

Help Guide for Applicants



[Download PDF](#)
Version

SmartyGrants provides an easy way for grant seekers to complete their application form online. This guide will explain the essential steps you need to take to complete and submit your form.

Some of the features of SmartyGrants are:

- You can save your progress and return to complete your application at a later time or date;
- Your application is stored online, therefore there is nothing for you to save to your own computer, and;
- You can be certain that a grantmaker has received your application when you submit it.

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Step 1 - View and Navigate the application form

View the Form

When you first access SmartyGrants you will be directed to the Grantmaker's applicant homesite. Here you will see all of the rounds that the Grantmaker either currently available or upcoming.

Not logged in. [Log in](#)

City of Clive Funding Programs ← **Funder's name**

Current Rounds

Small Grant Applications 2020 ← **Link to round available including round status, closing date and time and link to further information**

Submissions are now open.
Submissions close 3:00PM 30 June 2020 (AEST).
[Find out more about Small Grant Applications 2020...](#)

Upcoming Rounds ← **Upcoming round showing opening and closing dates**

A Greener Future - Sustainability Grants 2020

Submissions for the A Greener Future - Sustainability Grants 2020 will open at 4:00AM 1 July 2020 (AEST).
Submissions close midnight 30 September 2020 (AEST).
[Find out more...](#)

Clicking on the round's link will take you to the application form. Once there, you will have the following options - **Start a submission**, **Preview the form**, **Download preview form**

Not logged in. [Log in](#) [Current Rounds](#)

Small Grant Applications 2020


 **Start a submission**  **Preview the form**  **Download preview form**

Submissions are now being accepted. Submissions close at 3:00PM 30 June 2020 (AEST).

To preview the entire application form, simply click on **Preview the Form** which will then show you the form in preview mode. If you would like a PDF of the form, please click on **Download preview form** which you will then generate a PDF of the form which you will be able to save locally.

Not logged in. [Log in](#) [Current Rounds](#)

Small Grant Applications 2020

 **Fill Out Now** This is a preview of the Small Grants Applications 2020 form. When you're ready to apply, click Fill Out Now to begin.

Contact Details
*indicates a required field.

Privacy Notice

We pledge to respect and uphold your rights to privacy protection under the [Australian Privacy Principles \(APPs\)](#) as established under the *Privacy Act 1988* and amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. To view our privacy statement, go to [Grantmakers: insert hyperlink to your privacy statement.](#)

Applicant Organisation Details

What is the applicant's name? *

Individual Organisation [Clear](#)

Organisation Name

Form Navigation

1. Contact Details
2. Organisation Details
3. Auspice Information
4. Project Details
5. Inputs (Budget)
6. Certification and Feedback

NOTE: You can't fill out the form while in preview mode. In order to complete the form you need to complete Step 2. Furthermore, most Grantmaker's accept a paper version without prior approval. Should you have issues and the only way you can fill out the form is by printing the preview PDF and re-entering responses, you will need to contact the Grantmaker to ensure they will accept a paper based submission.

You can navigate through the application form either by clicking on buttons above the form to move between individual pages.



You can also use the navigation bar to jump to specific pages or sections within a page. Depending on the funder's preference, the navigation bar may appear in the top left or top right of the page

Form Navigation

- 1. Contact Details**
- 2. Organisation Details**
- 3. Auspice Information**
- 4. Project Details**
- 5. Inputs (Budget)**
- 6. Certification and Feedback**

- Review and Submit**

Step 2 - Apply and register

When you are ready to start your application, simply click on the **Fill Out Now** button

Small Grant Applications 2020



Not logged in.

[Current Rounds](#)

Login or Register

You must register before you can make an online submission.

Registration gives you secure access to your forms allowing you to work on them over time rather than having to complete them all at once.

It only takes a moment to register and you can get started on your submission straight after registering.

Fields marked with * must be completed.

Login

If you're already registered or have started an online form log in here.

Register

If you haven't registered or started filling in a form, register here.

Email Address:

*

REGISTER

Password: *

[Forgotten your password?](#)

By clicking **Log In** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

LOG IN

In order to enable you to fill out the form you must first have an account with SmartyGrants. Your account details are used solely for the purpose of enabling you to complete your application form and in case the grantmaker needs to contact you.

Once you have registered an account, you will use the same username and password for any additional applications you may create in the future by submitting an application to a grant maker using SmartyGrants.

Handy Tip!

A handy tip is to take note of the web link (URL) / pathway you are using for your application. Each grantmaker has a unique link for their site. You might even like to "Bookmark" the link or add the link as a "Favourite" within your internet browser. This can be particularly helpful if you intend creating multiple applications by multiple grantmakers.

For New Accounts

Registration

Fields marked with * must be completed.

Your Name: *

Organisation:

Email Address: *

Confirm Email Address: * Re-enter your email address to confirm it.

Passwords must be 8 characters or more in length and must meet ALL of the following requirements:

- include uppercase letters
- include lowercase letters
- include non-alphabetical characters

Password: *

Confirm Password: * Re-enter your password to confirm it.

