

SMAApply Portal User Guide

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What information can I find in this document?

This guide explains how to use the online portal to submit your application and project report. This guide includes instructions on how to create and manage your account, how to find your way around the portal, and how to complete the tasks (forms).

If you need help on your community project, or if you need help answering the questions in the application form or in your project report, you can:

- visit the support page: <https://www.redcross.ca/youthresiliencefundapplication>
- email us: ResilienceFund@redcross.ca

What is the portal and what will I use it for?

The Canadian Red Cross uses an online portal called SurveyMonkey Apply (“the portal”) to manage all applications and project reports for the Resilience Fund.

The portal is for:



Submitting applications

Tell us all about your interests and idea for a community project! If you are under 19 years old, you will need your parent or guardian to review and sign off on your application before you can submit it.



Submitting project reports

If your application is approved, come back to the portal to tell us about how your community project went! You will need to submit your project report 30 days after finishing your project.

You can access the portal from a browser on your computer, phone, or tablet. The portal works best on a computer, using one of these browsers: Firefox, Google Chrome or Microsoft Edge.

Tip: Let us know if you have challenges accessing the internet or accessing the portal. We can work together to make sure you can apply!
Email us: resiliencefund@redcross.ca.

How do I access the portal?

Visit the link

Visit this link to access the portal: <https://redcross.smapply.ca>.

***Tip:** If you are using your own computer, phone, or tablet, it is a good idea to bookmark the link to the portal so that you can find it again easily: <https://redcross.smapply.ca>*

Register and create an account

To register for the portal and create your account:

1. At the top of the page, click **Register**.
2. On the **Registration Page**, enter the information for your account, including: your name, your email address, and a password that will be easy for you to remember but difficult for other people to guess.

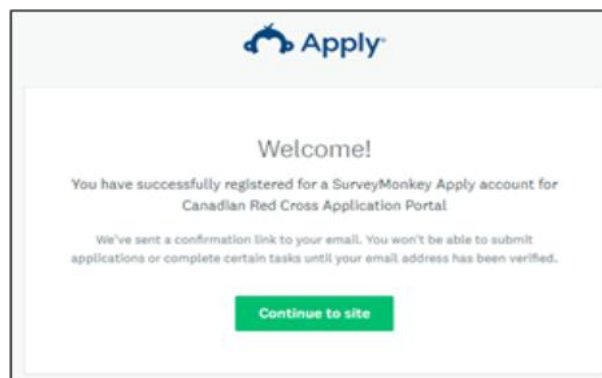
Then, click **Create Account**.

3. Now check your email and look for an email from this address: noreply@mail.smapply.net.

Open the email and click the link to verify your email address. You must complete this step to continue.

If you do not receive a confirmation email, check for it in your Junk Mail folder. You can also try again by clicking **Send verification link**.

4. When your email address is verified, you will see a pop-up that says **Welcome!** Now you can click **Continue to site**.



Log in and out

To log in:

1. Go this website: <https://redcross.smapply.ca>.
2. Find the Applicant Log-in button at the top right of the page. It looks like this:



3. Click the Applicant Log-in button, then enter the email address and password you used to create your account.

To log out:

1. Click on **your name** in the top right corner of the portal.
2. Then click **Log Out** in the menu that appears.

***Tip:** Remember to log out of your account to keep your private information safe, especially if you are using a shared computer or a computer in a public place like at school or the youth centre.*

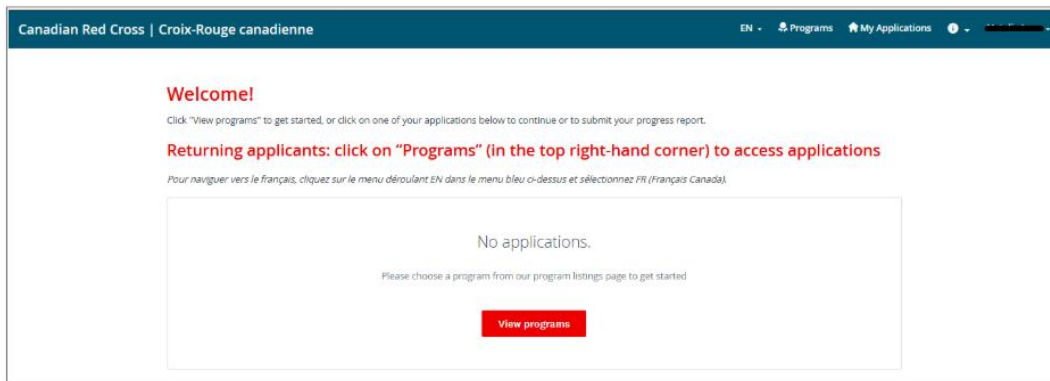
Where do I find my application or report?

Your applications page

Your applications page is the first page you see when you log in. You can also find this page by clicking **My Applications** at the top right, next to your name.

