## Grants Portal Access Questions?

Having trouble accessing NEFA's grants and reporting portal? We've included some of the most common issues and how to resolve them below.

## Can't Log In?

- ✓ **Don't have an account?** The portal is new as of 2025, and you will need to create a new account if you have not applied for a grant after January 2025. Click New User? on the [portal login page](#) to register.
- ✓ **Don't remember your password?** Use the Forgot your password? link on the [portal login page](#) to receive an email and reset the account password.
- ✓ **Can't find your username?** Your username is the email you used to register for the portal.

## Can't Find an Application in Progress or Grant?

- ✓ **Need to start a new application?** Visit [NEFA.org's Find a Grant page](#), find the opportunity you are interested in pursuing, and click the Apply Now button on the grant page. You will be directed to the grants portal and will need to log in if you haven't already done so.
- ✓ **Looking for an application in progress?** Make sure you are looking under My Active Applications in the portal. There is a link to My Active Applications on the top navigation bar anywhere in the portal. If you still don't see the application, make sure you successfully SAVED the application. Note that the applications do not auto-save.
- ✓ **Trying to edit your application?** After saving your application, or whenever you want to return to continue working on an application, you will need to return to My Active Applications and click Resume Application. If you have already submitted your application, you will need to contact the grant program staff for the opportunity you are pursuing to ask to reopen the application.
- ✓ **Looking for a decision status on an application?** Applications that are awaiting a decision will be available on the My Active Applications page. Once a decision has been made, you will receive an email from NEFA with the decision details. You can access the information you provided in the application after a decision has been made from either the My Awarded Grants or the My Historical Applications page.
- ✓ **Trying to locate an older grant?** Grant history will be moved into this portal during the second half of calendar year 2025. If you need to access and/or report on an older grant before this time, you can still visit our [previous grants and reporting portal](#). Be aware that logging in there will use different credentials, and the username is NOT an email.

## Other Questions?

- ✓ Contact NEFA's Technology and Data team at [tech@nefa.org](mailto:tech@nefa.org).