By clicking **Register** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

REGISTER

If you do not have an account you will need to provide your details here and create a password.

Passwords must be longer than 8 characters in length and must meet 2 of the following requirements:

- include letters
- include non-alphabetical characters
- include numbers

You will then need to enter your password twice to confirm your password and then click **Register**.

Registration

Fields marked with * must be completed.

Your Name: *

Organisation:

Email Address: *

Confirm Email Address: * Re-enter your email address to confirm it.

Passwords must be 8 characters or more in length and must meet ALL of the following requirements:

- include uppercase letters
- include lowercase letters
- include non-alphabetical characters

Password: *

Confirm Password: * Re-enter your password to confirm it.

By clicking **Register** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

Once you have clicked Register an activation email will be sent to the registered email address. Please go to that email's inbox, find the activation email 'service@smartygrants.com.au' and click on the link to activate your account.

Not logged in. [Log in](#)

Thank you for registering.

An activation email will be sent to **douglasfarmer@example.com**.

Please follow the link in this email to complete your registration.

If you do not receive an email, please check your spam folder. If you require further assistance, please [contact SmartyGrants](#).

For Existing Accounts

Login

If you're already registered or have started an online form log in here.

Email Address:

*

Password: *

[Forgotten your password?](#)

By clicking **Log In** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

LOG IN

Simply fill in your login details and you will be directed to the Grantmaker's applicant homesite. Here you will see any current or upcoming rounds.

Have you forgotten your password? Click on the 'forgotten your password?' link. This will ask you to insert what your username (email address) is will then send you an email with a reset password url link. Click on the link and you will be prompted to set a new password.

Step 3 - Fill out the application form

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It is highly recommended that you click **Save Progress** every 10 to 15 minutes when you are filling out a form.

For security reasons you will be logged out of your application if **60 minutes** has elapsed and you have not saved your progress or navigated between pages. When you are logged out of the system you will lose any changes you have made to that page that have not been saved. To avoid this happen simply click **Save Progress** periodically if you are spending a long time working on one page of the form.

The following elements can be found on the application form.

Page Buttons

Using these buttons allows you to navigate between the different pages of a form. You can also Save your progress, or Save and Close your form, in return to it at a later time or date.



Navigation Bar

You can quickly jump to various pages in the application form using the navigation bar.

Form Navigation

- 1. Contact Details
- 2. Organisation Details
- 3. Auspice Information
- 4. Project Details
- 5. Inputs (Budget)
- 6. Certification and Feedback

Review and Submit

Form Questions

Here you can provide your responses to the form questions. The below example is a Project title question along with an Anticipated start and end date question.

Project Details

Project title:

Provide a name for your project/program/initiative. Your title should be short but descriptive

Anticipated start date <input type="text" value="dd/mm/yyyy"/> If unknown, provide your best guess or leave blank	Anticipated end date <input type="text" value="dd/mm/yyyy"/> If unknown, provide your best guess or leave blank
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Current Rounds Page

At anytime you can return to the grant round homepage by clicking on the '**Current Rounds**' link on the top right hand side of the page.

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#)

[Current Rounds](#)

Small Grant Applications 2020 — SG20200001

In progress, last saved today, 12:29pm (AEST)



Fill in the form

You can now complete the application form by providing the required responses.

Applicant Organisation Details

What is the applicant's name? *

Individual Organisation [Clear](#)

Organisation Name

ABC Enviro

Title	First Name	Last Name

Please use your organisation's full name. Check your spelling and make sure you provide the same name that is listed in official documentation such as with the ABR, ACNC or ATO.

Department / Branch / Faculty

Fremantle

Use this field only if relevant

Applicant Primary Address

South Ter, Fremantle, WA,
6160, Australia

Attaching files

If you are attaching files, you need to allow for sufficient times for the file to be uploaded to the page. You should not navigate to another page until the file has been successfully attached, otherwise the file upload will be cancelled.

Please Note: There is a maximum file limit of 25 megabytes. However, it is strongly recommended you try to keep files under 5 megabytes.

For a full list of supported file types for upload click [here](#)

To attach a file simply follow these steps:

Simply select **Attach a file** choose the file you wish to upload and click **Choose Files**.

Attach a file: No file chosen

The file will begin to upload and the progress bar will be filled in as the file is upload

Please upload a completed Statement of Supplier form

No file chosen: No file chosen

When the file upload is completed, the progress bar will disappear and a link to the uploaded file will be available, along with the option to remove the

Please upload a completed Statement of Supplier form

Attach a file: No file chosen

Filename: ABC Enviro Supplier Statement.docx

File size: 546.9 kB

Max 25mb

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To navigate between pages you can either use the **Navigation Bar** or the **Next Page** and **Previous Page** buttons at the top and bottom of your current page.



Clicking on any of these will take you to the appropriate page.

NOTE: Your application form is saved every time you navigate between pages.

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If at any stage you wish to save your application and close it you can do so by clicking **Save and Close**.



