FAQs – Making an Application
Holiday Grants Programme

I have an online account with you from my last grant, which was made. Will my log-in details still work?

Yes. Your account with our grants application system is still valid and you can use it to make applications. Look at the emails we sent you when you created your account if you can't remember your log-in details.

Why do I have to set up an account?

The Henry Smith Charity processes all its Holiday Grant applications through an online portal and in order to access the application form you must have an account.

I have forgotten my password

Go to the Log-In page. You can access this by clicking on the 'Return to Existing Application' link on the Holiday Grants section of our website.

Please type your email address into the 'Email' field and click 'Forgot Password'.

You should receive an email with a temporary password that needs to be reset immediately. If you cannot find this mail, check your spam folder.

When I login to my account nothing happens

Your browser may not accept cookies which stops the online application form from launching. You need to adjust your browser to accept cookies.

Our fundraiser has left and we do not have the login details

Please contact us at administration@henrysmithcharity.org.uk with the relevant email address and we can reset the login details for you.

Can you send me a paper copy of the application form?

For your convenience, we provide a sample PDF copy of the application form on our website. Please note that this is for guidance only. We can only accept applications submitted via the online application process.

Please also note that the questions in the online application form may have been updated since the PDF documents were produced.

You can find the sample application form in Holiday Grants section of our website.

You can also print out a copy of your application by clicking the 'Printer Friendly Version' link at the top right hand corner of the form.

If you are not able to access our application system to submit an application, please contact Sarah Pearce on 020 7264 4988.

What browser should I use when completing the application form?

We strongly recommend that you use Internet Explorer when completing the online form. In particular, previous applicants have experienced problems when using Google Chrome and Firefox.

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

No, you can save and come back to your application at a later time by clicking the 'Save & Finish Later' button at the bottom of each screen.

I made a mistake when I was answering the quiz questions and now the link to the quiz gives me an error message and I can't access the quiz.

If you have made a mistake filling in the quiz, if you clear your browsing history on your browser, you should be able to access the quiz through the link if you try again.

When I click on the Back and Forward buttons to go through the application form I find that I have to login again

To move to the next page, please click the 'Next' button at the bottom of the page. You can also navigate between sections by clicking on the page title which appears as a ribbon at the top of the application form.

Do not use the 'Back' or 'Forward' buttons on your browser to navigate through your application.

When I copy and paste text into the form, I have experienced formatting and technical problems. How can I prevent this?

Before copying text into the form, first paste the text into either Notepad (Windows) or TextEdit (Mac) to remove unwanted formatting. We also strongly suggest that you avoid using bullet points and other similar design elements.

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

Unfortunately some browsers will assume that you are submitting information to an American organisation and will change the format accordingly. To change this you need to change the setting of your browser.

Our system will pick up the dates in the correct format but will not change American spelling back to English.

Can you have a look at my application before I submit it?

We are not able to review applications prior to submission and we can only see the content of your application once it has been submitted.

How will I know that my application has been submitted?

After you have submitted an application you will receive a confirmation email. It will give you a number for your application and will provide a full overview of the details you provided.

Please make sure that you keep this email for your records.

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

Unfortunately an application cannot be edited after submission. You will have to resubmit the application.

However, you can retrieve a copy of the submitted application if you login to your account and then simply copy and paste the answers that you still want to submit.

To void the submitted application please contact us with your details and the application reference number and let us know that you would like to withdraw the application.

The system is not accepting my details when trying to create a new account

This usually happens when an account for this email address already exists (perhaps set up by a former employee or colleague). Please click on 'Forgot your Password?' and follow the steps to have a temporary password sent to this email address, which then will allow you to change it to your preferred password.

Can we view previous submitted applications?

Yes, if you log back into your account you can log back in to your Henry Smith Online account and select 'Submitted Applications' in the drop down window in the bottom right corner of the accounts page.

I was working on an application last year, where has it gone?

We're sorry about this. Usually applications expire if not activated / worked on within a six month time frame. However, sometimes this period is shortened due to maintenance updates or changes to application forms.

Why isn't the application form showing the right details?

Try clearing the cache and cookies of your browser. Try following the instructions at: http://www.wikihow.com/Clear-Your-Browser's-Cache

Why does it say our files are not being accepted?

There are two likely reasons why the system is not accepting an attachment:

Either the file is too large (needs to be smaller than 10Mb) or it's an unrecognised file type.

You can only upload files with the following file extension: pdf, doc, docx, xls, xlsx, ppt, pptx, txt)

Can I attach more information (eg a business plan / impact report) to my application?

Please do not attach additional information. In order to be fair to all applicants we have designed our application form to provide the information we need.