

## PRODUCT UPDATES:

# Profile and Foundation Management FAQs

## MANAGE YOUR FOUNDATION WITHOUT THE WAIT

Managing your foundation just got easier! We're pleased to now offer the latest enhancements to Foundation Source Online®—the ability for Members, and Foundation Representatives on their behalf, to edit Member profile information and add Foundation Persons to the Foundation. Any edits made will also trigger notifications to the Member for confirmation. We're also excited to share our newly updated Member page, which reflects the latest evolution of our modern brand. Check out our comprehensive list of FAQs to learn more.

## Updating Profile Information /

### Q: What profile information can be edited?

A: Members and Foundation Representatives can now update the following information on their profile:  
Name, Email, Address and Phone.

### Q: Can anyone in the foundation edit profile information?

A: Yes, and if you need assistance, please reach out to your Foundation Representative.  
Your Private Client Advisor is also happy to assist you.

### Q: Can I update my email?

A: Yes, but you may not delete it.

### Q: What happens if I update my email?

A: You will be asked to authenticate the next time you log in.

### Q: Can I update my mobile number?

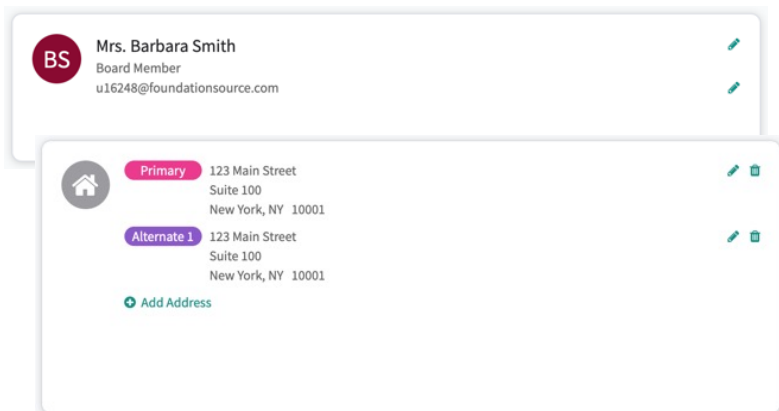
A: Yes, but you may not delete it.

### Q: If my personal information is updated, will I get a notification?

A: Yes, if you or someone on your behalf updates your name, email, phone or address, you will get an email notification of the change.

### Q: Can a member edit their profile information if they belong to multiple foundations?

A: At this time, only members belonging to one foundation can edit their profile. However, we do plan to accommodate members belonging to multiple foundations in the future.



# Updating Foundation Information /

**Q: Can the Foundation Information be updated?**

A: Yes—the Foundation Representative can update the Foundation’s correspondence address.

**Q: What should a Foundation Representative know before updating the Foundation’s correspondence address?**

A: Please be mindful that this address will appear on the first page of your Foundation’s annual tax return. Additionally, all IRS correspondence will be directed to this address. As a Foundation Source client, you have the option of using a ‘c/o Foundation Source’ address as an alternative to publishing a private mailing address.

**Q: What if the Foundation would like to update their Books and Records Address?**

A: If the Foundation would like to update the Books and Records address, please have the Foundation Representative reach out to your Private Client Advisor.

The screenshot shows a 'Correspondence Address' form with the following fields: Address (369 Sunshine Road), Address 2 (Suite 123), City (Smile City), State (California), and Zip (19707). A 'Privacy Notice' pop-up is overlaid on the form, stating: 'The Correspondence address appears on your Foundation Tax Return and is open for public inspection. If your Foundation does not have a dedicated office space, consider using a PO Box or Foundation Source for your Correspondence address.' There is an 'OK' button at the bottom right of the pop-up.

# Adding a Foundation Person /

**Q: What does it mean to be able to add a Foundation Person to a Foundation?**

A: There is new functionality in FSOL that enables Foundation Representatives to add Foundation Persons to the Foundation. In the future, Foundation Representatives will be able to add other roles such as Officers, Directors, Trustees, or Advisors.

**Q: Can the Foundation Representative also remove Foundation Persons from the Foundation?**

A: Not currently, but we are looking at this as a future enhancement.

**Q: What is a Foundation Person as it relates to the Foundation?**

A: A Foundation Person is not on the board of directors but requires access to Foundation Source Online for the purpose of work related to the Foundation.

**Q: How will Foundation Source know about the updates?**

A: The updates made are automatic. We are also sending all of the details to our Implementation Team to review and set up any disbursement account information.

The screenshot shows the 'Add Member' form with a 'Back to Members' link and a 'Cancel' button. The form includes a 'Position with Foundation' section with a 'Foundation Person' icon and two 'Coming Soon' buttons for 'Officer & Director' and 'Interested Party'. Below this is a 'Who's the lucky recipient?' section with input fields for 'Email \*', 'First Name \*', 'Middle Name', 'Last Name \*', 'Birthdate \*' (with a date picker), and 'Last 4 Social Security \*'.

**Q: Will the new Foundation Persons have rights to FSOL?**

A: Yes, everyone will be set up with default permissions. These users will be granted “view only” access to Foundation information. The Foundation Representative may update the entitlements according to the Foundation’s wishes.

**Q: How does the Foundation Representative add a new Foundation Person?**

A: In Organization -> View Members, there will be a new button ‘Add New.’ Then, a simple wizard will walk the Foundation Representative through the process.

**Q: What information is needed to add a Foundation Person?**

A: Not much has changed in the required information: name, address, date of birth, last 4 of social, email, phone, phone type and if the new member should receive copies of the Foundation’s disbursement statements.

**Q: Will the Foundation be able to track who has been added?**

A: Yes, the Foundation will see a new tab next to Members: Added by Foundation. This will show everyone that has been added directly on Foundation Source Online by the Foundation Representative, and additionally, all details that were captured along the way.

**Q: Will all members added or removed from the Foundation be tracked on a list or report?**

A: We are looking at an enhancement in the future to show all activity for the foundation. For now, it will only show the people Added or Removed from the Foundation by the Foundation.

**Contact Information**

**Phone Type \***

**Phone Number \***

**Country \***

**Address \***

**Apartment, Suite, Etc.**

**City \***

**State/Province \***  **Postal Code \***

**Disbursement Account**

Please indicate if this individual should receive copies of bank statements and/or have online access for the foundation's disbursement account.

Set up this user to receive mailed statements for the foundation's disbursement account

Set up this user to have view only online access to the foundation's disbursement account

**Agree & Add Member**

By checking the box below, as Foundation Representative, I hereby notify Foundation Source that the above person has been designated by the Foundation as an "Authorized Foundation Person" and an "Authorized FSOL User," as those terms are defined in the Foundation Services Agreement. Also, to the extent applicable, I hereby direct Foundation Source (i) to provide the above person with the authorizations designated above and (ii) to implement my instructions regarding the authority and rights of any Foundation committee with respect to the grants, expenses, Results, and Requests for the above person. \*

Yes, I agree

**STILL HAVE QUESTIONS?**

We’re here to help! Contact your PCA today. Call 800.839.0054 or email us at [info@foundationsource.com](mailto:info@foundationsource.com).

**FOUNDATIONSOURCE**

[www.foundationsource.com](http://www.foundationsource.com)