

## VIEW National Office

### MEMORANDUM

**To:** All VIEW Clubs  
**From:** VIEW National Office  
**Date:** February 2020  
**Re: Using My Smith Family Portal**



Dear VIEW Club,

With new members stepping up to Club Committee in 2020, we would like to remind those Clubs sponsoring *Learning for Life* students of the availability of The Smith Family **My Smith Family** portal. My Smith Family works on any devices, e.g. computers, tablets and phones.

This portal allows you to:

- download The Smith Family sponsorship receipt/s;
- review and download your *LfL* student/s profiles;
- communicate by writing to your *LfL* student/s.

For more information please read the enclosed “*Helpful Tips for My Smith Family*” and “*My Smith Family Portal guide*” available on [view.org.au/resources/organisational-information](http://view.org.au/resources/organisational-information).

### How does our Club access My Smith Family?

Go to [thesmithfamily.com.au/my-smith-family](http://thesmithfamily.com.au/my-smith-family).

### What does our Club need to do?

- *If your Club has already registered and have an account*, please make sure all your Club’s details are updated, including your Club’s email address. These details should always match details held by VIEW National Office. Just simply Log In to your account and go to “My Details”.
- *If your Club does not have an account*, you can easily register with 3 quick steps. See the enclosed “*Helpful Tips for My Smith Family*” brochure.

Please note: My Smith Family ID is your Supporter ID number. You can find this on the most recent communication from The Smith Family.

### What email address does our Club use to Log In?

Each Club should use the email address they provided on their Committee List 2020. If you are unable to Log In with your current Club email address this could mean it has changed. We recommend as a first step, that you contact your Club 2019 Committee members and ask them for email address they used so you can Log In and then change it.

If you have any questions please call Supporter Care Team member Deon Ngatai on 1800 633 622 or email on [supportercare@thesmithfamily.com.au](mailto:supportercare@thesmithfamily.com.au).

Kind regards,  
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