

Family Hope Foundation Application Portal Instructions

Table of Contents

[Creating an Account](#)

[Updating Your Account and Household Information](#)

[Apply for a Scholarship](#)

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

XXXXXX

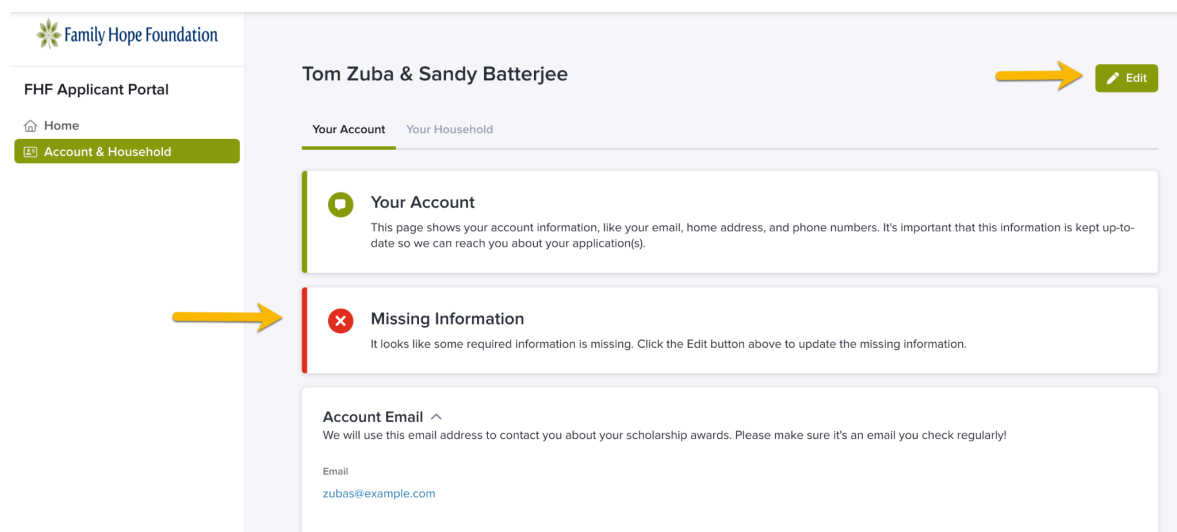
Updating Your Account and Household Information

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.



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. It states: '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, there are two buttons: '# Caregivers' with the value '2' and an 'Add Caregiver' button, and '# Dependents' with the value '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. It states: '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 close-up shows the '# Caregivers' section with the value '2' and the 'Add Caregiver' button, and the '# Dependents' section with the value '1' and the 'Add Dependent' button. Yellow arrows point to both buttons.

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 'Your Household Members' section lists three individuals:

| Member Name | Role | Missing Information |
|----------------------|-----------|-------------------------------|
| Sandy Batterjee | Caregiver | DOB, Age, Requires Treatment? |
| Tom Zuba | Caregiver | DOB, Age, Requires Treatment? |
| Vicky Batterjee-Zuba | Dependent | DOB, Age, Requires Treatment? |

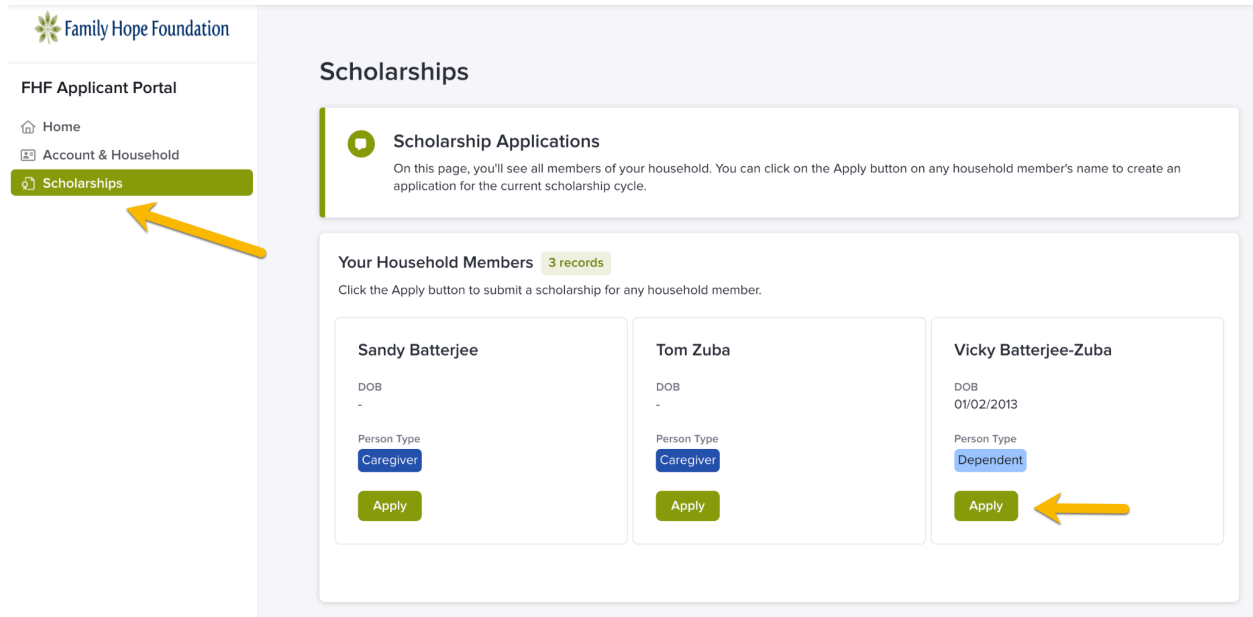
Each member card shows their first and last name, and indicates which fields are missing with a red icon. The 'Requires Treatment?' field is also marked as missing for all members.

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.