



Unable to login to the BIM Grants Portal

Login

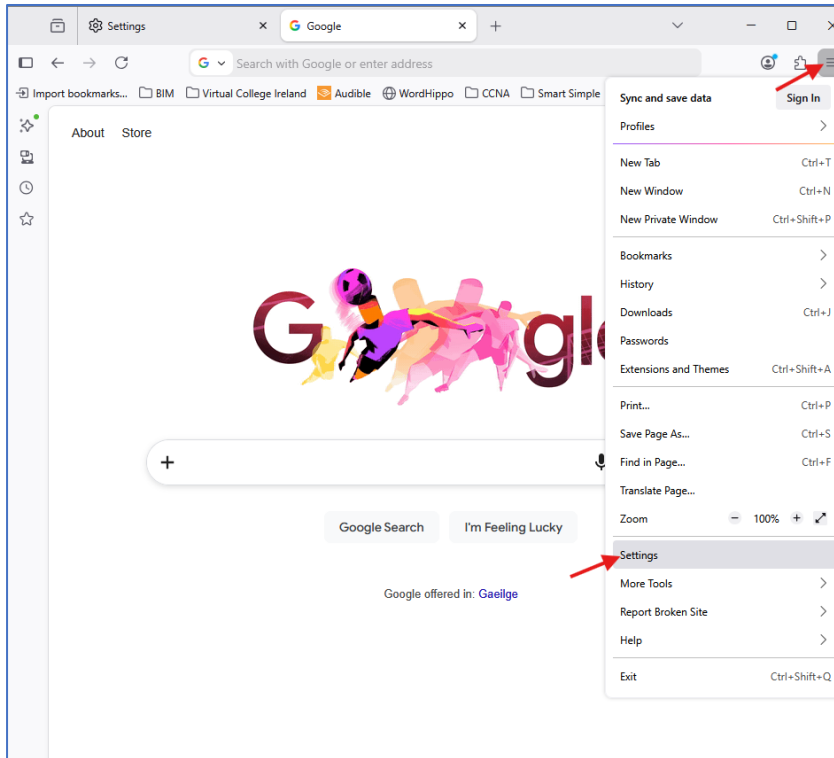
 Invalid Login Token

If you are experiencing issues logging into the BIM Grants Portal please follow the steps below to resolve. Note the steps can differ depending on the web browser you are using. In this guide we have outlined resolution steps for the following web browsers:

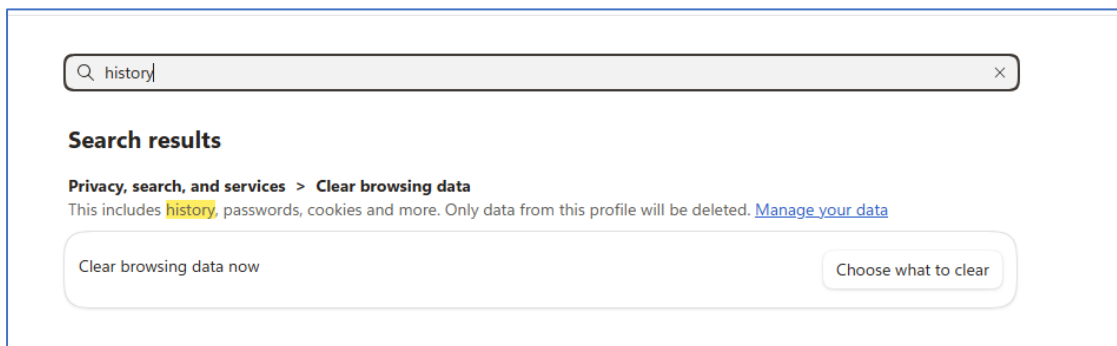
- Microsoft Edge
- Google Chrome
- Mozilla Firefox

