

Help Guide for Applicants



SmartyGrants provides an easy way for funding applicants to complete their applications online. This guide will explain the essential steps you need to take to complete and submit application forms.

Some of the features of SmartyGrants include:

- You can save your progress and return to complete your application at your convenience,
- Your application is stored online, therefore you can access it on other devices, and
- You can be certain that the funder has received your application when you submit it.



You have the option to create a [SmartyFile](#) profile for your organisation. SmartyFile allows organisations to collaborate with team members, pre-fill information into forms and manage, view, search and sort submissions across multiple funders in one spot.

To learn more, visit our [SmartyFile help page](#).

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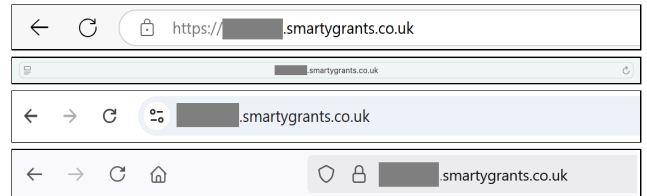
- [Optional – Share a submission](#)
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Step 1 – Navigate to the funder’s application portal

To begin a submission, you’ll first need to navigate to the funder’s SmartyGrants application portal. This link will typically end in *.smartygrants.co.uk*. However, some funders may have a custom URL that matches their own website (i.e., *grants.funder.com*).

Each funder has their own unique portal, and you’ll need a link to this portal before you can start. You can often obtain this link through the funder’s own website, in their promotional newsletters, or similar.

Within each link, you can find any current and upcoming rounds listed for that funder.

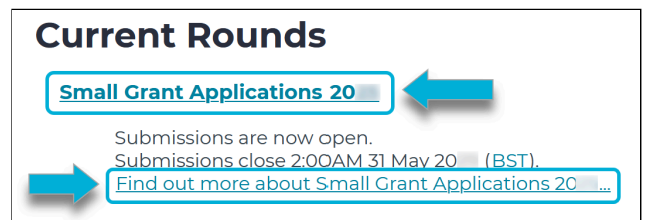


Tip: Take note of the web link (URL) you are using to access a funder's application portal. You might even like to "Bookmark" the link or add the link as a "Favourite" within your web browser. This can be particularly helpful if you intend on creating multiple applications across different funders.

Step 2 – View the round and application form

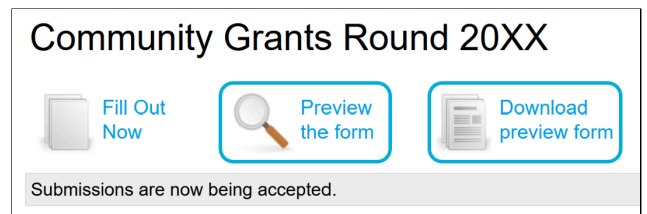
To view the application form, select the name of the round or **Find out more about (round name)**.

On the round page, you will typically find key information about the round, such as the eligibility criteria, guidelines, dates and timelines, or similar.



If the round is **Current**:

- To preview the application form, select **Preview the form**.
- To download a PDF version of the form, select **Download preview form**.



Note: You can't fill out the form in preview mode.

If the round is **Upcoming**, you may or may not be able to preview or download the form. This will depend on whether the funder has allowed for the application form to be visible before the round opens. If you don't see the option to preview the form, you will need to wait until the round is open.

Youth Grants 20

This round will open at 30 June 20 (BST) for submissions.

IMPORTANT: Please read information below to assist you in completing your application online.

BEFORE YOU BEGIN

Step 3 – Login or register

You need a user account in order to start an application.

If you have submitted an application via SmartyGrants before, you can log into your existing account. Otherwise, you will need to register.

Note: Once you have registered your email, you won't need to register again. This is true even if you want to apply to rounds from different funders. You can use the same user account to apply to any funder using SmartyGrants.

Login or Register

A free account is required to make an online submission.
Registration gives you secure access to your forms, allowing you to save your progress and resume later.

Log In **Register**

Email:

Password:

[Forgotten your password?](#)

By clicking **Log In** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

Log In

If you haven't registered or started filling in a form, [register here](#).

Login

To login with an existing user account:

1. Enter in the username (email address) into the **Email** field.
2. Then enter in the account's password into the **Password** field.
3. Select **Log In**.

Note: If you've forgotten your password, see help on how to reset it [here](#).

Email:

Password:

[Forgotten your password?](#)

By clicking **Log In** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

Log In

Register

To register a SmartyGrants account:

1. Select **register here**.
2. Complete the required fields, then select **Register**.
3. Once you have entered in your details and selected the register button, SmartyGrants will send an activation email to the email address you entered. To activate the account, navigate to that email account's inbox, open the activation email, and select the activation link.

If you haven't registered or started filling in a form, [register here](#).

Important: An activation email may take up to 15 minutes to arrive. If you don't see the email in your inbox, check your junk or spam folder.

4. Once your account is activated, you can go back to the funder's application portal [i](#) and log in using the login [steps here](#).

Registration

Please register as a new user. If you already have a SmartyGrants login, you can [log in here](#).

Your Name:
Organisation:
Optional
Email Address:
Confirm Email:
Re-enter your email address to confirm it.