You can return to your application at any time prior to the close date of the grant round and continue your application, simply by logging back into your account per **Step 2**.

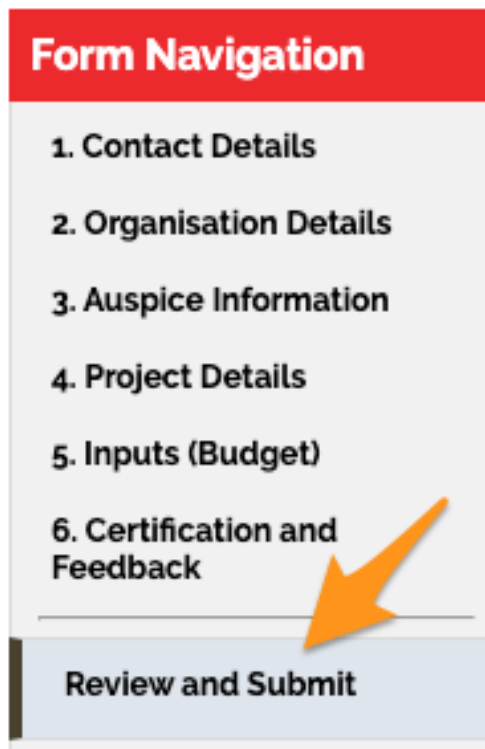
Once you log back in you can click on "**My Submissions**" - here you will find a listing of all applications you have begun to fill in and all that are complete.

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#) [Current Rounds](#)

Step 4 - Review and Submit

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When you have completed the last page of the application form you can click **Review** in the navigation panel.



This will display your application in the way it will appear to the organisation you are submitting it to.

Small Grant Applications 2020 — SG20200002 — Reclaiming the highlands

Submissions are now being accepted. The round closes at 30 June 2020, 3:00pm Australian Eastern Standard Time

Review Form

Your form has not been submitted yet. Please review and correct any errors you find.

Click the **Submit** button when you're ready to submit this form.

This form must be submitted before 30 June 2020, 3:00pm Australian Eastern Standard Time.

[PREVIOUS PAGE](#) [DOWNLOAD PDF](#) [SAVE AND CLOSE](#) [SUBMIT](#)

Contact Details

Privacy Notice

We pledge to respect and uphold your rights to privacy protection under the [Australian Privacy Principles](#) (APPs) as established under the *Privacy Act 1988* and amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. To view our privacy statement, go to [Grantmakers: insert hyperlink to your privacy statement.](#)

Form Navigation

1. Contact Details
2. Organisation Details
3. Auspice Information
4. Project Details
5. Inputs (Budget)
6. Certification and

This is also a good time to **Save** or **Print** a copy of your application for your own records. Though you can log back into SmartyGrants at any time and your completed application after having submitted it. To print a copy of your form before submitting it, click on the "**Download PDF**".

Small Grant Applications 2020 — SG20200002 — Reclaiming the highlands

Submissions are now being accepted. The round closes at 30 June 2020, 3:00pm Australian Eastern Standard Time

Review Form

Your form has not been submitted yet. Please review and correct any errors you find.

Click the **Submit** button when you're ready to submit this form.

This form must be submitted before 30 June 2020, 3:00pm Australian Eastern Standard Time.

[PREVIOUS PAGE](#) [DOWNLOAD PDF](#) [SAVE AND CLOSE](#) [SUBMIT](#)

Contact Details

Privacy Notice

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Form Navigation

1. Contact Details
2. Organisation Details
3. Auspice Information
4. Project Details
5. Inputs (Budget)
6. Certification and

Important!

You will not be able to make any changes to your form after you have submitted it. Should you submit then need to make changes, you will need to contact the Grantmaker and ask them to re-open your application.

Once you are satisfied with your application click **Submit**.

[PREVIOUS PAGE](#) [DOWNLOAD PDF](#) [SAVE AND CLOSE](#) [SUBMIT](#)

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If there are any problems with your application, it will not be able to be submitted and any issues will be highlighted (as illustrated below).

Review Form

Your form has not been submitted yet. Please review and correct any errors you find.

Click the Submit button when you're ready to submit this form.

This form must be submitted before 30 June 2020, 3:00pm Australian Eastern Standard Time.



Some changes to your application are required before you can submit it. Check the highlighted items and fix them before you submit your application.

You will have the opportunity to correct the problem by clicking **Go to Page**.

Contact Email *

application is submitted by the applicant organisation

Must be an email address.

Response required.



Once you have made corrections, you can return to the **Review and Submit** page and click **Submit Application** again.

Step 5 - Confirmation

Confirmation of submission

When the application is submitted you receive a confirmation message that the application has been received. If you see this message you can be sure the grantmaker has received your application.

You will also see your application number, which you can use should you need to contact the grantmaker about your application.

Logged in: Dave Bradley (davidb@ourcommunity.com.au) [My Submissions](#) [Log Out](#) [Current Rounds](#)

Thank you, your submission has been received.