To create a new application:

If this is your first time signing in, your applications page will look like this:

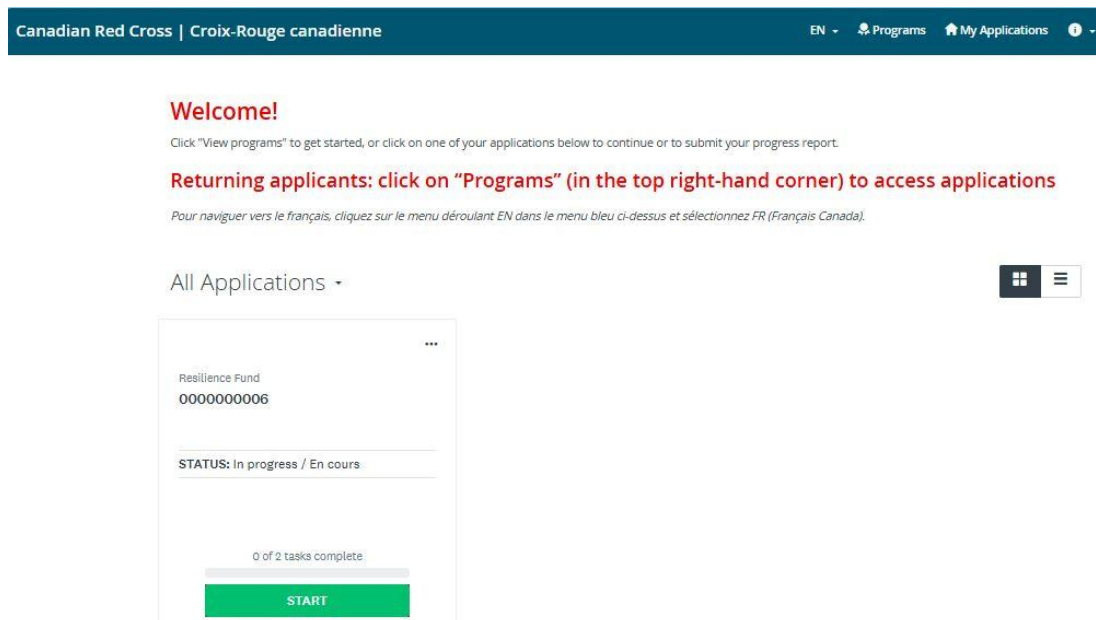


1. Click on the **View Programs** button.
2. Find the **Resilience Fund** and click the red box that says **MORE**.
3. Then click the red box that says **APPLY**.

***Tip:** You can only create one application, but you can edit it as many times as you like before you submit it. If your application is approved, a project report form will be added to your application for you to complete when you finish your project.*

To continue working on your application:

If you already have an application in the portal, your applications page will look like this:



Click **START** or **CONTINUE** to keep working on your application or project report.

Your tasks page

When you click **START** or **CONTINUE**, you will see a page that shows your application number, the status of your application or project report, and the tasks that you need to complete.

The page looks like this:

0 of 2 tasks complete

Last edited: 24 Sep 2025 14:59 (MDT)

REVIEW SUBMIT

Resilience Fund [🔗](#) Preview ...

0000000006

Status: In progress / En cours

APPLICATION ACTIVITY

Your tasks

- Start Here! - Resilience Fund
Last edited: 24 Sep 2025 14:58 (MDT) >
- Application Form - Resilience Fund
Last edited: 24 Sep 2025 14:59 (MDT) >



An empty circle shows that you have not started the task yet.



A half-filled circle shows that you started the task but that it is not complete.



A red check mark shows that you have finished the task and clicked 'Mark Complete'.

Tip: *You do not need to complete everything all at once. You can save your work and come back to your application or project report tasks as many times as you like.*

Just remember to save often and remember to click **SUBMIT before the deadline!**

How do I complete my application or project report?

There are two tasks to complete in an application. There are also two tasks to complete in a project report.

Each task involves reading some information and then answering some questions. Each task has more than one page.

To get started, click the name of the task that you want to work on.

For help on what to include in your application or project report and how to answer the questions, visit the support page here:

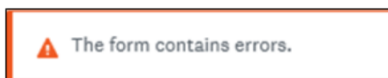
<https://www.redcross.ca/youthresiliencefundapplication>.

Moving from page to page

There are buttons at the bottom of each page that look like this:

			
Click these buttons to move between pages. You will need to fix any errors before you can move to the next page.		Click this often to save your work!	This button is on the last page. Click it when you have answered all the questions and are finished with the task.

When you click any of these buttons, the portal will check if there are any errors or if you missed any questions. If you made an error or forgot to answer a question, you will see a message that looks like this:



Look for the **red text** showing you what you need to fix.

*You might see the error message if you click **SAVE & CONTINUE EDITING** before you finish all the questions on the page. Don't worry! Your work is still saved, and you can close the form and come back to it later.*

The 'Start Here' Task

This task includes important information for you to read and understand before you share your private information in your application or project report.

If you are between the ages of 16 and 18, ask your parent or guardian to come and sit with you while you complete this task. Your parent or guardian will need to add their signature and contact details on the last page.

