

APPLICATION PORTAL FAQs

How to apply

To facilitate online applications and subsequent grantee reporting we have established an online portal area. For the first application you make with us the link will prompt you to register for an account. Immediately after your account is registered you will be taken to the application form which will be ready to use.

The initial application link always starts a new application form.

You may want to look at the full form and start inputting your responses straight away.

Save and Finish Later

At any point, you can save your application by clicking on the “Save and Finish Later” button available at the bottom of each page.

When you use this feature an automatic email will be sent to the email for the account showing the information completed so far.

To return to your account to continue working on an existing application, [click here](#)

How to submit your application to us

Once you have completed the application click on the ‘Submit’ button found at the bottom of the ‘Review my application’ page. You will receive an email confirming the application has been submitted, together with a copy of your application.

How to return to a started application

To log back into our online portal here: [click here](#).

Once you return to your account, use the drop-down list on the right to show ‘In Progress Applications’. From there click on a form name to open it.

We’ve forgotten our password. What should we do?

On the account login page, click the button ‘Forgot Password?’ in the bottom right corner. A temporary password will be sent to your email address. Open the email and follow the instructions. You will then be able to change the temporary password to your preferred password.

Our organization has had an account on your site in the past, but we no longer have the login details. What should we do?

If you want to continue using the same account, please [contact us](#). We will confirm the details of the account, and if required, transfer it into a new name with a new email address and password. You can also create a new account, but this will mean that you lose the information in your existing account, including applications and reports.

We would like to update our online account to have new contact details, how do we do this?

If you have your existing login details, you can update the contact details yourself by logging in and clicking on the 'Change E-Mail/Password' link. Then enter the new email address to be used for this account. If you no longer have access to the email address linked to your account, please [contact us](#).

If these FAQs do not help with the issue please contact us at support@smokefreeworld.org