Submission Number: SG20200002

A copy of your submission has been sent to your email address. You can also return and log in to [this site](#) at any time to view or download your submission. If you have any questions please contact us directly.

Confirmation email and PDF attachment

You will also receive a confirmation email when your application is successfully submitted. Attached to the email will be a PDF copy of the form you just submitted.

Submission SG20200002 received

Thank you. Your submission has been received.

Submission Number: SG20200002

A copy of your submission is attached. You can also return to <https://training50.smartygrants.com.au> at any time to view your submission, but now that it is submitted it can not be changed.

Thank you,

The team at SmartyGrants

This is a system generated email relating to an application or registration powered by [SmartyGrants](#).

Optional - Submitting multiple applications

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Depending on the Grantmaker, you may be able to submit multiple applications in the same grant round.

To start another application you must return to the grant program page. You can return to the round by clicking on the current rounds link near the top corner of the form.

Logged in: Dave Bradley (davidb@ourcommunity.com.au) [My Submissions](#) [Log Out](#)  [Current Rounds](#)

Then clicking on the round link within the current rounds page.

David's Environment

Current Rounds

[Small Grant Applications 2020](#)

Submissions are now open.
Submissions close 3:00PM 30 June 2020 (AEST).
[Find out more about Small Grant Applications 2020...](#)

Upcoming Rounds

[A Greener Future - Sustainability Grants 2020](#)

Submissions for the A Greener Future - Sustainability Grants 2020 will open at 4:00AM 1 July 2020 (AEST).
Submissions close midnight 30 September 2020 (AEST)
[Find out more...](#)

You will then be notified that you have already made a submission and be given the option to View Your Submission, Start New Submission, Oreview form or Download preview form. Click on **Start New Submission** to begin the next application.


Small Grant Applications 2020

You have already made a submission. Click the View your submission icon to review what you submitted.



View Your Submission



Start New Submission 



Preview the form



Download preview form

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To view all of your applications for a grant program and to switch between them you first need to be logged into your account and then click on **My Submissions**.

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#)

You can then choose which application you wish to continue, by clicking on the appropriate link.

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#) [Current Rounds](#)

All your current and past submissions — if any — are available below.
To start a new submission, click on the name of the round you'd like to fill out.

To update your name, organisation or password: [Update My Details](#)

Your Submissions

Forms In Progress

Small Grant Applications 2020 — SG20200001



Small Grants Applications 2020
In progress, created on 20 May 2020, due at 3:00PM 30 June 2020 (AEST)

[Start New Submission for Small Grant Applications 2020](#)

Submitted Forms

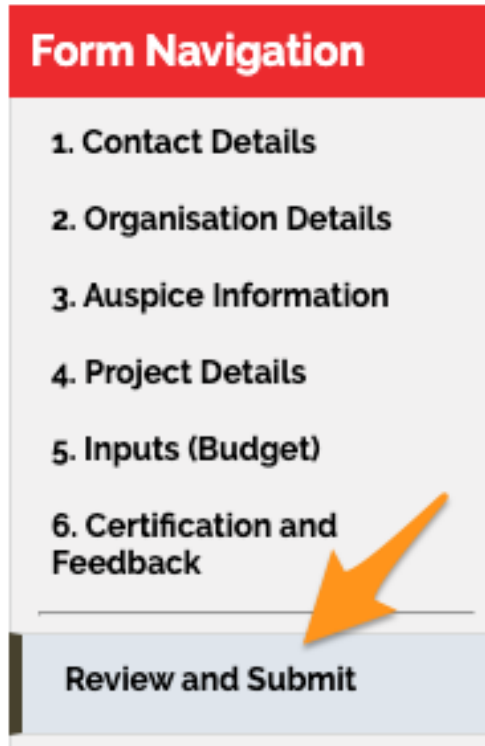
Test — 00001

Optional - Viewing / Saving / Printing applications

Download PDF of your application

If you wish to save a copy of your application on your computer, you can download a PDF of your form.

Start by clicking on the **Review** link at the bottom of the navigation box.



Then click the **Download PDF** button at the top of the page, your application will then download as a PDF file.

Small Grant Applications 2020 — SG20200002 — Reclaiming the highlands

Submissions are now being accepted. The round closes at 30 June 2020, 3:00pm Australian Eastern Standard Time

Review Form

Your form has not been submitted yet. Please review and correct any errors you find.

Click the Submit button when you're ready to submit this form.

This form must be submitted before 30 June 2020, 3:00pm Australian Eastern Standard Time.

PREVIOUS PAGE DOWNLOAD PDF SAVE AND CLOSE SUBMIT

Contact Details

Privacy Notice

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Form Navigation

1. Contact Details
2. Organisation Details
3. Auspice Information
4. Project Details
5. Inputs (Budget)
6. Certification and

View submitted applications

You must first be **Logged In** to your account in order to view your submitted applications. Once you are logged in, you will see the **My Submissions** name of the person logged in at the top of the screen. Clicking this link will take you to a complete list of all of your submissions including those that are in Progress *Note that any submissions you create and/or submit can always be found in the **My Submissions** area (this includes finding any additional forms your Grantmaker may ask you to complete).

