

## RSC Researcher Development and Travel Grant Frequently Asked Questions

### **Membership requirements & details on how to upgrade membership.**

All applicants must be an RSC member of any level.

Please contact [membership@rsc.org](mailto:membership@rsc.org) to find out about your membership. If your membership login shows your membership status as “Web Applicant / Applicant” this means your Membership Application is still being processed and you have not yet been admitted as a member. Your Membership application must be approved by the grant deadline.

\* Levels of Membership

Affiliate	Eligible
Associate	Eligible
Member	Eligible
Fellow	Eligible

### **How do I submit my application to the Grant?**

Please carefully read the [Terms and Conditions](#) document to ensure you are eligible and that you have all of the information you need to apply.

You will then need to log onto our online application system. If you have not used the SurveyMonkey Apply system before, you will need to create an account (this is not an RSC system and so your RSC membership login will not work). Once you have created an account, it will take you step-by-step through completing your application, from entering your details, uploading your project proposal and obtaining the required contributions from your collaborator or supervisor/line manager/head of department.

### **Can I save my application to return and complete at a later stage?**

You are not required to complete your application on the same day you start it. You have the option to save your application as you go through allowing you to return multiple times prior to submission.

### **I need to reset my Application Portal password. How can I do this?**

You can request a password reset by visiting this page: <https://roysocchem.smapply.io/acc/p/>

### **Still unable to reset password on SMA.**

As this is not an RSC site we are unable to reset or request for your password to be changed. If you follow the below instructions, SMA staff will be able to assist you. Please bear in mind that they are based in Canada so response times may vary, but they are usually really quick to help.

In order to assist you further with accessing the site, please take the following steps:

- Go to the Support Contact Form (<https://roysocchem.smapply.io/helpdesk/>).
- Select from the available drop downs the options that best describe your issue, and review the suggested articles as they may help to resolve your concerns.
- If you are unable to find an answer to your question in one of the articles, click Request Support.
- Enter the Name and Email address that your account is registered under.
- Provide the subject of your email and a brief description of your issue.

- Click Submit.

Alternatively, you can also send SMA an email directly at ([support@smapply.io](mailto:support@smapply.io)) from your account's email address, requesting login assistance. In order to maintain the security of your account the following conditions must be met when requesting login assistance:

- The request comes from the exact email address that you are using to login to SurveyMonkey Apply.
- There are no additional recipients on the email chain.

### **I am unable to access the next task on the form.**

Some tasks can only be started after you complete one or more previous tasks. Please note, you will not be able to submit your application until all sections have been completed including those that require other parties to provide letters or declaration of approval. So allow plenty of time for them to complete prior to the grant deadline as stated on the webpage.

### **I have missed the application deadline. Can I still apply in this round?**

For fairness and transparency to all applicants, we must apply our rules consistently. This means that we do not allow late applications. You are welcome to apply in the next application round providing you meet all eligibility criteria of that round.