Microsoft Edge

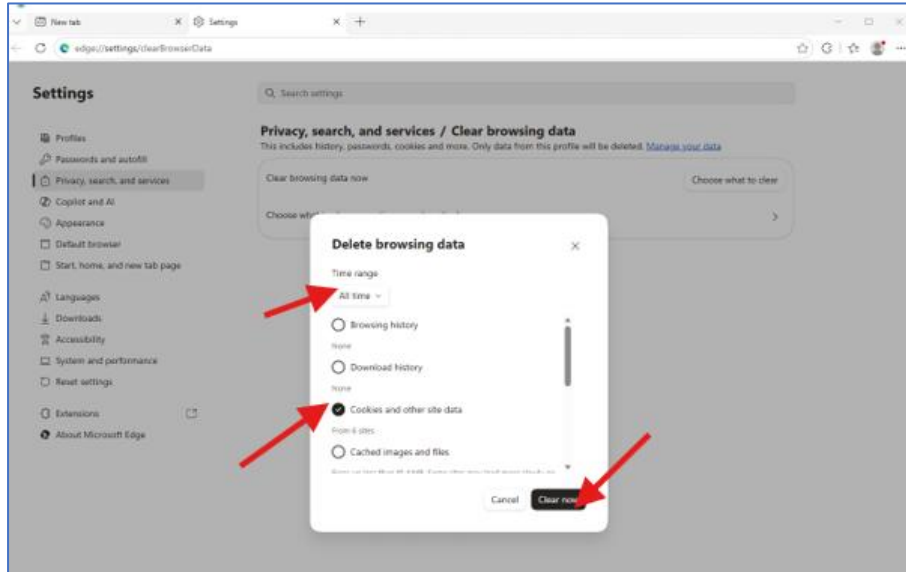
1. Click the three black dots in the top right corner of your web browser.
2. Then select **“Settings”** from the menu provided.



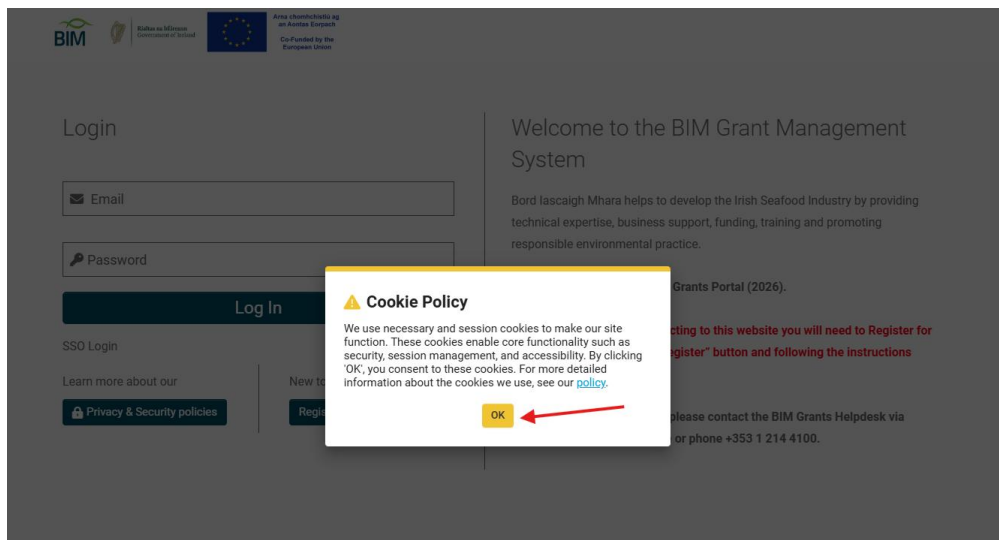
3. Type the word **“history”** in the search box provided.
4. From the search results click the **“Choose what to clear”** button.



5. The **“Delete Browsing Data”** menu will appear. Set the options as follows
Time Range: **All time**
Selection: **Cookies and other site**

