The following instructions provide assistance to applicants when using the SmartyGrants online grant application system.

**Step 1 - View and Navigate the application form**

When you first access SmartyGrants, you will either be taken straight to the Form Preview, or you will be presented with the following options.

To preview the entire application form, simply click on **Preview the Form**.

This will show you the form in preview mode.

**NOTE**: You can't fill out the form while in preview mode. In order to complete the form you need to complete Step 2.
You can navigate through the application form either by clicking on buttons above the form to move between individual pages, or by using the navigation bar on the right to jump to specific pages or sections within a page.

Step 2 - Apply and register

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

New?
If you haven’t registered or started filling in a form, register here.
The password can be anything of your choice; but please read this article on how to choose a good password if you’re not sure what to pick.

Your Name: *

Organisation: *

Email Address: *

Password: *

Click Continue to confirm your registration.

You will then need to confirm your password and click Confirm Registration.

To complete your registration, confirm your name and email address then enter your password again.

Your Name: * Olivia Newton
Organisation: * Grease Foundation
Email Address: * olivia@newton.org
Confirm Email Address: * Email confirmation is blank
Password: ********
Confirm Password: * Please enter your password again for confirmation

You will then be able to select the grant program you wish to apply for. Click on Start a New Submission for the one you want.
For Existing Accounts

Simply fill in your login details and you will be shown any applications you have in progress, as well as offered the option to start a new submission.

Have you forgotten your password? Click on the ‘forgotten your password?’ link. This will ask you to insert what your username is, this will then send an e-mail 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

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 happening, 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 order to 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 Questions**
Here you can provide your responses to the form questions.
Fill in the form

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

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.

To attach a file simply follow these steps:

- Simply select **Attach a file** choose the file you wish to upload and click **Select**.
• The file will begin to upload and the progress bar will be filled in as the file is upload

• 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 file.

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 these will take you to the appropriate page.

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

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
Step 4 - Review and Submit

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.
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 view your completed application after having submitted it. To print a copy of your form before submitting it, click on the "**Download PDF**".

**Important!**

You will not be able to make any changes to your form after you have submitted it.

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

If there are any problems with your application, it will not be submitted and any issues will be highlighted (as illustrated below). You will have the opportunity to correct the problem by clicking **Go to Question**.
Once you have made corrections, you can return to the Review and Submit page and click Submit Application again.

**Step 5 - Confirmation**

Confirmation screen

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 that 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.

**Confirmation email and PDF attachment**

Thank you. Your grant application has been received.

Application Number: 00003

A copy of your application is attached. You can also return to [http://demo-redland.smartgrants.com.au](http://demo-redland.smartgrants.com.au) at any time to view your application, but note that it is submitted it can not be changed.

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.

**Optional - Submitting multiple applications**

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 click on the current rounds link near the top right corner of the form

You will then be able to start a new application by clicking **Start New Submission**.
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.

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

Optional - Viewing / Saving / Printing applications

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.

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** link near the top left 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 (this includes finding any additional forms your Grantmaker may ask you to complete).

This will display all of your applications, both in progress and submitted.
To view your application, simply click on the relevant link under \textbf{Submitted Forms}.

Once you are viewing the relevant application you simply select the \textbf{Download PDF} link at the top of the page.

This will open a PDF copy of your application in either Adobe Acrobat or Adobe Reader. From there you can click on \textit{"File"} and \textit{"Print"} options within these applications.
Optional - Accessing Additional Forms

<table>
<thead>
<tr>
<th>Additional Forms</th>
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<tbody>
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<td>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 <strong>Logged In</strong> to your account. Once you are logged in, you will see the <strong>My Submissions</strong> link near the top left of the screen, click on this link.<em>Note that any submissions you create and/or submit can always be found in the <strong>My Submissions</strong> area. Any additional forms that the Grantmaker has provided you to complete are also found in the <strong>My Submissions</strong> area, click on the relevant form to complete.</em></td>
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Applicant FAQs re SmartyGrants and Using the Online system:

**Question: I am unable to submit?**
Applicants and Staff can reference Help Guide for Applicants. This walks applicants through the process to submit an application or online form. 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 they do not see the submit button. The submit button sits on the review page.

**Question: The round has closed, and I can't submit my applications for reason xxxxxxx?**
The Grantmaker (Funder) is the only one that can grant an extension of time for you. There is no guarantee that you will get the extension. The Funders contact details are generally found on the first page of your application or on their website.

**Question: When I log in I do not see my application.**

*Answer 1:* Most likely you have created two accounts both with an application and are looking in the wrong account for the wrong application. Is there possibly an alternate email address you may also have registered? Do you know the correct application ID?

*Answer 2:* It is also possible that you had left it too long between saves when working on the application and the last save was not successful. Typically you have at least 60 minutes to save...
your work, however, your browser can also time you out after typically 15-20 minutes. Sometimes also your internet connection may be disrupted for some reason which will also disrupt the form access. Unfortunately there is nothing we can do to retrieve your work, we can only recommend you click ‘Save Progress’ approximately every 10 minutes to ensure you do not lose data. Saved data is saved, unsaved data is always vulnerable.

**Question:** 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

**Question:** When registering for an account I don’t have an organisation name?
Don’t worry, 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 if you are applying as an individual and you are not applying on behalf of an organisation.

**Question:** I tried to use the reset password and....

*Option 1 - I did not get the email*

*Step 1:* If you did not get the confirmation email check your spam and junk mail folder – although it could also be that your organisation’s 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 users to try and access the system using an unregistered email address - you can check this at your end by looking at the application online via the manage site.

Option 2: I reset my password but I was asked to update my details
The user has taken the extra unrequired step after changing their log in details of clicking into the update details link. This asks them to change the account password and provide the old password. This step is unnecessary. Simply click out of this area into the ‘my submissions’ area.