



Fluxx Grants Management System - Frequently Asked Questions

After 7 years of using SMILE as our grants management system, AmplifyChange will be moving to a new system called Fluxx. Here you can find information about the new Fluxx-based AmplifyChange Grants Portal ('Grants Portal').

This is a living document – we will add to it as we learn more about the system and what applicants and grantee partners need and want to know.

We have made a series of guidance to support new users of our Grants Portal. You can access them here:

[How to register in Fluxx](#)

[How to update your profile in Fluxx](#)

If you have further questions, please contact enquire@amplifychange.org with the email subject 'Fluxx Questions'

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Overview

1. What is Fluxx?
 - a. Fluxx is a grants management system. It allows organisations like AmplifyChange to collaborate with their grantee partners in the management and reporting of their grants. We will be using it to manage funding rounds, pre-contracting and due diligence, grants management, tracking payments, and project reporting and close out.
2. Why is AmplifyChange switching to Fluxx?
 - a. We strive to ensure that our values of openness and transparency are reflected throughout our organisation, including at the grants management level. While the SMILE system provided us with a base of how to efficiently work with grantee partners throughout the project life cycle, we knew there was more we could do to improve our systems.

This new portal and associated processes will allow the AmplifyChange team to better serve you, our grantee partners. We aim to save you time and effort and improve the clarity of our grant-making processes and requirements.

3. When is the switch to Fluxx happening?
 - a. All existing AmplifyChange grantee partners and applicants within the past two years will be moved over to the new Grants Portal by November 2022. The Portal will be open for new registrations shortly after.

SMILE Usage and Data Transfer

1. As an existing grantee partner, am I required to do anything during the move from SMILE to Fluxx?
 - a. No. The AmplifyChange team will be transferring over your organisational and project data to the new system in line with data protection regulation. You will not need to do anything during this process.
2. What will happen to my grant data during the switch to the new grant system?
 - a. Your existing grant data, including organisational information, reporting, application, and in some cases, supporting files, will be transferred into the new Grants Portal. Once the Portal has launched, you will then be able to use it to manage your grant and apply for future funding.

If you have any questions about the use of your personal data, please see our full Privacy Notice ([privacy policy](#)) or contact our Data Protection Officer.

3. I have a report due before the launch of the new Grants Portal. How will I report?
 - a. You will be contacted directly by your Grants Manager with steps on how to report.



Existing grantee partners

1. I am a current grantee partner. How do I login to the new system for the first time?
 - a. On the day that the system opens, you will receive an email letting you know that the system is now accessible. Your current login email will remain the same as the one you were using on SMILE.
 1. When logging in for the first time, you will access the login page and click 'Reset or create password'.
 2. Input your email address, and you will then receive an email to your login email address.
 3. Click the link included in the email, which will take you to a page to set up a new password.
 4. Once you have set up your new password, access the login page again to login to your dashboard.
2. I am a former grantee partner. Will my information be available in the Grants Portal automatically?
 - a. Organisations who have received funding and implemented a grant from AmplifyChange within the past two years will be able to access their profile in the new Grants Portal. You can set up access to the Portal in the same way as outlined in question 1 of this section.

If you held an AmplifyChange grant before 2020, please register as a new user.

3. My organisation applied to AmplifyChange but was not successful. Will my information be available in the Grants Portal automatically?
 - a. Only organisations who have applied for funding within the past 2 years (in 2020 up to present) will have their information available in the Grants Portal. You can set up access to the Portal in the same way as outlined in question 1 of this section.

If you applied for a grant before 2020, you will need to register as a new user.

4. My organisation previously held an AmplifyChange grant, but the main contact email belongs to a staff member who no longer works for us. How can I access our profile?
 - a. We encourage you to register as a new individual user and ensure that you input the same organisation data information. Once you have registered, our team can link you to your organisation's existing profile in the system.
5. Can I use my existing username and password from SMILE?
 - a. You will use your existing username from SMILE (the email address you registered with), but you will need to set a new password as explained in question 1 in this section.
6. I have forgotten which email address I used to register on your old system. What should I do?
 - a. Please email enquire@amplifychange.org with the subject 'Fluxx Questions'. In your email, please include your previous grant reference code and as much information as you can about your organisation and previous AmplifyChange



grant so that we can find your profile.

