



# APPLYING FOR 2024 ALBERTA WILDFIRES SUPPORT TO SMALL BUSINESS AND NOT- FOR-PROFIT ADDITIONAL ASSISTANCE PROGRAM

## A Guide for Applicants

---

<https://redcross.smapply.ca>

---



Contents

Contents ..... i

About this guide ..... 1

Creating a SurveyMonkey Apply account..... 1

Using the application form ..... 2

    Opening your application form ..... 2

    Starting the application process ..... 2

    Understanding the Task List..... 3

    Completing the Consent form..... 3

    Completing the Application form ..... 4

    Printing the Application form..... 5

    Saving your work ..... 5

    Completing and editing sections ..... 6

    Completing the Business / Organization Documentation Form ..... 7

    Completing the Certification form ..... 9

    Submitting your application ..... 10

    Understanding the application statuses ..... 11

Managing your SurveyMonkey Apply account ..... 12

    Changing the name or email associated with your account..... 12

    Changing your password..... 13

    Viewing in-progress and submitted applications ..... 13

    Adding a collaborator to your application ..... 14

    Changing application ownership ..... 15

    Changing collaborator access ..... 16

    Removing a collaborator..... 17

    Resolving issues with your account ..... 18

    Resetting your password ..... 19



## Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

### About this guide

This guide provides a basic overview of how to complete, edit and submit an application to the 2024 Alberta Wildfires Support to Small Business and Not-for-Profit program using SurveyMonkey Apply.

In addition to this guide, you can get support with using SurveyMonkey Apply as follows:

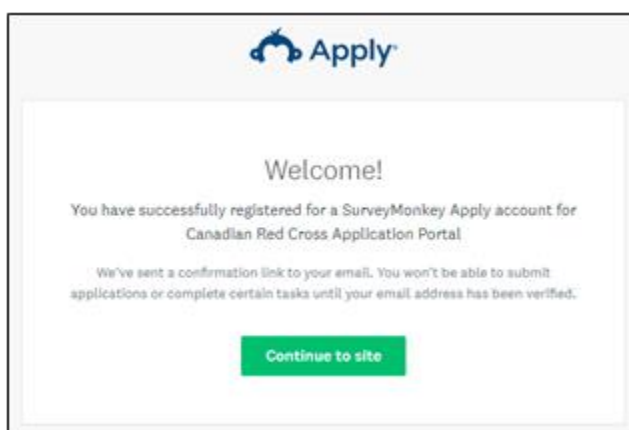
1. For questions about SurveyMonkey Apply, see the [SurveyMonkey Apply FAQ](#).
2. If you need support for a technical issue with SurveyMonkey Apply, access their [customer support](#).
3. If you need support with the application process, contact our team at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or at [1-833-966-4225](tel:1-833-966-4225), Monday to Friday from 9:00 am to 6:30 pm (Mountain Time), closed on weekends and statutory holidays

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.

### Creating a SurveyMonkey Apply account

Before starting your application, you must create a SurveyMonkey Apply account:

4. On any web-enabled computer or mobile device, go to <https://redcross.smapply.ca>.  
**Note:** SurveyMonkey Apply works best on Firefox, Google Chrome or Microsoft Edge.
5. At the top of the page, click **Register**. The **Registration** page appears.
6. Create your account:
7. In the appropriate text boxes, enter your name and email.
8. Choose and enter a secure password.
9. Click **CREATE ACCOUNT**.
10. The system will send a prompt to verify your email.
11. If you do not verify your email address, an error message appears. You will be unable to continue with your application. To resend the verification link, click **Send verification link**.
12. Upon successful verification, the **Welcome** page appears. To continue with your application, click **Continue to site**.



See SurveyMonkey Apply—General Account FAQ—How do I register as an applicant  
<https://help.surveymonkey.com/en/apply/faqs/account-faq/>



# Using the application form

This section provides an overview of how to use the application form, including the **Task List**, saving your work and editing sections.

