



Applying for the Regional Municipality of Wood Buffalo Wildfire Residential Mitigation Incentive Program

A Guide for Applicants

<https://redcross.smapply.ca>

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About this guide

This guide provides a basic overview of how to complete, edit and submit an application to the **Regional Municipality of Wood Buffalo (RMWB) Wildfire Residential Mitigation Incentive Program using SurveyMonkey Apply**.

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

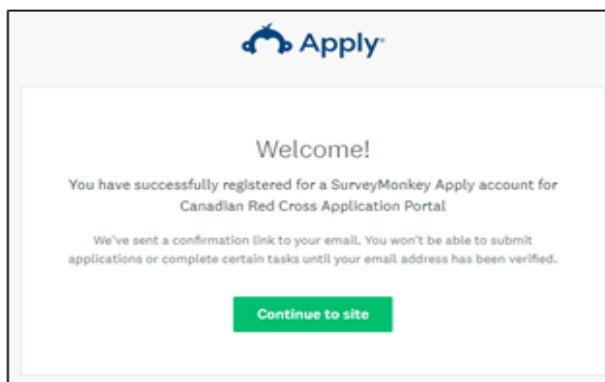
1. For questions about SurveyMonkey Apply, see the [SurveyMonkey Apply FAQ](#).
2. If you need support for a technical issue with SurveyMonkey Apply, access their [customer support](#).
3. If you need support with the application process, contact our team at RMWBmitigation@redcross.ca or at 1-833-966-4225 from Monday to Friday from 9:00 a.m. to 5:00 p.m. Mountain Time, closed on weekend 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:

1. On any web-enabled computer or mobile device, go to <https://redcross.smapply.ca>.
2. **Note:** SurveyMonkey Apply works best on Firefox, Google Chrome or Microsoft Edge.
3. At the top of the page, click **Register**. The **Registration** page appears.
4. Create your account:
5. In the appropriate text boxes, enter your name and email.
6. Choose and enter a secure password.
7. Click **Create Account**.
8. The system will send a prompt to verify your email.
9. 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**.
10. 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

You can open an application from the **Canadian Red Cross SurveyMonkey Apply** page:

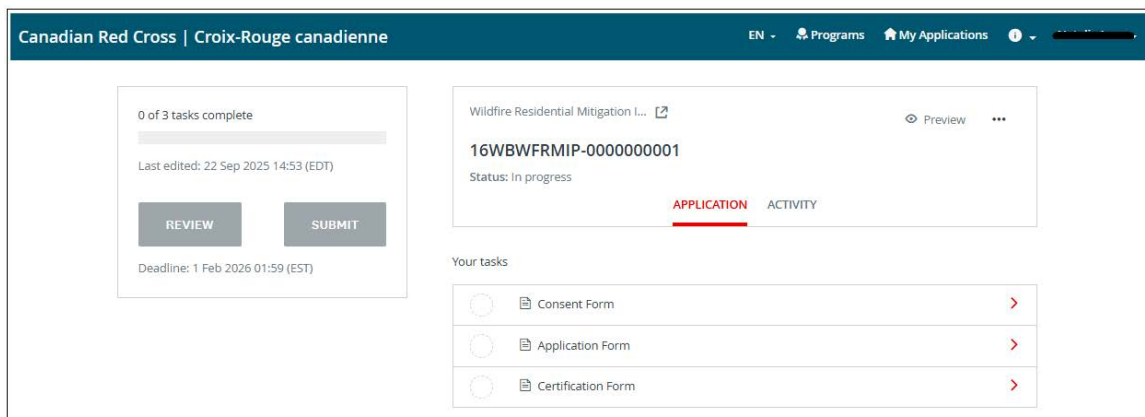
1. Go to <https://redcross.smapply.ca> and select the **RMWB Wildfire Residential Mitigation Incentive Program**
2. To access specific information about the program, under the program title, click **More**. The **Program Information** page appears.
3. To begin your application, click **Apply**. The **Application Form** opens.

