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# Front Office User Guide

Guide to submitting an application  
for funding through Front Office



For more information about this document, contact:

ARTS, CULTURE AND STATUS OF WOMEN

COMMUNITY GRANTS

1-800-642-3855

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Front Officer User Guide | Ministry of Arts, Culture and Status of Women

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# Front Office User Guide

## Welcome

Welcome to the ministry of Arts, Culture and Status of Women's Community Grants Unit's online application system, which is called the Grant Administration Tracking and Evaluation (GATE) Front Office. GATE Front Office is a secure, electronic method to apply for funding through the various grant programs delivered by the Community Grants Unit.

This guide will help you:

- access GATE Front Office;
- complete and update your user profile;
- start and submit your application;
- submit your final report.

**Note**, the purpose of this guide is to answer basic questions regarding the application process and using GATE Front Office. If you have questions regarding program guidelines or project content, please refer to the guidelines on the various Community Grants program [webpages](#).

## Before you Start

As you complete your application, please keep in mind the following definitions:

- **Registrant** refers to the individual representing the organization in the application process. Organizations can have up to three registrant users, one of which must be the signing authority.
- **Applicant** refers to the organization that is applying for the grant.

If this is the first time your organization is applying for funding through GATE Front office, you must **register your organization** as an applicant, up to three registrants can represent your organization. Please email [registration.cg@gov.ab.ca](mailto:registration.cg@gov.ab.ca) to request the registration form or you can find the form on our the various grant programs [webpages](#). We recommend you start this process at least **10 BUSINESS DAYS PRIOR TO THE APPLICATION DEADLINE**.

As you complete the registration form, you must use the legal name of your organization as registered with Alberta Corporate Registry or Canada Revenue Agency as the name on the form **MUST** match your registration. New registrants get a GATE username and password, which will be sent to the email address provided on the registration form.

**If you are already registered in GATE Front Office**, you do not need to request a new username, but you must be listed as an authorized registrant for the Applicant for whom you are applying. Use your previous login information to access **GATE Front Office** and request a password reset if needed.

Should you have **trouble accessing your account**, email [registration.cg@gov.ab.ca](mailto:registration.cg@gov.ab.ca). **Please Note**, if your account goes for six months without login, you will be required to request a password reset.

If you require assistance to complete the registration process, please contact **1-800-642-8355**.

## Forms and Supporting Documents to Have Ready

We recommend that you prepare all information and supporting documents required for your application before starting, as you will be required to upload these items into GATE Front Office as part of the application process. These items include:

- [Application for \(CAD\) Direct Deposit and Void Cheque](#)
- List of Executives
- Financial Statements
- Letters of support

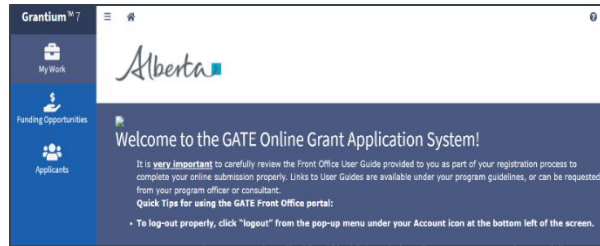
*There may be additional documents required depending on the grant program – please refer to the program guidelines for specific supporting document requirements.*

# Starting your Application

## Accessing GATE

Once you have received your username and password from GATE Registration, you can access [GATE Front Office](#).

1. Click on the log in icon in the top left corner of the screen.
2. Then log in with the username and password that was emailed to you.
3. Once you're logged in you will see the Welcome page and a navigation bar to the left. Read the Welcome page to learn about helpful Quick Tips regarding the application process.



## Navigating Front Office

**My Work**  
The **My Work** page is your home page in Front Office.

**Funding Opportunities**  
The **Funding Opportunities** page is where you will find a list of all current funding opportunities accessible on Front Office.

**Applicants**  
The **Applicants** page is where you can see your profile and update your information.

**User and Contact**  
At the bottom of the tab you will find buttons for **User** and **Contact**. Click on **User** to log out of your account. Click on **Contact** for assistance.

### 4. Learn how to navigate Front Office

On the top left of the navigation bar, you will find your **My Work** page, which can be considered your 'home' page. Clicking **My Work** at any time will return you to the home page. The most important part of the **My Work** page is the **Recent Submissions** bar, located in the middle of the page, where you will be able to access your applications that are **"In Progress"** or **"Complete"**. From the Recent Submissions bar, you can access active grants through the **"Final Reports"** option. Information on Funding Opportunities and Applicants options from the left menu bar is available later in the manual.

River London Association Applicant  
Number: APP-60496967

dhdhdh CIP-O-058525  
Community Grants - Community Initiatives Program (CIP) Operating Grant  
Submit Application **In Progress**

### Application in Progress

Once you have started your application you will see a title for each project in the **Recent Submissions** bar. Should you log out of your account before submitting your application, the title will display an **"In Progress"** notification. To continue a previously started application, simply click on the title. This will return you to the Program Overview tab of your application where you can continue working.