Your password must:

- include at least 8 characters
- include uppercase letters
- include lowercase letters
- include a non-alphanumeric character (i.e., a symbol)

Password:

Confirm Password:
Re-enter your password to confirm it.

By clicking **Register** you agree to Our Community's [Privacy Policy](#) and [Terms of Use](#).

Register

Important: You won't be able to login until the account is activated.

Note: You won't receive an activation email if you already have a SmartyGrants account under that email address. If this is the case, you can [reset your password](#) to log in.

Tip: If you're ever applied for funding via the SmartyGrants portal before, you'll have an existing user account. You can use that same account to apply, even to a different funder - just log in using that email address and password. If you've forgotten your password, see help on how to reset it [here](#).

Step 4 – Start an application

To begin an application, select the name of the round or **Find out more about (round name)**.

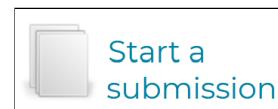
Current Rounds

Small Grant Applications 20 ←

Submissions are now open.
Submissions close 2:00AM 31 May 20 (BST).

→ [Find out more about Small Grant Applications 20 ...](#)

If you have not logged in, select **Start a submission**.
You will be prompted to **log in**.



If you have already logged in, then select **Fill Out Now**.



If you *are* a member of a [SmartyFile](#) organisation, then upon starting a submission you will be asked the question '**On whose behalf are you making this submission?**'. Options include **An individual** or selecting the name of your SmartyFile Organisation.

If you *are not* a member of a SmartyFile organisation, you won't be asked this question.

New submission for Community Grants 2026 Round1

On whose behalf are you making this submission?

An Individual
An Individual
Our Community Pty Ltd
Other

Next Page >

Once you have started your submission, you will be provided the '**A new submission has been created for you**' screen, which explains how you save your submission and how you will be logged out after 20 minutes of inactivity.

New submission for Community Grants 2026 Round1

A new submission has been created for you. You can fill it all in now or come back at any time to continue working on it.
Please make sure you save your submission regularly; your submission is saved whenever you click 'Save' or you move to another page.
Click the Submit button when you're ready to submit.

You will be logged out automatically after 20 minutes due to inactivity. Please be sure you save your submission regularly.

Your submission number is:
SECG26R100001TST

If you want to contact us about your submission you can quote this number to help us find it quickly.

[Next Page >](#)

Step 5 – Fill out the application form

Form Elements

The following elements can be found on the application form:

Page Buttons

Using these buttons will allow you to navigate between different pages of a form. They are found at the top and the bottom of the application form.

You can also **Save Progress**, or **Save and Close** your form to return to it later.



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

Navigation Panel

You can also navigate between pages using the **Form Navigation** panel. The panel is found at the top of the page.

Each line of text represents a different page in the form. Select the name of the page to jump to that page.

Form Navigation

- 1. Contact Details
- 2. Project Information**
- 3. Budget
- 4. Milestones
- 5. Declaration
- Review and Submit

Form Questions/Fields

Provide responses to the questions/fields in the form.

Depending on the form you are filling out, you may be asked to provide your responses/answers using a variety of different methods. In addition to typed

responses, some forms may require you to select specific elements, tick a checkbox, upload a file, and more.

Note: Hint text can be found below or on top of some questions. This hint text can guide you on what response, and in what format, the funder is expecting you to provide.

Position held in organisation *

e.g. Manager, Board Member, Fundraising Coordinator

Primary phone number *

Select the box to begin typing into these fields

What are you expecting to achieve from this project?

This is some example hint text.

Below are some examples of fields that you may come across:

Date fields: Choose a date to enter in. You can either type in a date manually, or select the calendar icon to pick a specific date from the calendar window.

Anticipated start date (dd/mm/yyyy)
 →

Location fields: Start typing in an address. Select the relevant suggested result, or if the address does not appear from the suggested results, select **Can't find your address?** to manually enter in those address fields.

Some forms may also display a map of the address when entered into an address field.

Project location/s:

552

Can't find your address?

Type in a location. Select a location from the suggested results dropdown.

552 Victoria St.

Nested lists: You may need to 'drill down' to select an option from a drop-down list. After selecting **Browse**, you can navigate the window to the relevant category (in bold). Selecting the category will expand the options shown. You can select any non-bold option underneath.

Depending on the form, you may be able to select **Browse** again to add multiple responses.

Who are the expected primary beneficiaries of this project/program?

Browse

Who are the expected primary beneficiaries of this project/program?

Living environment

Place-based people or groups

- Government bodies
- Urban/rural/urban-rural dwellers
- Nonprofits
- Social housing tenants
- Private rental tenants
- Homelessness

Description:

Living environment - Place-based people or groups

Government bodies: The people belonging to a particular local and national government within their jurisdiction. These bodies program target communities as a whole and can be addressed from a specific geographical location as a whole or a part of a location.

Session timer & saving your progress

When you log into SmartyGrants, you are on a timed session. This timer is 20 minutes.

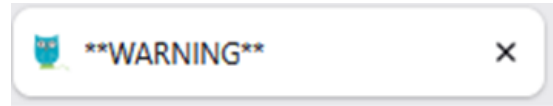
While filling out a form, you can reset the timer by any of the following actions:

- Selecting the **Save Progress** button (save and continue working on the form),
- Selecting the **Save and Close** button (save and then close the form),
- Selecting either the **Previous Page** or **Next Page** buttons (navigating through the form automatically saves your progress).



