Smarty Grants – Frequently Asked Questions
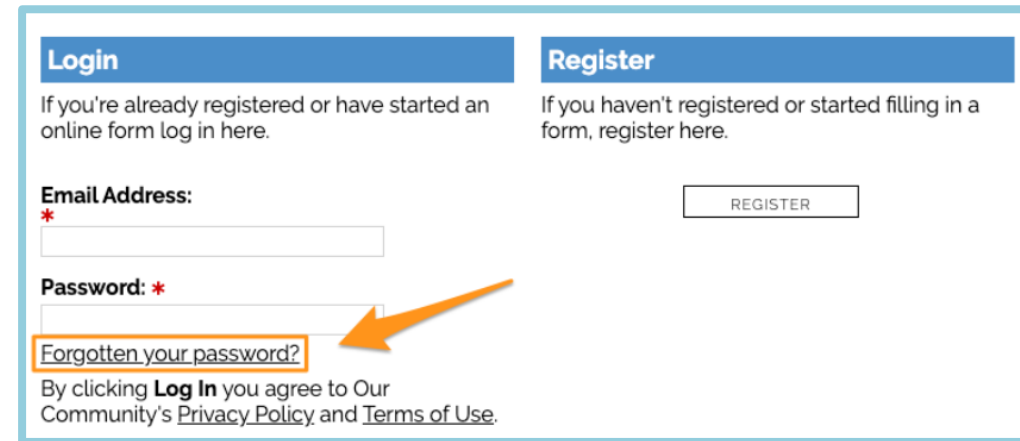
This tutorial will cover the following FAQs:

➢ I have forgotten my password – how do I reset my password?

➢ How do I change my account details or password?

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

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

➢ I am unable to submit?

➢ When I log in, I do not see my application

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

➢ How do I download a PDF of my application?

Smarty Grants – Frequently Asked Questions

I have forgotten my password – how do I reset my password?

On the applicant Log In screen, click on
Forgotten your password? link

Enter the **email address** username you
registered with and click on **Reset Password**

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I have forgotten my password – how do I reset my 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.

Hint: If your email is not there check your 'junk mail'.

Password Reset

Hi ▇▇▇ ▇▇▇,

We received a request to reset your password for ▇▇▇ ▇▇▇.

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/d2d8f87686295c8238cf5d18b0aee031a2936b4

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

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I have forgotten my password – how do I reset my password?

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:

SET PASSWORD

Smarty Grants – Frequently Asked Questions

I have forgotten my password – how do I reset my password?

I tried to use the reset my 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

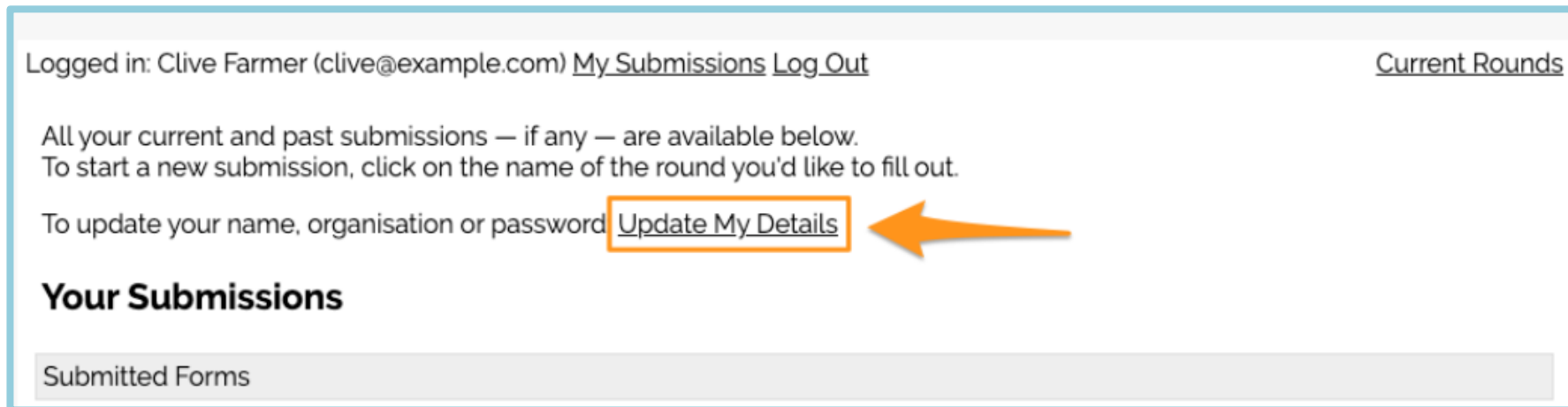**Option 2: I reset my password but I was asked to update my details**
If you are being asked to update your details it is because you have clicked on the 'update details' link. From here you can update your name, organisation and password - if you do not wish to do either of these simply click the 'My Submissions' link to exit the area.