7. I previously had a username but have never submitted any application. Will I still be able to login as an existing user?
 - a. No. Only organisations who previously received funding from AmplifyChange, or applied for a grant to AmplifyChange in the past 2 years, will be able to login as an existing user. Please read about how to register as a new user in the section below.
8. My organisational profile on the Grants Portal is missing a few details, Can I update them myself?
 - a. Yes! We encourage all existing grantee partners to review their organisational and individual profiles and ensure they are up-to-date as soon as possible. This is especially important if you plan to apply for upcoming funding rounds.
9. My original application and my reports look different than before. Does this matter?
 - a. No. We have aimed to streamline and simplify the application and reports in our new system, but all of your previous grant application and reports information will still be included.

New users

1. How do I register in the AmplifyChange Grants Portal as a new organisation?
 - a. To register, please access the AmplifyChange Grants Portal and click on the button that says Register. You will then be asked a series of questions which you will need to complete in order to register in the system. For complete instructions, please access our guide on [How to register in Fluxx](#).
2. I submitted my request for registration yesterday but haven't received a response – why haven't I received anything yet?
 - a. All new registrations are individually reviewed by our team before approval. We aim to review all registrations within 72 hours of submission on working days; however, during peak times, such as a funding round, this may take up to five days. Please ensure you register as early as possible in order to avoid missing out on the application window.

For more information on the upcoming Strengthening funding round, including accessing offline application questions, [please click here](#).

3. Why does it take so much time to register an account?
 - a. When you create an account, there is a back-end administrative process that eliminates duplicate records in our system. Depending upon the volume of new accounts created, this process could take between two and five days. By keeping our registration records clean and accurate, we will be better able to support applicants and grantee partners in the long run.
4. More than one member of staff at my organisation wants to register to support our applications for grants. Is this possible?
 - a. Yes. You are able to add multiple staff members to your organisational profile. They will need to register individually, and our team will then be able to connect them to your organisation. They will be able to access the dashboard,



including applying for funding, once registered as an individual and linked to your organisation.

5. I previously registered my organisation but did not register as an individual. What should I do?
 - a. If you were the main contact on your AmplifyChange project, you should be able to login using the same email address as before. However, if you have not previously had a login to access the AmplifyChange Grants Portal, please create a new registration for yourself, which will then be linked to your organisation profile.

Applying for funding

1. I want to apply for the next funding round. When should I fill in my organisational profile details?
 - a. As soon as possible! We encourage all users – new and existing – to completely fill out their individual and organisational profiles as early as possible to ensure that they are ready to apply for the next funding round. You will also be able to add other team members to your organisational profile.

If you plan to apply for the Strengthening funding round opening soon, please ensure your organisational profile is complete by November 22nd, 2022.

2. Do I have to complete the entire application in one sitting?
 - a. No. The system allows you to save your progress as you work through the application. However, **please make sure you click the Save button** as you work on your application. The system does not automatically save your work, and there is no way for the team to recover any lost work.
3. I am managing my current AmplifyChange grant in the new system, but the new funding round guidance says I need to register as soon as possible to apply. Do I need to put in a new registration to apply for the new funding round?
 - a. No. If you are already using the new Grants Portal to manage your grant, or you have an existing profile, you can apply for the new funding round using that profile.

Please ensure it is updated with your individual and organisational information as early as possible before applying for funding.

Navigating the Grants Portal

1. Why am I unable to download documents from the new Grants Portal?
 - a. If you have a pop-up blocker active on your browser, this will block the automatic download of documents from saving to your computer. Turn off your pop-up blocker to prevent this from happening.
2. Why is the Grants Portal not working on my computer or internet browser?
 - a. All Fluxx systems are tested and performed on Google Chrome. To have the best experience within Fluxx, using Google Chrome to run the program is



recommended. That said, other compatible systems include Internet Explorer Version 11 and 11+, Safari, Mozilla Firefox, iOS 10.0+ for iPhone/ iPad, and Android.

3. Who do I contact if I have questions about the Grants Portal?
 - a. Please email enquire@amplifychange.org with the subject 'Fluxx Questions' if you have any further questions.