

Help When You Need It:

ACF's team is always ready to assist with any questions you might have. Call our office at **970-925-9300** and ask to speak with any available staff member about the Advisor Portal website.

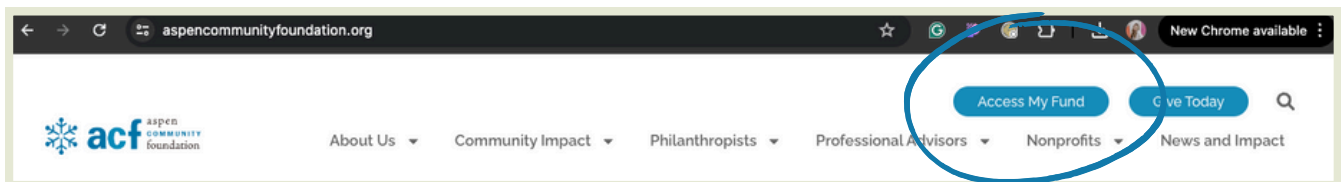
Frequently Asked Questions

Q I haven't received the auto-generated email yet. What should I do?

A It could take an entire day for the system to fully process each custom URL and send the auto-generated email. Please email Stephanie Gianneschi at stephanie@aspencommunityfoundation.org so that she can manually re-send the information you will need to get up-and-going.

Q The URL only worked the first time. How do I return to the portal?

A The custom URL inside the auto-generated email should only be used to establish your password. Take note of your username and the password you select and then visit <https://aspencf.fcsuite.com/erp/fundmanager> to access the system at any time or visit ACF's website and access your fund 24 hours a day by clicking on **"Access My Fund"**.



Q I've lost my password. What should I do?

A For security reasons, the ACF team does not have the ability to access your password.

- If you forgot your password, click on "forgot password" on the login screen and follow the instructions.
- If you need ACF to erase your previous password so that you can create a new one, please contact Stephanie Gianneschi by phone 970-925-9300 or email at stephanie@aspencommunityfoundation.org

Q I don't understand how to navigate the portal. Where can I get help?

A Email

Stephanie Gianneschi stephanie@aspencommunityfoundation.org

Laci Wright laci@aspencommunityfoundation.org

OR

Call

The ACF office 970-925-9300.

As always, thank you for holding a fund at Aspen Community Foundation and allowing us to assist you in your philanthropic efforts. We are excited to launch the new Advisor Portal system to better serve your needs.