

# Family Hope Foundation

## Application Portal Instructions

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## Creating an Account

To get started:

1. Visit <https://thefamilyhopefoundation.stackerrhq.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**

xxxxxx

# 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.



Family Hope Foundation

FHF Applicant Portal

Home

Account & Household

Welcome!

We hope this portal will be a helpful place where you can:

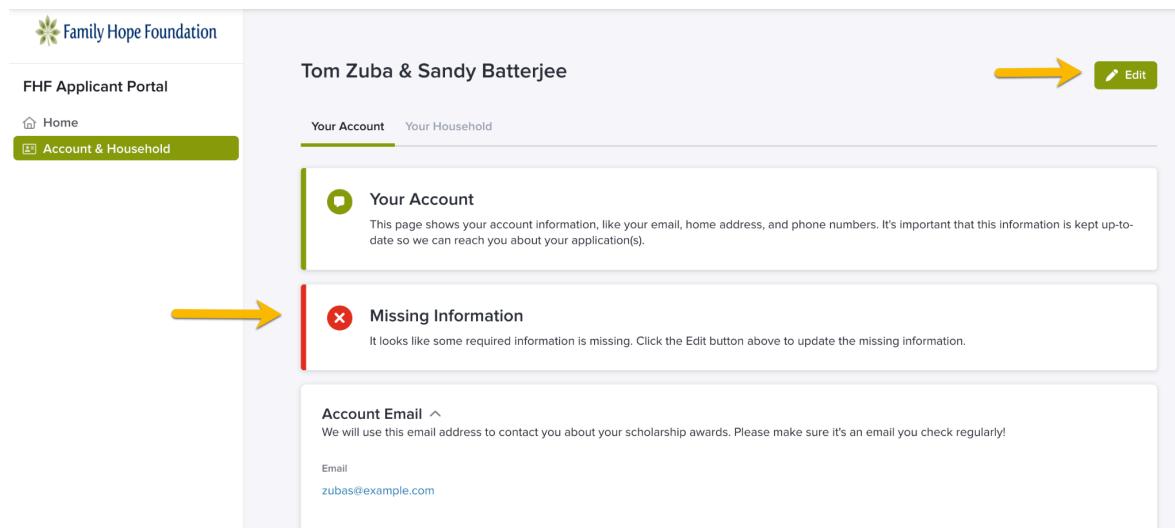
- Update your household's information
- Apply for scholarships
- View your scholarship history (coming soon!)

Our next application cycle opens **August 1st**. For now, you're welcome to update your household information so you have less to do when the application opens.

For detailed information about our scholarship application process, please [visit our website](#).

**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.



Family Hope Foundation

FHF Applicant Portal

Home

Account & Household

Tom Zuba & Sandy Batterjee

Your Account Your Household

**Your Account**

This page shows your account information, like your email, home address, and phone numbers. It's important that this information is kept up-to-date so we can reach you about your application(s).

**Missing Information**

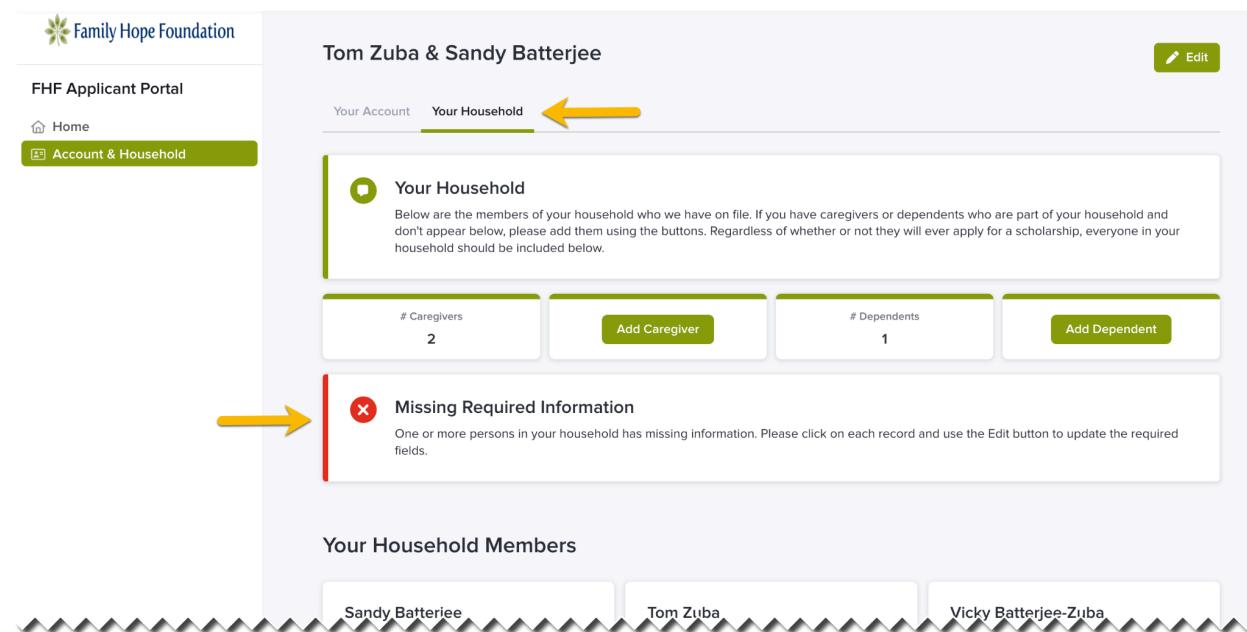
It looks like some required information is missing. Click the Edit button above to update the missing information.

