



Accessing BenefactorCloud: Guidance for Existing Grant Tracker Applicants

We have transferred your grant record from Grant Tracker to our new grants management system, BenefactorCloud. This guide explains how to access your account and manage your grant, including claims, reporting, and communications with the Grants Team.

The portal can be accessed at:

<https://fcccf.benefactorcloud.co.uk/>

If you experience any difficulties accessing the portal or completing your claim and reporting requirements, please contact your Grant Manager, who will be happy to assist.

Logging in for the First Time

When accessing the portal for the first time, please do not click "Register".

An account has already been created for you. To access it:

1. Click "Login" in the top right-hand corner of the screen.
2. Follow the prompts to reset your password.
3. You will be sent an email from noreply@fcccommunitiesfoundtion.org.uk. Please check your junk email box if you have not received it.
4. Once your password has been set, you will be able to access your account.

After logging in, we recommend that you review your organisation and contact details and let us know if any information needs updating.

Your Applicant Dashboard

When you log in, you will be taken to your **Applicant Dashboard**.

The screenshot shows the 'Applicant dashboard' interface. On the left, under 'APPLICATIONS:', there is a blue bar for 'Awaiting action' with a red notification icon, and a 'Grant' section with a 'Start new application +' button. On the right, 'Your details' shows fields for Name and Email, with 'More details' and 'Edit' options. Below, 'AWAITING ACTION:' includes a 'Deadline (soonest)' dropdown. The main section displays a grant entry: 'Test CAF - Test CAF grant round - #1064', with details like Title, Programme, Grant round, State (AWARD), Status (Final Claim Report), and Start date (11 Aug 2026). A 'FINAL CLAIM REPORT' button with a right arrow is also visible.

The dashboard provides a summary of the number of:

- Your applications

- Your grants

You will also see a list of your grants, including their current status and whether any actions are awaiting completion.

Clicking on a grant record will open the full grant details.

Viewing Your Grant Information

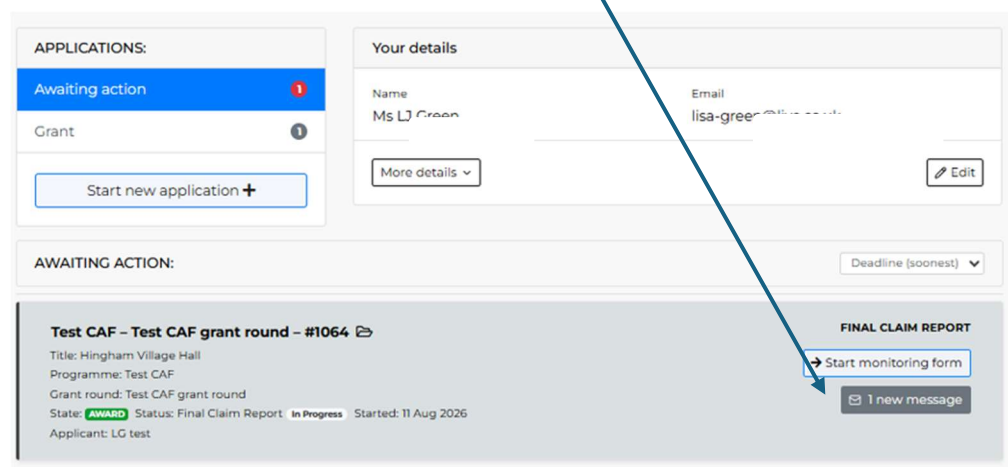
Within the grant record, you can view information about your grant, including:

- The grant award amount
- The approval date
- Payments made to date
- Messages and correspondence
- Claims and reporting forms

Messages

BenefactorCloud includes a built-in messaging system, which we will use to send updates and communicate with you about your grant.

If you have a new message, it will be visible on your **Applicant Dashboard**. You will also be sent an email to say you have a message waiting. Please add noreply@fcccommunitiesfoundation.org.uk to your safe senders list.