## Opening your application form

- 1. You can open an application from the **Canadian Red Cross SurveyMonkey Apply** page:
- 2. Go to <https://redcross.smapply.ca> and select the **2024 Alberta Wildfires Support to Small Businesses and Not-for-Profits Additional Assistance Program**
- 3. To access specific information about the program, under the program title, click **MORE**. The **Program Information** page appears.

To begin your application, click **APPLY**. The **Application Form** opens.

## Starting the application process

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

- 1. Consent Form (must be completed first)
- 2. Application Form
- 3. Business / Organization Documentation Form
- 4. Expenses and Receipts Submission Form
- 5. Certification Form

You must complete the five tasks, marking each as **Complete**, before you can submit your application. Work through the steps listed on the Task List.

0 of 5 tasks complete

Last edited: 3 Apr 2025 18:47 (MDT)

REVIEW

SUBMIT

Deadline: 29 Aug 2025 23:59 (MDT)

RN

Add collaborator

2024 Alberta Wildfire - Support ...

Preview

...

24ABWFSSB2-0000000001

Status: In Progress

APPLICATION

ACTIVITY

Your tasks

Consent Form

>

Application Form

Cannot be started at this time

>

Document Upload Form

Cannot be started at this time

>

Expenses and Receipts Submission Form

Cannot be started at this time

>

Certification Form

Cannot be started at this time

>

Page 2 of 20




Internal - Interne



## Understanding the Task List

The **Application Form** consists of several tasks. Some of the tasks are mandatory.

Once you begin the application, the **Task List** appears on the left-hand side of your page. The **Task List** provides a road map of all the tasks that must be completed. The **Task List** icons provide the following information:

	Task not yet started
	Task in progress
	Task completed

Use the **Task List** to navigate through the application steps. The progress bar below the **Task List** provides a summary of your progress (e.g., 2 of 3 tasks complete). At any point, you can save your progress and return to complete the application at another time.

Before you can submit your application, **all mandatory tasks must have a red check mark.**

## Completing 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



Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

Completing the Application form

Once you have completed the Consent form, click on the Application form located on the left corner of your screen.If you require assistance to upload documents or have questions, please email us at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or call 1-833-966-4225 between 9 a.m. and 6:30 p.m. Mountain Time, Monday to Friday, closed weekends and statutory holidays. Please include your application number with all correspondence.

Back to application

2024 Alberta Wildfire - Support to S...  
24ABWFSSB2-0000000001  
ID: 24ABWFSSB2-0000000001 | Status: In Progress

Consent Form

Application Form

Business / Organization Documentation Form

Expenses and Receipts Submission Form

Certification Form

1 of 5 tasks complete

Application Form

Application Form - 2024 Alberta Wildfires Small Business/NFP Additional Assistance

Task 2 of 6

0%

CONTACT INFORMATION

The Canadian Red Cross defines **Applicant** as:  
The Small Business or Not-for-Profit that is applying for funding

Are you:

☐ I am the Applicant, filling out my own application for my Business or Organization

☐ I am NOT the Applicant, but filling out the application on behalf of the Business or Organization

Applicant Information



Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

## Printing the Application form

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 **three dots** 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 **three dots** menu, all the data in your form will be deleted.

A screenshot of the SurveyMonkey application form interface. At the top, it says "2024 Alberta Wildfire - Support to Small Business and Not-for-Profit Program". Below this, the title "Application Form - 24ABWFSSB" is displayed. A progress bar shows "0%". On the right, there is a "three dots" menu button. A dropdown menu is open, showing "Download" and "Reset" options. Below the title, the section "APPLICANT INFORMATION" is visible.

## Saving your work

As you complete the form, you can save your work periodically:

- At the bottom of the form, click **SAVE & CONTINUE EDITING**.

Two buttons are shown side-by-side. The left button is grey and labeled "SAVE & CONTINUE EDITING". The right button is red and labeled "MARK AS COMPLETE".

- The system alerts you if the form contains errors, including whether there are blank fields that have not yet been filled out. **The form will still save with the errors.**

A rectangular box with a red border and a red triangle icon containing a white exclamation mark. To the right of the icon, the text "The form contains errors." is displayed.