Starting the application process

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

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


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





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

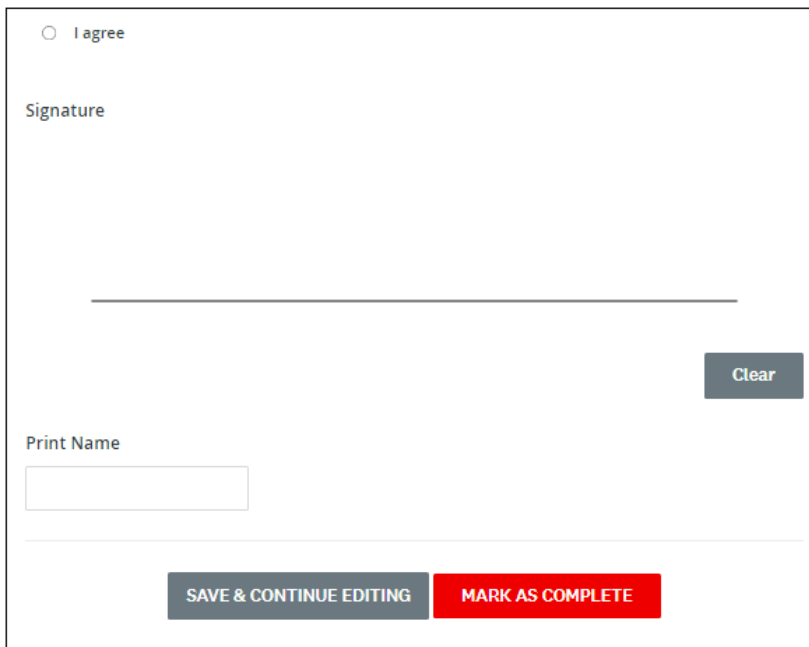
Use the **Task List** to navigate through the application steps. The progress bar below the **Task List** provides a summary of your progress (e.g., 2 of 3 tasks complete). At any point, you can save your progress and return to complete the application at another time.

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**.



The screenshot shows a form with the following elements:

- A radio button labeled "I agree".
- A "Signature" section with a large horizontal line for signing and a "Clear" button to the right.
- A "Print Name" section with a text input box.
- At the bottom, two buttons: "SAVE & CONTINUE EDITING" (grey) and "MARK AS COMPLETE" (red).

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 need help completing your application, call **1-833-966-4225** from Monday to Friday from 9:00 a.m. to 5:00 p.m. Mountain Time, closed on weekend and statutory holidays. We can take your information and have a Canadian Red Cross representative call you back to help. You can also email us at RMWBmitigation@redcross.ca to request assistance.

The screenshot shows a web application interface. On the left, a sidebar contains a 'Back to application' link at the top. Below it, the application details are listed: 'Wildfire Residential Mitigation Incentive Program', ID: 16WBWFRMIP-0000000001, and Status: In progress. A progress bar shows '1 of 3 tasks complete'. The tasks listed are 'Consent Form' (checked), 'Application Form' (selected with a red bar and arrow), and 'Certification Form'. At the bottom of the sidebar, there are 'REVIEW' and 'SUBMIT' buttons, and a deadline of '1 Feb 2026 01:59 (EST)'. The main content area is titled 'Application Form - Wildfire Residential Mitigation Incentive Program' and shows 'TASK 2 out of 4' with a 0% progress indicator. The 'Program Requirements' section contains text about reading requirements and a radio button for 'I understand'. At the bottom of the main area are 'SAVE & CONTINUE EDITING' and 'NEXT' buttons.

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.

This screenshot is similar to the previous one but shows the 'three dots' menu open in the top right corner of the main content area. The menu contains three options: 'Download', 'Reset', and 'Edit'. The 'Application Form' task is now marked as 'Completed 24 Sep 2025 14:13 (EDT)'. The 'Consent Form' task is now checked with a red checkmark. The 'Program Requirements' section is visible, showing the text 'I have read the program requirements outlined on the website and understand that:'.

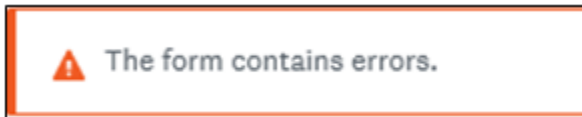
Saving your work

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

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



2. 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.**

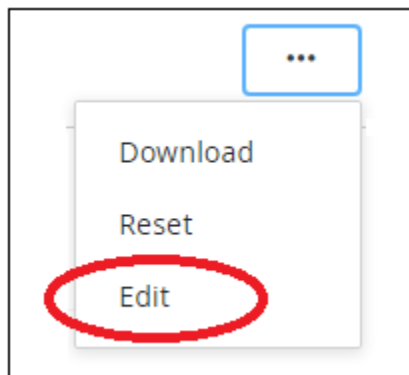


3. Once you save the partially completed form, the status of your form in the **Task List** will turn half red to indicate it is in progress.

