
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

Email: CommunityGrants@gov.ab.ca

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

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Front Office User Guide

Welcome, to Arts, Culture and Status of Women's Community Grants' online application system, Grant Administration Tracking and Evaluation (GATE) Front Office. Front Office is a secure, online portal supporting you to apply for funding through for the various grant programs delivered by Community Grants. The purpose of this guide is to answer basic questions regarding the application process and using Front Office. If you have questions regarding the program or project content, please refer to the guidelines, which can be found on the specific grant programs website.

This guide will walk you through the following:

- steps to access Front Office;
- complete and update your user profile;
- start and submit your application;
- submitting your final report

Before You Start

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

- **Registrant** refers to the individual representing the organization in the application process. Organizations can have up to 3 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 Front Office, you must **register your organization** as an applicant, and up to 3 registrants to represent your organization. Each registrant must use a unique email address – an email address cannot be used for more than one registrant account. Please email registration.cg@gov.ab.ca to request the registration form or you can find the form on our [website](#). We recommend you start this process minimum **10 BUSINESS DAYS PRIOR TO THE APPLICATION DEADLINE**.

As you complete the registration form, please use the legal name of your organization as registered with Alberta Corporate Registry or Canada Revenue Agency on the form as they **MUST** match. As part of the registration process, new registrants will also be provided their Front Office username and password. The registrant's Front Office username and password will be sent to the email address provided on the registration form.

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

Should you have **trouble accessing your account**, email registration.cg@gov.ab.ca.

Note: if your account has not been logged into for six months, you will be required to reset your password. To reset your password, you need to email the registration email (registration.cg@gov.ab.ca) and request a password reset.

If you require assistance to complete the registration process, please contact 1-800-642-3855.

Forms and Supporting Documents to Have Ready

We recommend that you prepare all information and supporting documentation required for your application before starting, as you will need to upload these documents into Front Office in order to complete your application.

Documents you may want to have on hand to complete the application include:

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

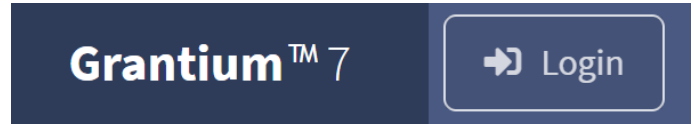
Important: There may be additional documents required depending on the grant program – please refer to the program guidelines for specific supporting document requirements.


Starting your Application

Accessing GATE

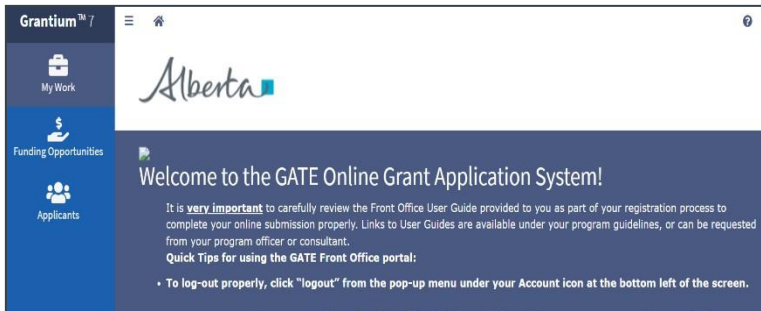
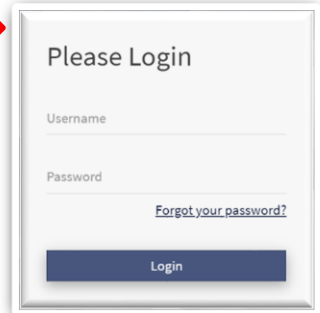
Once you have received your username and password from GATE Registration, you can access [Front Office](#).

