

## NONPROFIT SEARCH FREQUENTLY ASKED QUESTIONS

**Q: My organization previously participated in the Nonprofit Search online and created an organizational profile for Kern Community Foundation. However, the individual log ins provided for administrators to access the Nonprofit Search site no longer work. What should we do?**

A: With the evolution of the Nonprofit Search to GuideStar's national database, you have the ability to create new, personal log ins from the GuideStar [site](#). Look for the area to ['claim'](#) and ['update'](#) the information for your organization.

**Q: My organization previously started creating an organizational profile in the Nonprofit Search, but was unable to complete the effort. Are we precluded from further participation?**

A: No. You may resume the from the GuideStar [site](#). Simply search the name of your organization to see what information already exists in GuideStar's national database, then proceed to ['claim'](#) and complete the information, including to earn a [GuideStar Exchange Participation Logo](#).

**Q: My organization is a newly recognized 501(c)(3) as designated by the IRS and does not appear in the GuideStar national database. As such, I cannot 'claim' or 'update' the information. What do I do?**

A: You may begin the process of creating an organizational report in GuideStar's database by entering your EIN, or Employer Identification Number, as issued by the IRS. If the number is not recognized, you may submit a copy of your Letter of Determination from the IRS to GuideStar, following these [instructions](#).

**Q: My organization is a modest organization which files a 990N financial postcard. It does not appear in the GuideStar national database. Why?**

A: GuideStar secures information for nonprofits from various IRS sources, with the most extensive information taken from Form 990 filings. If you do not find your organization in GuideStar's national database, follow the [instructions](#) for a new organization and/or contact GuideStar [customer support](#).

**Q: My organization previously received credit card donations through the Nonprofit Search online portal. What can I do to ensure the organization can continue to receive online donations?**

A: The new [Nonprofit Search](#) continues to allow for online gifts with a portal to the Network for Good. On completion of a GuideStar report for your organization, GuideStar also gives you the opportunity to apply a 'Donate Now' icon to the report.

Q: **Previously, my organization had a video link attached to its profile. Where is the video now?**

A: If your organization previously received a grant for production of a virtual site visit from Kern Community Foundation, the video continues to reside on our YouTube Channel, [KernFoundationLive](#). You may also arrange to receive a copy of the video from our office. All other video links provided to us in YouTube format reside in their original location on YouTube.

Q: **I'm still not clear on the evolution of the Nonprofit Search. Where can I learn more?**

A: A video explanation of the new Nonprofit Search is available [here](#).