Completing and editing sections

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

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



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



Completing the Certification form

Once you have completed the Application Form, click on the Certification form located on the left corner of your screen.

[Back to application](#)

Regional Municipality of Wood Buffalo
16W5WFRM-P-000000001
ID: 16W5WFRM-P-000000001 | Status: In progress

- Consent Form
- Application Form
- Certification Form

2 of 3 tasks complete

Last edited: 22 Sep 2021 14:13 (UTC)

[MARK AS COMPLETE](#) [SUBMIT](#)

Deadline: 1 Feb 2020 01:00 (UTC)

Certification Form - RMWB Wildfire Residential Mitigation Incentive Program

TASK 4 out of 4

CERTIFICATION

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

- You have the authority to submit this application only on behalf of the household for which you are applying.
- Additional documentation may be required in support of this application and that additional documentation can be requested and reviewed to confirm the accuracy of the information provided.
- The information contained in your application is truthful and accurate. Any false statements or deliberate omissions may disqualify the application.
- The information collected will be used for the purposes of evaluating your application to the RMWB Wildfire Residential Mitigation Incentive Program providing, and continuously 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 subjected to a legal proceeding or audit requiring disclosure. The information you provide may also be provided to government agencies, service providers or other third parties as required to validate, confirm, approve, and administer funding or other humanitarian assistance.
- You further acknowledge that the Canadian Red Cross may also obtain information about you from these above-mentioned third parties.
- The information you provide will be collected and stored on the 'SM Apply' platform in accordance with their terms and conditions and may also be stored in secured filing cabinets and electronically in Canadian Red Cross systems and accessible to Canadian Red Cross personnel supporting the administration of the RMWB Wildfire Residential Mitigation Incentive Program.
- The Red Cross will follow up to ask you to tell us about the work you did, and you may be asked to provide photos. Please note that mitigation activities need to be completed by June 30, 2020.

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

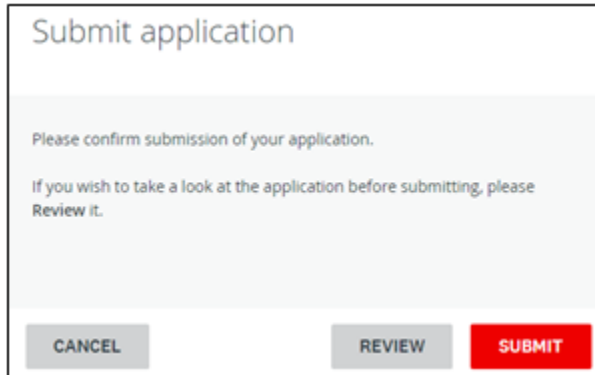
After clicking 'Mark as complete' please scroll down and hit the red 'Submit' button on the left to finalize your submission. This will submit your application.

[SAVE & CONTINUE EDITING](#) [MARK AS COMPLETE](#)

Submitting your application

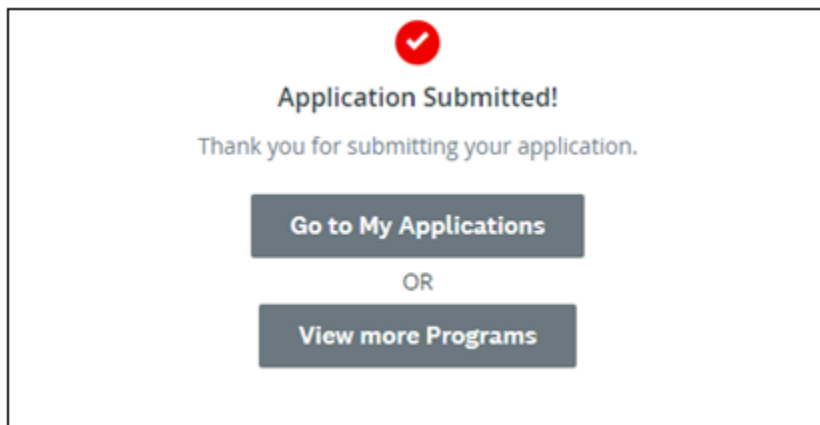
Once there is a check mark next to all sections in the **Task List**, you are ready to submit your application:

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



The screenshot shows a pop-up window titled "Submit application". Inside the window, there is a light gray background with the following text: "Please confirm submission of your application." followed by "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).

