

Online Application Portal User Guide 2025



Introduction

This guide takes you through the process of registering, logging in, site navigation, and completing your grant application via Groundwork London's online application portal. It should be read alongside other guidance documents for the grant programme you are applying for, including the application guidance.

You must apply through a web portal called BlackBaud Grant Making (BBGM). This portal helps you to manage your application by providing a dashboard where you can view the status of your application and any supporting documents all in one place.

Your application will be saved automatically as you complete it, and you can come back to it as many times as you like before you submit.

1. Registering

To apply, find the grant programme on the [Groundwork website](#). Once you have read through all guidance documents on the webpage, scroll down to 'Apply Now' and follow the steps.

You will be taken to the BBGM portal where you will either need to login or create a new account.

How do I create an account?

To create an account, follow the steps below:

1. Select to continue with your Email.
2. Enter a valid email address.
3. Click send verification code to verify your email address.
4. Enter the one-time passcode to confirm your email.
5. Enter a valid password.

Password requirements: At least 12 or more characters, with at least one uppercase, lowercase, number, and special character.

7. Enter your first and last name.
8. Click the button 'Sign Up' to create the account.

You should receive the confirmation email within a few minutes. If your confirmation or invitation emails are not delivering to your inbox, follow these troubleshooting steps:

1. Check your junk or spam folder.
2. Delete your cookies.
3. Try using an email address associated with a person (e.g. jane@company.co.uk), rather than a generic business email address (e.g. admin@company.co.uk). These email addresses may get blocked for security reasons.
4. Navigate to app.blackbaud.com > Click continue with email > Enter your email address > Click the Forgot Password link to begin the password reset process.

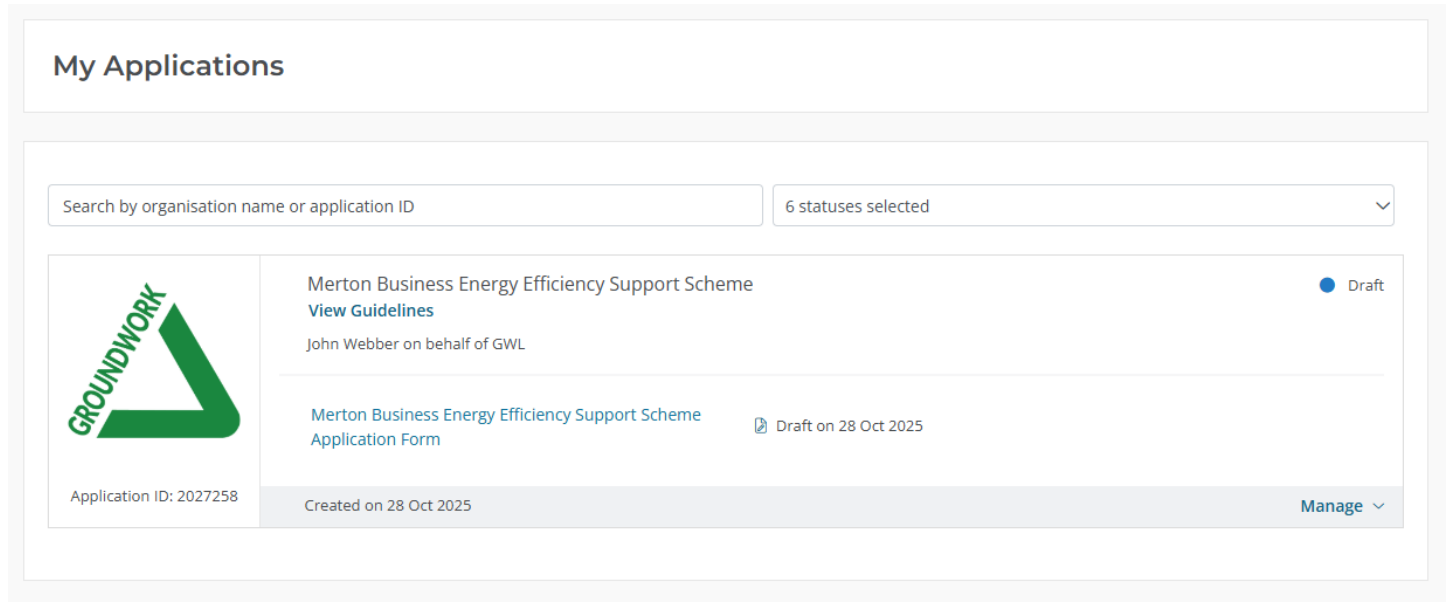
Tip: To ensure that you receive all correspondence relating to your application, please save the following email address within your contacts: noreply@yourcause.com. Otherwise, some important emails may go to your junk/spam folder.

2. Logging in

Once registered, you can log in to your dashboard by clicking on the link provided in your verification email. You will be asked to enter your email address and password. If you have forgotten your login information you can reset your password by clicking on the 'Forgot your password?' link. Once logged in, you will be able to access your application.

3. Dashboard

Your dashboard displays the grant applications you have started, and any that are in progress. The image below is an example of what you will see once you have logged into your account.



4. Applying online

The grant application forms have different sections. You should complete each section in order, moving onto the next section once you have completed the previous one. You can browse through all sections to see all the questions at any time.

The application saves automatically when you complete a question and move onto the next one.

The application form will highlight any missing information on each section with a red exclamation mark (!) if they are not completed. You will need to answer each highlighted question before you are able to submit the application form. If you select the 'Applications' button in the top left-hand corner of the page, you will be taken to the dashboard.

You can edit your responses in any completed sections by re-entering the details.

Once submitted, your application can no longer be edited. Its status will be changed to 'Submitted' with a date this was submitted on. You can log in to your account and view this application within your dashboard at any time.

5. Logging out

To log out, either click on 'Applications' or exit the website.

Remember: The answer you are editing will only be saved when you exit the box you are editing.

6.Help

Guidance and supporting documents are available to download from the webpage of the grant programme that you are applying to. We advise that you review these before starting your application, especially the application guidelines.

If you need further guidance, you can find the email address and phone number for the programme you are applying to on the programme webpage email.

Click [here](#) to be taken to the Groundwork London Grants homepage.

Or contact

londonprogrammes@groundwork.org.uk

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020 7239 1292

020 7239 1286