Student Nutrition Program Funding Opportunity
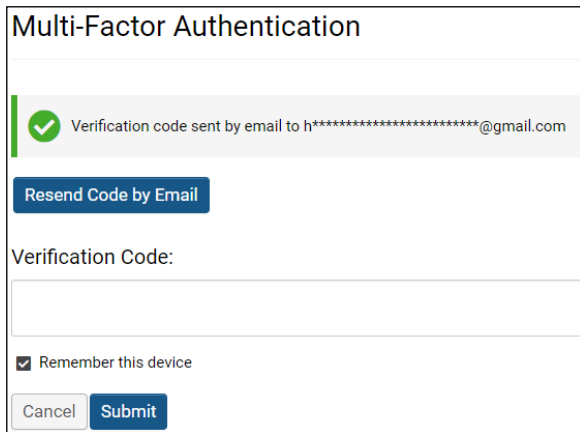
Using Multi-factor Authentication (MFA) in Toronto Grants, Rebates, and Incentives Portal (TGRIP)

Multi-Factor Authentication is a two-step process for signing into TGRIP (SmartSimple). It is an extra layer of security that prompts you to verify yourself using an emailed verification code.

Multi-factor authentication works in three simple steps

Step 1. After signing in to TGRIP, you will be asked to enter a 6-digit verification code. See image below:

Step 2. Check the email account used to sign into TGRIP. There should be an email from TGRIPnoreply@smartsimplemailer.com with a 6-digit code in the body of the email. Copy or remember the verification code.

Step 3. Return to the SmartSimple page and enter this 6-digit number into the field labeled *Verification Code* (shown below) and click the submit button.

How to Manage Access to the SNP Application
toronto.ca/student-nutrition-program

Revised January 10, 2024

TORONTO Public Health

Multi-Factor Authentication

[Resend Code by Email]

Verification Code:

| 200971 |

☑ Remember this device

[Cancel] [Submit]

If the verification email has not been received within a few minutes, check to ensure that the email did not get re-directed to the spam/junk folder. If the email is not in your junk folder, request to have another email sent by clicking the **Resend Code** button.

[Resend Code by Email]

Verification Code:

| |

☑ Remember this device

[Cancel] [Submit]

Support

If you are not receiving the emails with your verification code, speak with your Organization's IT Support to determine what is blocking their delivery to you. Blocked email deliveries by your organization cannot be rectified by City of Toronto staff.

If you receive the onscreen message "Invalid Username or Password" you have entered the incorrect combination of email and password, and this is not related to multi-factor authentication. Select the "Forgot Password" link if you need to reset your password.

Organizations' IT Support may contact TGRIP support at TGRIP@toronto.ca if they have confirmed multi-factor authentication emails are received and the verification code is not being accepted.