

VIEW National Office

MEMORANDUM

To: VIEW Clubs
From: National Office
Re: My Smith Family FAQ



The Smith Family has developed a new self-service portal for 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.

Attached is a card *A new way to manage your giving* outlining the *My Smith Family* portal.

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 or you can contact VIEW LfL Liaison Sue Field via email to suefie@bigpond.net.au or alternatively by phone on 0410 461 518, where upon, Sue will call you back.

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/VIEW LfL Liaison.

How do I register

Go to www.thesmithfamily.com.au and select the "My Smith Family" button in the top right hand corner. Once on the Register Page just enter your Supporter ID in, and then fill out the registration page.

The screenshot shows the My Smith Family website. At the top, there is a navigation bar with the My Smith Family logo and a search bar. Below this is a main banner for the 'Winter Appeal 2015' featuring a young boy and text about children in disadvantage. The banner includes 'DONATE NOW' and 'FIND OUT MORE' buttons. Below the banner are five small images of children and adults. The bottom section is titled 'WELCOME TO MY SMITH FAMILY' and contains a heading 'A new way to manage your giving' followed by a paragraph of text and a 'REGISTER' button. To the right of the text is an image of a girl sitting on the ground. Below the text are two buttons: 'REGISTER' and 'LOGIN'.

Can I edit my details

Yes, once you have logged in, go to the My Details page (on the left hand side menu), click edit details and change whatever you would like.

MY SMITH FAMILY

- My summary
- My details**
- My regular donations
- My receipts
- My sponsored students
- Logout

GET IN TOUCH

If any of the information you see here is incorrect, please email us supportercare@thesmithfamily.com.au or call us on 1800 024 069 so that we can amend our records.

CONTACT US

My details

When your contact details are up-to-date we can communicate with you effectively and also reduce our administration costs. If any of your details are incorrect please click the "Edit details" button, update your information and save your changes. Thank you.

Your Supporter ID is 138016

Company name* National Councillors
Title Mrs
First name* Marian
Last name* Kingham
Date of birth (optional)
Postal address* 14 Elizabethan Pl
Suburb* ST IVES
State* NSW
Postcode* 2075
Country* Australia
Contact number 0000000000
Email* view@thesmithfamily.com.au

EDIT DETAILS

How do I find information on my students?

Select "My sponsored students" from the menu on the left hand 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.

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View the most recent student profile for Hana [View now](#)

Hana
FEMALE • SPONSORING SINCE FEBRUARY 2010

Hana is a school student in Year 6. She is 11-years-old and her birthday is in January. Hana is interested in reading, the outdoors, music and dance.

Corresponding with your student

Knowing that someone they haven't met cares about their future can be just the added motivation and encouragement they need. Talking to people from other walks of life can also help broaden their horizons.

Write a letter

Get to know your student and send words of encouragement.

WHERE DOES THE MONEY GO?

83c GOES TO PROGRAMS
17 cents goes towards admin costs.

Can I write to my sponsored students?

Yes you can! Simply go to the "My Sponsored Students" page (accessed via left-hand side menu) and choose the student you wish to write to.

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MY SMITH FAMILY

Write a Letter

You can write a letter to your sponsored student using the fields below.

What should you write? [Click here for some ideas to get you started!](#)

To:

From:

Message:

SUBMIT **CANCEL**

Can I see/print my receipts

Yes you can. Go to the "My Receipts" page from the left-hand side menu. At the top you can filter how many years you wish to go back. If you need more than two years please

contact the Supporter Care Team. Otherwise simply click the length of time you wish to see back to, and then click "FILTER". 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.

MY SMITH FAMILY

My summary
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My receipts

Here you can view your donation history and download tax receipts for the last 2 years in one secure location. If you'd like to receive a copy of your receipt via email, simply click on the envelope icon below. New donations will appear in the list below within 2 business days of receipt.

Please note: any ongoing donations will appear in the listing, however an annual receipt will be available in August for your tax records. If you would like a receipt for any donations more than two years ago please contact us on 1800 024 069.

Donations

Last financial year \$1,032.00

Receipts

Show All For the last 6 months FILTER

Date	Details	Amount	Receipts
No results found			

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CONTACT US

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 us at 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 the students. But 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.