

# Family Hope Foundation Application Portal Instructions

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Our Fall 2025 Therapy Scholarship Cycle begins on July 1st! As Family Hope Foundation grows, we want to make sure important processes grow easier.

Beginning last fall, we made some changes to our application process to make applying for scholarships easier for you. **Please reference the information below if you need help registering or logging in.**

The main change we have made is the introduction of a scholarship application website (or “portal”) where you will be able to:

- update your household information (like address, email, phone, and family members).
- apply for scholarships
- view your scholarship history (coming soon!)

*You will use your Family Hope Foundation account to apply for all future applications.* Keeping this information updated in one place means fewer questions for you to answer on your scholarship applications!



**Family Hope  
Foundation**

# Creating an Account

To get started:

1. Visit <https://thefamilyhopefoundation.stackerhq.com/fhfapplicantportal/register>
2. Enter the email address where you would like to receive communications about your scholarship applications and click "Continue with Email".
3. Check your email for a message with your sign-in code and enter it on the registration screen (or click the Magic Link included in the email to be taken directly into the portal). No password to remember!



## Register

A request was made to register with this email address. You can continue using the magic link below, or copying and pasting the code.

### Magic link

[Log in](#)

### Code

xxxxxxx

In the future, you can return to your account by entering your email at <https://thefamilyhopefoundation.stackerhq.com/fhfapplicantportal/login> and following the process above to use your Magic Link or login code.

- **Not sure if you are a new or returning user?** Follow the instructions for Creating an Account above. If you already have an account, the Magic Link you receive will allow you to log in.

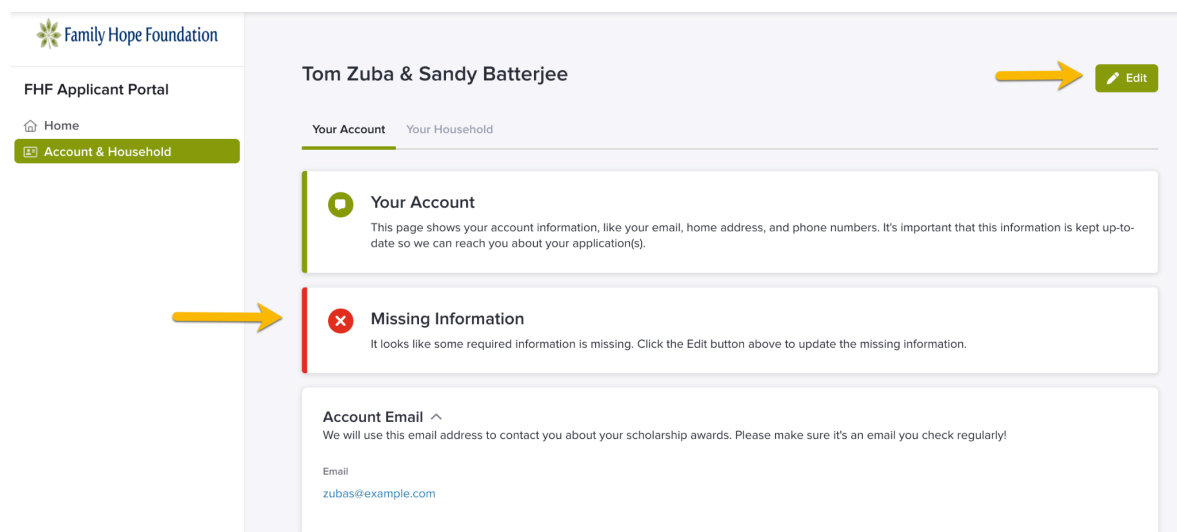
# Updating Your Account and Household Information

Once you are logged in, click “**Account and Household**” in the left-hand navigation menu to view/update the information we have on file for you.



**Please look over your personal information and update it as needed. This will ensure your future applications have the correct information about your household and its members!**

If you have missing information, you'll see a warning banner. Use the “**Edit**” button to update the information on the page and click “**Save**” when you're finished.



Next, click the **Your Household** tab to make sure all the people who are part of your household are showing (even those who will not apply for a scholarship). You will also be able to see if anyone who is already on file has missing information.

The screenshot shows the 'Family Hope Foundation' Applicant Portal. The user is logged in as 'Tom Zuba & Sandy Batterjee'. The 'Your Household' tab is selected, indicated by a yellow arrow. Below the tab, there is a section titled 'Your Household' with a green icon and a description. Below this, there are two boxes: '# Caregivers' with the number '2' and an 'Add Caregiver' button, and '# Dependents' with the number '1' and an 'Add Dependent' button. A red box with a white 'x' icon and the text 'Missing Required Information' is highlighted with a yellow arrow. The text inside the red box says: 'One or more persons in your household has missing information. Please click on each record and use the Edit button to update the required fields.' Below this, there is a section titled 'Your Household Members' with three cards: 'Sandy Batterjee', 'Tom Zuba', and 'Vicky Batterjee-Zuba'.

