

# SMART PROGRAM RECIPIENT FAQ

Effective January 2013, the SMART program has a new online portal and some reporting changes. Below are a list of some Frequently Asked Questions from recipients.

## Recipient Questions

### **How do I log into my account?**

Please go to the new SMART portal by entering <http://smart.bowl.com> into your web browser. Enter your invitation code and click "Register". You may also view a tutorial video, available on the login page.

### **When will I be able to set up a username and password?**

You will have the ability to set up a username and password when the new portal is available to all users. Be sure to record this information in a safe place.

### **Why is my balance in points?**

This reporting change is designed to better align SMART with standards of high school athletic associations across the country.

### **How do I convert my points balance to a dollar value?**

Each point in SMART is worth \$5.00. You may also see the dollar value by clicking on the individual award.

**Example:** 50 SMART Points = \$250.00

\$1324.00 Scholarship Dollars = 264 SMART Points

### **Did changing to a point system affect my scholarship value?**

No. The value of all scholarships remains the same, and the points will be converted to dollars when a recipient requests the use of funds.

### **When can I use my scholarships?**

You may request funds after high school graduation.

### **Do I have to use all my funds at once?**

No, you may request as much as you need, until you have used all your funds.

**How do I request my funds?**

Log into your account and go to Scholarships. Each award must be requested individually. Click on the award, then Request Funds. Fill in the amount requested and select the school name by typing in a few letters of the school, until your exact match is located.

**How long does it take to process my request for scholarship funds?**

Once we receive your completed online request, a check is mailed within 3 business days.

**What information do you need in order to send my scholarship funds to my school?**

The online request asks for your school name and student ID. We send the funds to the school, based on their Free Application for Federal Student Aid (FAFSA) code. You may also view a tutorial video, available from within your account.

**What if my school doesn't have a FAFSA code?**

You must send your request to SMART for approval.

**My account shows "Gatekeeper: True/False". What does this mean?**

If the Gatekeeper field is "True", your awards can only be approved for disbursement after meeting a state-mandated academic requirement.

**If I have two children, can I create a login that will reflect both SMART accounts?**

No, the recipient is an individual contact with a unique login/password/invitation code.

**Are my SMART scholarships only good at universities or can they be used toward trade schools, online classes or any other after high school education?**

SMART scholarships can be used for any classes that apply toward an accredited secondary educational institution including trade schools.

**Can I give my scholarships to someone else?**

No, scholarships are not transferrable.

**I'm in high school and attending college (dual-credit or college credit). Can I use my funds for my college expenses (tuition, fees, and textbooks)?**

No, funds can only be used after high school graduation.

**Do I have to pay taxes on my scholarship funds?**

Your use of scholarship funds may have certain tax implications. Please consult a tax professional. SMART will not answer tax questions.

**What if I don't see a scholarship listed in my account?**

If the scholarship was awarded prior to August 2006 or from an event not certified by USBC, the awarding organization may be managing the funds separately from SMART. You may need to contact the organization for information on how to obtain the funds.

If the event was certified with USBC, please contact [rules@bowl.com](mailto:rules@bowl.com) for assistance.

**My child has multiple accounts, how can I get all the awards in one account?**

The BIC will merge the membership profiles and notify SMART when the process is complete.

**Can I activate my membership and my SMART account at the same time?**

No. Although the codes are the same, the activation and register processes must be done separately.

**How can I reach SMART?**

Please email any questions to [smart@bowl.com](mailto:smart@bowl.com)