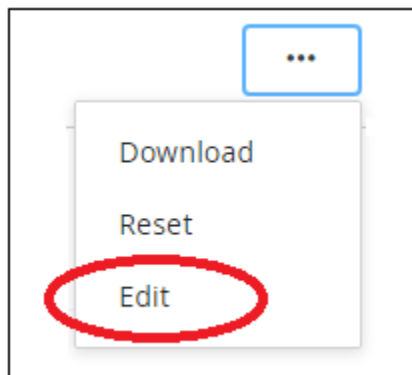
- Once you save the partially completed form, the status of your form in the **Task List** will turn half red to indicate it is in progress



## Completing and editing sections

Once you have finished a section, you can mark it as complete:

16. At the bottom of the form, click **MARK AS COMPLETE**. The task will get a red check mark on the **Task List**.
17. If you have completed the section and would like to return to make a change, you can reopen it:
18. At the top of the page, click the **three dots**. A drop-down menu appears.



- a. Select **EDIT**.
- b. Once you have completed your edits, click **MARK AS COMPLETE** again.







Completing the Business / Organization Documentation Form

Once you have completed the Application form, click on the Business / Organization Documentation form located on the left corner of your screen.

If you require assistance to upload documents or have questions, please email us at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or call 1-833-966-4225 between 9 a.m. and 6:30 p.m. Mountain Time, Monday to Friday, closed weekends and statutory holidays. Please include your application number with all correspondence.

To upload your documents, do the following:

- 19. 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.
- 20. 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.

Back to application

2024 Alberta Wildfire - Support to S...  
24ABWFSSB2-0000000001  
ID: 24ABWFSSB2-0000000001 | Status: In Progress

Consent Form

Application Form

Business / Organization Documentation Form

Expenses and Receipts Submission Form

Certification Form

1 of 5 tasks complete

Business / Organization Documentation Form

Document Upload - 2024 Alberta Wildfires Small Business/NFP Additional Assistance

TASK 3 OF 6

ORGANIZATION DOCUMENT UPLOAD

We understand that gathering all the required documentation can take time, and we are here to work with you.

You can choose to "Save & Continue Editing" located at the bottom of the form if you don't have all the information and return later to complete it.

You can also choose to click "Mark as Complete" on the bottom of this screen to submit your application. You can provide receipts and documents later, if you don't have everything.

If you require assistance to upload documents or have questions, please email us at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or call 1-833-966-4225 between 9 a.m. and 6:30 p.m. Mountain Time, Monday to Friday, closed weekends and statutory holidays. Please include your application number with all correspondence.

To ensure confidentiality, you may redact your SIN number and date of birth.



## Completing the Expenses and Receipts Submission Form

Once you have completed the Business / Organization Documentation form, click on the Expenses and Receipts submission form, located on the left corner of your screen.

You are required to enter your expenses and upload all corresponding receipts, documents or photos.

If you require assistance to upload documents or have questions, please email us at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or call 1-833-966-4225 between 9 a.m. and 6:30 p.m. Mountain Time, Monday to Friday, closed weekends and statutory holidays. Please include your application number with all correspondence.

2024 Alberta Wildfire - Support to S...

24ABWFSSB2-0000000001

ID: 24ABWFSSB2-0000000001 | Status: In Progress

✓

Consent Form

Application Form

Business / Organization Documentation Form

Expenses and Receipts Submission Form

Certification Form

1 of 5 tasks complete

Last edited: 7 Apr 2025 08:20 (MDT)

REVIEW

SUBMIT

Expenses and Receipts Submission - 2024 Alberta Wildfires Small Business/NFP Addition

TASK 4 OF 6

EXPENSES AND RECEIPTS SUBMISSION

We understand that gathering all the required documentation can take time, and we are here to work with you.

You can choose to "Save & Continue Editing" located at the bottom of the form if you don't have all the information and return later to complete it.

You can also choose to click "Mark as Complete" on the bottom of this screen to submit your application. You can provide receipts and documents later, if you don't have everything.

