

Emergency Grant (VRF)

Confirming Existing Account - Instructions

Introduction

If you already had an account in the old portal, there are 2 – 3 stages:

1. Reset your password and confirm / update key information

- To complete this stage, you will need to upload your organisation's **adult** safeguarding policy or include a web link to the policy document.
- ******This will also include confirming or updating your line manager's details.

2. ******Line Manager Verification

- This stage only applies if your line manager has changed since you first registered in the old portal.
- Your line manager will just need to respond to an email confirming your role and suitability to apply for emergency grants.

3. Account Active

- Confirmation process complete. You can now apply for emergency grants on behalf of your clients in the new portal.

Instructions – Confirming your account



Add the following email addresses to your saved email contacts list as this is where you will receive emails from:

- noreply@smartsimplemailer.com
- donotreply@smartsimplemailer.com

NB: If these emails are blocked through your email security, you will not be able progress through the account confirmation and application processes.

You will have received an email which includes a link to our new grant application portal. Please check your spam / junk folders. If you haven't received the email, please let us know: [Emergency Grants \(VRF\)](#).

- Follow the link and click 'Forgot Password'.
- Reset your password.
- You'll receive an automated email confirming your password has been reset.

Log in and click 'Registration'.

- ******Update the relevant information.
- Simply upload a copy of your organisation's adult safeguarding policy document reviewed within the last three years.
 - We can't access documents that are password protected.

Or

- Enter a link to it from a **public** website.
 - We can't access Sharepoint links / links that are internal to your organisation.

Click 'Save'.

Click 'Submit form'.

We'll then carry out our checks ******and will email your line manager for verification. ******This stage applies only if your line manager details have changed since you first registered in the old application portal:

- A quick email requesting your line manager to reply 'all' and confirm your details.
- You'll be copied in.

If we need any further information / evidence:

- We'll return the registration form to you in the portal with annotations requesting the relevant information / evidence.
 - You'll get an automated email letting you know we've returned it.
 - Log in to the portal. The registration form will show under 'Action Items'.
 - Click the 'Open' button.
 - Follow the steps step out in the blue instruction panel.

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Once we have all the information / evidence we need and your line manager has replied to our email with verification:

- We'll activate your account and you'll be able to submit grant applications.
- You'll receive an email letting you know.

If we need any further information / evidence:

- We'll return the registration form to you in the portal with annotations requesting the relevant information / evidence. This doesn't mean we've declined your account request – just that we have some queries, or don't quite have what's needed.
 - You'll get an automated email letting you know we've returned it.
 - Log in to the portal. The 'registration form' will show under 'Action Items'.
 - Click the 'Open' button.
 - Follow the steps set out in the blue instruction panel.

For detailed instructions on how to resubmit the form, please see [Instructions - Resubmitting](#)

Contacting Us

If you have any issues confirming your account, please let us know: [Emergency Grants \(VRF\)](#)