Logged in: Clive Farmer (clive@example.com) **My Submissions** [Log Out](#)

This will display all of your applications, both in progress and submitted.

Your Submissions

Forms In Progress

Small Grant Applications 2020 — SG20200001

[Small Grants Applications 2020](#)
In progress, created on 20 May 2020, due at 3:00PM 30 June 2020 (AEST)

[Start New Submission for Small Grant Applications 2020](#)

Submitted Forms

Test — 00004

[A Form with No Responses](#)
Submitted on 11 October 2019

Small Grant Applications 2018 — SG2018012 — Restore the Historic Greensworth Estate

[Small Grant Applications 2018](#)
Submitted on 18 May 2020

To view your application, simply click on the relevant link under **Submitted Forms**.

Submitted Forms

Test — 00004

[A Form with No Responses](#)
Submitted on 11 October 2019

Small Grant Applications 2018 — SG2018012 — Restore the Historic Greensworth Estate

[Small Grant Applications 2018](#)
Submitted on 18 May 2020

Print your application

Once you are viewing the relevant application you simply select the **Download PDF** link at the top of the page.

Your form has been submitted, so you cannot make changes to it.

If you need to notify us of changes to your submission, please contact us directly.



You will then be able to save this PDF locally for your records, print it out if you need a hard copy or so with however you see fit.

Optional - Accessing Additional Forms

Additional Forms

It may be possible that at some stage the Grantmaker you have applied through or received funding from will ask that you complete an additional form, for example, a report form or an acquittal form.

The Grantmaker will provide you with a link OR you can simply log into the Grantmakers grant page where you have originally applied for funding. You must first be **Logged In** to your account. Once you are logged in, you will see the **My Submissions** link near the top of the screen, click on this link. *Note that any submissions you create and/or submit can always be found in the **My Submissions** area. Any additional forms that the Grantmaker has provided you to complete are also found in the My Submissions area, **click on the relevant form to complete.**

Optional - Update your account details or password

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To change your account details goto the **My Submissions** page and click on **Update My Details**

ourcommunity.com.au
Where not-for-profits go for help

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#) [Current Rounds](#)

All your current and past submissions – if any – are available below.
To start a new submission, click on the name of the round you'd like to fill out.

To update your name, organisation or password: [Update My Details](#)

Your Submissions

Submitted Forms

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You can change the **Name** and **Organisation** details associated with your account by entering them in the relevant boxes and clicking **Save Change**

Logged in: Clive Farmer (clive@example.com) [My Submissions](#) [Log Out](#)

Edit Details

Your account

Changes will be visible next time you log in.

Name:

Organisation:

Email address:
clive@example.com
If you need to change your email address, contact service@smartygrants.com.au

Your password

Passwords must be 8 characters or more in length and must meet ALL of the following requirements:

- include uppercase letters
- include lowercase letters
- include non-alphabetical characters

Old password:

New password:

Confirm new password:

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To change your password you will need to first enter your old password and then enter your new password twice.

Please note the password must be at least 8 characters long.

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To change the email address associated with your account you will need to email service@smartygrants.com.au. **We will need any request to change email address to be sent from the originally registered email address.** If you are unable to access the originally registered email address, please contact the Grantmaker directly as they will be able to change the user of an application submitted to them.

FAQ's

- Q: I have forgotten my password, how do I reset my password? On the applicant login screen click on the 'Forgotten your password?' link
- Q: Change my account details or password
- Q: I tried to use the reset password and....
- Q: How often should I save my application form? Is there a timeout limit?
- Q: What file types can I upload into my application or acquittal forms?
- Q: Unable to submit?
- Q: The round has closed, and I can't submit my applications for reason xxxxxx?
- Q: When I log in I do not see my application.
- Q: The date I am trying to enter is not being accepted?
- Q: When registering for an account I don't have an organisation name?
- Q: How does Browser Spellcheck Work?
- Q: How do I download a PDF of my application?

Q: I have forgotten my password, how do I reset my password? On the applicant login screen click on the 'Forgotten your password?' link

Login or Register

You must register before you can make an online submission.

Registration gives you secure access to your forms allowing you to work on them over time rather than having to complete them all at once.

It only takes a moment to register and you can get started on your submission straight after registering.

Fields marked with * must be completed.

Login

If you're already registered or have started an online form log in here.

Register

If you haven't registered or started filling in a form, register here.

Email Address:

*

REGISTER

Password: *

[Forgotten your password?](#)

By clicking **Log In** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

LOG IN

Enter the email address username you registered with and click on the reset button

Forgotten your password

If you already have a SmartyGrants account but have forgotten your password, please enter your email address below and click on reset password.

Email Address:

RESET PASSWORD

An email will be sent to the registered email address. **Follow the instructions** and **click on the link provided**. This will take you to a page where you can enter your new password.

Forgotten Password

Thank you, an email has been sent to the address provided. Please check your email for further instructions.

