

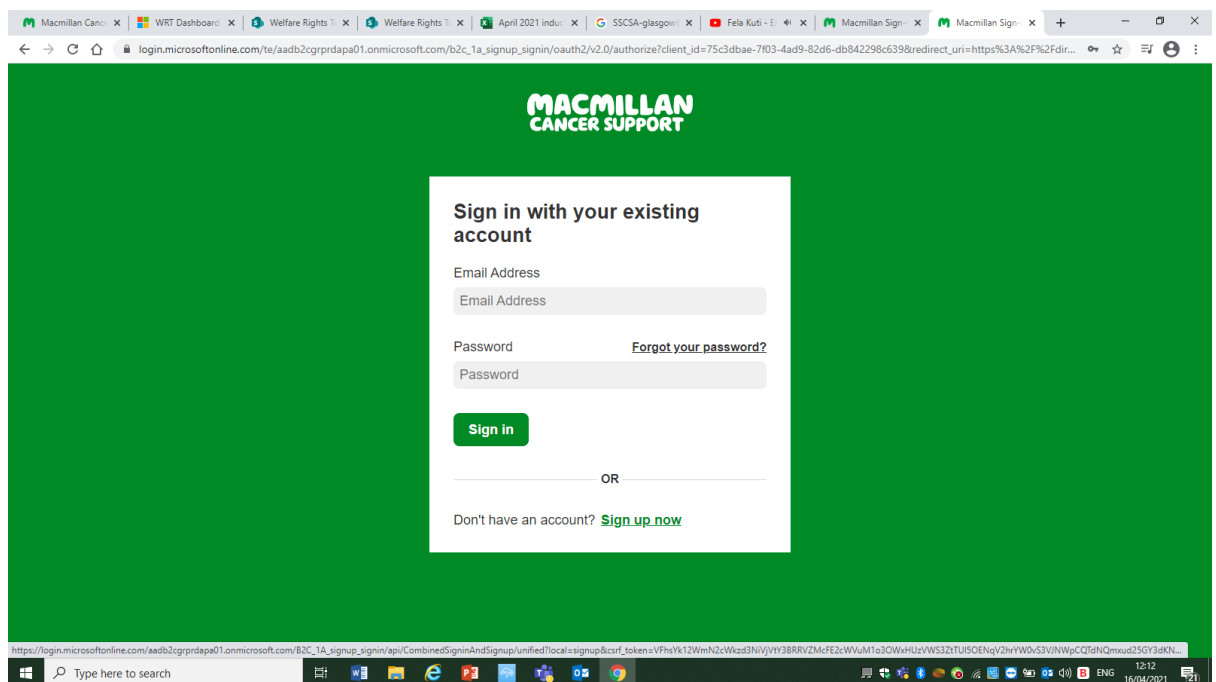
Macmillan Online Grants Portal – User Guide

This guide will take you through the applications process for a Macmillan Grant, highlighting any recent changes to the system.

