Support to Small Business and Not-for-Profits Program - Additional Assistance
2021 BC Floods

TECHNICAL SUPPORT AND RESOURCES FOR APPLICANTS

Contents

Use this document as a guide when applying to the Canadian Red Cross 2021 BC Floods Support to Small Business and Not-for-Profits Program – Additional Assistance.

Support to Small Business and Not-for-Profits Program
- Additional Assistance
2021 BC Floods

Overview of application steps

Before you begin

The Canadian Red Cross application portal uses a platform called **SM Apply**. For the best user experience, **do not use Internet Explorer**. Any other browser, such as Chrome, Firefox or Edge, can be used.

The following links may be helpful:

- For full information about the program, including FAQ, visit www.redcross.ca/2021bcfloods.
- For privacy information about how SM Apply collects and stores user data, visit https://help.smapply.io/hc/en-us/articles/360003749013-SurveyMonkey-Apply-Data-Privacy.
- For support in addition to this document, contact our team at BCSmallBizSupport@redcross.ca or at **1-833-966-4225**, Monday to Friday from 9:00 am to 7:00 pm (PST).

Completing this application may take anywhere between 15 minutes to an hour depending on your ability to source the information required and to compile the requested documents.

Step 1: Create an account in SM Apply

If you have not already done so, create an account in the Canadian Red Cross Application Portal:

1. Go to https://redcross.smapply.ca on any web-enabled computer or mobile device.
2. At the top of the screen, click **Register**. The Registration screen appears.
3. Enter your name and email, choose a secure password and click **CREATE ACCOUNT**. The system will send a prompt to verify your email.
4. If you do not verify your email address, an error message will appear, and you will be unable to continue with your application. To resend the verification link, click **Send verification link**.
5. Upon successful verification, the Welcome screen appears. To continue with your application, click **Continue to site**.
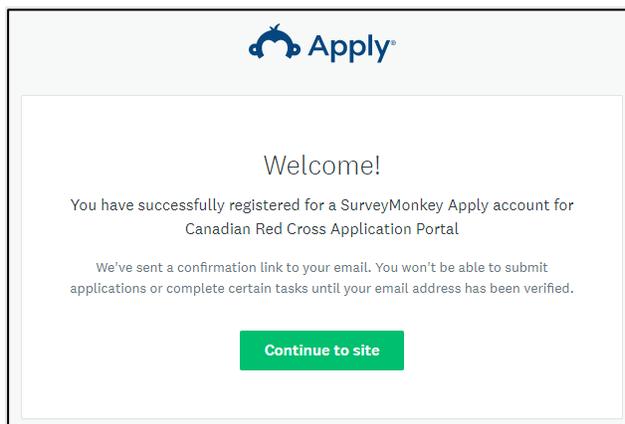
Step 2: Choose a program

There may be several active programs in the menu. To choose a program, do the following:

1. Click the **2021 BC Floods Support to Small Business and Not-for-Profits Program – Additional Assistance** box.
2. To access specific information about the program, click **More**. The Program Information page appears.

3. To begin your application, from the Program information page, click **APPLY**. The Application page opens.

Step 3: Start the application process

See the screenshot below for a preview of the application form. The application form consists of four tasks:

1. Consent (must be completed first)
2. Application Form
3. Document Uploads
4. Certification

You must complete the four tasks, marking each as **Complete**, before you can submit your application. Work through the steps listed on the Task List.
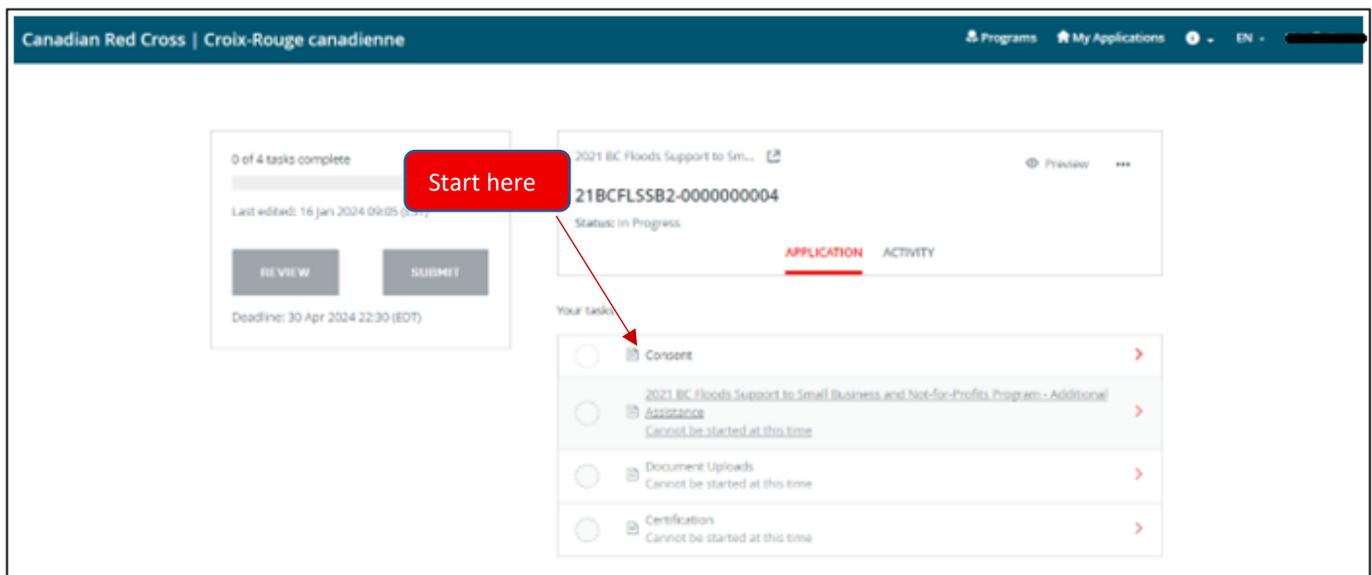
Once you begin the application, the Task List from your dashboard will show on the left side of your screen. The Task List gives a roadmap of all the tasks that are required to complete the section. Use this list to navigate through the application steps.

The icons provide the following information:

⬭	Task not yet started
⊖	Task in progress
✔	Task Completed

Before you can submit your application, **all mandatory sections must show a red check mark**. The progress bar below the Task List (e.g., 2 of 4 tasks complete) will also show your progress. At any point, you can save your progress and return to complete the application at another time.

Support to Small Business and Not-for-Profits Program
- Additional Assistance
2021 BC Floods

Step 4: Complete the Consent form

You must complete the consent form before you can work on the remaining application tasks:

1. Read the consent form and select **I agree**.
2. To sign your document, use your mouse or touchpad to sign your name in the blank space provided. If you are not satisfied, click **Clear** to clear the box and try again.
3. Enter your name in the **Print Name** text box.
4. To save and continue with the next task in your application, click **MARK AS COMPLETE**.

Support to Small Business and Not-for-Profits Program - Additional Assistance
2021 BC Floods

Step 5: Complete the Application form

Once you have completed the Consent form, you will be taken into the Application form.

If you need help completing your application, call **1-833-966-4225**, Monday to Friday from 9:00 am to 7:00 pm (PST). We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at BCSmallBizSupport@redcross.ca to request assistance.

To complete your application, do the following:

1. Enter the information as required.
2. To save your work periodically, at the bottom of the form, click **SAVE & CONTINUE EDITING**.
   Note: When you click **SAVE & CONTINUE EDITING**, if the form contains errors (e.g., fields that have not yet been filled out), you will receive an error message. However, the form **will still save with the errors**. The status of your form in the Task List will turn half red to indicate it is in progress.
3. As you complete each application section, click **MARK AS COMPLETE**. The task on the Task List will turn into a red check mark.
4. If you have completed a task and would like to return to make a change, at the top of the screen, click the **...** menu and select **Edit**.
5. Once you have completed your edits, click **MARK AS COMPLETE** again.