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.

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.

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.
Project Active	The application has been selected and is active.
Withdrawn	The applicant has withdrawn their application from consideration.
Duplicate Application	Multiple applications from the same applicant/organization have been submitted. The Canadian Red Cross will contact the applicant to confirm and merge the applications.
File Closed	The application has been closed and will no longer be processed.

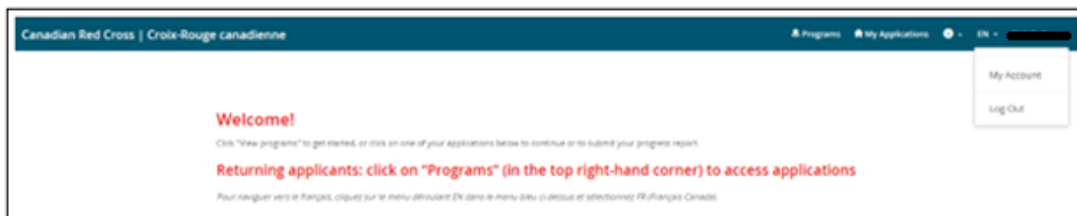
Managing your SurveyMonkey Apply account

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.

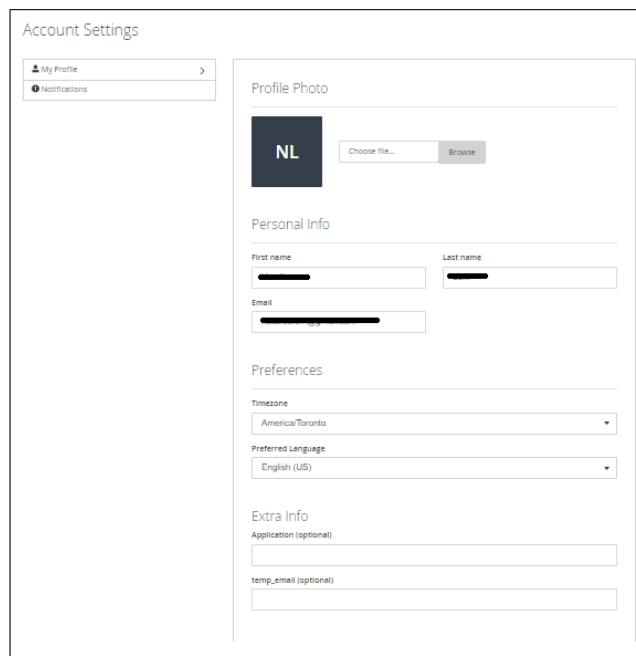
Changing the name or email associated with your account

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.

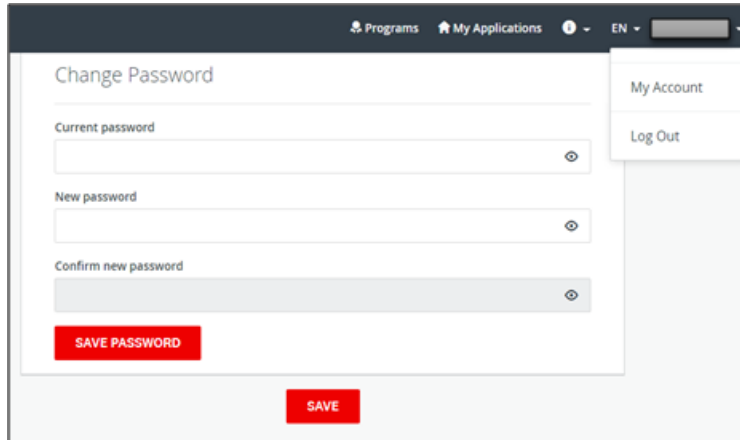
A screenshot of the 'Account Settings' page. The page has a left sidebar with 'My Profile' and 'Notifications' options. The main content area is divided into sections: 'Profile Photo' with a 'Choose file...' button and a 'Browse' button; 'Personal Info' with fields for 'First name', 'Last name', and 'Email'; 'Preferences' with dropdown menus for 'Timezone' (set to 'America/Toronto') and 'Preferred Language' (set to 'English (US)'); and 'Extra Info' with optional fields for 'Application (optional)' and 'temp_email (optional)'. The 'Application (optional)' field contains the text 'NL'.