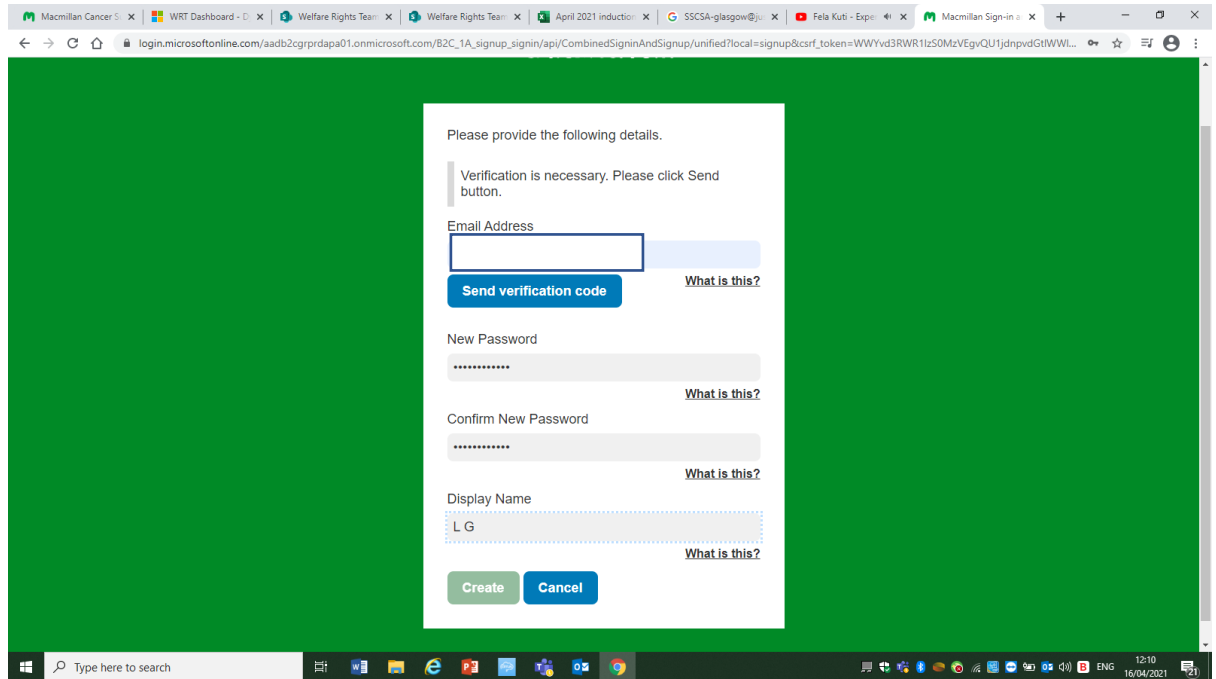
There is also a Troubleshooting section at the end with potential fixes for various errors that you may experience when using the portal.

Registering for the Portal

Use the following link and select 'sign up now': - <https://direct-grants.macmillan.org.uk>



You should then see the following page.



Please provide the following details.

Verification is necessary. Please click Send button.

Email Address

[What is this?](#)

[Send verification code](#)

New Password

[What is this?](#)

Confirm New Password

[What is this?](#)

Display Name

[What is this?](#)

[Create](#) [Cancel](#)

Complete the information on this page and left click on 'Send verification code'

You will receive a verification code to the email address you have provided. The email you receive will be sent by Microsoft and will look like the email below. If this email is not in your inbox, then please check your junk folder.

From: Microsoft on behalf of AADB2C-GR-PRD-APA-01

<msonlineservicesteam@microsoftonline.com**>**

Date: 16 April 2021 at 12:11:19 BST

To:

Subject: AADB2C-GR-PRD-APA-01 account email verification code

Verify your email address

Thanks for verifying your account!

Your code is: 767097

Sincerely,

AADB2C-GR-PRD-APA-01

Input the verification code into the grants portal.

Please provide the following details.

Verification is necessary. Please click Send button.

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

Verification code [What is this?](#)

767097

[Verify code](#) [Send new code](#)

New Password

[What is this?](#)

Confirm New Password

[What is this?](#)

Display Name

Levon Test

Once you have clicked on verify code, the portal will then allow you to create your account. Click create as shown on the screen shot below.

Please provide the following details.

Verification is necessary. Please click Send button.

E-mail address verified. You can now continue.

Email Address

[Change e-mail](#) [What is this?](#)

New Password

[What is this?](#)

Confirm New Password

[What is this?](#)

Display Name

Levon Test

[What is this?](#)

[Create](#) [Cancel](#)

Save password?

Username: levon_gray11@hotmail.co.uk

Password: *****

[Save](#) [Never](#)

You should see the following screen.

Macmillan Canc... X WRT Dashboard X Welfare Rights X Welfare Rights X April 2021 indu... X SSCSA-glasgow X Fela Kuti - E... X Macmillan Web X expensive shit all... X

direct-grants.macmillan.org.uk/registration

MACMILLAN
CANCER SUPPORT

Sign out

REGISTRATION STEP 2

We can only accept applications from a health or social care professional supporting the person living with cancer in a professional capacity. If you are not a health or social care professional and wish to apply for a Macmillan Grant, please contact us on 0808 808 00 00.