Read all the information and then add your signature using your mouse or computer trackpad. Then click **NEXT**. When you get to the end and you are ready, click **MARK AS COMPLETE**.

The Application Form & Project Report Tasks

Your application form or project report include several pages and different types of questions.

Here are some examples of the different types of questions and how to complete them:

Text questions

First Name
What name would you like us to call you?

Type your answer to the question. Some text questions have word limits. If the question says 'optional' you can choose not to answer it.

You will see a red message if you forget to answer a required question or if you write too many words.

Checklist questions

Do you identify as part of any of the following equity seeking groups?
☐ Indigenous youth
☐ Black and other racialized youth
☐ Youth with disabilities
☐ 2SLGBTQI+ youth
☐ Youth who are newcomers to Canada
☐ French-speaking youth outside Quebec
☐ English-speaking youth in Quebec
☐ Youth living in rural or remote areas
☐ Youth from low-income households
☐ None of the above
☐ Prefer not to say

Pick one or more than one. You will see a red message if you forget to answer the question or if you pick too many answers.

Multiple choice questions

Would you like us to contact you in English or French?

☐ English

☐ French

Choose one answer. **You will see a red message if you forget to answer the question.**

Drop down questions

Age

-- ▾

Choose one answer. **You will see a red message if you forget to answer the question.**

***Tip:** Remember to click **SAVE & CONTINUE EDITING** often so that you do not accidentally lose your work!*

How do I submit my application or project report?

You must click “MARK AS COMPLETE” when you are finished with each task.

When you have completed all the tasks for your application or project report you will see red tick marks next to them.

The buttons change to a darker colour, as shown below:

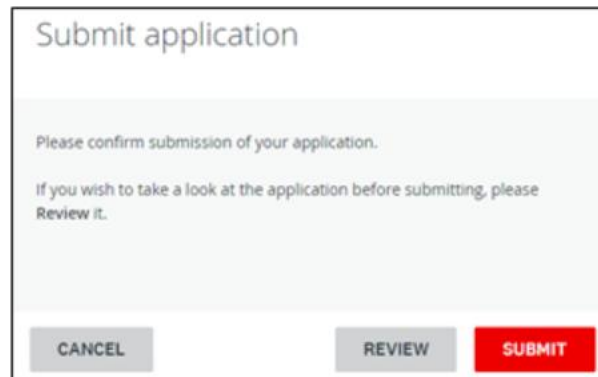
REVIEW

Click this button to read over your completed application or report before you submit it.

SUBMIT

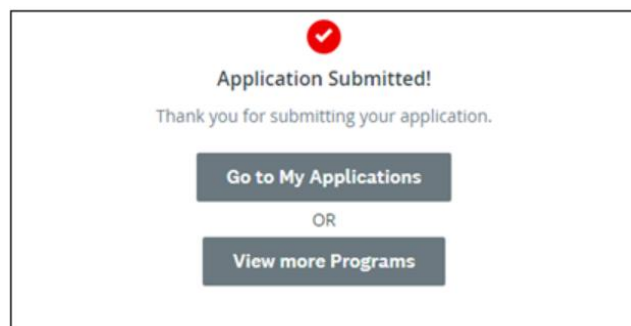
You must click SUBMIT for us to receive your application or project report!

When you click **SUBMIT** a pop-up window will appear that looks like this:

A rectangular box with a light gray background. At the top, the text "Submit application" is displayed in a dark gray font. Below this, there is a section with a slightly darker gray background 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 box, there are three buttons: "CANCEL" (light gray), "REVIEW" (medium gray), and "SUBMIT" (red with white text).

Click **REVIEW** if you want to read your application again before you submit it.

If everything is ready, click **SUBMIT** to send your application to the Canadian Red Cross. You will see a confirmation pop up that looks like this:

A rectangular box with a light gray background. At the top center, there is a red circle with a white checkmark. Below this, the text "Application Submitted!" is displayed in a bold dark gray font, followed by "Thank you for submitting your application." in a smaller font. In the center, there are two buttons: "Go to My Applications" and "View more Programs", both in dark gray. Between these two buttons is the word "OR" in a small, light gray font.

Click **Go to My Applications**. You can now log out and close the portal.

Tip: Make sure you complete both tasks and then click **SUBMIT** by the deadline or we will not receive your application or project report!

What happens next?

Here is what happens after you submit your application or project report:



- 1. The portal will send you a confirmation email telling you that we received your application or report.**

Your confirmation email will be sent from this email address:
noreply@mail.smapply.net.

You should get this email straight away or within about an hour.

If you do not see this email, please check your junk mail folder.

If you do not receive your confirmation email, contact us at:
resiliencefund@redcross.ca.



- 2. The Canadian Red Cross will review your application or report and then invite you to meet with us.**

Your meeting invitation will be sent from this email address:
resiliencefund@redcross.ca.

If you do not hear from us, contact us at: resiliencefund@redcross.ca