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:

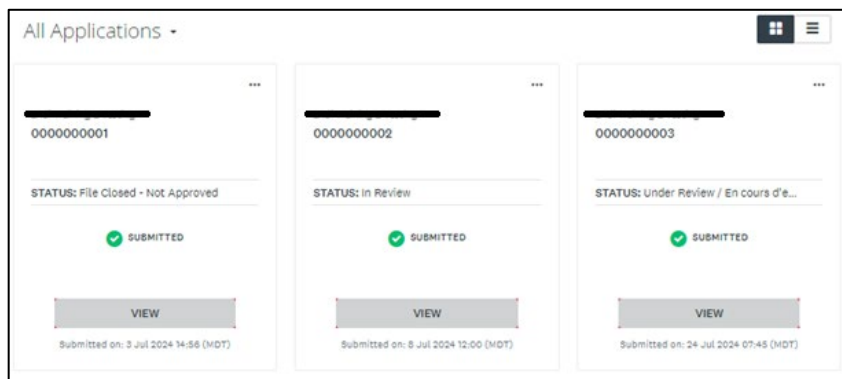
1. On the top right-hand side of the page, click your name. A drop-down menu appears.
2. Select **My Account**.
3. Scroll down and click **Change Password**. The **Change Password** page appears.
4. In the appropriate fields, enter the updated information and click **SAVE**.



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.



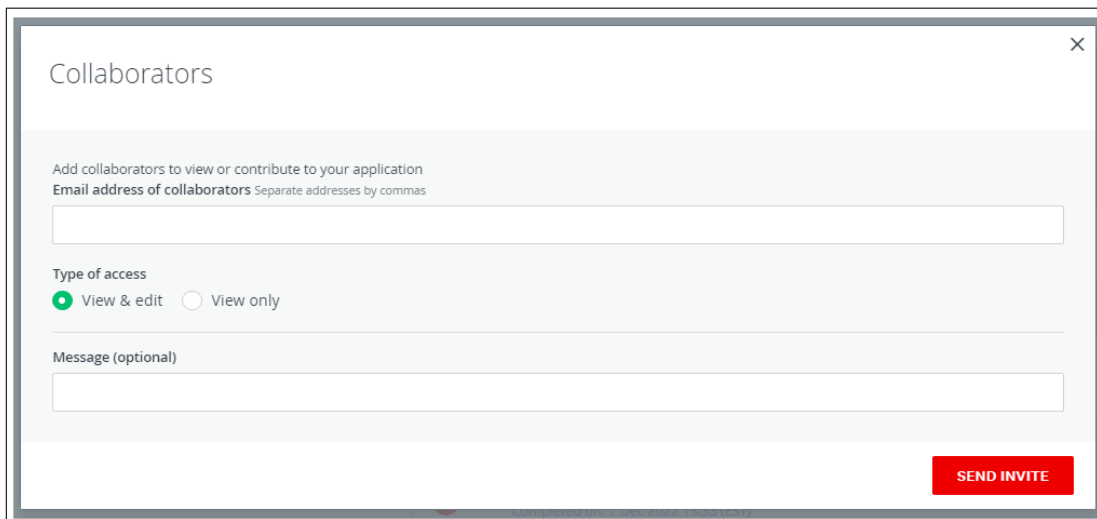
3. To preview the full application, at the top right, click **Preview**. A preview of the application appears.
4. To download a copy of the application, at the top right, click the **three dots**. A drop-down menu appears.
5. Select **Download**. A PDF of your application opens.

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.