About you

Title

First name

Last name

It's really important our website works for you and what you need. We use cookies to help us do this and sometimes share information on how people use our site with our social media, advertising and analytics partners. Like to know more? Click here to view our cookie policy and learn how to manage. [Learn more](#)

Got it!

Type here to search

Macmillan Canc... X WRT Dashboard X Welfare Rights X Welfare Rights X April 2021 indu... X SSCSA-glasgow X big joe turner g... X Macmillan Web X expensive shit all... X

direct-grants.macmillan.org.uk/registration

Contact preferences

How do you wish to be contacted?

☒ Email

☐ Phone

☐ Post

☐ Text

Joint Working Organisation

Add another organisation

Organisation name

Search

Can't find your organisation? [Click here to create one.](#)

Add another organisation

☒ I have read and accept the terms and conditions

Complete registration →

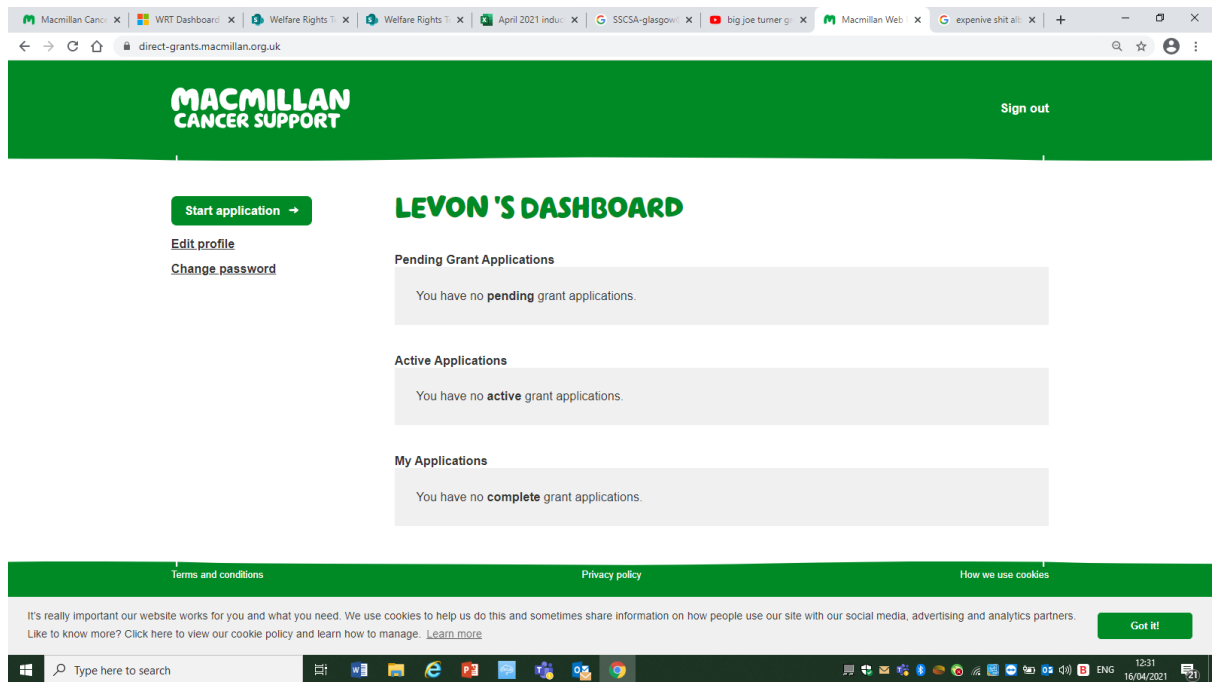
It's really important our website works for you and what you need. We use cookies to help us do this and sometimes share information on how people use our site with our social media, advertising and analytics partners. Like to know more? Click here to view our cookie policy and learn how to manage. [Learn more](#)

Got it!

Type here to search

Complete all sections of Registration – Step 2 screen. Once completed, click on complete registration.

You should see the following screen. This is your dashboard and you will now be able to make Macmillan Grant applications for your clients/patient.



The Grants Dashboard

The dashboard is where you can check the progress of a Macmillan Grant application, or start a new application.

As you can see from the screenshot below, there have been no changes made to the dashboard.