River London Association Applicant  
Number: APP-60496967

Wages for Existing staff CIP-O-058455  
Community Grants - Community Initiatives Program (CIP) Operating Grant  
Submit Application **Complete**

### Application Complete

Once you have completed and submitted your application you will see the **"In Progress"** notification update to **"Complete"**. This means your application was submitted successfully and is under review by Community Grants staff. Should you need to update contact information you will be required to contact your program consultant.

## Starting Your Application

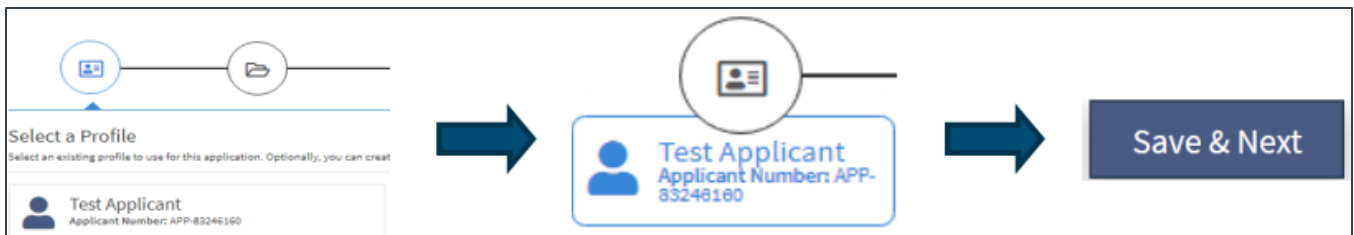


1. Click on **Funding Opportunities** on the navigation panel on the left-hand side to bring up the current funding programs available. All Community Grants funding opportunities will start with “Community Grants”. Scroll to find the program you are applying to and select it.
2. Click on the **program tile** for the relevant funding opportunity and click “Apply Now” in the bottom left corner.

Community Grants - Community Initiatives Program (CIP) Operating Grant Registration Period 1-Jan-2016 12:01:00 AM to 31-Dec-2030 11:59:00 PM	Community Grants – Community Facility Enhancement Program (CFEP) Small Grant Registration Period 1-Jul-2022 12:01:00 AM to 31-Dec-2030 11:59:00 PM
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## Select an Applicant Profile

3. Click on the applicant profile to use for this application, then “**Save & Next.**”



## Select Project

4. Once the applicant profile is selected, you will be directed to the “Select a Project” page. Here you will have the choice to continue with an application you previously started or start a new project by entering a new project name in the “Applicant Project Name” text box. If this is your first application, you will need to enter a new project name. Click “**Save & Next**” to proceed to the next step.

### Select a Project

Select an existing project and continue where you left off. Or, start a new project and application.

\* Applicant Project Name:

## Update Applicant Profile

5. Complete each section of the Applicant Profile, starting with the “Applicant Type” and complete all tabs. Once complete, click “**Save & Next**”.

When you reach the “**Submission Summary**” tab, it will summarize the information from all tabs. If you missed an item on a previous tab, you will see an **X** beside the item. Click on the underlined item beside the **X**, complete the page and click “Save”.

Organizations may need to update their information, such as their mailing address, etc. To do this, first go to the “Submission Summary” tab, click “Edit” and then navigate to the tabs where updates are required. When complete, click “Save”.

**Important:** Once you make and save your changes, you **must** return to the Submission Summary tab of your profile and click on “Complete Profile” to continue and proceed with your application.

In the **Organization** tab, when filling in the group’s name, ensure to use the legal name of the organization as it is registered with Alberta Corporate Registries or Canada Revenue Agency.

## Completing your Application

**Note:** Please ensure that you provide as much relevant detail as possible in your application to assist the Community Grants office in the review process. It may be helpful to refer to the Program Guidelines when filling out the upcoming pages, which are available on our various grant programs [webpages](#).

- Once you have successfully updated the applicant profile, you will be directed to the “**Program Overview**” page. Each application will require information specific to the grant program or funding opportunity. Make sure to read all information on each tab thoroughly, checking that all mandatory fields (marked by an \*) are filled in. Once complete, click “**Save & Next**” at the bottom of each page to proceed to the next tab.