You can add caregivers or dependents to your household using the Add Caregiver or Add Dependent button. Again, it's important that **all** members of your household are added to the portal so we have an accurate count of caregivers and dependents when you submit an application.

This image is a close-up of the 'Add Caregiver' and 'Add Dependent' buttons. The 'Add Caregiver' button is highlighted with a yellow arrow, and the 'Add Dependent' button is also highlighted with a yellow arrow.

**If you add a Caregiver or Dependent and don't immediately see them in the Your Household Members section, wait for a few minutes and try refreshing your browser.**

Finally, you can click on any household member's card to see their detailed information and update it.

The screenshot displays the 'Family Hope Foundation' Applicant Portal. A navigation sidebar on the left includes 'Home' and 'Account & Household'. A prominent red banner at the top states: 'Missing Required Information. One or more persons in your household has missing information. Please click on each record and use the Edit button to update the required fields.' Below this, the section 'Your Household Members' contains three member cards. Each card lists personal details and a status of 'Missing Required Information'.

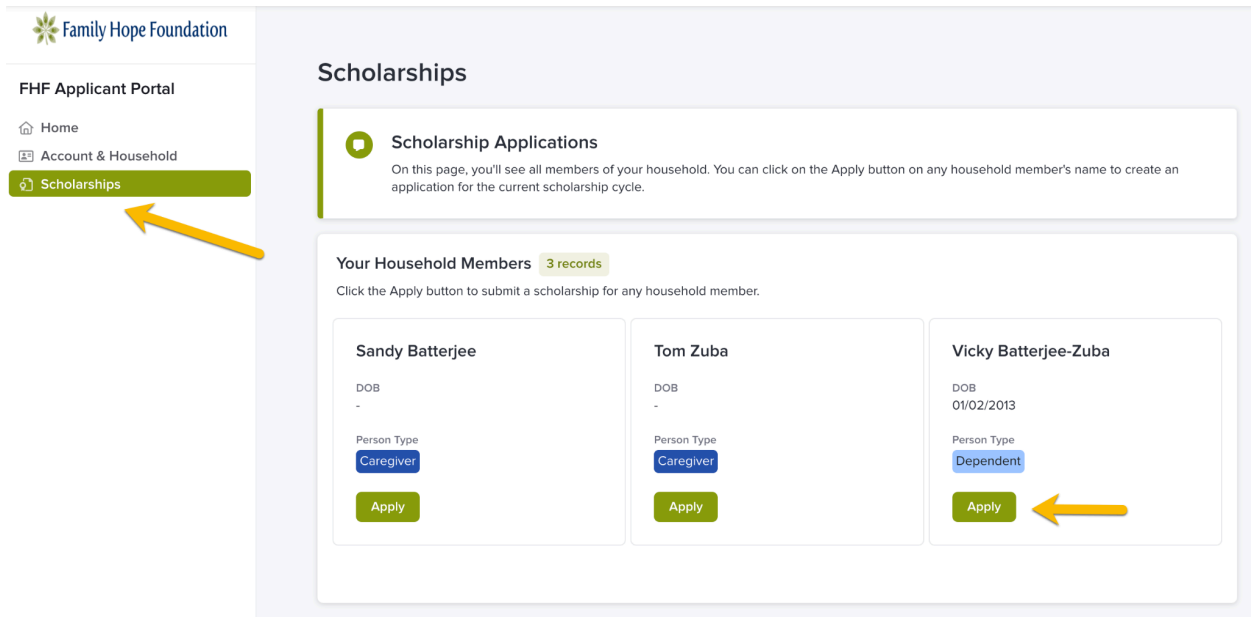
Member Name	First Name	Last Name	DOB	Age	Requires Treatment?	Role
Sandy Batterjee	Sandy	Batterjee	-	-	-	Caregiver
Tom Zuba	Tom	Zuba	-	-	-	Caregiver
Vicky Batterjee-Zuba	Vicky	Batterjee-Zuba	01/02/2013	11	-	Dependent

*You will only need to add your family members once. In the future, you will simply confirm their information is correct when you begin a new application for them.*

# Apply for a Scholarship

Once your Account and Household information is up-to-date, you can apply for a scholarship by clicking **Scholarships** in the left-hand menu.

Then, click the **Apply** button on any household member's card to open an application for them.



If you need to pause while completing the application, just come back to the Scholarships screen and click the Apply button again. You will be asked if you want to Continue your application or Start Over.

Please feel free to contact us with any questions at our **scholarship support email**, [help@thefamilyhopefoundation.org](mailto:help@thefamilyhopefoundation.org).