After 18.5 minutes of being on the same page without selecting **Save Progress**, a popup will appear in the middle of the screen, advising that **'Your session is about to expire'**, with a countdown from 90 seconds. The tab at the top of your browser will also flash with **** WARNING **** to alert you.

Your options are to select either the **Extend Session** button to stay logged in and continue filling out your form, or the **Log Out** button to end your session.



Your session is about to expire

For security reasons, your session will end in **29 seconds** due to inactivity.

Before you are logged out, any information you have entered on this page will be automatically saved as a draft.

To keep working, select **Extend Session**.

[Log Out](#) [Extend Session](#)

If you do not see the timer countdown and/or no action is taken, and the counter reaches **0** seconds, then you will be logged out and redirected to the **Session Expired** screen.

Note that the system will have performed an auto-save of the page you were on, before it logged you out, so you shouldn't lose your work.

Not logged in. [Log in](#) [Current Rounds](#)

Session Expired

For security reasons, your session ended after a period of inactivity. Any information you may have entered was saved as a draft before you were logged out. Please login again to continue working on your submission.

Log back in using your same SmartyGrants credentials (must be the same username as used in the previous session).

So long as you have logged back in with your same username, the system will take you back to the same page you were on when it logged you out. You can then continue filling out your form.

Not logged in. [Log in](#) [Current Rounds](#)

Session Expired

For security reasons, your session ended after a period of inactivity. Any information you may have entered was saved as a draft before you were logged out. Please login again to continue working on your submission.

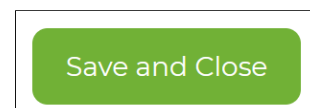
⚠ Important: If you do not **Save Progress** or navigate between pages within 20 minutes, you'll be timed out. Once timed out you will be automatically redirected to the **Session Expired** screen. Click **Log in** and log back in with the same username, and the system will take you back to the same page you were on when it logged you out.

Whilst the system will have performed an auto-save of your form before logging you out, to minimise interruptions, we do recommend that you **save regularly - at least once every 10-15 minutes**.

Save and close (return to the application later)

If at any stage you wish to save your application and return to it later, you can do so by selecting **Save and Close**.

You can return to your application at any time (prior to the closing date of the grant round) and continue



Logged in: Abby Applicant (abby.a@example.org) [My Submissions](#) [Log Out](#)

your application, simply by [logging back into your account](#).

Once you log back in, you can select **My Submissions** to be taken to the My Submissions page - where you will find a listing of all your applications, including those that you have started to fill in or have already completed.

Attaching/uploading files

If you are attaching files, you need to allow for sufficient time for the file to be uploaded to the page. Do not navigate to another page until the file has been successfully attached, otherwise the file upload will be cancelled.

For a full list of supported file types, [visit our page here](#).

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, you will be given a **Choose files** option or a **Browse...** option (*depending on the browser you use*). After selecting either option, search for and select the file you wish to attach.

The file will begin to upload. When the upload is complete, a link to the uploaded file will be available along with the option to remove the file.

Note: Ensure that your file is named clearly to avoid confusion.

The screenshot shows a file upload interface. At the top, it says "Supporting Letter of Evidence (if relevant)" and "Attach a file: Browse... No files selected." Below this, there is a callout box with a blue arrow pointing to the "Browse..." button, containing the text: "Select Browse to choose and upload a file from your device. You can also remove any files uploaded by accident." Below the callout, the interface shows the file "letter-of-evidence.pdf" with a "Remove" button. The file size is listed as "3.7 MB".

Step 6 – Review and submit

When you have completed the last page of the application form, you can select **Next Page** button, which will take you to the **Review and Submit** page. This page allows you to review your entire application in full before you submit it to the funder.

You can also access this page by clicking on the bottom entry of the **Form Navigation** panel.

Next Page →

The screenshot shows the "Form Navigation" panel. It has a blue header with the text "Form Navigation". Below the header, there is a list of steps: "1. Contact Details", "2. Project Information", and "Review and Submit". The "Review and Submit" step is highlighted with a blue border and a blue button.

Any items that need to be addressed before you can submit – for example, a required field that has been missed – will be **highlighted in red**. You can navigate to the relevant page to make any edits by selecting the **Go**

Applicant Admin Contact Primary Email
daisyexample.com
Must be an email address.

This response is not a valid email address.
Go to page

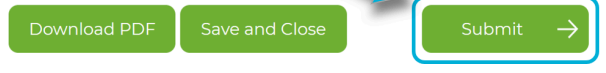
to page button. For help with troubleshooting any errors, you can [read our guidance here](#).

If you'd like to save a PDF copy before you submit, you can [follow the steps here](#). Just note that you'll automatically receive a PDF copy of your application attached to the confirmation email *after* you submit.

When you have reviewed your form and are ready to submit, select the **Submit** button.

Review and correct any errors you find.

Submit this form.



Important: Once your form is submitted, you can't make any changes. If you want to update or change the form, you'll need to [contact the funder directly](#) and ask whether they can re-open the form for you.

Step 7 – Confirmation

After you have selected the submit button, you will receive a confirmation message on screen that your application has been submitted and the funder has received your application.