If you do not receive an email, please check your spam folder. If you require further assistance, please [contact SmartyGrants](#).

Password Reset

Hi [redacted],

We received a request to reset your password for [redacted].

To reset your password, click the link below and it will take you to a web page where you can create a new password.

<https://training50.smartygrants.com.au/resetpassword/732504/d2d8f87686295c8238cf5d18b0ae031a2936b4>

Please note that the link will only be valid for twenty-four hours and can only be used once. If twenty-four hours has already passed just click on the link and then click Try Again to generate a new password reset.

Thank you,

The team at SmartyGrants

This is a system generated email relating to an application or registration powered by SmartyGrants.

Enter your new password and confirm the new password and click on the **Reset Password** button. You can now login in using your new password.

Reset Password

Passwords must be 8 characters or more in length and must meet ALL of the following requirements:

- include uppercase letters
- include lowercase letters
- include non-alphabetical characters

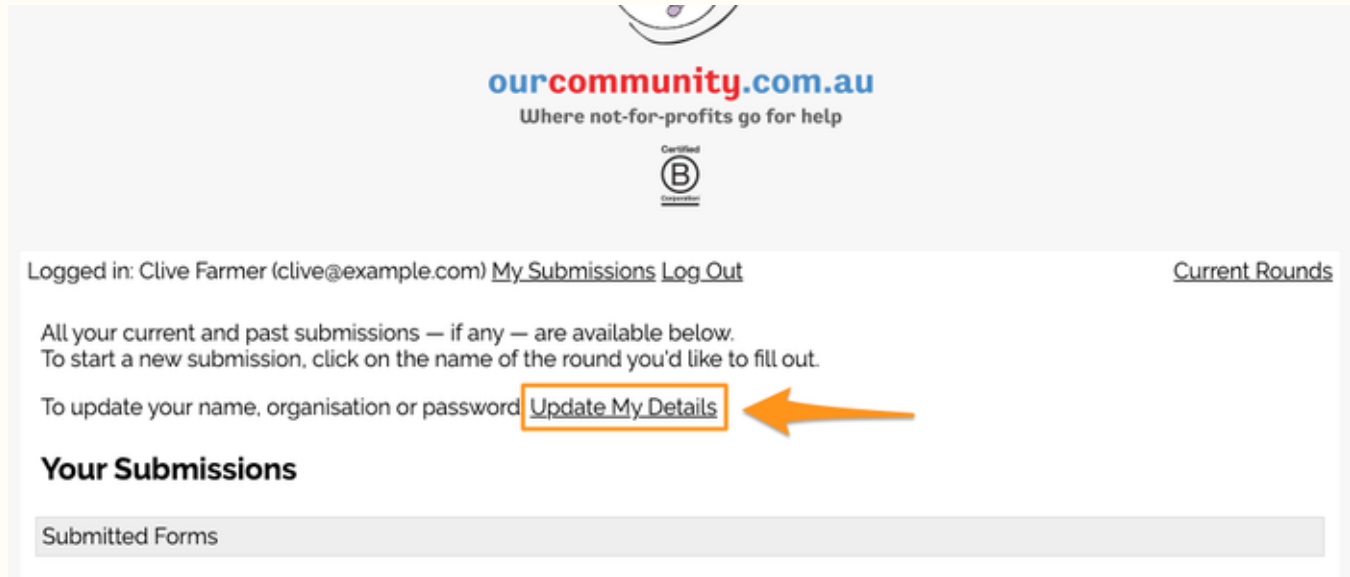
New Password:

New Password, again:

Q: Change my account details or password

You can change the name, organisation and password for your account by going to **My Submissions** and clicking on **Update My Details**.

To change the email address associated with your account please email service@smartygrants.com.au. In order for your email address to be updated, **we need to receive the request from the originally registered username (i.e. email address)**. If you are unable to access the originally registered email account, please contact the Grantmaker directly as they are able to edit the user of an application. For more detailed instructions refer to the following help [Update your account details or password](#).



The screenshot shows the user interface for ourcommunity.com.au. At the top, the logo features a stylized smile and the text "ourcommunity.com.au" with the tagline "Where not-for-profits go for help" and a "Certified B Corporation" logo. Below this, the user is logged in as "Clive Farmer (clive@example.com)". Navigation links include "My Submissions" and "Log Out", with "Current Rounds" on the right. A message states: "All your current and past submissions — if any — are available below. To start a new submission, click on the name of the round you'd like to fill out. To update your name, organisation or password [Update My Details](#)". An orange arrow points to the "Update My Details" link. Below the message is a section titled "Your Submissions" with a sub-section for "Submitted Forms".

Q: I tried to use the reset password and....

Option 1 - I did not get the email

Step 1: If you did not get the email check your spam and junk mail – although it could also be that your organisation spam filter is blocking the email.

Step 2: Please CHECK THAT YOU ENTERED YOUR EMAIL CORRECTLY. Typos are quite common for applicants either when filling out the forgotten password or when registering their email address as the username.

