



Residential Mitigation Incentive Program

2021 BC Floods

TECHNICAL SUPPORT AND RESOURCES FOR APPLICANTS

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Use this document as a guide when applying to the Canadian Red Cross [2021 BC Floods Residential Mitigation Incentive Program](#).



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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:

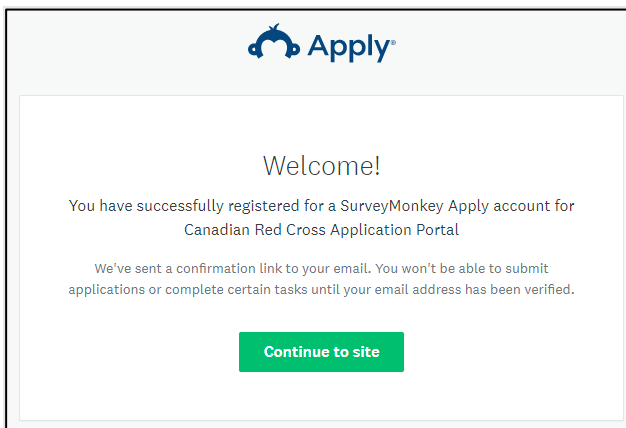
- For full information about the program, including FAQ, visit www.redcross.ca/BCFloods21/Mitigation.
- For privacy information about how SM Apply collects and stores user data, visit <https://help.smapply.io/hc/en-us/articles/360003749013-SurveyMonkey-Apply-Data-Privacy>.
- For support in addition to this document, contact our team at BCfloodmitigation@redcross.ca or at **1-833-966-4225** from **Monday to Friday between 9:00 a.m. to 6:30 p.m. 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 Residential Mitigation Incentive Program** 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.



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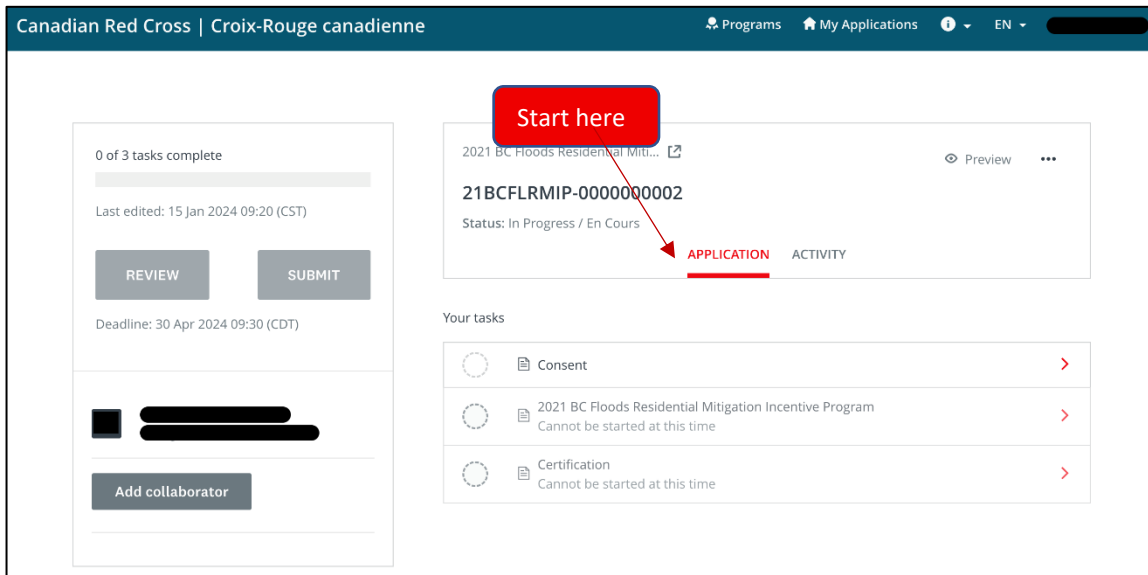
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Step 3: Start the application process

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

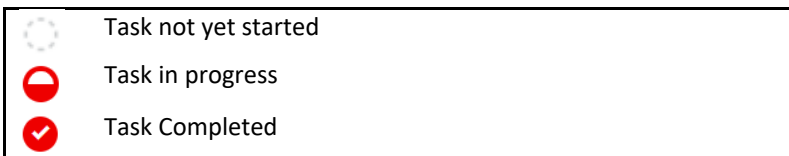
1. Consent (must be completed first)
2. Application Form
3. Document Uploads
4. Certification

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:



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.



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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**.

I agree

SIGNATURE

Clear

Print Name

SAVE & CONTINUE EDITING MARK AS COMPLETE



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Step 5: Complete the Application form

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

If you need help completing your application, call **1-833-966-4225** from Monday to Friday between 9:00 a.m. to 6:30 p.m. PST. We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at BCfloodmitigation@redcross.ca to request assistance.