You will also receive a confirmation email with a PDF copy of your submission attached. Note that this PDF copy won't include any files you've uploaded, however, file names will still be listed on the PDF for reference.

Thank you, your submission has been received.

Submission Number: SG0001

A copy of your submission has been sent to your email address. You can also return and log in to [this site](#) at any time to view or download your submission. If you have any questions please contact us directly.

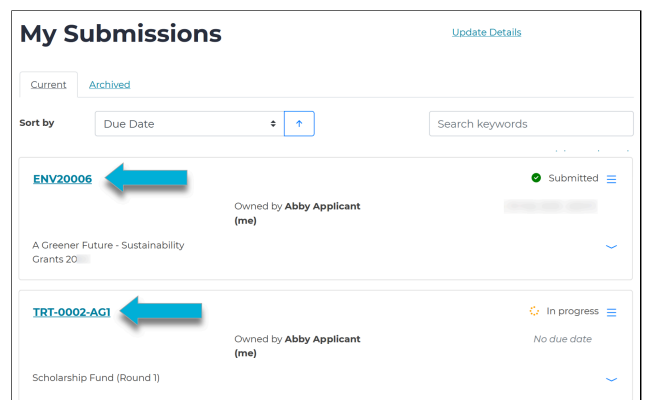
Addendum: Multiple forms in one application

Some funders may require you to fill out multiple forms under a single Application ID.

To see any additional forms, you will need to be logged into your account on the funder's application portal [i](#) or on [SmartyFile](#).

While on the **My Submissions** page, you have two options to access those forms:

Option 1: Select the Application ID. A pop-up window will appear with additional information about the application. Select the name of the form you wish to access.



Option 2: Next to the Application ID, on the bottom-right hand side of the box, select the small downward-facing arrow. In the list of form(s) that appear, select the name of the form you wish to access.

Once you've clicked on the name of the form, you will be taken to the form fill-out page.

- **If the form has been submitted:** You will be able to view a copy of the form, and your responses, on this screen.
- **If the form has not been submitted, and is not past the due date:** You'll be able to fill out this form. You can save and come back to this form at a later date using the same steps from above.
- **If the form has not been submitted, but the due date has passed:** You won't be able to fill out the form. You can see our [FAQs](#) for help.

Optional steps

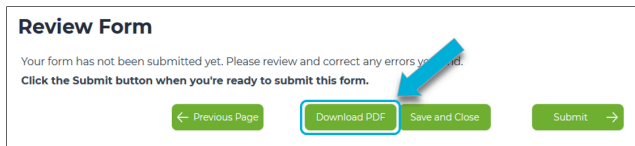
Optional – Viewing / saving / printing applications

Downloading and printing your application

If you wish to save a copy or print your submission, you will need to first download a PDF copy. There are a few different ways you can download one.

In-Progress forms

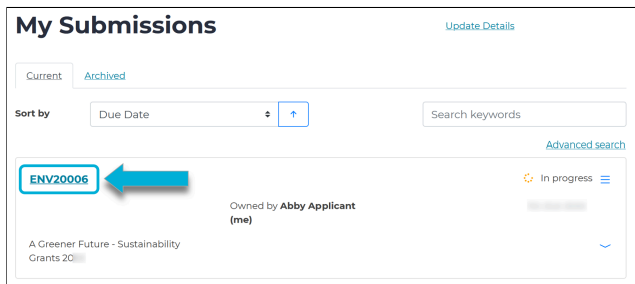
- Simply select **Review and Submit** in the **Form Navigation** panel. You will then see a **Download PDF** button at the top of the form.



Submitted forms

- You can access the confirmation of submission email you received, as this will have a copy of the PDF attached.
- Alternatively, you can log into the funder's application portal [i](#) or [SmartyFile](#) and access the form under the **My Submissions** page (where you can also search and sort through your submissions to that funder). Select on the relevant Application ID, then select the PDF icon to start the download.

Once you have a PDF copy of your submission, if required, you can print this file from your PDF viewing program of choice.

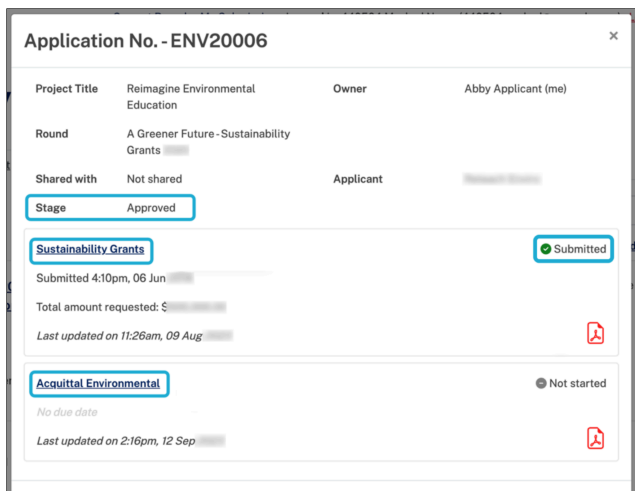


Accessing additional application information

Information about an application can be viewed by selecting the Application ID number from the **My Submissions** page.