**Account Email**

We will use this email address to contact you about your scholarship awards. Please make sure it's an email you check regularly!

Email: zubas@example.com

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.



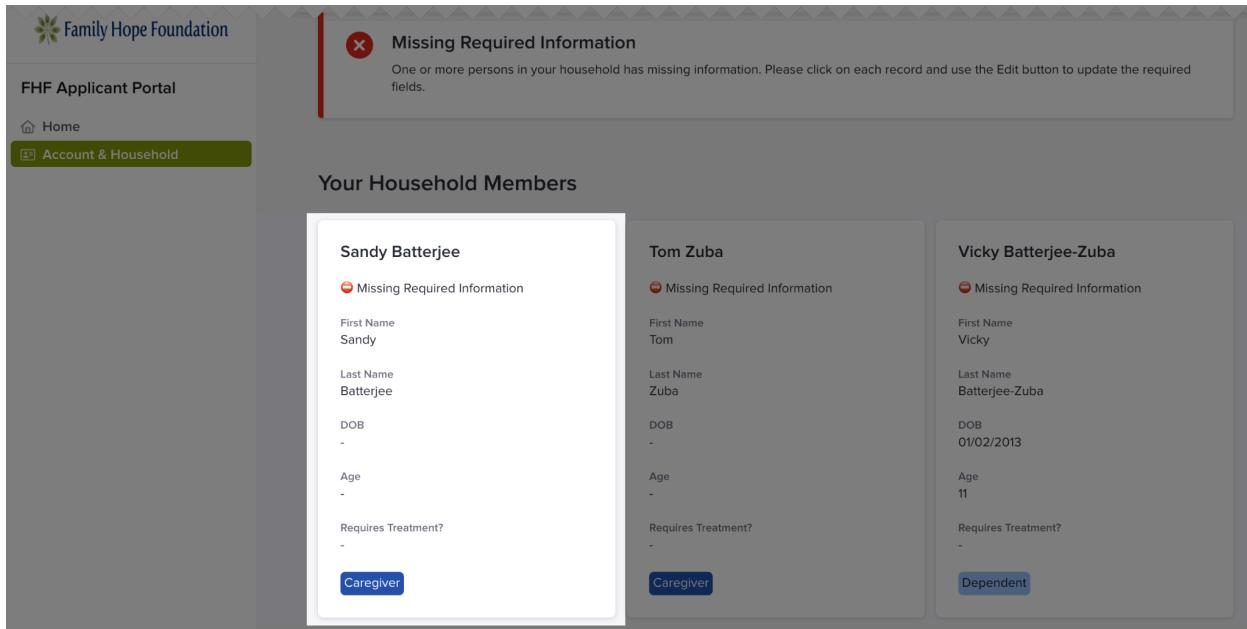
The screenshot shows the Family Hope Foundation Applicant Portal. The top navigation bar includes the Family Hope Foundation logo, the FHF Applicant Portal link, and Home and Account & Household buttons. The main content area is titled "Tom Zuba & Sandy Batterjee". The "Your Household" tab is selected, indicated by a green underline and a yellow arrow. The "Your Household" section contains a green circular icon with a white dot, the heading "Your Household", and a sub-instruction: "Below are the members of your household who we have on file. If you have caregivers or dependents who are part of your household and don't appear below, please add them using the buttons. Regardless of whether or not they will ever apply for a scholarship, everyone in your household should be included below." Below this are two buttons: "# Caregivers 2" and "Add Caregiver". To the right are two more buttons: "# Dependents 1" and "Add Dependent". A red box highlights a "Missing Required Information" section with a red circular icon and the text: "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." A yellow arrow points to this section. Below this is a "Your Household Members" section with three names: "Sandy Batterjee", "Tom Zuba", and "Vicky Batterjee-Zuba", each with a small chevron icon. The bottom of the page has a decorative zigzag pattern.