If you require assistance to upload documents or have questions, please email us at [ABSmallBizSupport@redcross.ca](mailto:ABSmallBizSupport@redcross.ca) or call 1-833-966-4225 between 9 a.m. and 6:30 p.m. Mountain Time, Monday to Friday, closed weekends and statutory holidays. Please include your application number with all correspondence.

Enter your expenses in the table below.

Please note: Select from the drop-down menu in the Category column. If you have more than one receipt for the same type of expense, you can group them together and enter the total amount.

Sample Expense

Select the category that applies	Total Amount	Explanation of Expense
----------------------------------	--------------	------------------------



Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

Completing the Certification form

Once you have completed the Expenses and Receipts Submission form, click on the Certification form located on the left corner of your screen.

Certification

Certification - 2442WPSB

CERTIFICATION FORM

By submitting your application, you confirm that you understand, acknowledge, agree, and consent that:

You have the authority to submit this application on behalf of the business or organization for which you are applying.

- Additional documentation may be required to support all the application and that additional documentation can be requested at any time to confirm the accuracy of the information provided.
- The information contained in your application is truthful and accurate. Any false statements or omissions may disqualify the application.
- The information collected will be used for the purposes of evaluating your application for the Support to Small Business and Non-Profit Organizations Program providing, and continually improving such services, research and communicating with you. This includes any personal information you may disclose as part of your application.
- The information you provide may be shared and disclosed in full or part as required or permitted by law, and/or if the Canadian Red Cross is threatened or subject to a legal proceeding or must require disclosure.
- The information you provide may also be provided to government agencies, service providers or other third parties as required to deliver, coordinate, support, and administer funding or other humanitarian assistance.
- You further acknowledge that the Canadian Red Cross may disclose information about you from these above mentioned third parties.
- The information you provide will be collected and stored on the Web Apply platform in accordance with their terms and conditions and may also be stored in secure filing systems and electronically in Canadian Red Cross' systems and accessible to Canadian Red Cross personnel supporting in the administration of the Support to Small Business and Non-Profit Organizations Program.

For greater clarity, and in addition to the above, by completing this application, you are formally declaring that all information provided in your application is accurate, complete, and truthful, and you are giving your consent to the Canadian Red Cross to collect, use, and disclose your information in the manner previously described.

Signature

Clear

Print Name:

Date:

After clicking "Back to complete" please scroll down and hit the red "Submit" button on the left to finalize your submission.

Agents must click on a Marquee content complete x, before clicking on the left of signature to be marked as complete x to give the your final signature documents.

BACK & CONTINUE EDITING

MARK AS COMPLETE



## Submitting your application

Once there is a check mark next to all sections in the Task List, you are ready to submit your application:

21. Under the Task List, click **SUBMIT**. The Submit application pop-up window appears.

A screenshot of the "Submit application" pop-up window. It has a title bar "Submit application". Below the title bar, there is a light gray box containing the text: "Please confirm submission of your application." and "If you wish to take a look at the application before submitting, please Review it." At the bottom of the window, there are three buttons: "CANCEL" (gray), "REVIEW" (gray), and "SUBMIT" (red).

22. To review your application and documentation before your final submission, click **REVIEW**.
23. 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 message. It features a red checkmark icon at the top. Below the icon, the text reads "Application Submitted!" and "Thank you for submitting your application." At the bottom, there are two buttons: "Go to My Applications" and "View more Programs", separated by the word "OR".

24. To view this and other completed applications, click **View More Programs**. The View more programs page appears.



## Understanding the application statuses

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

<b>In Progress</b>	The application is being completed and has not yet been submitted.
<b>Submitted</b>	The application is complete and has been submitted to the Canadian Red Cross for review.
<b>Under Review</b>	The application is being reviewed by the Canadian Red Cross.
<b>Project Active</b>	The application has been selected and is active.
<b>Withdrawn</b>	The applicant has withdrawn their application from consideration.
<b>Duplicate Application</b>	Multiple applications from the same applicant/organization have been submitted. The Canadian Red Cross will contact the applicant to confirm and merge the applications.
<b>File Closed</b>	The application has been closed and will no longer be processed.



Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

## Managing your SurveyMonkey Apply account

You can update the name or email associated with your account, change your password, add and remove collaborators, change the application owner, view in-progress and submitted applications, and resolve issues with your account.

### Changing the name or email associated with your account

Once you have created an account in SurveyMonkey Apply, you can change the name and/or email address associated with the account:

1. Log in to your SurveyMonkey Apply Account.
2. At the top right-hand side of the page, click your name. A drop-down menu appears.



3. Select **My Account**. The **Account Settings** page opens.

4. In the appropriate fields, enter your updated information (name, email and/or time zone preference).
5. At the bottom of the page, click **Save**.



## Changing your password

To change your password, do the following:

- 25. On the top right-hand side of the page, click your name. A drop-down menu appears.
- 26. Select **My Account**.
- 27. Scroll down and click **Change Password**. The **Change Password** page appears.
- 28. In the appropriate fields, 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, see **Understanding the Application statuses** on page 10.
- 2. To view your application, click **VIEW**. The application opens.



## Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

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 the **three dots**. A drop-down menu appears.
5. Select **Download**. A PDF of your application opens.

## Adding a collaborator to your application

We understand that you may need to add multiple users to the application process to complete the application form. When this is needed, you can add a collaborator to your application form. Adding a collaborator allows multiple users to view and edit an application without having to share the same log-in information.

To add a collaborator, do the following:

1. Ensure the user you are adding as a collaborator has an account for SurveyMonkey Apply.
2. Log in to your account.
3. Open the application to which you want to add a collaborator.
4. On the left-hand side of the page, click **Add Collaborator**. A pop-up window appears.
5. In the appropriate text box, enter the collaborator's email address.
6. Under **Type of access**, select the collaborator's permissions as **View & Edit** or **View Only**.
7. In the **Message** text box, enter an optional message to the collaborator.

A screenshot of a web-based pop-up window titled "Collaborators" with a close button (X) in the top right corner. The window has a light gray background. Below the title, there is a heading "Add collaborators to view or contribute to your application" followed by the instruction "Email address of collaborators Separate addresses by commas". Below this is a large text input field. Underneath the input field is the "Type of access" section, which includes two radio buttons: "View & edit" (which is selected) and "View only". Below the radio buttons is a text input field labeled "Message (optional)". At the bottom right of the window is a red button with the text "SEND INVITE".

8. Click **Send Invite**.
9. The collaborator will receive the email invite, and they will have the choice to either **Join** or **Decline** the invite.
10. Once the collaborator clicks **Join**, they will need to log in to their account. Once they log in, they will be successfully added as a collaborator to the application.

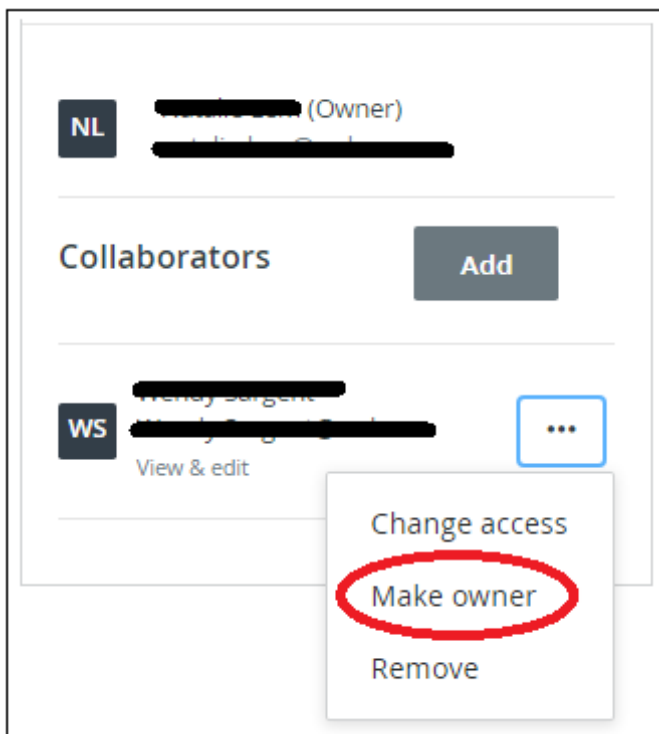




## Changing application ownership

To change the ownership of the application, do the following:

1. Ensure the person to whom you are transferring ownership is a collaborator. (See **Adding a collaborator to your application** on page 8.)
2. Log in to your account.
3. Open the application for which you want to change ownership. There is a list of collaborators on the left-hand side of the page.
4. Find the name of the collaborator to whom you want to transfer ownership and, to the right of the collaborator's name, click the **three dots**. A drop-down menu appears.
5. Select **Make owner**. Ownership of the application is automatically transferred to the collaborator.

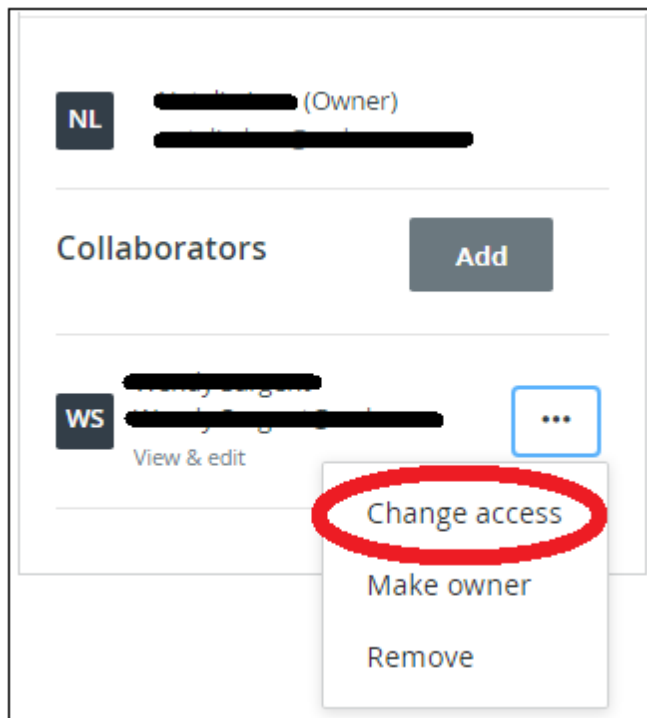




## Changing collaborator access

To change a collaborator's access, do the following:

1. Log in to your account.
2. Open the application for which you want to change the collaborator's access. The list of collaborators is on the left-hand side of the page.
3. Next to the name of the collaborator whose access you want to change, click the **three dots**. A drop-down menu appears.



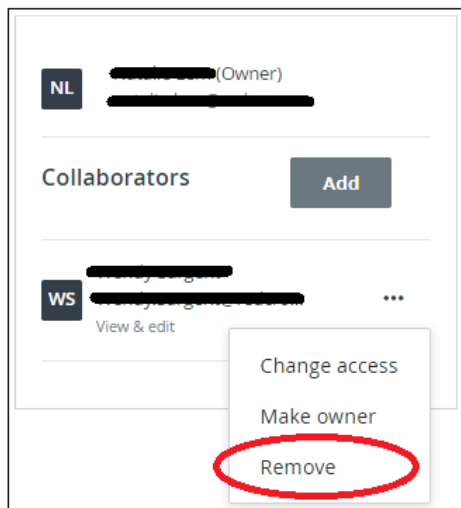
4. Select **Change Access**. The collaborator's access will be automatically changed to the other option available. For example, **View & Edit** will change to **View Only**, and vice versa.