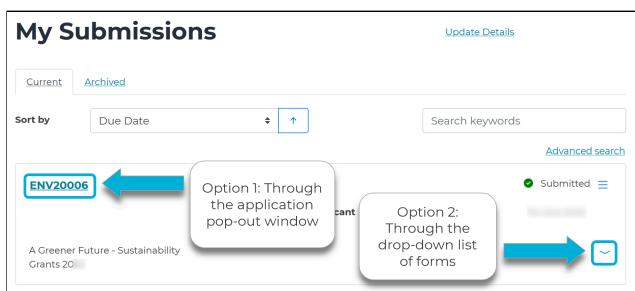
This will show a pop-up with additional information. See an example below:

- Status** – This will tell you whether or not a specific form has been submitted.
- Stage** – This may appear on certain applications when the funder wishes to share with you the stage your application is at (e.g. Under Review, Approved, Acquittal Management).
- Forms** – All forms linked to the application will be listed here, beginning with the first form you submitted for that application.



Accessing acquittals or subsequent forms

Funders may add additional forms into your existing submission, such as acquittal or milestone reports. You can visit the [steps here](#) for help on how to access those additional forms.

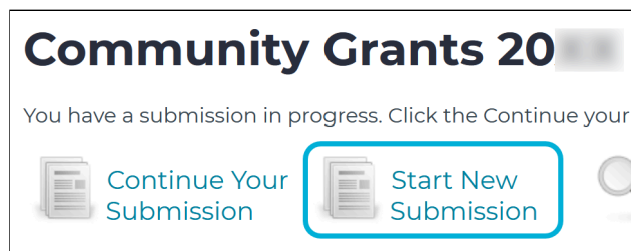


Optional – Submitting multiple applications

Start another submission

Depending on the funder, you may be able to submit multiple submissions in the same grant round.

To start another submission, you must return to the Current Rounds page (select the **Current Rounds** link in the top right hand corner), and select the name of the round again. In this page, you'll be notified that you have already made a submission. Select **Start New Submission** to begin a new application.



Community Grants 2025

You have a submission in progress. Click the Continue your submission link to continue your submission or the Start New Submission link to start a new submission.

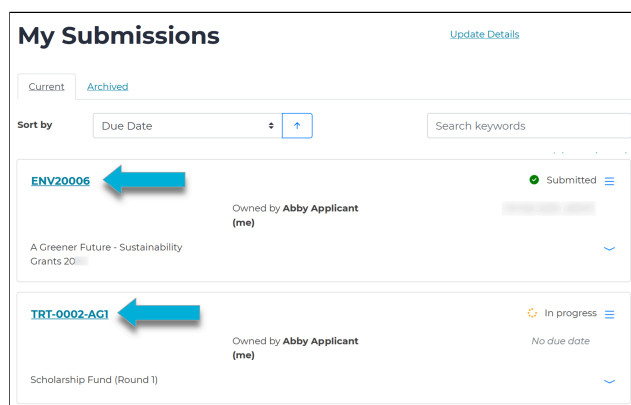
[Continue Your Submission](#) [Start New Submission](#)

Multiple submissions

To view and access all your submissions, you will need to be logged into your account on the funder's application portal [i](#) or on [SmartyFile](#).

Your submissions will be on the My Submissions page (which can be accessed by selecting the **My Submissions** link).

Tip: If you want to see all of your submissions across all funders at the same time, you can log into SmartyFile via <https://app.smartyfile.co.uk>. You'll use the same email and password that you used to log into SmartyGrants to log into SmartyFile.

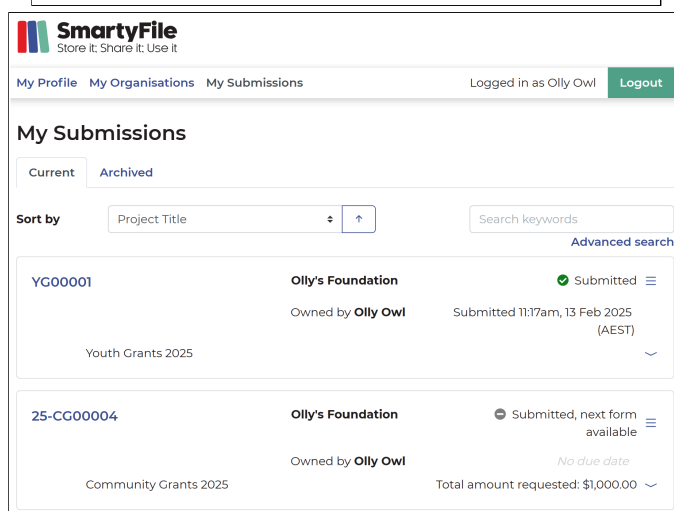


My Submissions [Update Details](#)

Current Archived

Sort by Due Date [↕](#) [↑](#) Search keywords

ENV20006	Owned by Abby Applicant (me)	Submitted
A Greener Future - Sustainability Grants 2025		
TRT-0002-AGI	Owned by Abby Applicant (me)	In progress
Scholarship Fund (Round 1)		



SmartyFile
Store it. Share it. Use it.