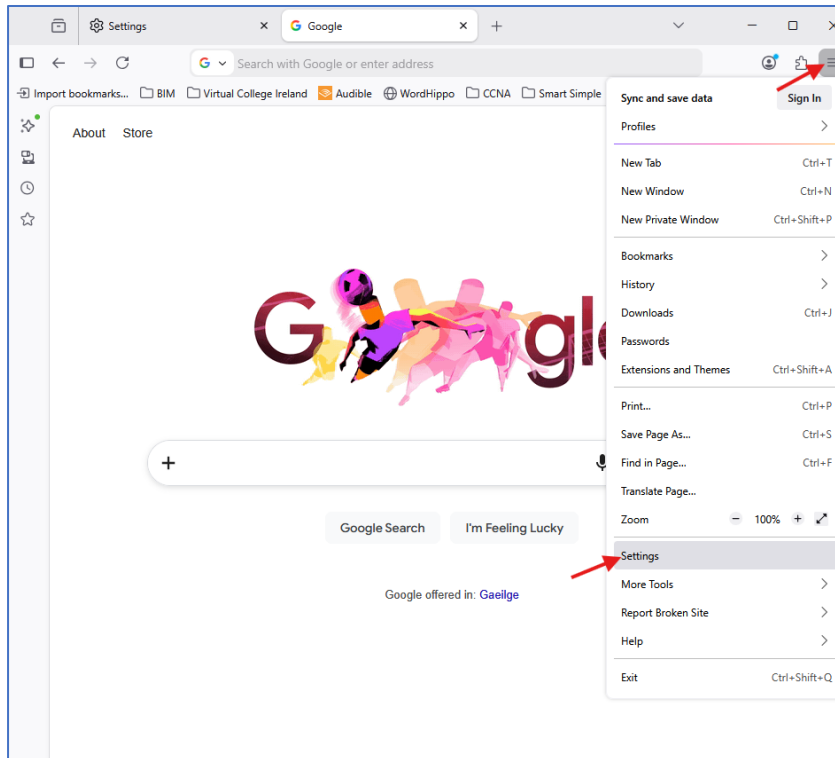


6. Click the **"Clear now"** button once all options have been set as per above.
7. Once all cookies have been removed please close your web browser window and re-open it.
8. Browse to the BIM Grants Portal website <https://eufm-bim.smartsimple.ie/>
9. The BIM Cookie Policy will be presented to you. Please click **OK** to accept this policy and continue to the login page.

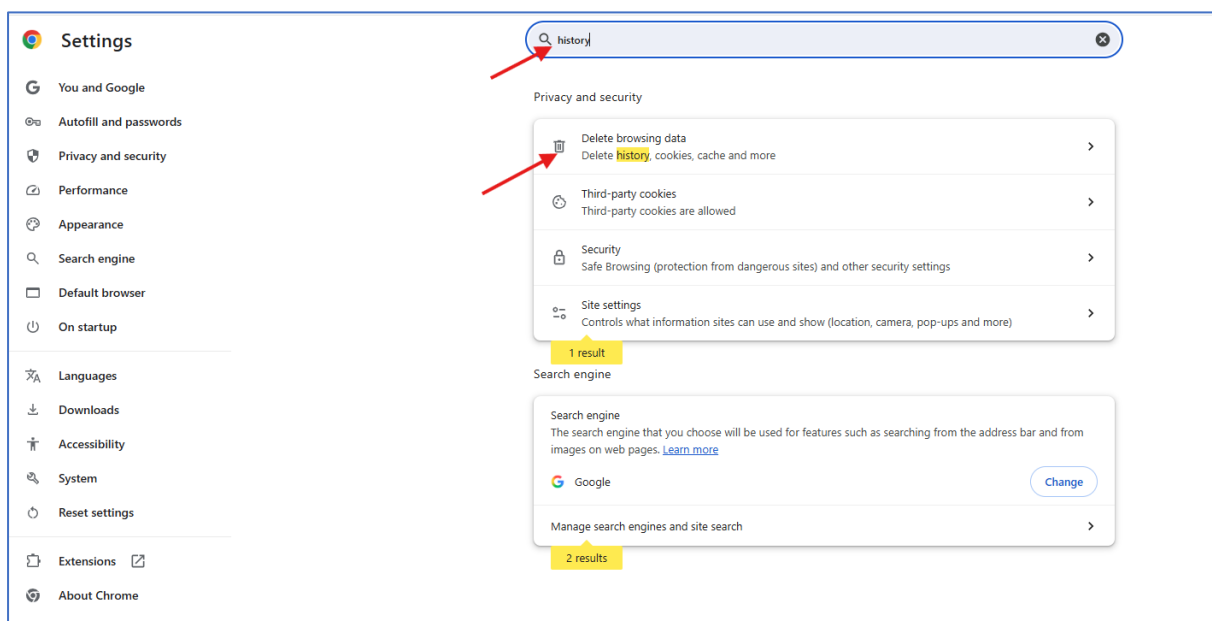


10. You should now be able to login to the BIM Grants Portal using your username and password. If you experience any further connection issues please contact the BIM Grants Helpdesk via email grantshelpdesk@bim.ie or phone (+353) 01-2144 100 for assistance.

