

# My Smith Family Portal



# Why would I want to use *My Smith Family* portal?

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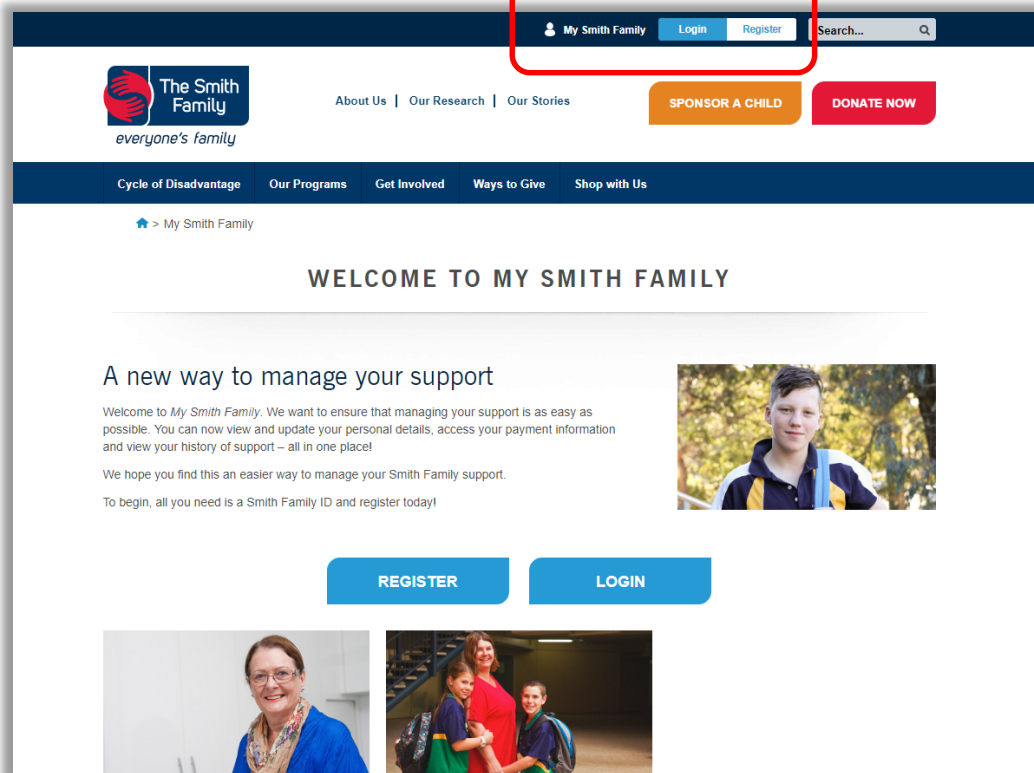
The portal, *My Smith Family*, allows existing sponsors and donors including VIEW Clubs to login to the website via desktop, tablet or mobile in order to view and manage their support of The Smith Family.

This includes:

- accessing payment details,
- managing your sponsorship/s with The Smith Family,
- viewing or downloading receipts,
- maintaining your personal details,
- as well as being able to correspond with your Club's sponsored child/ren.

# Getting Started – Register for use

thesmithfamily.com.au



The screenshot shows the website's navigation bar with a red box highlighting the 'My Smith Family' dropdown menu, which contains 'Login' and 'Register' options. Below the navigation bar is the main header with the Smith Family logo and tagline 'everyone's family', along with links for 'About Us', 'Our Research', and 'Our Stories'. There are also buttons for 'SPONSOR A CHILD' and 'DONATE NOW'. A secondary navigation bar lists categories like 'Cycle of Disadvantage', 'Our Programs', 'Get Involved', 'Ways to Give', and 'Shop with Us'. The main content area features a 'WELCOME TO MY SMITH FAMILY' heading, a sub-heading 'A new way to manage your support', and a paragraph explaining the benefits of the portal. A 'REGISTER' button is prominently displayed, along with a 'LOGIN' button. The page also includes a photo of a young boy and a photo of a woman and two children.

To use the portal you need to **Register**.

It's easy to do,  
just three easy steps

Just select the  
“Register” option

Already **Registered**  
then just **Login** –  
skip to Slide 7

# Registration – Step 1

The following slides take you through the registration process.



The screenshot shows the 'My Smith Family' registration page. At the top, there is a navigation bar with 'My Smith Family', 'Login', 'Register', and a search bar. Below this is the main header with the 'The Smith Family' logo and tagline 'everyone's family', along with links for 'About Us', 'Our Research', and 'Our Stories'. There are also buttons for 'SPONSOR A CHILD' and 'DONATE NOW'. A secondary navigation bar includes 'Cycle of Disadvantage', 'Our Programs', 'Get Involved', 'Ways to Give', and 'Shop with Us'. The main content area features the 'My Smith Family' logo and the heading 'REGISTER FOR MY SMITH FAMILY'. Below this, there is a text block explaining that users should enter their Smith Family ID, which can be found on receipts, letters, and emails. A form field is provided for the 'Smith Family ID', with a 'VIEW Club Supporter ID' button next to it. A 'GET STARTED' button is located below the form field. At the bottom, there is a link for 'Already have an account? Login here'.