My Profile My Organisations My Submissions Logged in as Olly Owl [Logout](#)

My Submissions

Current Archived

Sort by Project Title [↕](#) [↑](#) Search keywords [Advanced search](#)

YG00001	Olly's Foundation	Submitted
Owned by Olly Owl Submitted 11:17am, 13 Feb 2025 (AEST)		
Youth Grants 2025		
25-CG00004	Olly's Foundation	Submitted, next form available
Owned by Olly Owl No due date Total amount requested: \$1,000.00		
Community Grants 2025		

Multiple forms under one application

Some funders may require you to fill out multiple forms under one application. You can visit the [steps here](#) for help on how to access those additional forms.

Optional – Request a variation

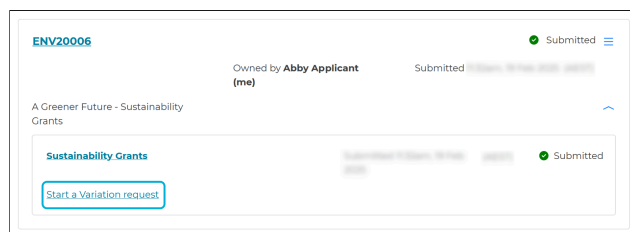
For certain applications, you may have the option to request a variation by completing a variation form. If this



is applicable to you, to request a variation:

1. Next to the Application ID, on the bottom-right hand side of the box, select the small downward-facing arrow.
2. Select **Start a Variation request**.
3. This will create a Variation request form for you to fill out and submit. You can follow the same guidance from **Step 5 - Fill out the application form** to complete and submit this form. The funder will then process your variation.

If you need to request a variation to your grant agreement, but the **Start a Variation request** button is not available, please [contact the funder directly](#).



Optional – Change owner of a submission

If you want to update the owner/user of an application:

If you applied as an individual

You can [contact our support team](#). You'll need to contact us from the email address that currently owns the application, and in that email, you'll need to include the application ID along with the new owner's email address.

If you do not have access to the email address that owns the application, you'll need to [contact the funder directly](#) to request the change.

Note: Transferring an application updates the owner only. It does not update any contact details previously submitted in any form. To update those contact details, [please contact the funder directly](#).

If you applied on behalf of an organisation

You will need a **SmartyFile organisation profile** to make this change.

If you do not already have an organisation profile, you can create one and add team members. Once you (or another administrator) have added in team members to your organisation profile, you can change the owner on a submission. For more instructions, please visit our [SmartyFile help documentation](#).

Alternatively:

You can [contact our support team](#). You'll need to contact us from the email address that currently owns the application, and in that email, you'll need to include the application ID along with the new owner's email address.


If you do not have access to the email address that owns the application, you'll need to [contact the funder directly](#) to request the change.

Optional – Share a submission

If you want access to share a submission, you will need a [SmartyFile organisation profile](#).

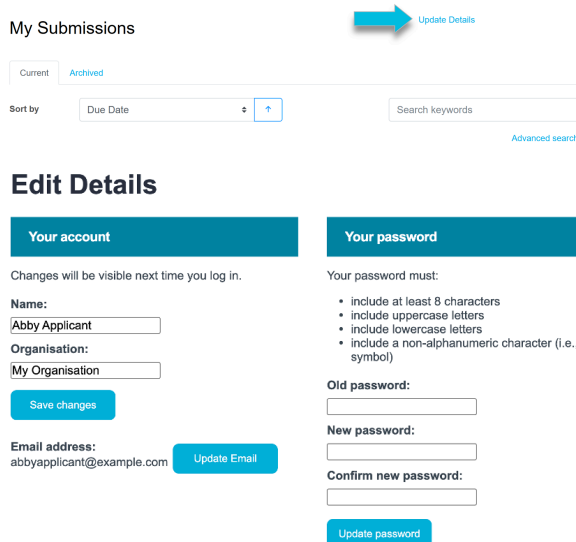
If you do not already have an organisation profile, you can create one and add team members. Once you (or another administrator) have added in team members to your organisation profile, you can share the submission with team members who have been given the appropriate permissions. For more instructions, please visit our [SmartyFile help documentation](#).

Optional – Update your account details, email address, or password

Once logged into the funder's application portal , you can update details associated with your account including your name, organisation name, email address (i.e. your login username), or your account password. This can be done from the **Edit Details** page.

To do so:

1. Go to the **My Submissions** page.
2. Select **Update Details**.
3. This will take you to the **Edit Details** page.



My Submissions [Update Details](#)

Current Archived

Sort by: Due Date Search keywords Advanced search

Edit Details

Your account

Changes will be visible next time you log in.

Name:

Organisation:

Email address:

Your password

Your password must:

- include at least 8 characters
- include uppercase letters
- include lowercase letters
- include a non-alphanumeric character (i.e., a symbol)

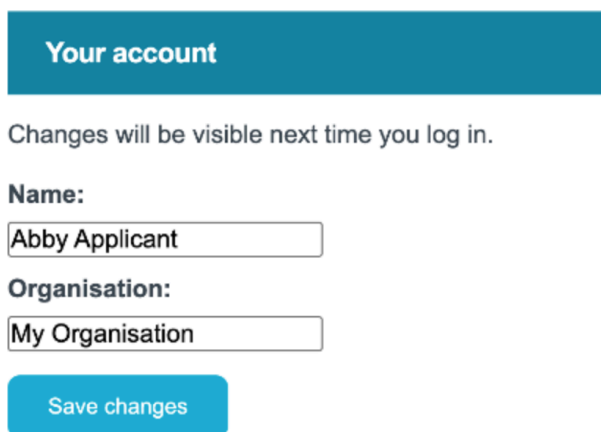
Old password:

New password:

Confirm new password:

Update your name or organisation name

1. Go to the **My Submissions** page.
2. Select **Update Details**.
3. This will take you to the **Edit Details** page.
4. Select the relevant text box underneath **Name:** or **Organisation:** and enter in your changes.
5. Select **Save changes**.