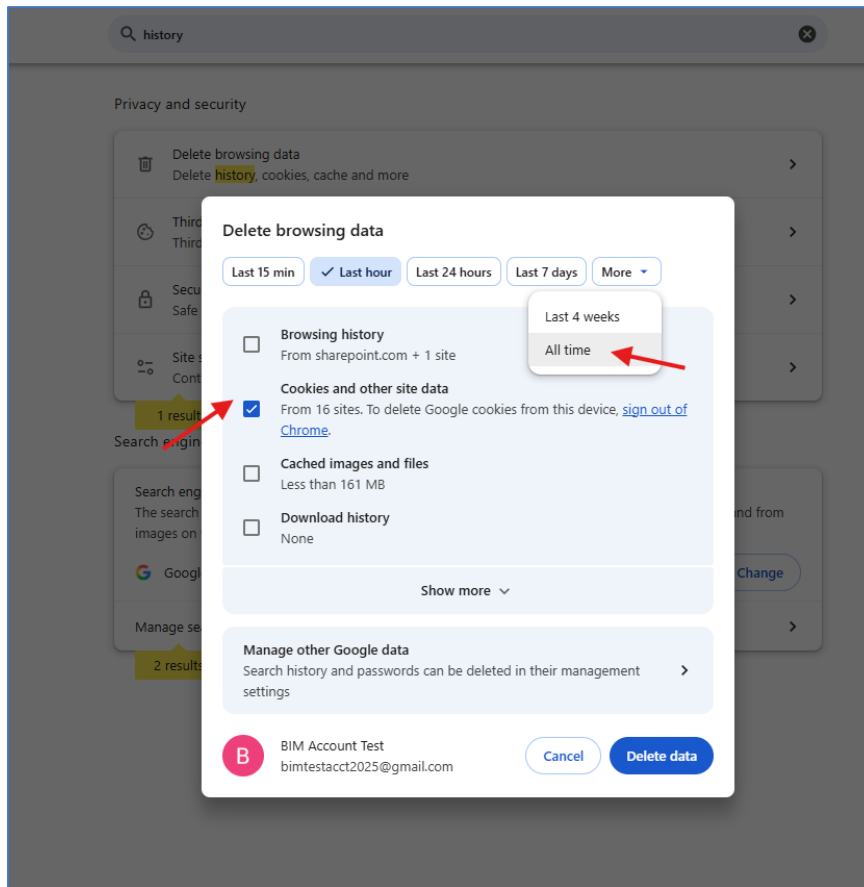
1. Click the three black dots in the top right corner of your web browser.
2. Then select “**Settings**” from the menu provided.



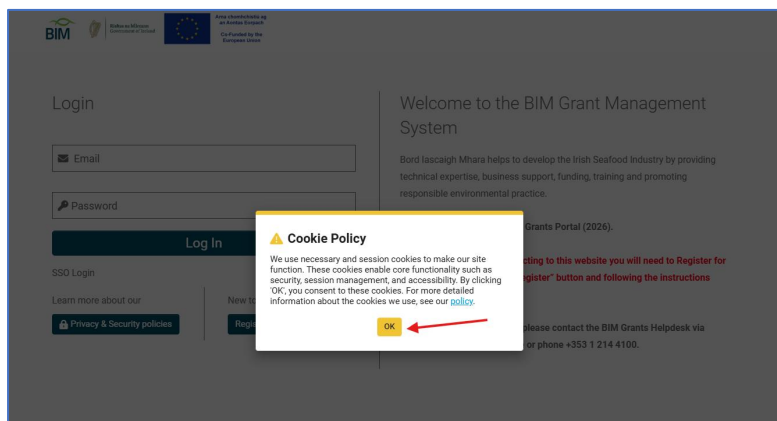
3. Type the word “**history**” in the search box provided.
4. From the search results click the “**Delete Browser Data**” button.



