

My Smith Family **FAQ**

The Smith Family has a self-service portal for all Donors and Sponsors.

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

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.

How do I get started?

Registration is easy. All you need is your supporter ID to get started. Once you have registered, you can look around *My Smith Family* whenever you like. It should not take more than 10 minutes of your time.

I don't know my supporter ID.

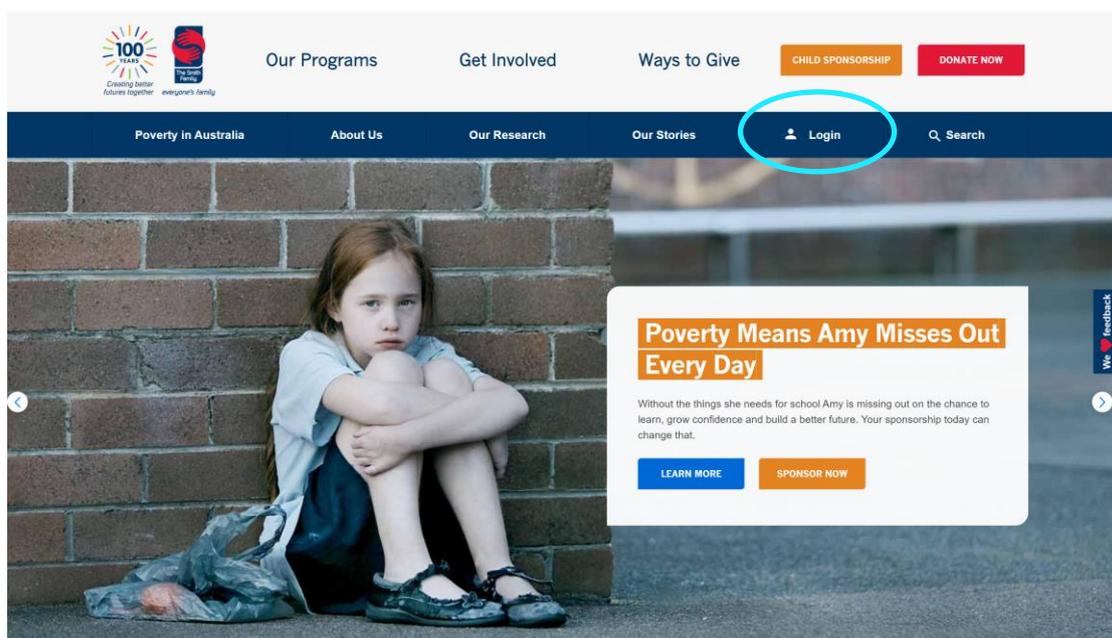
Your supporter ID is located above your Club's name in correspondence from The Smith Family. If you are not sure what number is on your *My Smith Family* account, please call the Supporter Care Team on 1800 633 622 or email SupporterCare@thesmithfamily.com.au for assistance.

What if I do not want to use this system?

No problem. Whether you use the *My Smith Family* portal or not you will still receive your regular scheduled information from The Smith Family. The *My Smith Family* portal, allows you easy access to information about your sponsorship/s and student/s and may alleviate some of the delays experienced with phone/email correspondence with the Supporter Care Team.

How do I register?

Go to <https://www.thesmithfamily.com.au/login> . You can create a My Smith Family account by clicking on "Create one now". Once on the Register for My Smith Family page, enter your Supporter ID and then click Get Started.





REGISTER FOR MY SMITH FAMILY

Register an account with your Smith Family ID

To get started, please enter your Smith Family ID below. You can find your Smith Family ID on receipts, letters and emails you've received from The Smith Family.

Smith Family ID

[Don't know your Smith Family ID?](#)

GET STARTED

Already have an account?
[Login here](#)

Can I edit my details?

Yes, once you have logged in, go to the Account page (and click "Edit contact details" and change whatever you would like.

Summary Students Payments Receipts **Account** Logout

SMITH FAMILY ID: 138016

EDIT CONTACT INFO CHANGE PASSWORD

Edit your contact info

When your contact details are up-to-date we can communicate with you effectively and also reduce our administration costs.