## Step 1 – Enter in your **Supporter Id** then select “**Get Started**”

You can find your Supporter ID on any receipt (or similar correspondence) from The Smith Family.



If you need any help with any of these steps please contact Supporter Care on 1800 622 633

# Registration – Step 2

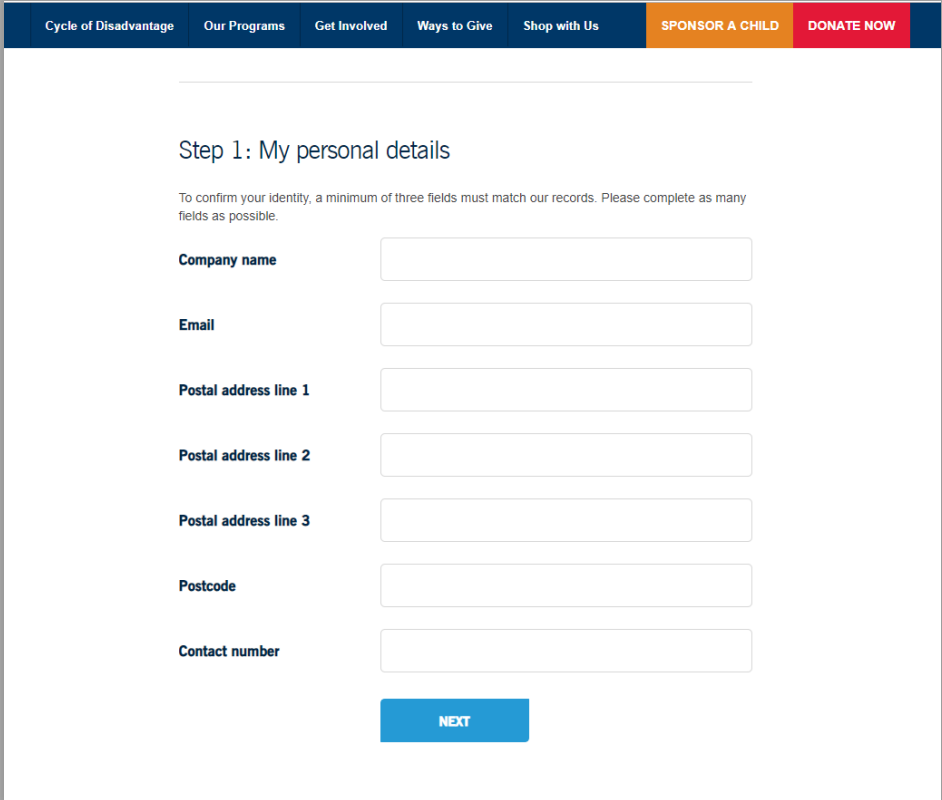
## Step 2 - Enter Details

(These details need to match your Smith Family record)

**Company Name** = VIEW Club Name

**Email** = registered club email address

**Postcode** = registered club postal address



The screenshot shows a web interface with a dark blue navigation bar at the top containing links: Cycle of Disadvantage, Our Programs, Get Involved, Ways to Give, Shop with Us, SPONSOR A CHILD, and DONATE NOW. Below the navigation bar, the page title is "Step 1: My personal details". A sub-header reads: "To confirm your identity, a minimum of three fields must match our records. Please complete as many fields as possible." The form contains seven input fields: Company name, Email, Postal address line 1, Postal address line 2, Postal address line 3, Postcode, and Contact number. A blue "NEXT" button is located at the bottom right of the form.



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# Registration – Step 3

The screenshot shows a registration form with a navigation bar at the top containing links: Cycle of Disadvantage, Our Programs, Get Involved, Ways to Give, Shop with Us, SPONSOR A CHILD, and DONATE NOW. The form is divided into two steps. Step 1, 'My personal details', is completed and marked with a green checkmark. Step 2, 'Set my login details', is the current step. It includes instructions: 'You're almost done. Please create the username and password that you will use to access My Smith Family. Your username must be a minimum of 6 characters and a maximum of 30 characters.' Below this are three input fields: 'Username' with the placeholder 'Type in your Username', 'Password' with the placeholder 'Type in your password', and 'Confirm password' with the placeholder 'Confirm your password'. A checkbox labeled 'I have read and accept the Terms & Conditions' is present, and a blue 'SUBMIT' button is at the bottom.