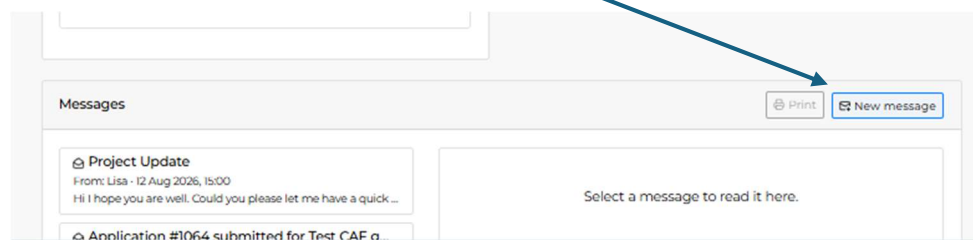


You can also view existing messages and send new messages directly from the grant record.

Sending a Message

To send us a message:

1. Open the grant record you want to contact us about.
2. Click "**New Message**".
3. Enter your message and attach any relevant documents.



Uploading Multiple Documents

If you want to attach more than one document, you must select all documents at the same time when uploading.

To do this:

- 1. Click **Attach**.
- 2. Hold down the **Ctrl** key (or **Cmd** on a Mac).
- 3. Select all the documents you wish to upload.
- 4. Click **Open**.

Please note that if you upload only one document initially, you will not be able to add further documents to that same message. In this situation, you will need to send an additional message with the remaining attachments.

Claims and Reporting

Before starting a claim or report, please contact your Grant Manager to let them know how many further claims you expect to submit.

They will ensure that the correct claim and reporting forms have been made available to you.

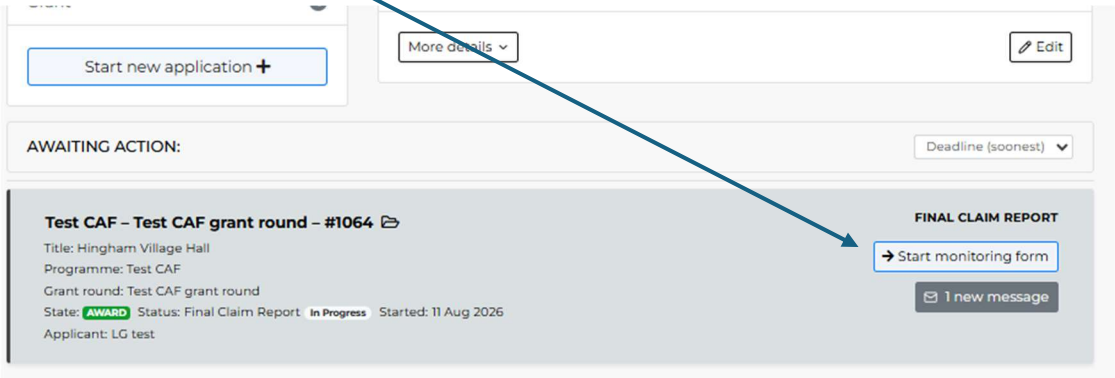
Your situation	What happens
One claim remaining	We will provide a Final Claim and Report Form
More than one claim remaining	We will provide interim claim forms until you are ready to submit your final claim

When you are ready to submit your final claim, please let your Grant Manager know so they can make sure the **Final Claim and Report Form** is enabled for your grant.

Once the relevant forms have been made available, you can complete and submit your claims and reports at a time that suits you.

Submitting a Claim and Report

When you are ready to submit a claim and report, locate your grant record and click "**Start Monitoring Form**".



The monitoring form combines both your **claim** and **project report** into a single process.

You can save your progress and return to complete the form at a later date.

You will be guided through the form and asked to provide:

- Project updates and outcomes
- Financial information
- Supporting evidence
- Claim documentation

Once all required information and documents have been uploaded, your Grant Manager will review your submission.

If you experience any difficulties accessing the portal, locating your grant record, or submitting a claim, please contact your Grant Manager, who will be happy to assist.