

Having Trouble?



- **I don't know my Smith Family ID**
You will find your Smith Family ID on the most recent communication from us; or call us on 1800 633 622.
- **I've forgotten my password or username**
Click on "Forgot your [username](#) or [password](#)" on the login page www.thesmithfamily.com.au/login and we will send you an email; or call us on 1800 633 622.
- **What devices can I use My Smith Family on?**
My Smith Family works on phones, tablets and computers. It works best on the most popular browsers and mobile devices. If you are having any trouble you can call us on 1800 633 622.
- For more helpful information and videos, after you've logged in to My Smith Family go to frequently Asked Questions



If you have any further questions on how to use

My Smith Family

please contact the Supporter Care Team on 1800 633 622.



Helpful tips for



My Smith Family



Sign up today at
www.thesmithfamily.com.au/login

- Available when and where you want it.
- Works on any devices, eg computers, tablets and phones.

It's easy to Register for My Smith Family

3 Quick steps to get started

1

Go to www.thesmithfamily.com.au/login

2

Enter your Smith Family ID. It will be on the most recent communication from us; or call 1800 633 622

3

Confirm your details and you are ready to go!



Tips for using My Smith Family



There are some easy steps to manage your sponsorship/s with The Smith Family.

- Change your Club's details, including email address. These details should always match details held by VIEW National Office.
- Download receipt/s for your Club's records.
- Review and download your student/s profile.
- Communicate by writing to your student/s