1. Click on the log in icon in the top left corner of the screen.

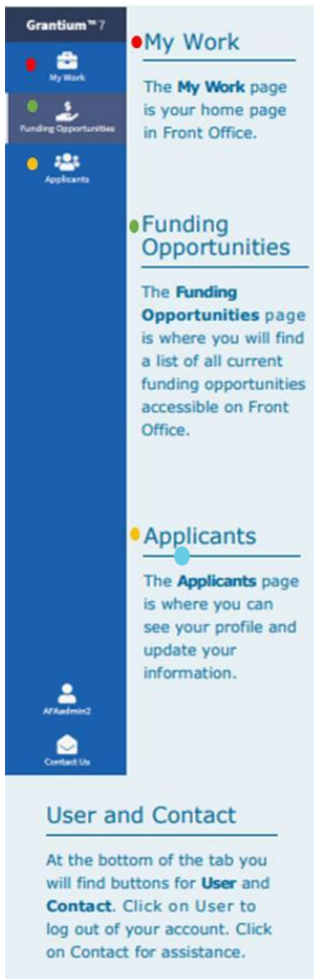


2. Then log in with the username and password that was emailed to you. 

Once you're logged in you will see the Welcome page and a navigation bar to the left. Read through the Welcome page, as it contains helpful Quick Tips regarding the application process.



Navigating Front Office



On the top left of the navigation bar, you will find your **My Work** page, which you can consider the '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'll also be able to 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.



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.



Application Complete

Once you have completed and submitted your application you will see the "**In Progress**" notification update to "**Complete**". This means your application has been successfully submitted 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



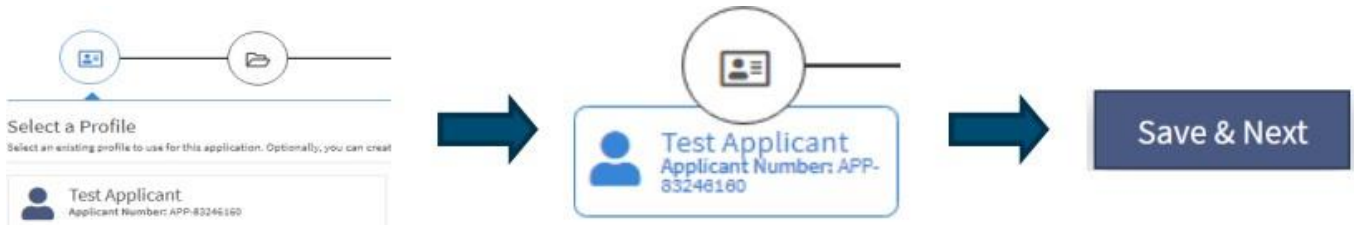
3. Click on **Funding Opportunities** on the navigation panel on the left-hand side to bring up the current funding programs available. All Community Grants funding opportunities will start with “Community Grants”. Scroll to find the program you are applying to and select.

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
--	--

4. Click on the **program tile** for the relevant funding opportunity and click “Apply Now” in the bottom left corner

Select an Applicant Profile

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



Select Project

6. Once the applicant profile has been 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 and start a new application. 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

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

This is where you will need to update any of the Applicant’s information such as addresses, and adding/changing the organization’s contacts. Contacts must be added at this stage in order to carry through to the application later on.

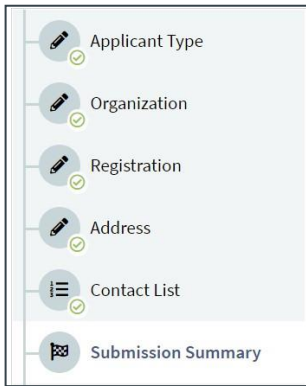
Applicant Type

- Applicant Type
- Organization
- Address
- Contact List
- Submission Summary

⋮ Applicant Type: -- select --

Save & Back Save Save & Next

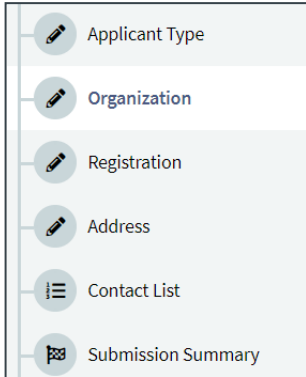
Please provide values for all mandatory fields.



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’s registered with Alberta Corporate Registries or Canada Revenue Agency.

* Legal Entity Name:

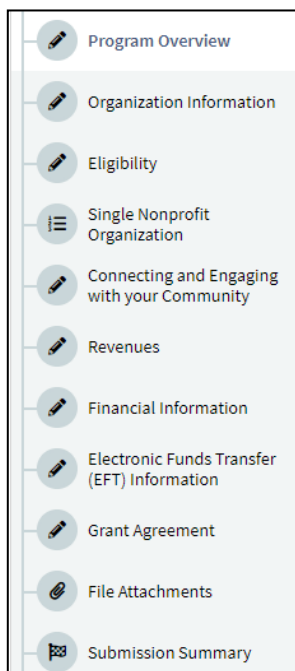
Completing Your Application

Note: Please ensure that you provide as much detail as possible in your application to assist Community Grants in the review and evaluation of your application. It may be helpful to refer to the Program Guidelines when filling out the upcoming pages, which can be found on our [website](#).