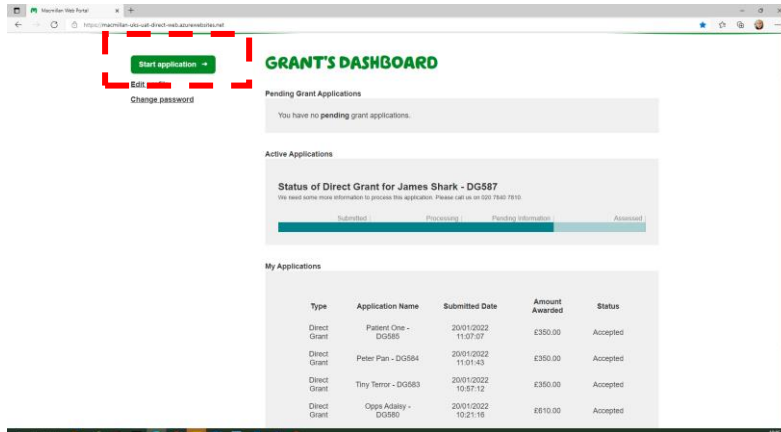
The 'Active Applications' section of the dashboard will show the status of your Direct Grant application. The status of the application can be:

- submitted
- processing
- pending info (you should receive an email from WRTMacmillanGrants@macmillan.org.uk advising you on the information that is missing from the grant application)
- assessed

The 'My Applications' section of the dashboard allows you to see applications that have been assessed and the decision that was made on the application. The status will either be:

- accepted
- rejected

You can also see the application name which includes the cancer patients name and the grant reference number, the date that the grant was submitted and the amount awarded.



To make a new application for a client, please click on 'Start application' on the top left hand corner.

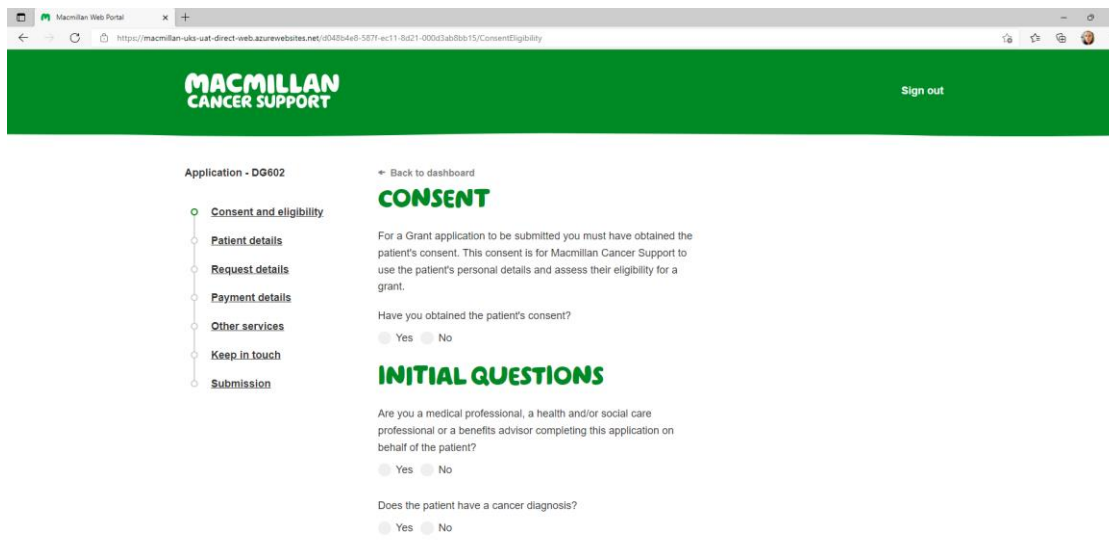
Starting a new Macmillan Grant application

Below you can find more information about the steps in the Macmillan Grant application process

1. Consent and eligibility
2. Patient details
3. Request details
4. Payment details
5. Other services
6. Keep in touch
7. Submission

Consent and eligibility

When starting a new application, the first page of the application you need to complete is the consent and eligibility page.



