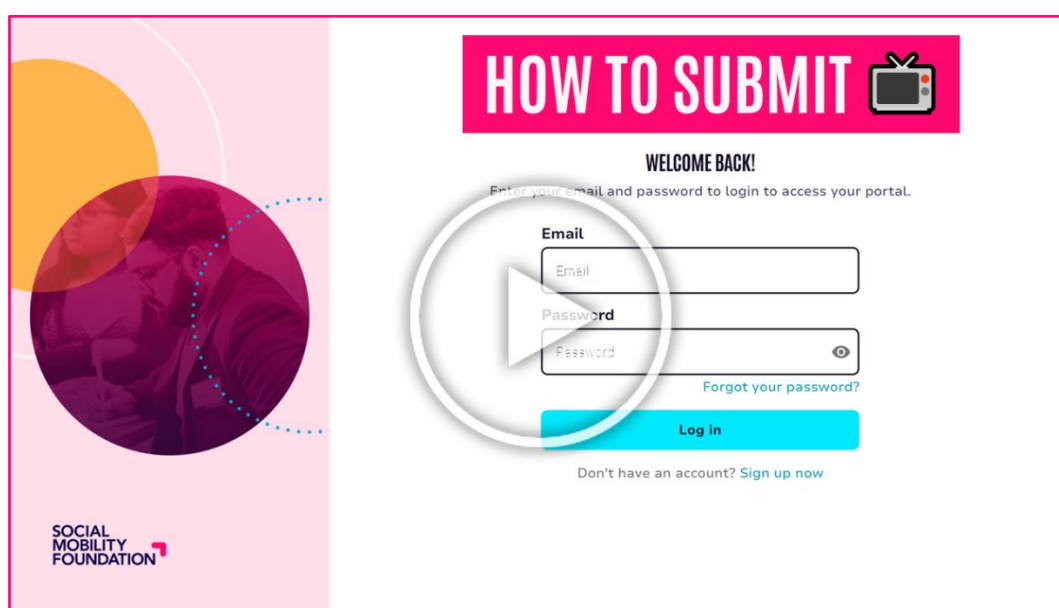


THE SOCIAL MOBILITY EMPLOYER INDEX 2026 SUBMISSION FAQ'S

Watch the video below on how to submit your Index entry via our portal:



1. How do I access my Index portal account?

Once you have registered your interest for the Employer Index on the [SMF website](#); we include a personalised link for you to create an account in all email communications. If you have any trouble finding this link, please let us know and we can re-send this to you.

Once registered, you can [login to the portal](#) here.

2. I'm having a problem accessing the portal

If you need to update your login details, please do so via the password reset link on [the portal](#). This will send an automated link to reset your password. If you do not receive this and it has not arrived in your Spam or Junk folder, please contact the Index team at employerindex@socialmobility.org.uk.

If you have any other issues with accessing the portal, please contact us.

3. How do I download my portal survey progress so far?

For entrants who are drafting their submission across teams and with multiple colleagues, we suggest downloading the [Word version of the Index Survey](#) for you to collaborate offline.

Note: All submissions must be made via our Index Portal. We will not accept any other form of submission.

However, if you have already started your submission via the portal but now need to share with colleagues to review;

- › You can submit an early entry via the **Checkout** on the Index portal - you will then be able to download a PDF version of your submission so far. Once you've done this, we can then update our system to reverse the submission so that you can submit fully at a later time, by the 24th July deadline. You will not be charged for doing this.

If you need any support with using the Checkout function, please contact us.

4. I'm concerned about meeting the deadline, which sections should I fill in?

- › Focus on the key sections you're most able to fill in – our highest weighted sections are Data Collection and Internal and External Advocacy
- › If you're a registered charity or have fewer than 50 employees in your organisation, you're **exempt** from the Index entry fee, therefore your submission is completely free
- › **All** survey sections are **optional** and each entrant receives a banding and feedback for making a submission, regardless of whether every section is completed. If you fill in only your organisation details and the mandatory Feedback Section 9, then submit your entry, you will still receive our general feedback as standard.
- › [Please book in a call with us](#) and we can discuss how you can maximise your time when preparing an entry.

4. Is it possible to extend our deadline?

We cannot guarantee an extension to your deadline, but if you believe you will have difficulty meeting the deadline on the 24th July, 23:59pm then please contact us and let us know how long you would like to extend your submission period for.

We will then assess this and let you know closer to the deadline if an extension would be possible.

5. I haven't started yet – is there still time?

By choosing which sections to focus on, you can still:

- **Either** – submit using the minimal evidence required, by filling only our Mandatory Sections (Organisation Information and Feedback section) and still receive our general recommendations as standard. We estimate this will take **as little as 20 minutes of your time, and you will get our sector-leading guidance.**
- **Or** complete our highest-weighted recommended sections on Data Collection, Internal and External Advocacy in as much detail as you are able to, to receive a combination of bespoke and general guidance. Any section you provide evidence for will make you eligible to receive bespoke recommendations. We also rewards points for intentionality so details of any plans you have, e.g. a new outreach programme, which has yet to be launched or completed can result in positive marks.

6. How do I make payment? How much do I need to pay?

If you're a registered charity or have fewer than 50 employees in your organisation, you're **exempt** from the Index entry fee, therefore your submission is free of charge. For all other organisations, our fees can be found in our Fees table, in our [Guidance Notes](#) (page 26).

7. I'm exempt; how do I complete the Checkout?

Registered charities and organisations with fewer than 50 employees should tick the box which states the exemption from entry fees at Checkout.

SELECT YOUR PAYMENT METHOD

Almost there! Please review the totals below and select your preferred payment method to submit your survey.

Survey fee	£1400.00
Sectoral reports	£0.00
VAT	20%
Total	£1680.00

Payment method

Exempt from payment (charity or fewer than 5...

8. What happens if I leave my submission until the final day?

While we will endeavour to resolve any queries as soon as possible, we may be less able to support you if you experience any technical difficulties. Submitting early reduces the risk of delays, technical issues or missing information affecting your submission.

9. Can I amend my submission after submitting?

All submissions are final, unless you are submitting to access your survey progress. Therefore, we recommend checking the information you have provided is correct before completing the Checkout.

10. Who do I contact for urgent support?

Please contact employerindex@socialmobility.org.uk or **book in a call** with our team for any Index support you need.