Your account

Changes will be visible next time you log in.

Name:

Organisation:

Update your password

1. Go to the **My Submissions** page.
2. Select **Update Details**.
3. This will take you to the **Edit Details** page.
4. Under **Your password**, fill out the Old password, your desired New password, and confirm your new password by typing it once again.
5. Ensure your password meets the requirements.
6. Select **Update password** to confirm.

Your password

Your password must:

- include at least 8 characters
- include uppercase letters
- include lowercase letters
- include a non-alphanumeric character (i.e., a symbol)

Old password:

New password:

Confirm new password:

Update password

Update your account email address

1. Go to the **My Submissions** page.
2. Select **Update Details**.
3. This will take you to the **Edit Details** page.
4. Select **Update Email** on the **Edit Details** page.
5. This will prompt you to enter the new email address. Ensure your new email meets the requirements listed. Select **Save changes**.
6. When your username request has been submitted, a verification email will be sent to your new email address. You must open the link in this email to confirm the change. You may be asked to log in to SmartyGrants to confirm the change, do this and use your old (**existing**) username. Once you're logged in, you can confirm the change.
7. Once you've changed your username, you should log in with the **new** username (email). The password remains unchanged.

Note: Your username remains unchanged until the change is accepted via the link sent in the verification email.

Name:

Abby Applicant

Organisation:

My Organisation

Save changes

Email address:

abbyapplicant@example.com

Update Email

Email address:

abbyapplicant@example.com

Your new username must be:

- a valid email address
- able to receive emails, to confirm the update
- authorised to retain the user permissions and data access assigned to your account

New Email address:

Save changes

A change to your SmartyGrants account

Hi Abby Applicant,

You have requested a change to your SmartyGrants username (email address).

Current username: abby123@example.com
New username: abbyapplicant@example.com

Please [click here to verify this change](#). This link is valid for 24 hours.

If you did not request this change, please [Contact Us](#) for assistance.

Thank you,

The team at SmartyGrants

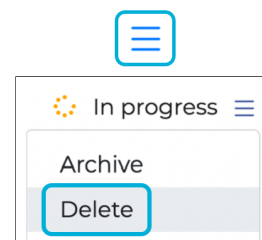
This is a system generated email relating to an application or registration powered by SmartyGrants.

Optional – Delete & Archive submissions

Delete

You have the ability to delete **In Progress** submissions only. To delete an In Progress submission, you'll first need to log into the funder's application portal [i](#) or [SmartyFile](#). Once logged in:

1. Select **My Submissions**.
2. Next to the relevant application, on the right-hand side of the box, select the three-lines (hamburger) icon.
3. Select **Delete**.



Warning: Deleting an application cannot be undone - this is a permanent action. If you wish to proceed, select the red **Delete** button.

Delete Submission

Are you sure you want to delete Application No. ?

The application will be permanently deleted. You can't undo this action.

Cancel Delete

Applications with a Submitted status cannot be deleted. If you'd like to withdraw your application for any reason, we recommend [contacting the funder](#) directly.

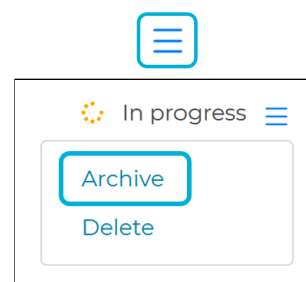
Archive

You can archive a submission that you no longer want to see on your current list of submissions. For example, you may want to archive past submissions that are completed and have no further action required.

Note: Archived submissions can always be unarchived if needed.

To archive a submission, you'll first need to log into the funder's application portal [i](#) or [SmartyFile](#). Once logged in:

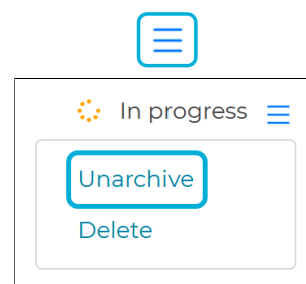
1. Select **My Submissions**.
2. Next to the relevant application, on the right-hand side of the box, select the three-lines (hamburger) icon.
3. Select **Archive**.



Unarchive

To unarchive a submission:


1. Select the **Archived** tab from the same My Submissions page.
2. Next to the relevant application, on the right-hand side of the box, select the three-lines (hamburger) icon.
3. Select **Unarchive**.




