

Emergency Grant (VRF) Registration Instructions

Introduction

If you're new to registering with us, there are 4 stages:

1. Registration Form part 1

- About you, your organisation and line manager.

2. Registration Step 2

- Brief safeguarding details. To complete this section, you will need to upload your organisation's **adult** safeguarding policy or include a web link to the policy.

3. Line Manager Verification

- Your line manager will just need to respond to an email confirming your role and suitability to apply for emergency grants.

4. Account Active

- Registration process complete. You can now apply for emergency grants on behalf of your clients.

Instructions – Registering



Answer the eligibility quiz (four quick 'yes' / 'no' questions).

If eligible:

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 registration and application processes.

Complete Part 1 of our two-part registration form:

- A few questions about you, your role and your organisation.
- You'll receive an acknowledgement email.
 - The email will arrive within 5 minutes.
 - Please check your spam / junk folders if it doesn't appear in your inbox.
 - The email includes a link for you to set a password.

Set your password and complete Part 2 of our registration form:

- Simply upload a copy of your organisation's adult safeguarding policy document reviewed in 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.

and

- Enter the name and contact details of your Designated Safeguarding Lead / Officer / Safeguarding Manager.

Click 'Save'.

Click 'Submit Registration'.

We'll then carry out our checks and will email your line manager for verification:

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

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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](#)

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.

Contacting Us

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