Support to Small Business and Not-for-Profits Program - Additional Assistance
2021 BC Floods

TIP: If you would like to print the application so that you can gather information offline before entering it into your online application, at the top of the screen click the **…** menu and select **Download**. A PDF of the application that you can print for your own use will open.

Warning: If you select **Reset** from the **…** menu, all the data in your form will be deleted.
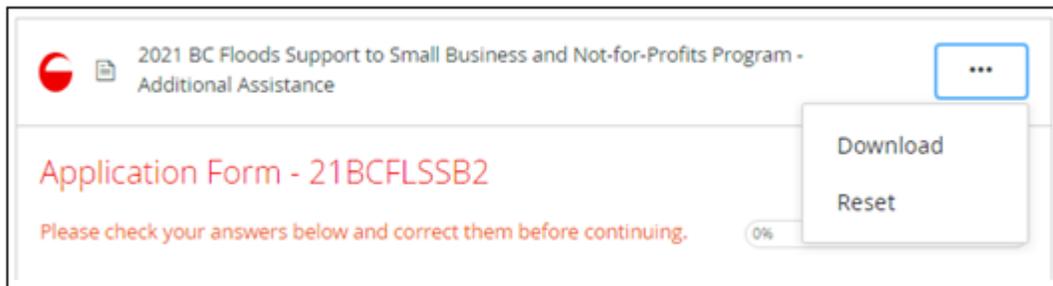
Step 6: Upload your additional supporting documents

Once you have completed the Application form, you will be taken to the Document Uploads task.

If you require assistance, please call us at **1-833-966-4225**, Monday to Friday from 9:00 am to 7:00 pm (PST). You can also email us at BCSmallBizSupport@redcross.ca to request assistance. Our team will provide guidance on how to submit the additional information, which may include emailing it in or uploading it through the applicant portal.

Support to Small Business and Not-for-Profits Program - Additional Assistance
2021 BC Floods

To upload your documents, do the following:

1. Click **Upload a file**. Follow the prompts to select the file from your system. The accepted file formats are Word, PDF or image files such as .JPG or .PNG.

2. When you have finished uploading, click **NEXT/MARK AS COMPLETE**. Your documents will be submitted. Once we receive your application, our team will review it and will follow up regarding any missing information required for verification.

Tip: If you do not have access to all the necessary documentation, you should still proceed with your application submission. We understand that gathering the required documentation can take time, and we are here to work with you. Once your application is submitted, you can send the missing documents by email to BCSmallBizSupport@redcross.ca. The important thing is to get your application submitted in a timely manner.

Step 7: Complete the Certification form

Once you have completed the Document Uploads form, you will be taken to the Certification form. To complete the certification, do the following:

1. Read through the information in full.
2. To sign your document, type your name into the signature box.
3. In the blank space provided, use your mouse or touchpad to sign your name. If you are not satisfied, click **Clear** to clear the box and try again.
4. Once you have signed electronically, click **MARK AS COMPLETE**. The form will lock, and a red check mark will show against the task in the left-hand task list. If all required tasks have been completed, the **SUBMIT** button will become available (see Step 7).

Step 8: Submit your application for review

Once there is a check mark next to all sections in the task bar, you are ready to submit your application. To submit your application, do the following.

1. Under the task bar, click **SUBMIT**. The Submit application screen appears.

2. To review your application and documentation before your final submission, click **REVIEW**.
3. If everything is correct, click **SUBMIT**. You will receive a confirmation message, and your application will be forwarded to the Canadian Red Cross for review. If additional information is required, a representative from the Canadian Red Cross will contact you.