# Sample Application Tab Listings

## CIP Operating Grant Example

- Program Overview
- Organization Information
- Eligibility
- Single Nonprofit Organization
- Connecting and Engaging with your Community
- Revenues
- Financial Information
- Electronic Funds Transfer (EFT) Information
- Grant Agreement
- File Attachments
- Submission Summary

## CFEP Small Grant Example

- Program Overview
- Organization Information
- Project Information
- Project Budget Information
- Facility Information
- Project Readiness
- Grant Agreement
- EFT Info
- File Attachments
- Submission Summary

## Budget & Revenues

**Note:** Please see the program specific webpages on the [website](#) for budget tools and worksheets to assist in developing your application

### Electronic Funds Transfer (EFT) Information

7. A void cheque or a pre-printed bank direct deposit form and completed Application for EFT (CAD) Deposit form must be uploaded in the “File Attachment” page. Click Next Page.

Electronic Funds Transfer (EFT) Information

Organizations must provide a copy of a **void cheque/pre-printed bank direct deposit form** and a completed **Application for EFT (CAD) Direct Deposit** form with each grant application in the **File Attachments** page.

Please refer to the document downloads menu item to the left for access to the **Application for EFT (CAD) Direct Deposit** form.

Next Page



## Grant Agreement

- Print the Grant Agreement document for signing by the Board Chair, President, or Treasurer, and upload the signed agreement in the File Attachments section.



**Note:** Signing this form does not signify approval of the grant application, nor does it form a binding agreement between your organization and the Government of Alberta. Signatures on this page allow Community Grants to populate the grant agreement if approved for funding.

## File Attachments

- All documents needed to complete your application must be uploaded on this page. Required documents are the ones showing “yes” in the “Required?” column.

Please ensure that ALL "Required" Attachments have been uploaded.

Delete	Document Type	Required?	Download	Document Description	Date Attached
	01 Signed Grant Agreement	Yes		--	No Attachment
	02 Executive List (with contact info)	Yes		--	No Attachment
	03 Financial Statements (most recent full fiscal)	Yes		--	No Attachment
	04 Void cheque/pre-printed bank deposit	Yes		--	No Attachment
	05 Application for Direct Deposit Form	Yes		--	No Attachment
	06 interim Financial Statements	No		--	No Attachment

For each document upload, the screen below will appear. Please ensure to name the file you are uploading in the “Document Description”. Once the file has been uploaded, click “Save & Back to List” and continue uploading all required documents listed.

Click on the Browse button below.

\* Document Description:

\* File Name:  No file chosen

Document Type: 01 Signed Grant Agreement

Maximum Size: 6 MB

Allowable Formats: xlsx, pdf, doc, xls, docx

Please provide values for all mandatory fields.

**Note:** You must add a document description for each attachment, we recommend adding the name/title of the document. If you don't add this, it will show up as an “X” on the submission summary.

Additional attachments or supporting documents may be required in addition to those listed on this page. Refer to the program guidelines for which attachments are required.

## Submission Summary

Before you Submit – you can save a PDF copy of your application to keep for your records. Just click Export to PDF in the upper right corner.



Community Initiatives Program (Operating) Application Community Grants -

Community Initiatives Program (CIP) Operating Grant

**Applicant Name:** River London Association **Applicant Number:** APP-60496967 **Project Name:** Wages for Existi  
**staff** **Project Number:** CIP-O-058455



Your form is ready to be submitted.

The final step of your application is the **“Submission Summary”**. This page summarizes all the previous pages you have completed and represents your application for funding. If all pages and fields show a check mark in the “complete” column, you will be able to submit your application. Click on **“Submit”**.

Complete	Page	Last Updated	Mandatory
✓	Program Overview	2022/08/22	Yes
✓	Organization Information	2022/08/19	Yes
✓	Eligibility	2022/08/19	Yes
✓	Single Nonprofit Organization	2022/08/19	Yes
✓	Connecting and Engaging with your Community	2022/08/19	Yes
✓	Revenues	2022/08/19	Yes
✓	Organizational Development Funding	2022/08/19	Yes
✓	Financial Information	2022/08/19	Yes
✓	Electronic Funds Transfer (EFT) Information	2022/08/22	Yes
✓	Grant Agreement	2022/08/19	Yes
--	Electronic Funds Transfer (EFT) Information	No Input Required	No
--	Grant Agreement	No Input Required	No

## Summary Errors

If any items are missing, you will see an **X** beside the page that needs further attention. Click on the page(s) that have an **X**, complete the page, and save. Then return to the “**Submission Summary**” page to ensure that a check mark is showing in the “*complete*” column. Repeat for every **X** until you see a check mark beside every page. When all pages are marked complete, you can click “**Submit**” at the top of the page.