5. The “**Delete Browsing Data**” menu will appear. Set the options as follows
Time Range: **All time**
Selection: **Cookies and other site**



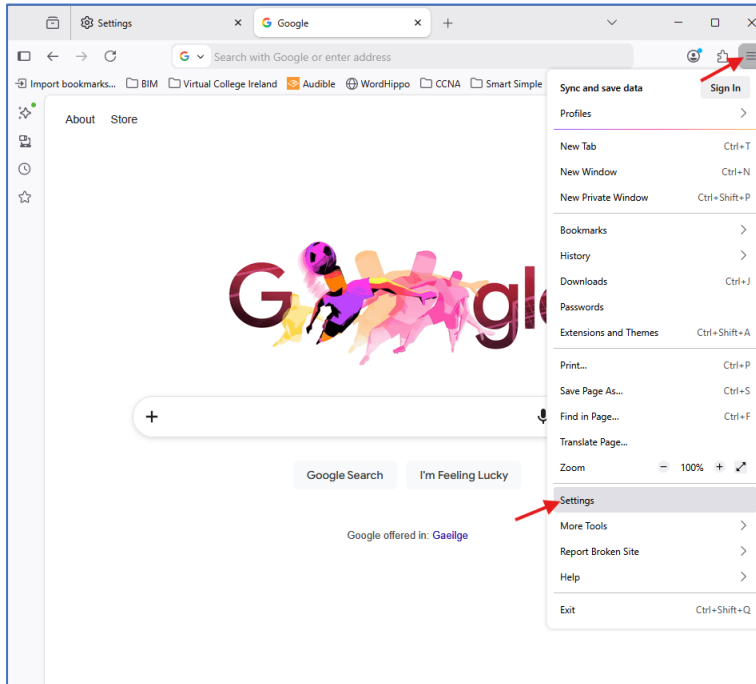
6. Click the **"Delete Data"** button once all options have been set as per above.
7. Once all cookies have been removed please close your web browser window and re-open it.
8. Browse to the BIM Grants Portal website <https://eufm-bim.smartsimple.ie/>
9. The BIM Cookie Policy will be presented to you. Please click **OK** to accept this policy and continue to the login page.



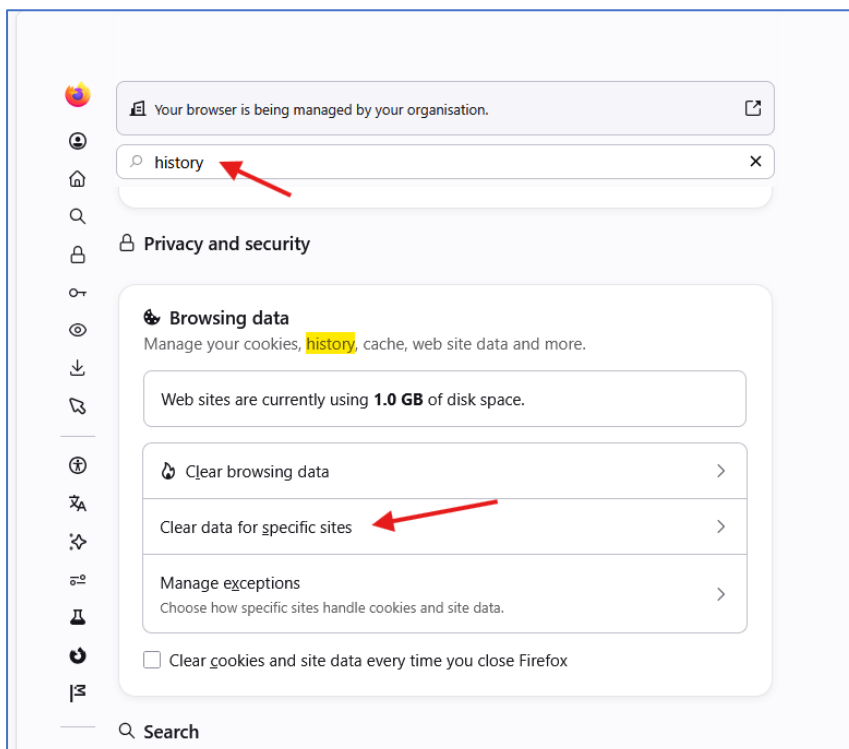
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Mozilla Firefox

