



smartsimple

## LOGIN TROUBLESHOOTING FAQ

### IS MY USER ID AND PASSWORD THE SAME AS MY ONLINE BANKING LOGIN INFORMATION?

No. Access to this platform is in no way connected to you as a member OR your online banking login information. You must create a user ID and password of your own choice to access our sponsorship and donation application form. If you have registered on this platform in the past, you may login using those credentials.

### I ENTERED MY PASSWORD, BUT IT IS NOT ACCEPTING IT, WHAT COULD BE WRONG?

Your password may have expired, please use the "Forgot Password" hyperlink to update.

### I USED MY EMAIL TO APPLY FOR A DONATION ON BEHALF OF A DIFFERENT ORGANIZATION, CAN I USE THIS SAME EMAIL ADDRESS TO APPLY ON BEHALF OF ANOTHER ORGANIZATION?

No, email addresses are only allowed to be used for a single organization. We recommend using a different email address. Ideally, an email address that is directly connected with the organization is best, where possible.

### I AM ONLY APPLYING FOR A DONATION THIS ONE TIME; DO I HAVE TO CREATE A USER ID AND PASSWORD TO SUBMIT MY REQUEST?

Yes, all submissions require that the applicant create a user ID and password to access our online portal in order to submit donation requests under this ID. By doing this you can also login at a later date to view the status of your request and past requests submitted this way.

If you are still having issues logging in, please contact our Community Team:

[community@accesscu.ca](mailto:community@accesscu.ca)