Step 3 –  
Select **User Name** =  
Club Name

Select **Password**  
(Minimum of 8 characters, must  
contain an UPPER case letter, a  
number and special character (eg ! #  
\$ % ^ &))

Submit



If you need any help with any of these steps please contact Supporter Care on  
1800 622 633

# My Smith Family Portal – ready to use

Your Smith Family Portal is now ready for use.

What would you like to find today?

## MY SMITH FAMILY

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- My summary
- My details
- My regular donations
- My receipts
- My sponsored students
- Logout


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### GET IN TOUCH

If any of the information you see here is incorrect, please email us [supportercare@thesmithfamily.com.au](mailto:supportercare@thesmithfamily.com.au) or call us on 1800 024 069 so that we can amend our records.

[CONTACT US](#)

### WHERE DOES THE MONEY GO?




### QUESTIONNAIRE

Which features of My Smith Family do you find useful? (select all that apply)


Welcome back Snake Gully VIEW Club

The summary below provides a snapshot of your sponsorship and the difference you've helped make for disadvantaged Australian children. Because of you we can help more young Australians in need to succeed at school and go on to a better future. Thank you for your ongoing support.


### My summary



1 STUDENT SPONSORED



YOU HAVE BEEN A SUPPORTER FOR 26 YEARS



38,876 CHILDREN IN NEED SUPPORTED BY SPONSORS LIKE YOU

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<b>Your last payment</b> <a href="#">View donation history</a>	\$576.00	<b>Your next payment is due</b> 01 Sep 2019 <a href="#">Manage billing &amp; payments</a>
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# Our contact details have changed

Has your Club contact details changed? You can change your details. Update

- Phone number/s
- Email
- Postal Address

Note: these details should always match details held by VIEW National Office. The Smith Family can only register one contact per VIEW Club.

## MY SMITH FAMILY

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My summary

My details

My regular donations

My receipts

My sponsored students

Logout

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[CONTACT US](#)

### My details

When your contact details are up-to-date we can communicate with you effectively and also reduce our administration costs. If any of your details are incorrect please click the "Edit details" button, update your information and save your changes. Thank you.

**Your Smith Family ID is 152425**

Company name\* Snake Gully VIEW Club

Title

First name\* Cheryl

Last name\* Powell

Why?

Postal address\* 15 Charles Sturt Drive

Suburb\* Palmerston

State\* WA


Postcode\* 6058

Country\* Australia

Contact number 08 8565 5652

Email\* snake.gully.view@gmail.com

[EDIT DETAILS](#)



Change our details



# Have not received our Tax Receipt

Missing a Tax Receipt for annual audit. You can download or email a copy here.

Get copies of our tax receipts

## MY SMITH FAMILY

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- My summary
- My details
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**CONTACT US**

### My receipts

Here you can view your donation history and download tax receipts for the last 2 years in one secure location. If you'd like to receive a copy of your receipt via email, simply click on the envelope icon below. New donations will appear in the list below within 2 business days of receipt.







**Please note:** any ongoing donations will appear in the listing, however an annual receipt will be available in July for your tax records. If you would like a receipt for any donations more than two years ago please contact us on 1800 024 069.

#### Donations

<b>This financial year</b>	\$576.00	<b>Last financial year</b>	\$576.00
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#### Receipts

Show  For the  **FILTER**

Date	Details	Amount	Receipts
6 AUG 2018	Sponsorship	\$576	 
30 AUG 2017	Sponsorship	\$576	 
31 AUG 2016	Sponsorship	\$576	 

Download/  
Print

Email

# We are missing a Student profile

MY SMITH FAMILY

My summary

My details

My regular donations

My receipts

My sponsored students

Logout

WHERE DOES THE MONEY GO?

ALL OUR SPONSORSHIP BENEFITS YOUR CHILD

By providing information with

Previous profiles +

Corresponding with your student +

Your correspondence history +

Correspondence guidelines +

Sponsorship information +

Art and Writing competition +

Find information about our student/s

For more information select a student and you can

- retrieve past profiles,
- correspond with your student/s and
- review correspondence history

Missing a student profile, you can get a copy here.

Select:

**“My sponsored students”** from the menu on the left, you will be presented with a list of your student/s.

**Appropriate Student**, if more than one

# Things to remember

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- Supporter ID is located on all Tax Receipts or similar correspondence
- **Club Details must match the details held by The Smith Family – main club contact**
  - Correct VIEW Club name
  - Email address – Club email address
  - Postcode matches Club's postal address
- The Smith Family Portal can only hold one set of contact details
- Password – Min 8 characters, must contain an UPPPER case letter, a number (8) and special character (! # \$ % ^ &)
- Help is always available by contacting Supporter Care on 1800 622 633