Step 3: Make sure you are using a registered email address. It is quite common for applicants to try and access the system using an unregistered email address - if you have already applied, the funder will be able to check this for you or you can contact service@smartygrants.com.au.

Option 2: I reset my password but I was asked to update my details

If you are being asked to update your details it is because you have clicked on the 'update details' link. From here you can update your name, organisation and password - if you do not wish to do either of these simply click the 'My Submissions' link to exit the area.

Q: How often should I save my application form? Is there a timeout limit?

It is highly recommended that you click **Save Progress** regularly when you are filling out a form.



For security reasons you will be logged out of your application if 60 minutes has elapsed and you have not saved your progress or navigated between pages.

If this time elapses, you will be shown the login page again. If you successfully enter your login details you will be returned to the page you were viewing.

Please note: If you were filling out a form, we attempt to retain any changes you have made, so you can continue working on the form after you log back in.

To avoid losing your work we recommend that you press save regularly.

Q: What file types can I upload into my application or acquittal forms?

The following files are supported for uploading:

File Type	File Extension
Audio:	adp, au, snd, mid, midi, kar, rmi, m4a, mp4a, mpga, mp2, mp2a, mp3, m2a, m3a, oga, ogg, spx, eol, dts, dtshd, lvp, pya, aac, aif, aiff, aifc, flac, m3u, wax, wma, ram, ra, rmp, wav
Excel:	xls, xlm, xla, xlc, xlt, xlw, xlam, xlsb, xlsx, xlsm, xltm, xlsx, xltx
Image:	bmp, cgm, g3, gif, ief, jpeg, jpg, jpe, png, btif, tiff, tif, psd, djvu, djv, dwg, dxf, fbs, fpx, fst, mmr, rlc, mdi, npx, wbmp, xif, ras, cmx, fh, fhc, fh4, fh5, fh7, ico, pcx, pic, pct, pnm, pbm, pgm, ppm, rgb, xbm, xpm, xwd, png, jpg, jpeg, cr2
Message:	msg
PDF:	pdf
Powerpoint:	ppt, pps, pot, ppam, pptm, sldm, ppsm, potm, pps, pot, ppam, pptm, sldm, ppsm, potm, pptx, sldx, ppsx, potx
Text:	rtf, txt, text, conf, def, list, log, in, rtx, tr5, csv
Video:	3gp, 3g2, h261, h263, h264, jpgv, jpm, jpgm, mj2, mjp2, mp4, mp4v, mpg4, mpeg, mpg, mpe, m1v, m2v, ogv, qt, mov, fvt, mxu, m4u, pyv, viv, f4v, fli, flv, m4v, mng, asf, asx, wm, wmv, wmx, wvx, avi, movie, mp4
Word:	doc, dot, docm, dotm, docx, dotx
Zip:	zip, tar, gz, sqz

Q: Unable to submit?

Applicants and Staff can reference Help Guide for Applicants. This walks applicants through submitting. The most common reasons an applicant won't be able to submit their applications include:

- not filled in a mandatory/required field, this can include file upload question and budget grid
- have used alpha characters in a number question field,
- has gone over the word limit on a question,

All of these errors are highlighted in red on the review page which sits at the very end of the application. Sometimes the applicant has filled in the whole form but has not gone to the review page so does not see the submit button. The submit button sits on the review page.

Q: The round has closed, and I can't submit my applications for reason xxxxxx?

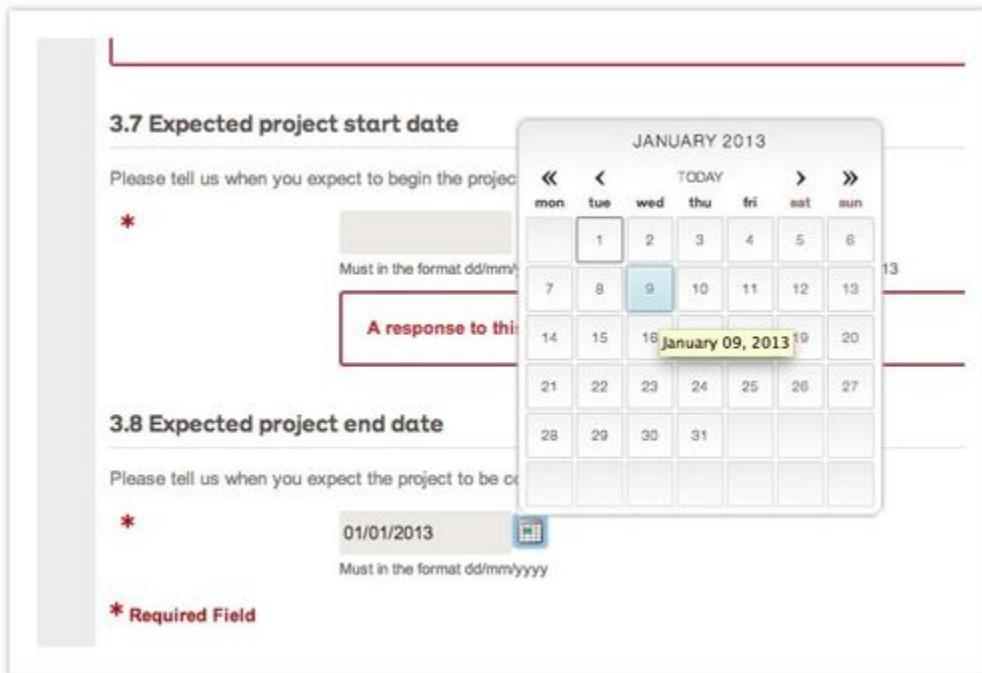
Unfortunately we cannot help as the Grantmaker (Funder) are the only ones that can grant an extension of time for you. The funders contact details are generally found on the first page of your application or on their website. If the grantmaker does not provide contact details you can do a google search for the funding organisation and use the organisation general contacts.