If the application is for a household of one, do they meet the disposable income threshold of £323pw or less and have savings of no more than £6000 or, if the application is for a household of 2 or more, do they meet the disposable income threshold of £442pw or less, with savings of no more than £8000?

☐ Yes ☐ No

Has the patient previously had a Macmillan grant in the last 6 years?

☐ Yes ☐ No

[Continue to next step →](#)

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The first question the portal will ask is, 'Have you obtained the patients consent?'. If the answer to this question is no, then you will not be able to proceed with the application. We need the consent of the patient before we are able to use their personal details to assess their eligibility for a grant.

You will then be asked if you are a medical professional, a health and/or social care professions or a welfare benefits adviser completing the application on behalf of the patient. If you answer no to this question, you will be unable to proceed any further.

The next questions relate to the patient and if they meet the criteria to be eligible for a Macmillan Grant.

Medical criteria

Does the patient have a cancer diagnosis?

If the answer to this is:

- No. You will be unable to proceed with the application. In the past Macmillan would award grants for borderline conditions. This is no longer the case.
- Yes. You can proceed with the application. You will no longer have to attach medical evidence to your Macmillan Grant application. Macmillan do not need information regarding the cancer type, prognosis, treatment, or impact of cancer and treatment to be able to process a grant application.

Financial criteria

If the application is for a household of one, do they meet the disposable income threshold of:

- **£323 per week or less and have savings of no more than £6000 for a single household?**
- **£442 per week or less, with savings of no more than £8000 for a household of 2 or more?**

If the client answer to this question is:

- No. You will be unable to proceed with the application.
- Yes. You will no longer be required to add information relating to the patient's income and expenditure to submit a grant application. The patient will either meet the financial criteria or they won't.

The last question on the consent and eligibility page asks if a grant has been awarded within the last 6 years. If the patient has received a grant within this period, then Macmillan would not be able to award a secondary grant.

If you answer no to any of the questions above, you will see the following messages above the questions you have answered.

The screenshot shows a web browser window with the URL <https://macmillan-uk-uat-direct-web.azurewebsites.net/11baw0f0f-ab85-ec11-8d21-00033d4e7f9c/ConsentEligibility>. The page title is "Application - DG616". On the left, a sidebar lists the application steps: "Consent and eligibility" (selected), "Patient details", "Request details", "Payment details", "Other services", "Keep in touch", and "Submission". The main content area is titled "CONSENT" in green. It contains a paragraph: "For a Grant application to be submitted you must have obtained the patient's consent. This consent is for Macmillan Cancer Support to use the patient's personal details and assess their eligibility for a grant." Below this, a red box states: "To further proceed with the application, the patient's consent is needed." A question follows: "Have you obtained the patient's consent?" with radio buttons for "Yes" and "No", where "No" is selected. Another section titled "INITIAL QUESTIONS" in green follows. A red box states: "Only a medical professional, a health and/or social care professional or a benefits advisor can complete this application on behalf of the patient." A question asks: "Are you a medical professional, a health and/or social care professional or a benefits advisor completing this application on behalf of the patient?" with radio buttons for "Yes" and "No", where "No" is selected. Another red box states: "To further proceed with the application, the patient needs to have a cancer diagnosis." A question asks: "Does the patient have a cancer diagnosis?" with radio buttons for "Yes" and "No", where "No" is selected. At the bottom, it says: "If the application is for a household of one, do they meet the".

Patient Details

In this section of the application please include the patient's details such as:

- first name
- surname
- email address
- telephone number
- postal address (start by entering the patient's post code and the system will list the addresses for that postcode, and you would select the correct address from the list provided)
- date of birth

The screenshot shows a web browser window with the URL <https://macmillan-uk-uat-direct-web.azurewebsites.net/d048b4e8-587f-ec11-8d21-00033d4e7f9c/PatientDetails>. The page title is "Application - DG602". On the left, a sidebar lists the application steps: "Consent and eligibility", "Patient details" (selected), "Request details", "Payment details", "Other services", "Keep in touch", and "Submission". The main content area is titled "PATIENT DETAILS" in green. It contains several input fields: "Title (Optional)", "First Name", "Surname", "Email (Optional)", and "Telephone number (Optional)". Below these, there is a section titled "Address" in green, followed by a "Postcode" input field. A "Sign out" link is visible in the top right corner of the green header.