- 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 Listing

CIP Operating Grant Example:



CFEP Small Grant Example:



Budget & Revenue

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

- While you do not have to enter anything on this page, a void cheque/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.

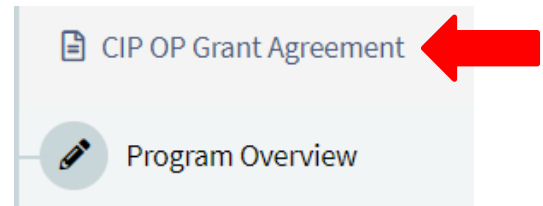
Please refer to the document downloads menu item to the left for access to the **Application for EFT (CAD) Direct Deposit** form.

[Next Page](#)

Grant Agreement

- The Grant Agreement document must be printed and signed by the by the legal delegated authority such as the Executive Director, SFO, Board Chair, President, etc. The signed grant agreement must be uploaded 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 indicate that your organization agrees with the terms of the grant as described therein should your application be 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". Then continue uploading all of the required documents listed.

Click on the **Browse** button below.

* Document Description: CIP OP Grant Agreement

* File Name: Choose File No file chosen

Document Type: 01 Signed Grant Agreement

Maximum Size: 6 MB

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

Note: You must add a document description for each attachment as it will show as incomplete in the submission summary. We recommend the document description be the name/title of the document.

Additional supporting documents may be required in addition to those listed on this page. Refer to the specific program guidelines for which attachments are required. Without the required documents, the application will be deemed incomplete.

File formats for documents uploaded into Front Office should be .doc, .docx, .xlsx, .xls, or .pdf

Save

Save & Back to List

Back to List

Please provide values for all mandatory fields.

Submission Summary

Before you Submit – you can save a PDF copy of your application to keep for your records. Just click on *Export to PDF* located 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

Submit Export to PDF

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	✓	Program Overview	2022/08/22	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	✓	Organizational Development Funding	2022/08/22	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				
Submission Summary				


Summary Errors


If, for some reason, you have missed an item on a previous page, 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	✓	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	✓	File Attachments	Please Complete	Yes
Submission Summary	X	Submission Summary		

Successful Submission Page


 My Work


 Funding Opportunities


 Applicants



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

After submitting your application, click on **“My Work”** to return to the 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

Messages

i Your most recent messages.

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 your action. Also,

check the email provided for the application contact person for communication from the Grants Department throughout the application process.

Front Office Troubleshooting

General

If 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, making sure to completely clear all cache, cookies, and stored information, then close the browser and restart.
- Check browser privacy settings, it's possible that 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 Front Office password if given the option on your computer to access Front Office. 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, so you might need a password reset. Email 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 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

Front Office Tips

Basics

- Link to [Front Office](#)
- Microsoft Edge, Firefox, and Chrome work best – ensure it is the most up-to-date version. Please note that Microsoft Internet Explorer is no longer supported.
- Always “Save” when given the option
- File formats for documents uploaded into Front Office should be .doc, .docx, .xlsx, .xls, or .pdf
- Your username does not expire, but your password will expire after 6 months of inactivity. Please email registration.cg@gov.ab.ca to have your password reset.

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, 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 can see the projects under that organization’s applicant profile. If the applicant organization requires a change in the listed registrants, please submit an updated Registration form to registration.cg@gov.ab.ca.
- 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”.
- Ensure to add/update the contacts in the application profile to be able to carry that information over into the application. Contacts cannot be added in the application if they haven’t already been included in the applicant profile. You will need to return to the applicant profile, edit, and make the needed changes. Make sure to hit “Complete Profile” on the submission summary tab when you have finished making your changes so the system knows to carry through that information into the application.

Submitting an 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 at a later time, you will find it under the “Submissions” option of the left-hand menu.
- Once your application has been completed and submitted, you cannot make any changes to your submission directly – you will need to contact Community Grants at Community.Grants@gov.ab.ca to update any information.

Contact Us

Phone: 780-422-9598

Toll Free: 1-800-642-3855

Email: CommunityGrants@gov.ab.ca