	Complete	Page	Last Updated	Mandatory
Program Overview	X	Program Overview	Please Complete	Yes
Organization Information	✓	Organization Information	2022/08/19	Yes
Eligibility	✓	Eligibility	2022/08/19	Yes
Single Nonprofit Organization	✓	Single Nonprofit Organization	2022/08/19	Yes
Connecting and Engaging with your Community	✓	Connecting and Engaging with your Community	2022/08/19	Yes
Revenues	✓	Revenues	2022/08/19	Yes
Organizational Development Funding	X	Organizational Development Funding	Please Complete	Yes
Financial Information	✓	Financial Information	2022/08/19	Yes
Electronic Funds Transfer (EFT) Information	--	Electronic Funds Transfer (EFT) Information	No Input Required	No
Grant Agreement	--	Grant Agreement	No Input Required	No
File Attachments	X	File Attachments	Please Complete	Yes
Submission Summary				

## Successful Submission Page

The screenshot shows the 'My Work' home page. On the left is a navigation menu with icons for 'My Work', 'Funding Opportunities', and 'Applicants'. The 'My Work' icon is circled in red. On the right, the River London Association logo is displayed above the applicant information: 'River London Association Applicant Number: APP-60496967'. Below this, it lists 'Wages for Existing staff CIP-O-058455' and 'Community Grants - Community Initiatives Program (CIP) Operating Grant'. At the bottom right, there is a 'Submit Application' button with a green 'Complete' status indicator.

After submitting your application, return to the “**My Work**” home page, and you will see your application’s status updated to “*Complete*” in green. There is a minimum three-month review period from the application intake deadline date in which you may be asked for further clarification on your application.

## Messages

The screenshot shows the 'Messages' section. It features a message icon (an 'i' in a circle) followed by the text 'Your most recent messages.' Below this, it states 'You do not have any messages.'

After returning to your “**My Work**” home page, you will see the bar for **Messages** at the bottom of the screen. This is where you will find all recent communication regarding your application status. We recommend you log into **Front Office** and

check this section frequently for any updates or notices that require action. Also, check the email provided for the application contact person for communication from the Grants Department throughout the application process.

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# GATE Front Office Trouble Shooting

## General

If GATE Front Office is not working as it should, try these first:

- Check to ensure you are using the most up-to-date internet browser. If not, please apply any updates then close and restart.
- Clear internet browser history. Make sure to completely clear all cache, cookies, and stored information, then close the browser and restart.
- Check browser privacy settings as these might be set too high, which can reject internet sites and cause a login loop. You may need to turn this off, or temporarily lower the settings, for the purposes of your application. Also, check the firewall/anti-virus software settings to make sure these are not interfering with your access.
- Please **do not** select to save your GATE Front Office password if given the option. This has caused issues for some users if their passwords are changed or reset.

## Logging In

- Your login will expire if unused or inactive for 6 months. Email [registration.cg@gov.ab.ca](mailto:registration.cg@gov.ab.ca) to get your password reset.
- If you login and see that everything is greyed out, you will need a password reset. Email [registration.cg@gov.ab.ca](mailto:registration.cg@gov.ab.ca) to get your password reset.

## Can't See the Submit Button

- If you cannot see the Submit Button on the Submission Summary page of your New Application or Final Report, please adjust your font screen size smaller (press CTRL and – or + on your keyboard).

## Can't See Project

- If you cannot see your Recent Submissions when you first log in to My Work, please try pressing the down arrow key on your keyboard.
- If you have more than one Applicant Profile attached to your username:
  - On the left-hand menu, select “Applicants”. If you, as a registrant, are attached to multiple applicant profiles you will see a tile for each of them on this screen.
  - Click on the tile for the profile the project should be under.
  - If you still do not see the project, check that you have not filtered it out, and if so, clear the filters.
    - Above the project list you will see a “Show” project and a “funding opportunity Name” drop down. Here you can select the relevant project status (open, closed or all) and which grant program it falls under.
    - If this doesn't work, select Clear Filters

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# GATE Front Office Tips

## Basics

- Link to GATE [Front Office](#)
- Microsoft Edge, Firefox, and Chrome work best – ensure it is the most up-to-date version
- Always “Save” when given the option

## Applicant Profile

- If you are creating a new applicant profile, but are an existing registrant submitting an application for a new organization you **do not** need a new username/login. Simply send Community Grants an email at [registration.cg@gov.ab.ca](mailto:registration.cg@gov.ab.ca), complete the registration form, and they will set up the new applicant profile and attach the required usernames.
- Only registrants approved by the applicant organization to have a username and password can see the projects under that organization’s applicant profile.
- If you need to make a change to the applicant profile information, go to the profile’s “Submission Summary”, and click EDIT to unlock the fields. Once you make the changes, go back to “Submission Summary” and hit “Complete”.

## Submitting a New Application

- You can only submit an application once you have completed the Applicant Profile – the application draws information from the completed Applicant Profile. If there are any changes you must update this information.
- Always “Save” when given the option.
- If you do not complete the application and want to return to it later, you will find it under the “Submissions” option of the left-hand menu.

## Contact Us

Phone: 780-422-9598

Toll Free: 1-800-642-3855

Email: [CommunityGrants@gov.ab.ca](mailto:CommunityGrants@gov.ab.ca)