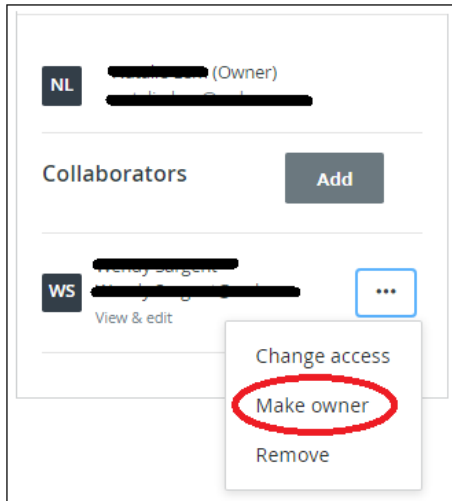
8. Click **Send Invite**.
9. The collaborator will receive the email invite, and they will have the choice to either **Join** or **Decline** the invite.
10. Once the collaborator clicks **Join**, they will need to log in to their account. Once they log in, they will be successfully added as a collaborator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

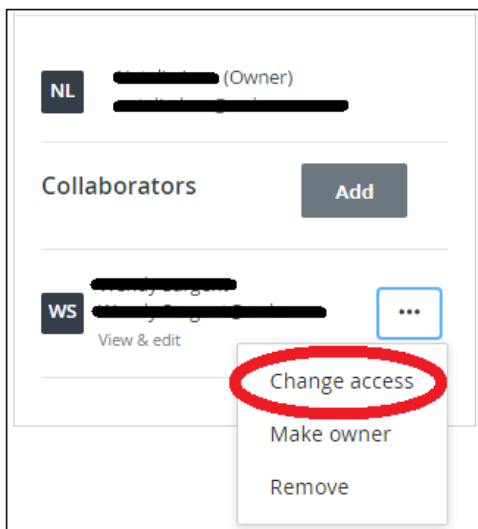
5. Select **Make owner**. Ownership of the application is automatically transferred to the collaborator.



Changing collaborator access

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

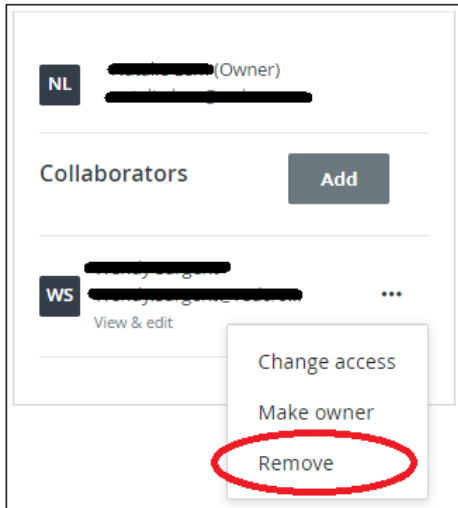
1. Log in to your account.
2. Open the application for which you want to change the collaborator's access. The list of collaborators is on the left-hand side of the page.
3. Next to the name of the collaborator whose access you want to change, click the **three dots**. A drop-down menu appears.
4. Select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



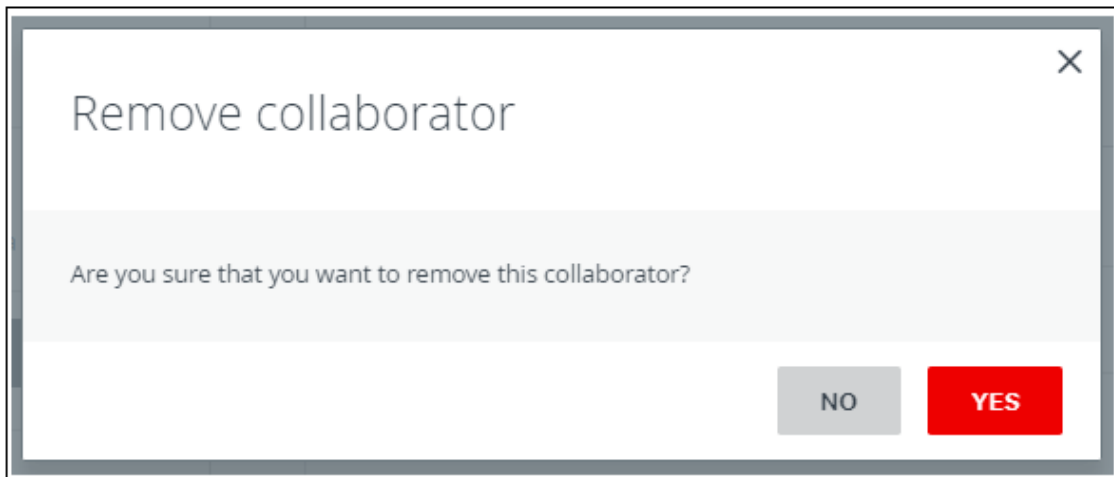
Removing a collaborator

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.