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How do I 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 original registered email account, please contact the Grantmaker directly as they are able to edit the user of an application. Grantmaker email businessgrants@Whitehorse.vic.gov.au

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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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.

Smarty Grants – Frequently Asked Questions

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

The following files are supported for uploading:

- Audio
- Excel
- Image
- Message
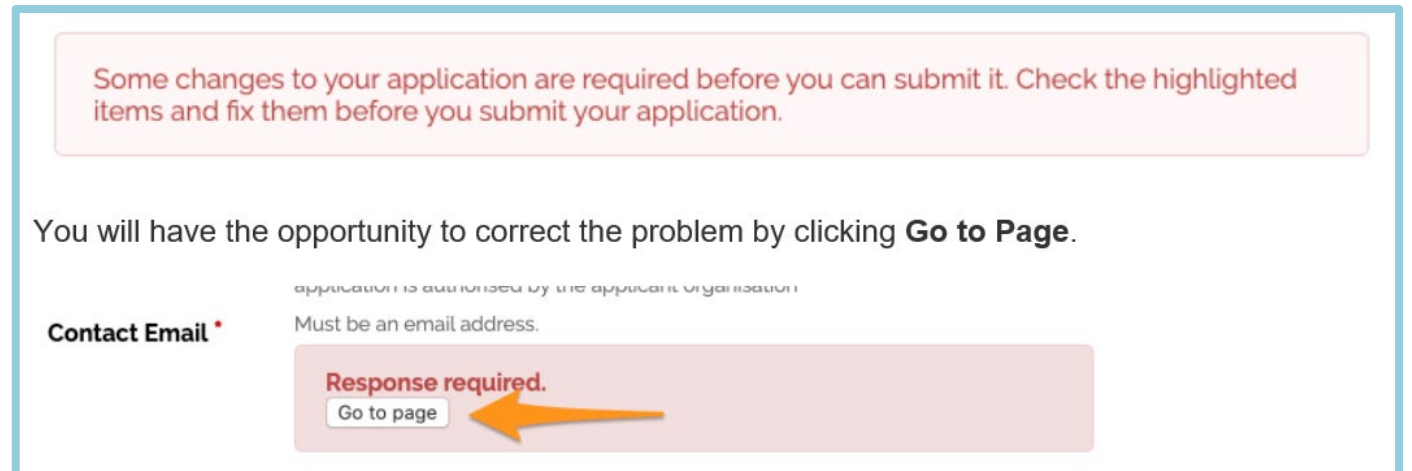- PDF

- Powerpoint
- Text
- Video
- Word
- Zip

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I am 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.

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**.

application is authorised by the applicant organisation

Contact Email *   Must be an email address.

Response required.
Go to page

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When I log in I do not see my application

You will find any submissions at https://whitehorse.smartygrants.com.au 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 at service@smartygrants.com.au and quote the Application ID.