Optional - Multi Factor Authentication (MFA)

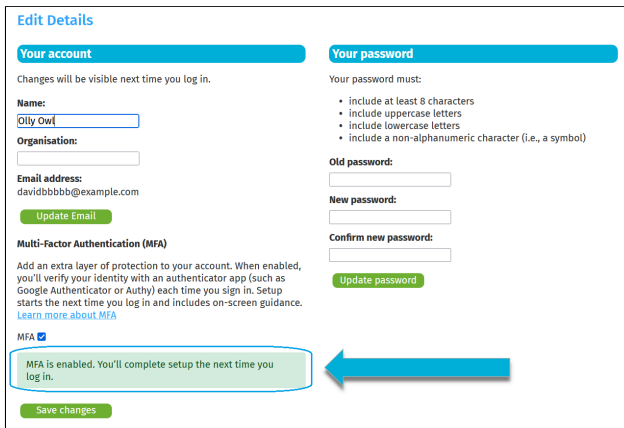
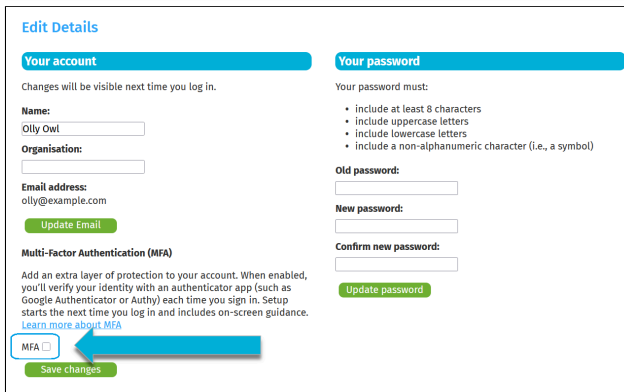
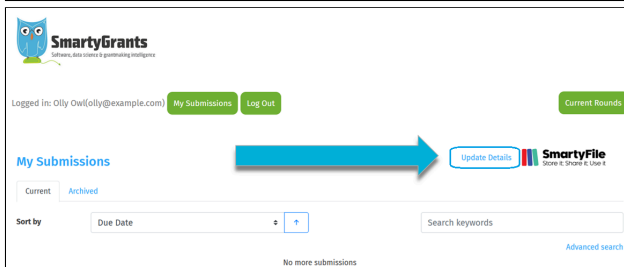
As an extra layer of security, you may opt to use Multi-Factor Authentication (MFA) via an authenticator mobile app (such as Google Authenticator or Microsoft Authenticator) each time you log in.

Enable MFA

1. Navigate to any funder's application portal .
2. Log in to an existing account or register a new account. Please see [Step 3 - Log in or register](#) for more details.
3. Once logged in, select **My Submissions**.
4. Select **Update Details**.
5. Tick the checkbox for **MFA**.
6. Select **Save changes**.

 **Note:** Each funder's application portal may have a slightly different visual appearance. While all portals will show a link or a button titled **My Submissions**, the appearance of the link/button may differ from the example shown in the images to the right.

Once saved, SmartyGrants will show a notification that reads **MFA is enabled**. You'll complete setup the next time you log in.



Setup MFA

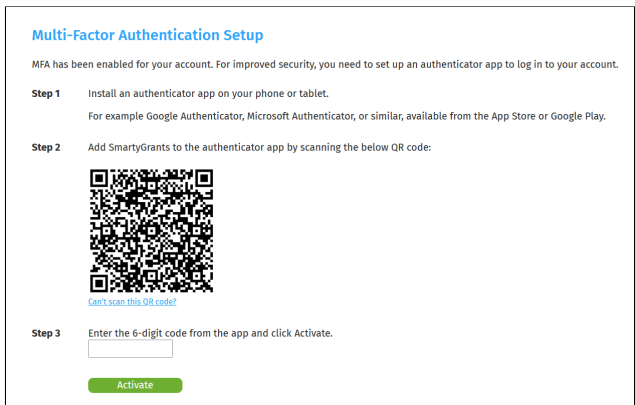
After enabling Multi-Factor Authentication, upon next login, you will be met with the Multi-Factor Authentication Setup screen.

- **Step 1:** Open an existing authenticator app, or install an authenticator app on your phone, tablet or computer.

Tip: Any Authenticator app can be used (i.e. Google Authenticator, Authy, Microsoft Authenticator). The most common authentication apps can be found on the Apple Store or Google Play Store.

- **Step 2:** Add SmartyGrants to the authenticator app by scanning the QR code shown on the screen.
- **Step 3:** The six-digit code generated by the authenticator app must then be entered into the SmartyGrants screen. Then, select **Activate**.

Note: You will often have a time limit to provide the code from your authenticator app. If this time limit expires, the code will also expire, so you will need to obtain and enter the new code.



Authenticate

After using your email address and password to log in to SmartyGrants, the following screen will show on every login. Provide the code from your authenticator app into the **6-digit passcode** field, then select **Log In**.

Note: You will often have a time limit to provide the code from your authenticator app. If this time limit expires, the code will also expire, and you will need to obtain and enter the newly generated code.

Multi-Factor Authentication

Please provide the one-time passcode generated by your authenticator application on your device.

6 digit passcode

[Can't access your one-time passcode?](#)

Log In

Reset your MFA device

If you are having issues or you are unable to access your existing authentication method, you may need to reset your MFA device. This will allow you to set up MFA again (on the same or different device).

If you are a member of a SmartyFile organisation, only an Administrator of the SmartyFile organisation can do this for you. Please contact your Administrator to request a device reset. Instructions for your Administrator can be found on our [SmartyFile help documentation](#).

If you are not a member of a SmartyFile, you can [contact our support team](#) for help.

Frequently Asked Questions (FAQ's)

For a full list of frequently asked questions, please see our [FAQs page](#).