Company name

Title (Optional)

First name

Last name

Address
[Please click here if you live outside Australia](#)

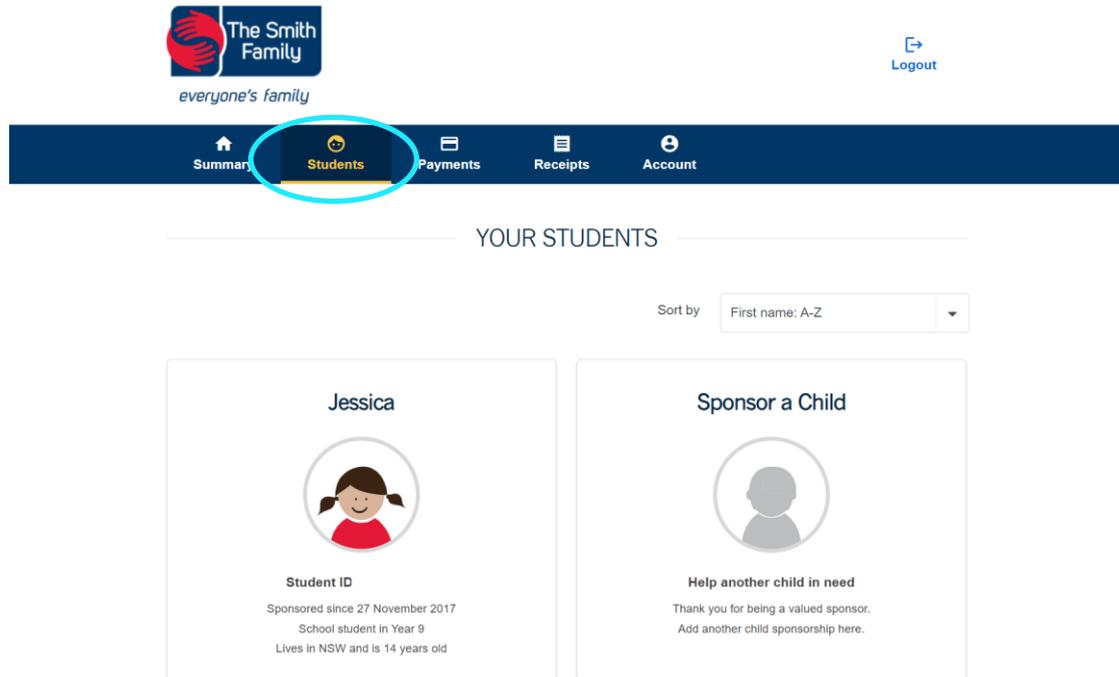
Contact number (Optional)

Email

SAVE

How do I find information on my students?

Select “Students” from the menu on the top menu, you will be presented with a list of your student/s. For more information select a student and you can retrieve past profiles, correspond with your student/s and review correspondence history.



The screenshot shows the My Smith Family website interface. At the top left is the logo for 'The Smith Family' with the tagline 'everyone's family'. To the right is a 'Logout' link. Below this is a dark blue navigation bar with icons for 'Summary', 'Students', 'Payments', 'Receipts', and 'Account'. The 'Students' icon is circled in red. Below the navigation bar, the page title is 'YOUR STUDENTS'. There is a 'Sort by' dropdown menu set to 'First name: A-Z'. Below this are two cards. The first card is for a student named 'Jessica', featuring a cartoon illustration of a girl with pigtails. Below the illustration, it says 'Student ID', 'Sponsored since 27 November 2017', 'School student in Year 9', and 'Lives in NSW and is 14 years old'. The second card is titled 'Sponsor a Child' and features a grey silhouette of a child. Below the silhouette, it says 'Help another child in need', 'Thank you for being a valued sponsor.', and 'Add another child sponsorship here.'

Sponsorship information

Thank you for supporting a disadvantaged child's education and helping them access opportunities to make the most of their school years.

My Smith Family helps you keep up to date with your sponsorships. We will notify you when there are any changes about your student that affect your sponsorship, for example when they move from primary to high school or when their birthday is coming up.

You can renew your sponsorships online and update your payment details and methods. And if you decide to sponsor another child, just follow the prompts.

Can I write to my sponsored students?

