

VIEW National Office

MEMORANDUM

To: All VIEW Clubs

From: VIEW National Office

Date: April 2023

Re: **Using My Smith Family Portal**



Dear VIEW Club,

With new members stepping up to Club Committee in 2023, we would like to remind those Clubs sponsoring *Learning for Life* students of the availability of **My Smith Family** portal which is accessible on any devices, e.g., computers, tablets and phones.

This portal allows you to:

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

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

How does our Club access My Smith Family?

Go to <https://www.thesmithfamily.com.au/login>.

What does our Club need to do?

- **If your Club has already registered and has 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 2023.** 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 Committee 2022 members and ask them for the email address they used so you can Log In and then change it. We continue to encourage all clubs to use a Generic Club email address.

We also encourage Club Committee member/s who have access to the portal to share the Club Log In details with all other Club Committee members.

If you have any questions please call Supporter Care Team member Deon Ngatai on 1800 633 622 or email on supportercare@thesmithfamily.com.au or sponsorship@thesmithfamily.com.au.

Generic Club Email Address

With more and more people utilising online services, accessing websites etc. National Office recommends that all VIEW Clubs consider a generic email address for their Club Committee Member's use. Many VIEW Clubs use a Club Committee member's personal email address as the Club contact email address for receiving all digital correspondence and this address often changes from year to year.

Benefits of having a generic Club email address accessible by all Committee members:

1. All Club Committee Members can have access to the inbox, and information from National Office could be easily shared and accessed between them.
2. Having a generic Gmail address also means that the Club email address does not have to be changed after every election and personal email addresses can be kept private and free of VIEW Club emails.
3. Using a generic Club email address enables all Club Committee members to access *My Smith Family* portal.
4. Communications are not missed when one Committee member takes a break. All Club Committee Members can access and see all correspondence received.
5. The workload of reading and actioning emails is spread amongst all Club Committee Members.
6. Using a Gmail account saves space on computer's hard drive.
7. There is no need to delete an email and emails can be archived for future use.
8. Reduces potential scams and increases Club online security.

Suggested format for your email address *yourclubname.viewclub@gmail.com* e.g.
sunvalley.viewclub@gmail.com

Please note: Gmail is a suggested free email service but there are other free email services that can be utilised (e.g. Hotmail, Yahoo).

How to Create a Gmail account - <https://support.google.com/mail/answer/56256?hl=en>

Kind regards,

Linda Custer

Office Coordinator - VIEW

VIEW Clubs of Australia