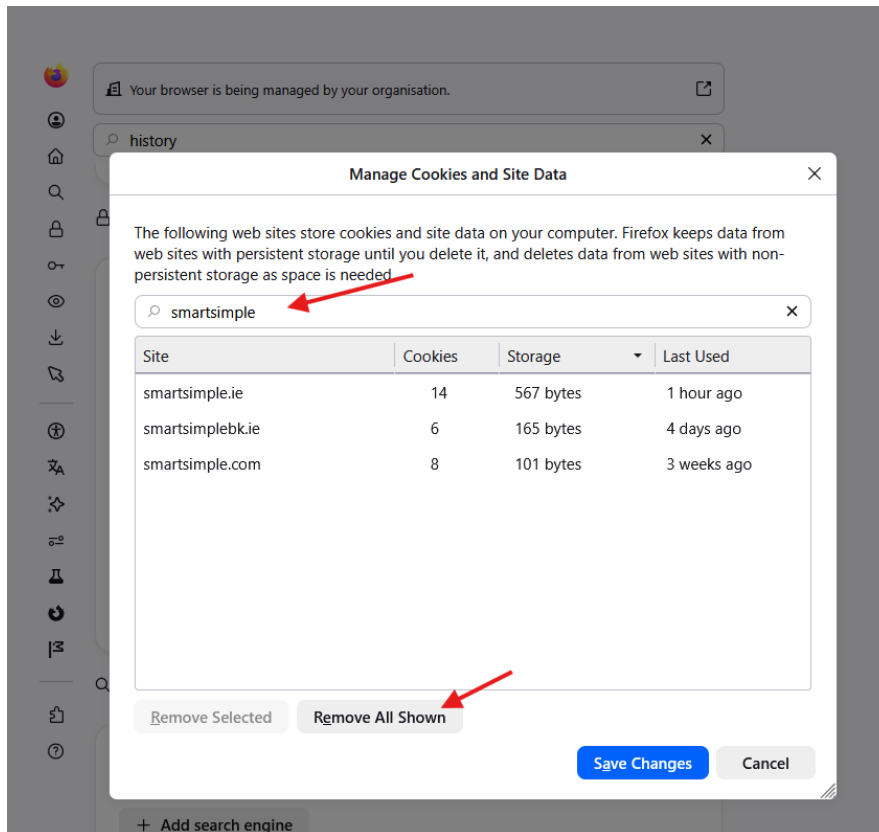
1. Click the three black dots in the top right corner of your web browser.
2. Then select **“Settings”** from the menu provided.



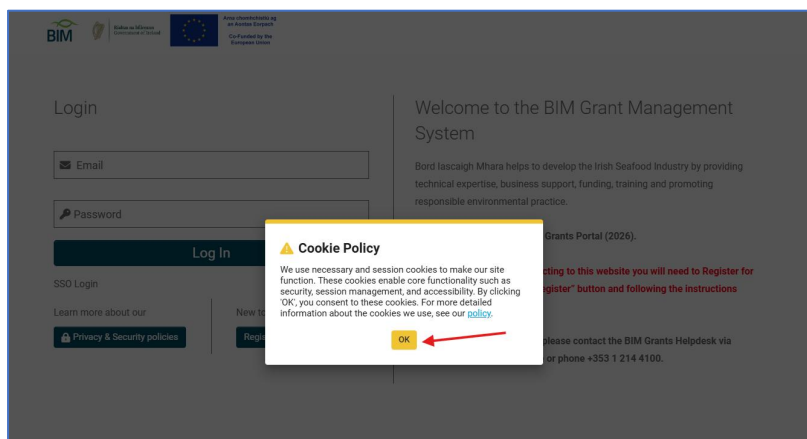
3. Type the word **“history”** in the search box provided.
4. From the search results click the **“Clear data from specific sites”**.



- The “**Manage Cookies and Site Data**” menu will appear. Type “smartsimple” into search box provided.



- A list of saved data from the Smart Simple website will appear.
- Click the “**Remove all shown**” button once list appears.
- Once all cookies have been removed please close your web browser window and re-open it.
- Browse to the BIM Grants Portal website <https://eufm-bim.smartsimple.ie/>
- The BIM Cookie Policy will be presented to you. Please click **OK** to accept this policy and continue to the login page.



- You should now be able to login to the BIM Grants Portal using your username and password. If you experience any further connection issues please contact the BIM Grants Helpdesk via email grantshelpdesk@bim.ie or phone (+353) 01-2144 100 for assistance.