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.



Canadian Red Cross Application Portal

Applicant Log In Admin Log In EN Register

Canadian Red Cross Croix-Rouge canadienne

Canadian Red Cross | Croix-Rouge canadienne

Welcome to the Canadian Red Cross Applicant Portal

This application portal is currently being used for the programs listed below.

- 2021 BC Floods Residential Mitigation Incentive Program
- 2021 BC Floods Support to Small Business and Not-for-Profit Program - Additional Assistance
- 2023 Alberta Fire Immediate Support to Not-for-Profit Organizations program
- Home Mitigation Incentive Program - 2017 BC wildfires
- Community Services Recovery Fund (CSRF) - Local Stream & Unincorporated non-profit organizations
- Community Services Recovery Fund (CSRF) - National Stream
- FD Disaster Financial Assistance Program (DFAP) - Hurricane Fiona 2022
- COVID-19 Mental Health and Wellbeing Grant Program - Strengthening Community Capacity to Support Mental Health and Wellbeing

If this is your first time on the portal, step one is to register for an account: click the Register button in the top right corner.

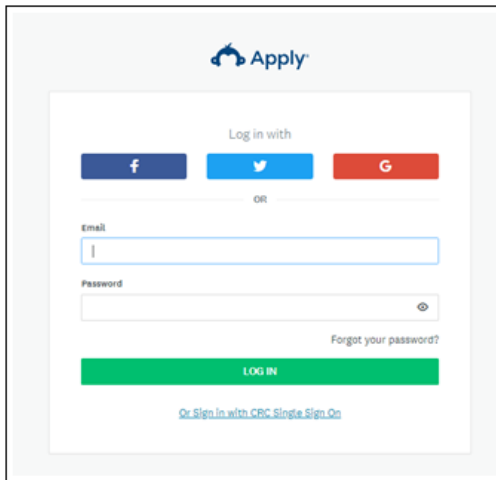
If you have an active application or a report, log in by clicking the LOGIN button and continue working on it.

All program information is available in English and French. To navigate to French, click EN dropdown on the blue menu above and select FR (Français Canada). To navigate back to English, click FR dropdown on the blue menu above and select EN (English Canada).

Resetting your password

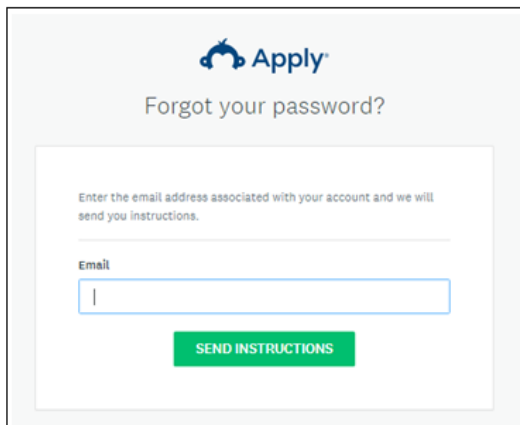
If you need to reset your password, do the following:

1. Go to the **Canadian Red Cross SurveyMonkey Apply Homepage** at <https://redcross.smapply.ca>.
2. Click **Applicant Log-in**.
3. Under the **Email** and **Password** text boxes, click **Forgot your password?** The **Forgot your password** page appears.



The screenshot shows the SurveyMonkey Apply login page. At the top is the 'Apply' logo. Below it, there are three social media login buttons for Facebook, Twitter, and Google. Underneath these is an 'OR' separator. There are two input fields: 'Email' and 'Password'. Below the password field is a link that says 'Forgot your password?'. At the bottom of the form is a green 'LOG IN' button and a link that says 'Or Sign In with CBC Single Sign On'.

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



The screenshot shows the 'Forgot your password?' page. At the top is the 'Apply' logo. Below it is the heading 'Forgot your password?'. Underneath is a message: 'Enter the email address associated with your account and we will send you instructions.' Below this message is an 'Email' input field. At the bottom of the form is a green 'SEND INSTRUCTIONS' button.

6. 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.
7. Click the link within the email.
8. In the appropriate fields, enter a new password and confirm the password.
9. Click **Reset Password**.



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