

Application Portal Change

FAQs

1	When can I access the new portal?	The new portal will open Monday 18 May, 9:00
2	How do I access the new portal?	When the new portal goes live, we'll publish a link to it here, on our website and in the old portal. We'll also send an email to frontline workers already registered with us that will include the link.
3	I already have an account – do I need to register again?	You won't need to re-register, you'll just need to confirm / update some key details, which we'll then verify as soon as we can. After that, you'll be able to go ahead and make grant applications straight away.
4	Why are you changing to a new portal?	We've listened to feedback from frontline / support workers who apply to us, and we're changing over to a new system to make the registration and application journey easier. It will also enable us to make even more improvements later on. The new system will also help to improve our internal processes and efficiency, including monitoring and reporting, which will then help to inform our funding offers and increase our learning.
5	Will all my previous / past grant applications show in the new system?	You'll be able to see 'top-line' information (i.e. the application reference, client name, client's date of birth, date applied and amount applied for, amount awarded and payment details, including the payment reference). You won't be able to access past evidence documents in the portal, but we'll keep those in a separate, secure archive folder, so you can ask us for a copy in individual cases where needed.
6	Can I share my account on the new system with my colleagues? Can my organisation have one account for us to share?	No, as with the original portal, we can't set up one account for multiple people in an organisation to use. Any colleagues who need to apply for grants should each register for their own individual account and mustn't be shared.
7	Are the eligibility criteria of your grants changing?	No, all criteria are still the same. You can find details in our Grant Making Policy . The only difference is that from 1 April 2026, our grant limit is increasing from £500 to £650.
8	Will the form opening / closing times change	No, the times won't be changing. You can still log in and draft / start a grant application at any time, and as before, you'll be able to submit applications from 9am to 4pm, Monday to Friday .
9	Will I still have to give BACs / payment details and bank evidence with every grant application?	No, you'll only need to include BACs / payment details and bank evidence the first time you apply for a grant in the new portal. After the bank account has been verified, its details will be available for you to select each time you fill out a new grant application.
10	Who can I contact if I still have questions or need further clarity?	Please email us directly at: vrf@stmartinscharity.org.uk and we will respond as quickly as we can.