Macmillan Web Portal

https://macmillan-uk-uat-direct-web.azurewebsites.net/s043b4e8-557f-ec11-8d21-000d3ab8b15/PatientDetails

Postcode

Find address

Address line 1

Address line 2 (Optional)

Address 3 (Optional)

City (Optional)

County (Optional)

Country (Optional)

Date of birth

dd/mm/yyyy

Consent

If your patient is under the age of 18, from March 2022, Macmillan will no longer support applications for under 18s or anyone who applies for a grant on behalf of someone who is under 18. We are strengthening our partnership with Young Lives Vs Cancer, who are better placed to meet the specific needs of under 18s and their families.

Macmillan Cancer Support

Macmillan Web Portal

https://macmillan-uk-uat-direct-web.azurewebsites.net/11bae0df-ab85-ec11-8d21-000d3a54e9b/PatientDetails

Bedfordshire

Country (Optional)

United Kingdom

Date of birth

Macmillan does not provide grants for children under the age of 18.

01/01/2022

Consent

By the applicant submitting this form on your behalf, you consent to Macmillan Cancer Support using your details to assess your eligibility and process your grant.

You also confirm you have consent from any other individuals/parties who may have provided personal information in this application form.

☒ I Agree

Continue to next step →

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You will also have to read the consent statement to the patient before continuing with the grant application. If the patient refuses to give their consent, then you will be unable to continue with the application as shown in the screenshot below.

County (Optional)
Bedfordshire

Country (Optional)
United Kingdom

Date of birth
01/01/1956

Consent

By the applicant submitting this form on your behalf, you consent to Macmillan Cancer Support using your details to assess your eligibility and process your grant.

You also confirm you have consent from any other individuals/parties who may have provided personal information in this application form.

You must agree to proceed.

☐ I Agree

[Continue to next step →](#)

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Request Details

In this section of the application, please indicate what the Macmillan Grant will be used for. You can select as many items as you wish, but the grant awarded is fixed at £350.

You will no longer need to submit a supporting statement to link the cancer diagnosis and/or treatment to the requested item.

Application - Ggg Gggg - DG602 [← Back to dashboard](#)

REQUEST DETAILS

Please indicate what the Macmillan grant will be used towards.

Please select one or more items:

- ☐ Bed
- ☐ Bedding
- ☐ Clothing
- ☐ Compliance test item
- ☐ Food preparation tools
- ☐ Furniture
- ☐ Heating
- ☐ Holiday
- ☐ Hospital travel costs
- ☐ Kitchen appliance(s)
- ☐ Other
- ☐ Specialised equipment
- ☐ Washing Machine

[Continue to next step →](#)

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If you do not select one or more items and try to continue to the next step, you will see the message below and will be unable to proceed with the application.

Application - Patient Details - DG616

← Back to dashboard

REQUEST DETAILS

Please indicate what the Macmillan grant will be used towards.

At least one item must be selected

Please select one or more items:

- ☐ Bed
- ☐ Bedding
- ☐ Clothing
- ☐ Compliance test item
- ☐ Food preparation tools
- ☐ Furniture
- ☐ Heating
- ☐ Holiday
- ☐ Hospital travel costs
- ☐ Kitchen appliance(s)
- ☐ Other
- ☐ Specialised equipment
- ☐ Washing Machine

[Continue to next step →](#)

Payment details

The payment details screen will now default to payment as a bank transfer. To submit the claim, please provide:

- name of the account holder
- account number
- sort code

We are still unable to pay into building society accounts if they have an additional reference number.

Application - Ggg Gggg - DG602

← Back to dashboard

PAYMENT DETAILS

If the application is successful, we can make payment by bank transfer, therefore please provide the patient's bank details.

Bank Details

Account holder name

Account number

Sort code

☐ Cheque

If you are unable to receive Bank Transfer we are able to issue the grant via Cheque but please note this can take longer.