The screenshot shows a web application interface. On the left is a task list with a progress bar indicating '1 of 3 tasks complete'. The tasks are 'Consent' (checked), '2021 BC Floods Residential Mitigation Incentive Program' (current), and 'Certification'. Below the task list are 'REVIEW' and 'SUBMIT' buttons and a deadline of '30 Apr 2024 09:30 (CDT)'. The main form area is titled 'Application Form - 21BCFLRMIP' and contains sections for 'Personal Information', 'Applicant Contact Information', and 'Property Address'. Each section has corresponding input fields for names, dates, and phone numbers.

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.



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.

This screenshot shows the top right corner of the application form. A dropdown menu is open, displaying 'Download' and 'Reset' options. The form title 'Application Form - 21BCFLRMIP' and a progress indicator '0%' are visible above the menu.



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Step 6: Complete the Certification form

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

A screenshot of a digital form for certification. It features a large rectangular box for a signature, with a horizontal line indicating where to sign. To the right of this box is a "Clear" button. Below the signature box is a "Date" label and a small text input field. At the bottom of the form, there are two buttons: "SAVE & CONTINUE EDITING" and "MARK AS COMPLETE".



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Step 7: 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.

A screenshot of the "Submit application" screen. The title "Submit application" is at the top. Below it, a light gray box contains the text: "Please confirm submission of your application. If you wish to take a look at the application before submitting, please Review it." At the bottom, there are three buttons: "CANCEL" (gray), "REVIEW" (gray), and "SUBMIT" (red).

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.

A screenshot of the "Application Submitted" confirmation screen. At the top center is a red checkmark icon. Below it, the text reads: "Application Submitted! Thank you for submitting your application." There are two buttons: "Go to My Applications" and "View more Programs", with "OR" centered between them.

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



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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**.

The screenshot shows a web interface for changing a password. At the top, there are navigation links for 'Programs' and 'My Applications', along with a user profile icon and a language dropdown set to 'EN'. The main heading is 'Change Password'. Below this, there are three input fields: 'Current password', 'New password', and 'Confirm new password', each with a toggle icon for visibility. A red 'SAVE PASSWORD' button is positioned below the 'Confirm new password' field. At the bottom of the form area, there is a larger red 'SAVE' button. On the right side, a dropdown menu is open, showing 'My Account' and 'Log Out' options.

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.

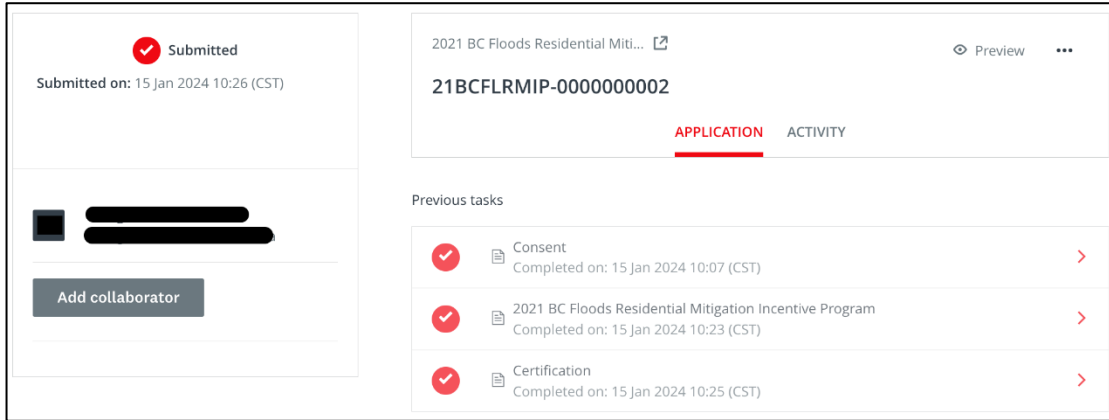
The screenshot displays the 'My Applications' page. The header includes the Canadian Red Cross logo and navigation links for 'Programs' and 'My Applications', with a language dropdown set to 'EN'. The page content is organized into a grid of application cards. Each card features a red 'VIEW' button at the top. The first card shows 'Last edited: 4 Jan 2024 08:32 (CST)'. The second and third cards show 'Submitted on: 12 Jan 2024 08:47 (CST)'. The fourth card is expanded, showing the program name '2021 BC Floods Residential Mitigation Incentive Program' and the application ID '21BCFLRMIP-000000002'. Below this, a green checkmark and the word 'SUBMITTED' are displayed. At the bottom of this card, another red 'VIEW' button is shown with the submission date 'Submitted on: 15 Jan 2024 10:26 (CST)'.



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- To view your application, click **VIEW**. The application opens.



- To preview the full application, at the top right, click **PREVIEW**. A preview of the application appears.
- 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** from Monday to Friday between 9:00 a.m. to 6:30 p.m. PST. We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at BCfloodmitigation@redcross.ca to request assistance.