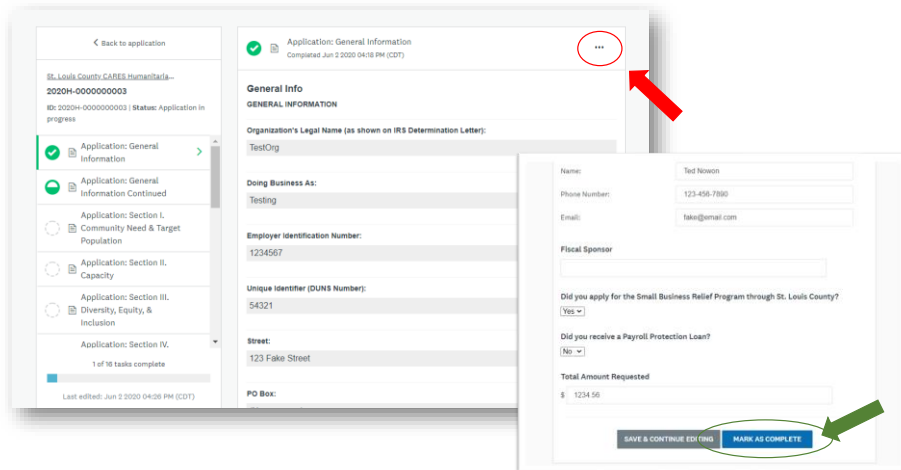
5. Lastly, to contact the site administrator, access frequently asked questions, or to contact SM Apply with technical concerns, see the dropdown options at the information (i) symbol throughout the document.

## SurveyMonkey Apply Application Tasks



1. We're excited that SM Apply provides a management feature to help applicants navigate all of the required tasks for each section or document upload.
2. Please note, not all tasks may appear the first time you log in.
3. As you complete components of the application, additional tasks may be added based on your responses.
4. If at any time you would like to download a copy of your application or LOI, click the elipses from the Task Manager main page, and select "Download".
5. Upon conclusion of each application task, there will be a **"Mark As Complete"** prompt. If all required fields or uploads in the task have been completed, and the task has also been marked completed, the task will appear checked off in your task list.

## SurveyMonkey Apply Application Tasks



Application: General Information  
 Completed Jun 2 2020 04:18 PM (CDT)

**General Info**  
**GENERAL INFORMATION**

Organization's Legal Name (as shown on IRS Determination Letter):  
 TestOrg

Doing Business As:  
 Testing

Employer Identification Number:  
 1234567

Unique Identifier (DUNS Number):  
 54321

Street:  
 123 Fake Street

PO Box:

Name: Ted Nowson  
 Phone Number: 123-456-7890  
 Email: fake@email.com

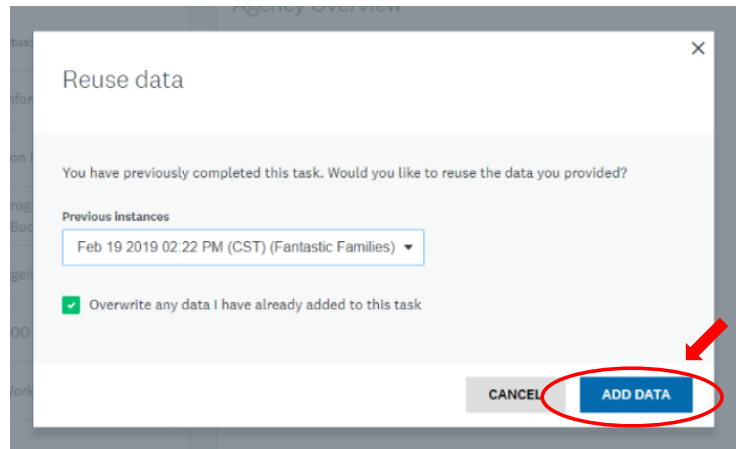
Fiscal Sponsor

Did you apply for the Small Business Relief Program through St. Louis County?  
 Yes  No

Did you receive a Payroll Protection Loan?  
 Yes  No

Total Amount Requested  
 \$ 1234.56

1. If you click on “Mark As Complete” and have not completed all required fields, you will receive an error message, and specific text prompts showing you what fields or uploads need to be completed before you can move on to the next page of the application.
2. I also want to note that, after a task has been successfully marked as complete, you may still edit it by using the “...” icon at the top right corner.
  - From the menu, choose “Edit” to re-open the previously completed fields or uploads.
  - Applicants can edit the application up until they press the final “**Submit**” button.



1. Again, once you have marked a task as complete, it will be checked off in your task list on the left side of your screen. Certain tasks on the Humanitarian Response Program application are reusable once you have marked them off as complete. Meaning, if you start a new program application, SM Apply will provide a prompt asking if you would like to reuse the information you have already provided in a previously completed application.
2. This “reusable” information may be agency-wide information or uploaded attachments that would apply to your entire agency, and some examples may include:
  - E-Verify Documentation
  - Most Recent Audited Financial Statements
3. If you already have a completed application saved in SM Apply, when you work in a subsequent application, you will receive pop-up prompts for “reusable” tasks.
4. If you choose “add data” in these situations, your fields or required uploads will be automatically completed with information or documents that you provided in your previously completed program application.

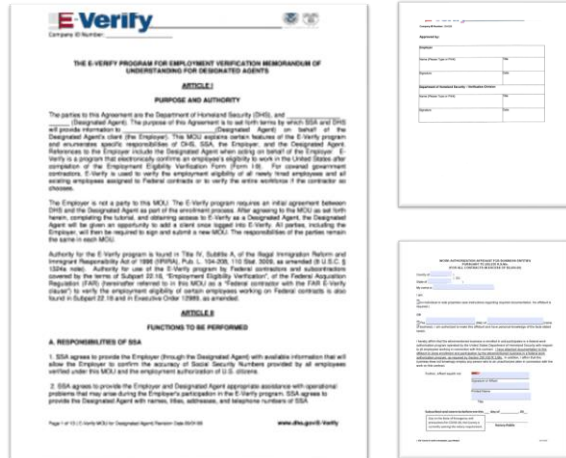
5. If you choose “cancel” you can manually complete these fields or re-upload documents.



## Application Round: Samples of Select Required Documents

### Attachment 1 – E-Verify Supporting Documentation

- Confirms employee's eligibility to work in the U.S.
- Required three components:
  1. First page (identifying employer)
  2. Signature page
  3. Work Authorization Affidavit



- E-Verify electronically compares information the employer enters from Form I-9 to records available to SSA and U.S. Department of Homeland Security, confirming employee's eligibility to work in the U.S.
- Agencies may simply provide the entire MOU, or they may provide the components listed, including a valid, completed copy of the first page identifying the employer, valid, completed copy of the signature page signed by the employer and the Dept. of Homeland Security, and the completed, signed, dated, and notarized Work Authorization Affidavit.

## Application Round - 501(c)3 only: Samples of Select Required Documents

Attachment 6 – IRS Determination Letter

Attachment 5 – Certificate of Good Standing

- Organization name listed on application (General Info) must match name listed on the IRS Determination Letter



- Certificate must be dated within 90 days of submission

- The Certificate of Good Standing verifies the applicant is in good standing with the state of Missouri through the Secretary of State's Office. The certificate must be dated within 90 days of your grant application submission. You can request an up to date certificate by visiting [www.sos.mo.gov](http://www.sos.mo.gov). A link to the site is also available in the upload task in SurveyMonkey Apply.