Technical FAQ's

Can I log on to the online application and reporting portal using Single Sign On, a Google account, or an Apple account?

Yes. You can create an account using Single Sign On, a Google account, an Apple account or an email.

Can I use both email and Single Sign On to access my account?

No. Your account is linked to the email option or your single sign-on. So if you cannot see your application, check if you have used the same way to sign in and the same email.

When I am creating an organisation as part of my application, I am asked to add a Government ID but my organisation is exempt what do I add?

Contact us for more information.

I have an online account with you from my last grant. Will my login details still work?

If you applied before January 2025, you must create a new account in our online portal. You can use Single Sign On, a Google or Apple account, or an email. We recommend you use an organisation-wide email instead of an account tied to your email.

Other funders use the same platform so if you have an account for "Blackbaud Your Cause: Grant Connect", you do not have to create a new account.

Can I access my previously submitted applications and report forms in the portal?

Your online portal account contains all your submitted reports and applications, which you can access at any time.

If you submitted your report or application in the old Henry Smith Foundation portal, you will not have access to your documents after August 2025. If you want to save information from the old portal, please log in and email applications and reports to yourself before 30th August 2025. You can email the forms by clicking the email icon next to the form title.

Why do I have to set up an account?

All our applicants and partners have an account to protect your information and let us request more details and updates as agreed.

How can I work together with a colleague on an application or report?

You can download a Word version of the questions to work on an application or report offline before filling in the form online. You can also invite a colleague to engage with a form in the portal by clicking "Manage Applicants" in the top right corner of the form.

I have forgotten my password; how can I reset it?

How you can retrieve the password will depend on how you log in. For example, if you log in using a Google account, follow the steps to recover your Google passwords, etc. Please look at this page for more tips on troubleshooting any login issues or contact us.

Can I send you a paper copy of the application?

No unless stated on programme guidelines or agreed with a colleague at the Henry Smith Foundation. We ask that you submit applications through the online portal, you can

download a sample of the application form on the website to help work on your answers offline.

Do I have to complete the application form in one sitting?

No, the application is saved automatically as you work so you can return later.

When I fill in the form, it shows American dates or requires American spelling.

Some browsers will assume that you are sending information to an American organisation. To change this, change your browser's settings to UK English.

How will I know that my application has been submitted?

After you submit a form, you will get an email to confirm. The email will have a reference number for your application. Also in your account, under "applications," you can see the date it was submitted. You can also find a PDF version of the form, which we recommend you download and save for your records.

If you haven't heard from us within seven working days after submitting your application, please contact us.

Can I edit my application after it's been submitted?

No, you cannot edited after submission. If you wish to withdraw, resubmit or add information you need to contact us.

Do you have a more detailed step-by-step guide for using the portal?

Yes. Click here to get a complete step-by-step guide.

I have a grant and can't find my report form?

We add your report forms to your account one month before your report due date. We will email you when it is added.

Can I change the owner of an online form in my account?

The account owner can transfer ownership of the entire grant or a single form, like a report. You do this by clicking "Manage Applicants" in the top right corner of the form.

If you can not access the account, please contact us.