

## My VicScreen FAQs

### 1. Why is VicScreen launching a new grants platform?

As part of our commitment to deliver excellent customer service to the industry, VicScreen is moving to a new grants portal called *My VicScreen*, on Monday 20 July 2026. This will replace our current grants portal, *SmartyGrants*.

### 2. How is this system different from the previous portal, and what are the benefits of *My VicScreen*?

*My VicScreen* has been developed based on industry feedback, creating a smoother more efficient experience. It is a central hub where you can submit and view the progress of your applications, access a copy of your new contract, submit deliverables and see the status of your payments.

### 3. When will *My VicScreen* launch?

*My VicScreen* will launch on Monday 20 July 2026, and application rounds will open on 27 July 2026.

### 4. What is the new website address?

[my.vicscreen.vic.gov.au](https://my.vicscreen.vic.gov.au)

### 5. Can I still use *SmartyGrants*?

*SmartyGrants* will close for the submission of applications, deliverables and acquittal forms at 5pm, Friday 19 June 2026.

*SmartyGrants* will remain open for you to download previous applications and reports from 19 June to 31 July 2026.

### 6. Will there be a shutdown period where I can't submit applications or reports?

Yes, *SmartyGrants* and *My VicScreen* will be closed between Friday 19 June until Sunday 19 July 2026. New program rounds open from 27 July 2026.

All forms (applications, acquittals, mid-stage reports and submissions) due between 20 June and 19 July 2026 should be completed and submitted in *SmartyGrants* before 5pm Friday 19 June 2026.

### 7. What happens if I haven't completed my application or acquittal in *SmartyGrants* by the closing date?

All forms (applications, acquittals, mid-stage reports and submissions) due between 20 June and 19 July 2026 should be completed and submitted in *SmartyGrants* before 5pm Friday 19 June 2026.

Incomplete draft forms **WILL NOT** be transferred over to the new system. If you miss the closing deadline, you will need to start a new submission when new program rounds open in *My VicScreen* on 27 July 2026. We strongly encourage anyone with a draft application to download their application as a PDF to ensure they have a copy.

**8. What will happen to my previous applications, contracts and acquittal forms currently in *SmartyGrants*?**

Historical applications, contracts and acquittal forms **WILL NOT** be migrated to *My VicScreen*. We strongly encourage you to download a PDF of your submitted applications, forms, and acquittal forms if you would like a copy.

**9. Will I still be able to access previous applications on *SmartyGrants* after 20 July 2026?**

*While, SmartyGrants* will be closed for submissions, you will have until 31 July 2026 to access your historical applications and acquittal forms. You can download them as PDF version for your own records.

**10. What happens if I need support with my application on *My VicScreen*?**

If you need support with your application, please refer to the *My VicScreen* FAQ's page on the VicScreen website or contact the relevant Grants Officer assigned to the program you are applying to. You can find them on the VicScreen website under 'Your Team at VicScreen' on the relevant Funding & Support page.

Alternatively, please email [grants@vicscreen.vic.gov.au](mailto:grants@vicscreen.vic.gov.au) and your enquiry will be directed to the correct person or department.

**11. Do I need to create a new account for *My VicScreen*, or can I use my existing *SmartyGrants* login?**

a. Open Contracts

- If you have an open contract with VicScreen, you will receive an invitation via email to create an account in *My VicScreen*. Please follow the prompts in the email to activate your account and access your contract data.
- If you do not redeem the invitation within 90 days, you will not be able to access your contract data for security reasons.
- If you miss the 90-day window, please reach out to your VicScreen contact who can send you a new invitation.
- If you cannot find your invitation email, please check your spam folder or contact your VicScreen contact.

b. Previous Applicants

If you have had a funding agreement with VicScreen in the past, you will need to create a new account through *My VicScreen* after 20 July 2026.

Go to [my.vicscreen.vic.gov.au](https://my.vicscreen.vic.gov.au) and follow the registration process.

c. New Applicants

If you are a new applicant, you will need to create a new account through *My VicScreen* after 20 July 2026.

Go to [my.vicscreen.vic.gov.au](https://my.vicscreen.vic.gov.au) and follow the registration process.

**12. What should I do if I forget my password or can't log in?**

You can reset your password on the *My VicScreen* login page [my.vicscreen.vic.gov.au](https://my.vicscreen.vic.gov.au)

If you continue to have issues, please contact your main VicScreen contact or email [grants@vicscreen.vic.gov.au](mailto:grants@vicscreen.vic.gov.au).

**13. Is My VicScreen mobile friendly?**

We recommend submissions are completed using a laptop or desktop. *My VicScreen* is accessible on all modern browsers.

**14. Can multiple staff from the same organisation access the same application?**

Not yet. This functionality is coming and will be available at a future date. At this stage, a primary user is assigned to each application (as it has been in *SmartyGrants*).