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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
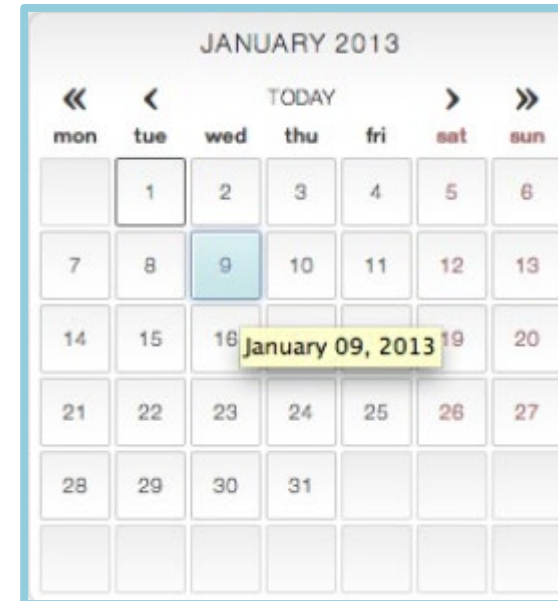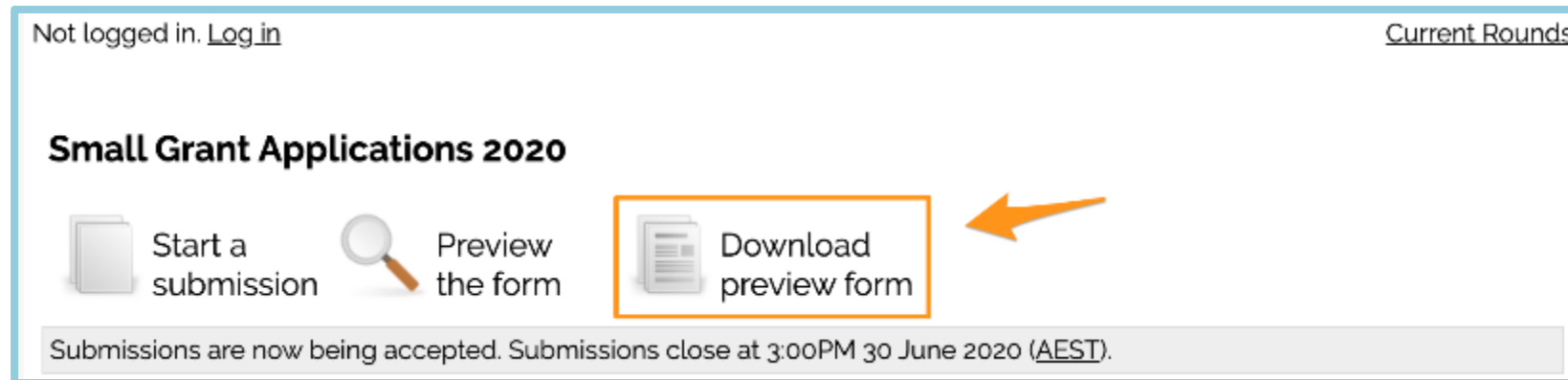
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How do I download a PDF of my application?

Downloading a PDF of your application is simple and is available in two places.

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.
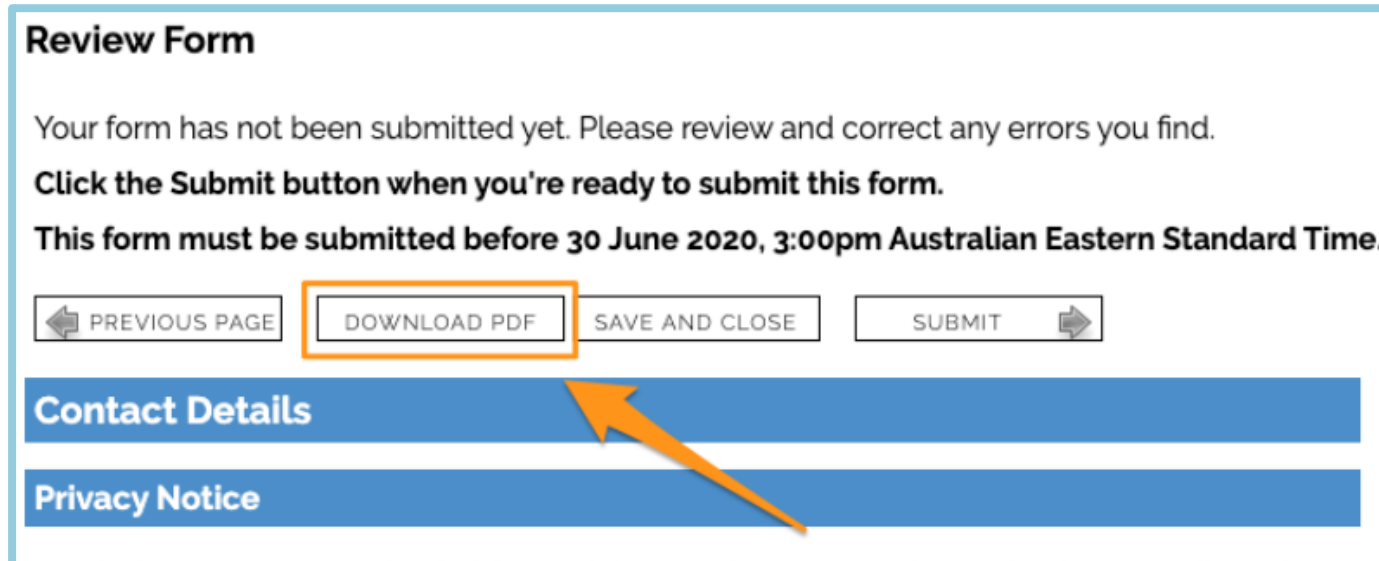
Smarty Grants – Frequently Asked Questions

How do I download a PDF of my application?

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.