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.



**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 shows the Family Hope Foundation FHF Applicant Portal. The top navigation bar includes the Family Hope Foundation logo, the FHF Applicant Portal link, Home, and Account & Household. The main content area is titled "Your Household Members" and displays three household members in cards:

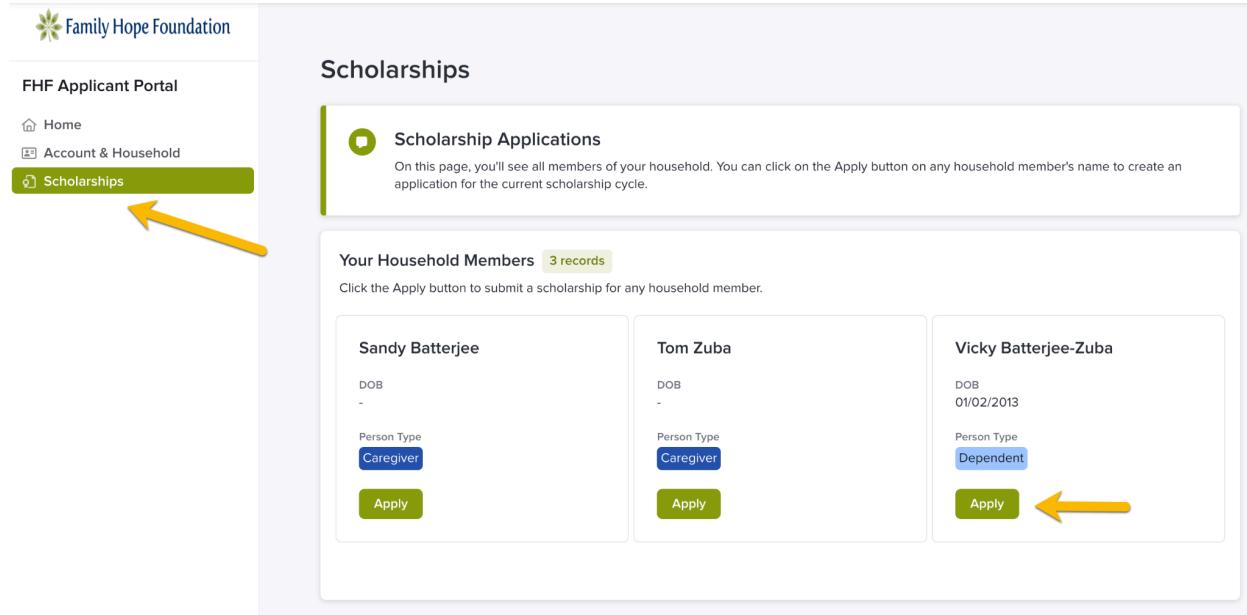
- Sandy Batterjee**: First Name: Sandy, Last Name: Batterjee, DOB: -, Age: -, Requires Treatment?: -. Status: **Missing Required Information**. Role: **Caregiver**.
- Tom Zuba**: First Name: Tom, Last Name: Zuba, DOB: -, Age: -, Requires Treatment?: -. Status: **Missing Required Information**. Role: **Caregiver**.
- Vicky Batterjee-Zuba**: First Name: Vicky, Last Name: Batterjee-Zuba, DOB: 01/02/2013, Age: 11, Requires Treatment?: -. Status: **Missing Required Information**. Role: **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.



The screenshot shows the Family Hope Foundation Applicant Portal. The left sidebar has a 'Scholarships' button highlighted with a green box and a yellow arrow pointing to it. The main page title is 'Scholarships'. Below it is a section titled 'Scholarship Applications' with a sub-section for 'Your Household Members' showing 3 records. The records are for Sandy Batterjee, Tom Zuba, and Vicky Batterjee-Zuba. Each record has a 'Person Type' (Caregiver for the first two, Dependent for the third) and an 'Apply' button. A yellow arrow points to the 'Apply' button for Vicky Batterjee-Zuba.

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).