

Application Portal Change

FAQs

1	How do I access the new portal?	When the new portal goes live, we'll publish a link to it here, on our website, and in the existing portal
2	I already have an account – do I need to register again?	<p>You won't need to re-register, but you may need to confirm some details, which we'll then verify as soon as we can (we'll aim to do this within 2 working days, providing we have all the info we need).</p> <p>After that, you'll be able to go ahead and make grant applications straight away.</p>
3	Why are you changing to a new portal?	<p>We've listened to feedback from frontline / support workers who apply to us, and we're changing over to a new system to make the registration and application journey easier. It will also enable us to make even more improvements later on.</p> <p>The new system will also help to improve our internal processes and efficiency, including monitoring and reporting, which will then help to inform our funding offers and increase our learning.</p>
4	Some of my details have changed since my account in the original portal was set up – what do I do?	If details have changed such as your line manager / your job role / your contact number etc., Please let us know by email: vrf@smartinscharity.org.uk
5	Will all my previous / past grant applications show in the new system?	<p>You'll be able to see 'top-line' information (i.e. the application reference, client name, client's date of birth, date applied and amount applied for, amount awarded and payment details, including the payment reference).</p> <p>You won't be able to access past evidence documents in the portal, but we'll keep those in a separate, secure archive folder, so you can ask us for a copy in individual cases where needed.</p>
6	<p>Can I share my account on the new system with my colleagues?</p> <p>Can my organisation have one account for us to share?</p>	No, as with the original portal, we can't set up one account for multiple people in an organisation to use. Any colleagues who need to apply for grants should each register for their own individual account and mustn't be shared.
7	Are the eligibility criteria of your grants changing?	<p>No, all criteria are still the same. You can find details in our Grant Making Policy.</p> <p>The only difference is that from 1 April 2026, our grant limit is increasing from £500 to £650.</p>
8	Will the form opening / closing times change	No, the times won't be changing. You can still log in and draft / start a grant application at any time, and as before, you'll be able to submit applications from 9am to 4pm, Monday to Friday .

9	Will I still have to give BACs / payment details and bank evidence with every grant application?	<p>For the time being, you will need to give your organisation's bank details, and evidence of the account with each application.</p> <p>We're hoping that eventually, this won't be needed in every case, but we'll be exploring / working on that at a later stage.</p>
10	Who can I contact if I still have questions or need further clarity?	Please email us directly at: vrf@stmartinscharity.org.uk and we will respond as quickly as we can.