Q: When I log in I do not see my application.

You will find any submissions on the grantmakers (Funder) applicant site under the **'my submissions'** link at the top of the screen. If your submission is not there it is most likely that the application you are trying to view was either created under a different username (email address) or you may be looking under an incorrect funder applicant site. Is there possibly an alternate email address you may also have registered. Do you know the correct application ID? If you still have any issues, you can contact the SmartyGrants support team on (03) 9320 6888 and quote the Application ID.

Q: The date I am trying to enter is not being accepted?

The date must be in the format of dd/mm/yyyy, you either use the date picker to choose a date or manually type it in, but it must be in the format dd/mm/yyyy.



Q: When registering for an account I don't have an organisation name?

That is ok, you can just put in N/A or your own name. This field is mandatory so you need to have some content in there, however it doesn't really matter what it is.

Q: How does Browser Spellcheck Work?

All browsers will display spelling mistakes of the last word you typed in upon pushing the space bar or hitting enter; however, different browsers behave differently when you paste words into a text box.

Chrome – Checks the spelling of all words you have pasted.

Firefox – Only checks the last or second last word of what is pasted.

Safari – Does not check the spelling of what is pasted; however pushing Command+; will cause it to recheck the spelling of the contents of the text box.

It might also be worth referencing relevant 'help' articles for each browser.

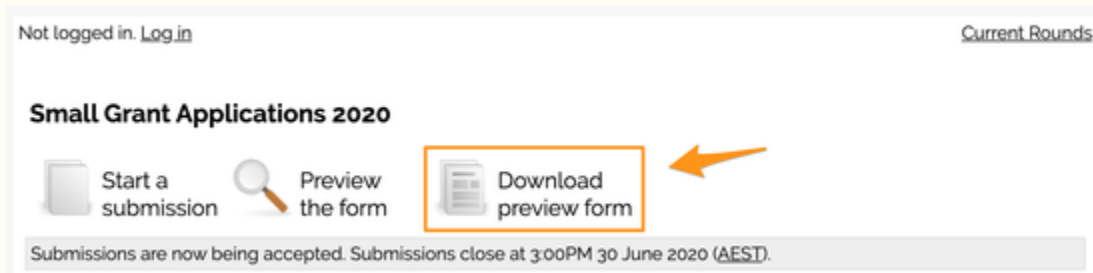
Firefox: <https://support.mozilla.org/en-US/kb/how-do-i-use-firefox-spell-checker#fir>

Chrome: <https://support.google.com/chrome/answer/95604?hl=en> (Note that Chrome settings are different in a Mac versus Windows and Linux).

! Q: How do I download a PDF of my application?

Downloading a PDF of your application is simple and is available in two places (please note: prior to 04/03/20 you will only be able to download the PDF from the "Review and Submit page as outlined below).

Once you have navigated to the Round and clicked on the link you will see the option to 'Start a New Submission' should the round be open. You will also have the option to download a PDF of the form should the round be open. Some funder's will also allow the form to be previewed, and downloaded, prior to the round opening. Clicking on the 'Download preview form' link will provide you with a PDF of the application form.



Once you have started an application, click onto the "Review and Submit" page, which is the final page of the application form.

From the "Review and Submit" page, you will see a button to download a PDF of your form.

Small Grant Applications 2020 — SG20200002 — Reclaiming the highlands

Submissions are now being accepted. The round closes at 30 June 2020, 3:00pm Australian Eastern Standard Time

Review Form

Your form has not been submitted yet. Please review and correct any errors you find.

Click the Submit button when you're ready to submit this form.

This form must be submitted before 30 June 2020, 3:00pm Australian Eastern Standard Time.



Contact Details

Privacy Notice

We pledge to respect and uphold your rights to privacy protection under the [Australian Privacy Principles](#) (APPs) as established under the *Privacy Act 1988* and amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*. To view our privacy statement, go to **Grantmakers: insert hyperlink to your privacy statement. }**

Form Navigation

- 1. Contact Details
- 2. Organisation Details
- 3. Auspice Information
- 4. Project Details
- 5. Inputs (Budget)
- 6. Certification and

