

Using SmartSimple

For new applicants and those unfamiliar with the SmartSimple application software, we can offer some support. Contact recreation@reddeer.ca if you need some help and a staff member will follow up with respondents

1. I am having problems accessing the new grant software. Who can help me?

Please email recreation@reddeer.ca for assistance. Please note: if we received your request for assistance within 3 business days of the grant closing, application support may not be available.

2. I started work on my application in SmartSimple but when I returned to it, all the fields were empty! What happened to my work?

It is very important to save your work at the bottom of EVERY screen before you choose “NEXT” to proceed to the next part of the application, or before you click on one of the other tabs. The red SAVE button is found at the bottom of each screen.

3. Why does the system open a new draft every time I try to go back into the application I started?

If you are having trouble finding the draft you started or if you unintentionally started new applications, this may help:

When you begin an application it will save as a draft – because you save your work on each screen or page of the application, you can close out and return to edit your draft until you submit the finished application.

- When you open the application portal and arrive at the landing page, you will see several icons. Just below them, you should see **My Applications**. **Drafts** is the first item under My Applications, and it will also indicate how many drafts you have started in (#) brackets. The drafts will be listed in a chart at the bottom of the screen. Your drafts will have an application ID like this: FCSS-24-07XX . If you click on the draft you want, you can continue working.
- If you have unintentionally created extra drafts and you want us to delete them to avoid confusion, please e-mail recreation@reddeer.ca. Be sure to double check for work you may want to copy or keep before asking us to permanently delete a draft.

4. I am having trouble with the application or my password. Who can help me?

Please contact our Recreation team for assistance*:

Phone: 403-309-8424

Email: recreation@reddeer.ca (include “CREG” in the subject line)

* Please note: If your request is received within three days of the submission deadline, application support may not be available.