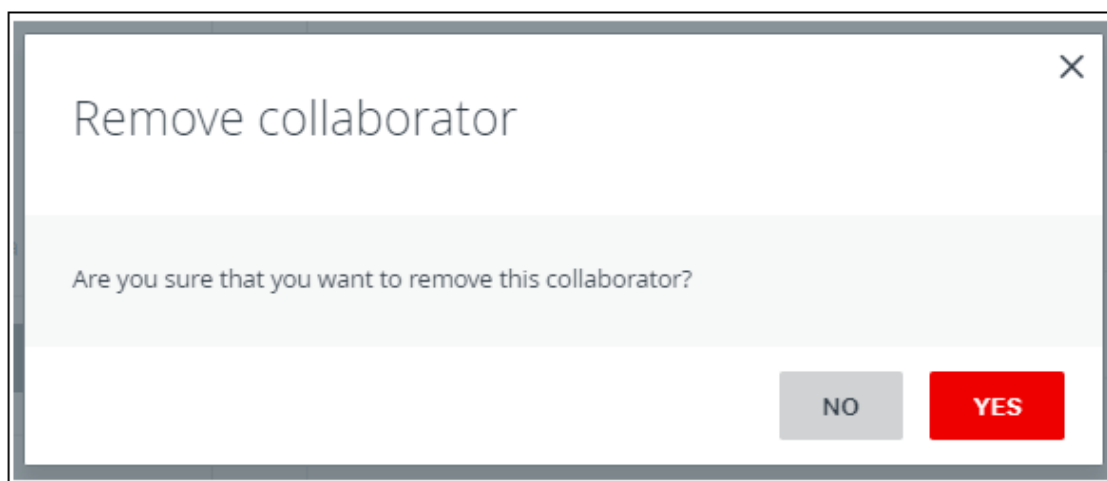
## Removing a collaborator

To remove a collaborator, do the following:

1. Log in to your account.
2. Open the application from which you want to remove the collaborator. The collaborators are listed on the left-hand side of the page.
3. Next to the name of the collaborator you want to remove, click the **three dots**. A drop-down menu appears.
4. Select **Remove**.



5. A pop-up message appears, asking if you are certain you want to remove the collaborator. Click **Yes**. The collaborator is automatically removed.



## Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

### Resolving issues with your account

If you are having issues with your account set-up or with logging in, contact SurveyMonkey Apply support:

1. On any web-enabled computer or mobile device, go to <https://redcross.smapply.ca>.
2. At the top of the page on the right-hand side, click the **Information** icon. A drop-down menu appears with several options.



3. Select the option that is closest to what you need support with.





## Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

## Resetting your password

If you need to reset your password, do the following:

1. Go to the **Canadian Red Cross SurveyMonkey Apply Homepage** at <https://redcross.smapply.ca>.
2. Click **Applicant Log-in**.

Under the **Email** and **Password** text boxes, click **Forgot your password?** The **Forgot your password** page appears.

A screenshot of the "Apply" login page. At the top is the "Apply" logo. Below it, the text "Log in with" is followed by three buttons: Facebook (f), Twitter (t), and Google (G). Below these is a horizontal line with "OR" in the center. Underneath is an "Email" text box with a cursor. Below that is a "Password" text box with a toggle icon. To the right of the password box is a link that says "Forgot your password?". At the bottom is a large green button labeled "LOG IN". Below the button is a link that says "Or Sign in with CRC Single Sign On".


1. In the text box, enter the email address that you use to log in to the site.
2. Click **Send Instructions**.

A screenshot of the "Forgot your password?" page. At the top is the "Apply" logo. Below it is the text "Forgot your password?". Underneath is a message: "Enter the email address associated with your account and we will send you instructions." Below this is an "Email" text box with a cursor. At the bottom is a large green button labeled "SEND INSTRUCTIONS".



Applying for Canadian Red Cross Programs Using SurveyMonkey Apply

- 3. The system will send instructions to the email you entered. If you cannot locate the email in your inbox, check your Spam or Junk folder.
- 4. Click the link within the email.
- 5. In the appropriate fields, enter a new password and confirm the password.
- 6. Click **Reset Password**.

	See SurveyMonkey Apply—General Account FAQ—How do I reset my password? <a href="https://help.surveymonkey.com/en/apply/faqs/account-faq/">https://help.surveymonkey.com/en/apply/faqs/account-faq/</a>
---	---