4. To view this and other completed applications, click **View More Programs**. The View More programs Page appears.

Support to Small Business and Not-for-Profit Program
Additional Assistance
2021 BC Floods

Additional information

Changing your password

To change your password, do the following:

1. On the top right corner of the screen, click your name and, from the drop-down menu, select **My Account**.
2. Scroll down and click **Change Password**. The Change Password screen appears.
3. Enter the updated information and click **SAVE**.

Viewing in-progress and submitted applications

To display the applications that you have in progress or have submitted, do the following:

1. From the top menu, click **My Applications**. The Applications page appears with all of your in-progress or submitted applications. The application status will show as **Application in Progress** until you submit the application. For a list of application statuses, please see the table on the next page.

2. To view your application, click **VIEW**. The application opens.
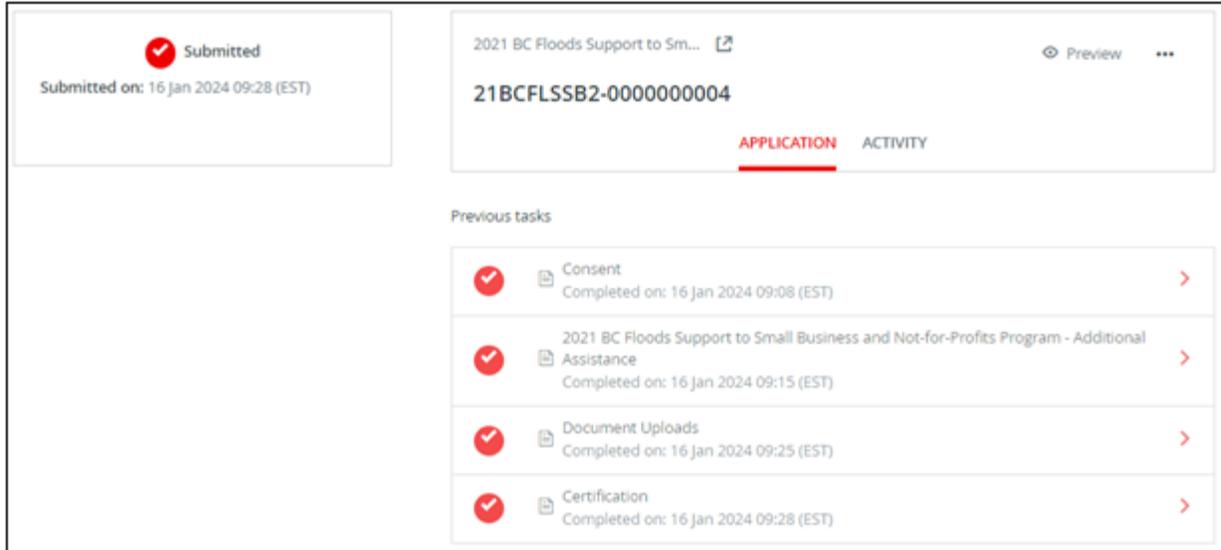
3. To preview the full application, at the top right, click **PREVIEW**. A preview of the application appears.
4. To download a copy of the application, at the top right, click **…** and, from the drop-down menu, select **Download**. A PDF of your application will open.

Understanding the application statuses

Once you complete your application, you will be able to view its status as it moves through the review process. The following table provides more information on what each status indicates.

In Progress	The application is being completed and has not yet been submitted.
Submitted	The application is complete and has been submitted to the Canadian Red Cross for review.
Under Review	The application is being reviewed by the Canadian Red Cross.
Check your email for important communication— Information required	The application is being reviewed, but additional information or documentation is required to complete the review. An email has been sent to you.

Getting support with your application

We are here to help! If you need help with completing your application, please call **1-833-966-4225**, Monday to Friday from 9:00 am to 7:00 pm (PST). We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at BCSmallBizSupport@redcross.ca to request assistance.