[Continue to next step →](#)

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If the patient wishes to be paid by cheque, then you can select the 'cheque' option on the payment details screen. If the cheque is to be made payable to a 3rd party, you will have to email

WRTMacmillanGrant@macmillan.org.uk to advise who the payment is to be made to and why. The updated portal does not allow you to input the details of the 3rd party payee.

Application - Ggg Gggg - DG602 [Back to dashboard](#)

PAYMENT DETAILS

If the application is successful, we can make payment by bank transfer, therefore please provide the patient's bank details.

☐ Bank Details

☒ Cheque:

If you are unable to receive Bank Transfer we are able to issue the grant via Cheque but please note this can take longer.

[Continue to next step](#)

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Other services available

In this section, you can request further help for your patient from the Welfare Rights Team, Financial Guidance Team or the Energy Advice Team on the Macmillan Support Line.

Ask the patient if they want to be referred to one of these services and we will be able to provide them with the information that is most relevant for them.

Application - Ggg Gggg - DG602 [Back to dashboard](#)

OTHER SERVICES AVAILABLE

We may be able to identify other support from specialist teams within Macmillan or from other organisations. We will not pass any details on to a third party without contacting the patient and obtaining consent first.

Benefits advice

For people who haven't accessed benefits advice already, Macmillan's benefits advisers can help by working out the financial help someone may be entitled to. They have specialist knowledge of benefits and they can offer up to date, invaluable advice on an ongoing basis if you need it.

Does the patient want to be referred for benefits advice?

☐ Yes ☐ No

Financial guidance

Macmillan has a Financial Guidance team who can give free, independent guidance and information on all aspects of personal finances.

Does the patient want to be referred for financial guidance advice?

☐ Yes ☐ No

Energy and Utility costs

We may be able to identify further help from fuel providers.

Does the patient want to be referred for energy and utility advice?

☐ Yes ☐ No

[Continue to next step →](#)

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Please indicate yes or no on whether you patient wants to be referred to the other services. If you do not answer the questions you will be unable to proceed with the grant application.

Request details

Payment details

Other services

Keep in touch

Submission

Benefits advice

For people who haven't accessed benefits advice already, Macmillan's benefits advisers can help by working out the financial help someone may be entitled to. They have specialist knowledge of benefits and they can offer up to date, invaluable advice on an ongoing basis if you need it.

Please select an option

Does the patient want to be referred for benefits advice?

☐ Yes ☐ No

Financial guidance

Macmillan has a Financial Guidance team who can give free, independent guidance and information on all aspects of personal finances.

Please select an option

Does the patient want to be referred for financial guidance advice?

☐ Yes ☐ No

Energy and Utility costs

We may be able to identify further help from fuel providers.

Please select an option

Does the patient want to be referred for energy and utility advice?

☐ Yes ☐ No

Keep in Touch

If the patient wishes to be contacted by Macmillan regarding other services we provide, then please read the following statement and select the patient's preferred method of contact.

If the patient does not wish to be contacted, you can continue to the 'submission' section by continuing to the next step.

MACMILLAN
CANCER SUPPORT

[Sign out](#)

Application - Ggg Gggg - DG602

[← Back to dashboard](#)

KEEP IN TOUCH

If you or someone you love has cancer, we'll be there — from diagnosis, through treatment and beyond. From our Macmillan nurses to our support line advisers, we're here for you.

We would like to stay in touch with the patient so that we can tell them more about our services and other ways we can support them.

We promise to keep the patient's details safe and never sell or swap them with anyone. Our privacy policy explains how we keep this promise. If the patient does not want to hear from us or changes their mind about how we contact them, please email contact@macmillan.org.uk or call 0300 1000 200.

Does the patient give permission to be contacted by:

☐ Email

☐ Phone

☐ Text

☐ Post

[Continue to next step →](#)

Submission

The submission page allows you to check each section of the completed application so that you can make sure that there are no errors before submitting the application.