Yes, you can! Simply select the student you wish to write to and click on the Send a Message, type out your message and Send Message

YOUR SPONSORED STUDENT

Jessica



Student ID:
Sponsored since 27 November 2017

“ I am a Year 9 school student, living in NSW. I am 14 years old and my birthday is in December. My hobbies and interests include: Animals, Computers, Dance, Music and playing sport. ”

Jessica

[STUDENT PROFILE](#)

SEND A MESSAGE



Send Jessica a Message

Get to know Jessica and send words of encouragement.



Your correspondence timeline

View your correspondence history with Jessica.

MESSAGE YOUR SPONSORED STUDENT

Jessica



Student ID:
Sponsored since 27 November 2017

[CORRESPONDENCE HISTORY](#)

Your Message 2000 characters remaining

Select and type to enter your message. The table below shows which personal information you can include in your correspondence.

From
National Councillors

SEND MESSAGE

“ I am a Year 9 school student, living in NSW. I am 14 years old and my birthday is in December. My hobbies and interests include: Animals, Computers, Dance, Music and playing sport. ”

Jessica

WRITING DO'S AND DON'TS

Can I see/print my receipts

Yes, you can. Go to the “Receipts” page. At the top you can filter “Years” and “Donations” Simply click on the tab you want to review. All tax-deductible receipts will appear. You can either view them (the eye icon) or email them to yourself (the letter icon). All regular giving donations (except yearly payment frequencies) are compiled at the end of the financial year (30 June), so nothing will appear till then, and it will show the sum of all your regular payments for that financial year.

RECEIPTS

View or email your donation history to download tax receipts for the last two financial years. New donations will appear in My Smith Family within two business days of receipt.

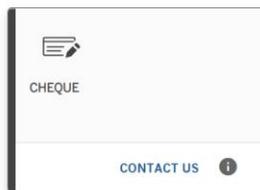
All Years ▾	All Donations ▾	Amount (\$)	Receipt (PDF)
08 SEP 2021	Yearly Sponsorship	\$624	View Email me
14 DEC 2020	One-off Donation	\$5	View Email me
14 DEC 2020	Gift Voucher Purchase (No GST)	\$50	This donation is not tax deductible
08 OCT 2020	Yearly Sponsorship	\$624	View Email me
26 AUG 2019	Yearly Sponsorship	\$624	View Email me

YOUR GIVING

Where can I find our “Next Payment Due” date?

Go to the “Payments” page. All your payments with “Next Due” date will be listed here.

PAYMENT METHODS



Showing your support using **Cheque**

Support Type	Amount	Donated Since	Next Due
 Jessica	\$624 / Yearly	25 AUG 2008	01 SEP 2022

Get in touch

If you need to get in contact with us, there are a number of ways that we can help. Our team is available Monday to Friday, 8.30am to 6.00pm AEST at [1800 633 622](tel:1800633622).

Outside of these hours you can leave a message or email sponsorship@thesmithfamily.com.au and we will get back to you on the next business day.

Having difficulties - Troubleshooting

I am trying to register but it says that I am already registered?

This could be due to forgetting that you have already registered. Try login or use forgot password.

I am trying to register but I am receiving a message that says none of my details match.

The Smith Family may have an old address or outdated details for you, please call the Supporter Care Team on 1800 633 622 or email us at SupporterCare@thesmithfamily.com.au for assistance.

Can I find out what my password is?

No, for security reasons passwords are not available for anyone to view. You need to select the "forgot password" under the login button to reset the password. It will ask you for your email address and send an email with instructions on how to reset your password.

It says that I am locked out. What do I do? Can you unlock it for me?

Unfortunately for security reasons this cannot be overridden. It will reset in a couple of hours. If your request is urgent, you can call the Supporter Care Team on 1800 633 622 or email SupporterCare@thesmithfamily.com.au for assistance with your query.

I have written to my student but have not received a reply.

Please be aware that our students really do appreciate hearing from you and often tell us how motivating it is for them to receive correspondence. Please note that students may not always send a reply; some feel embarrassed about their circumstances, others are quite shy, don't know how to respond appropriately, may have a disability, or are anxious not to reveal their inadequate literacy skills. We would like to ask you not to take their inaction as a sign of disrespect or lack of appreciation of your support.