VIEW National Office

MEMORANDUM

To: All VIEW Clubs

From: VIEW National Office

Date: March 2024

Re: **Using My Smith Family Portal**

Dear VIEW Club,

With new members stepping up to Club Committee in 2024, 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/donation receipt/s;
- review and download your *LfL* student/s profiles;
- communicate by writing to your *LfL* student/s; and
- change your club details.

For more information please read the enclosed "*Helpful Tips for My Smith Family*", "*My Smith Family Portal guide*" and "*My Smith Family FAQ*" available on 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 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 and My Smith Family FAQ.

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 2024. 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 2023 Committee 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. (see below).

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 members on 1800 633 622 or email on supportercare@thesmithfamily.com.au.

Generic Club Email Address

With more and more people utilising online services, accessing websites etc. National Office recommends that VIEW Clubs should have a generic email address for their Committee member use. Many VIEW Clubs use personal email addresses as contact points for their club and change from year to year. We highly recommend that clubs have an ongoing and continuous generic club email address.

Benefits of having a generic Club email address:

- Using a Gmail account saves space on computer's hard drive.
- There is no need to delete an email and emails can be archived for future use.
- Reduces potential scams and increases Club online security
- It spreads the workload of reading and actioning emails to all Committee Members.
- Communications are not missed when one Committee member takes a break. All Club Committee Members can access and see all correspondence received.
- By all Committee Members having access to the inbox, information from National Office is easily shared which makes the job of being on the Committee a lot easier.
- 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.

Suggested format for your email address:

Yourclubname.viewclub@gmail.com (do not forget the full stop after your Club name) eg Snakegully.viewclub@gmail.com

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

Kind regards,
Linda Custer
Office Coordinator - VIEW
VIEW Clubs of Australia