Application - Ggg Gggg - DG602

← Back to dashboard

SUBMISSION

Application - Ggg Gggg - DG602

Consent and Eligibility	
Have you obtained the patient's consent?	Yes
Are you completing on behalf of the patient?	Yes
Does the patient have a cancer diagnosis?	Yes
If the application is for a household of one, do they meet the disposable income threshold of £323pw or less and have savings of no more than £5000 or, if the application is for a household of 2 or more, do they meet the disposable income threshold of £442pw or less, with savings of no more than £8000?	Yes
Has had a Macmillan grant in the last 6 years?	No

Patient Details	
Title	Ms
First Name	Ggg
Surname	Gggg
Email	
Telephone	
Address	56 Velsheda Court Southampton Hampshire United Kingdom SO45 6DW

Request Details	
Selected Items	Food preparation tools

Payment Details	
Type	Cheque

Other Services	
Benefits advice	No
Financial Guidance	No
Fuel Providers	No

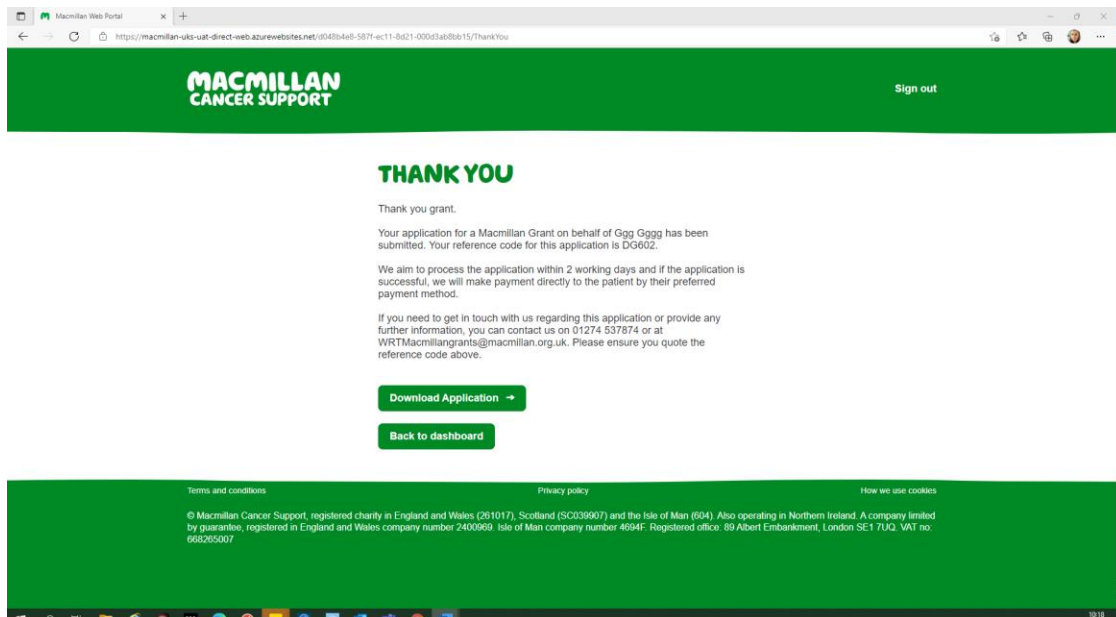
Keep In Touch	
Email	No
Phone	No
Text	No
Post	No

By submitting this application you are confirming that the information provided within it is true and correct to the best of your ability and accept the terms and conditions of the grant.
Please note: we may require further information from you to allow us to process the application (e.g. proof of income)

[Submit application →](#)

Once you have checked your application, click submit application.

You should then see the screen below. From here you can download and print the completed application for your records, or return to the dashboard.



Troubleshooting

If you experience any errors when processing an application, or if you are unable to access the Macmillan Grant portal, please try the following:

- Please ensure you accessing the portal at the following address - <https://direct-grants.macmillan.org.uk/>
- Browser – We recommend using Google Chrome to access the portal as we do have reports of difficulties when using other browsers.
- Cookies and Cache – Stored information can sometimes prevent the correct loading of the portal.
- Hard refresh – This forces the browser to reload the latest version of the portal. You can do this by:
 - Chrome, Firefox, or Edge for Windows: Press Ctrl+F5 (If that doesn't work, try Shift+F5 or Chrome or Firefox for Mac: Press Shift+Command+R.

If you are still having difficulty after trying the about steps, you should contact our **Assisted Digital Line on 01274 537 874** who can help.