**Canadian Heritage Funding Portal (CHFP)**

Museums Assistance Program

**Getting Started: How-To Videos, Portal Overview, Tips, and FAQ**

How-To Videos (Applicant Profile and GCKey) 2

Overview of Submitting an Application through the Canadian Heritage Funding Portal (CHFP) 3

How to Modify an Organization Profile 5

How to Find your Organization when Starting an Application 8

How to Find Draft and Submitted Applications 11

How to Withdraw or Edit an Application After Submission 13

Canadian Heritage Funding Portal Frequently Asked Questions 17

## How-To Videos (Applicant Profile and GCKey)

**Applicant Profile How-To Video**

These are links to a video on YouTube (EN) that provide an overview on how to complete the Applicant Profile section of the Canadian Heritage Funding Portal.

<https://youtu.be/PmbBEZ3b6lg>

**GCKey How-To Video**

These are links to a video on YouTube (EN) that provide an overview on how to create an account in the Canadian Heritage Funding Portal.

<https://youtu.be/eM72xXaODQU>

## Overview of Submitting an Application through the Canadian Heritage Funding Portal (CHFP)

1. Applications for the Museums Assistance Program will be accepted through the **new** [Canadian Heritage Funding Portal](https://pch-financement-funding.canada.ca/en-CA/) (CHFP). With the CHFP, you will be able to perform online transactions easily, such as:
* Managing your organization’s information;
* Submitting your funding application; and
* Tracking the status of your application.
1. In order to apply through the portal, you will need to complete a three-step online application process (1 - Create a User Profile, 2 – Register your Organization and 3 - Submit an Online Application Form), as well as upload the required documents prior to the deadline.
2. There are two ways to sign into the Canadian Heritage Funding Portal: through a Sign-In Partner or with a GCKey.
	* You can access the CHFP through a Sign-In Partner site. Sign-In Partners are companies and organizations (such as financial institutions) that have partnered with SecureKey Technologies to enable their customers to use their online credentials (e.g., card numbers or user names and passwords for an existing Canadian bank account) to access Government of Canada services. Using a sign-in partner is convenient because you don’t have to remember a different user ID and password; you already know your login information because you likely use it on a regular basis.
	* You can also access the CHFP with a GCKey. GCKey is a service that issues credentials (a username and password) for accessing government services online. This is a unique electronic credential that allows you to communicate securely with online-enabled government programs and services. GCKey is a good option if you don’t have a sign-in partner or prefer not to use one.
3. The individual that sets up the Client Profile and registers the organization should be the Authorized Representative, someone with the authority to bind and apply on behalf of your organization. The Authorized Representative will be considered the signatory on the application form.
4. To complete your Client Profile, you will need the following documents:

	* **Proof of your organization’s legal status** (letters patent/incorporation documents, partnership agreements, constitution or bylaws or other recognized documentation); if your organization is an unincorporated association, ad hoc committee or trust without any by-laws or a constitution, you can attach a copy of meeting minutes or a list of your controlling members.
	* **Direct Deposit Enrollment Form**, stamped by a financial institution oraccompanied by one supporting document (a void cheque, banking letter, or management letter). Direct Deposit Enrollment Forms can be downloaded from the portal.

While you may have already submitted these documents in the past, you will need to upload them to your Client Profile the first time you apply online through the new portal.

1. Browser: The Canadian Heritage Funding Portal works best with Chrome or Edge browsers. The CHFP does not work well with Explorer.

|  |
| --- |
| Our support team is available from Monday to Friday from 8:30 a.m. to 5:00 p.m. (Eastern Standard Time) to assist you with any technical issues or questions related to the online application. Here is how you can reach us:Telephone: 1-866-811-0055TTY (Teletype for the hearing impaired): 1-888-997-3123Email: PCH.info-info.PCH@canada.ca |

## How to Modify an Organization Profile

**Step 1: Navigate to My Organizations (2 methods):**

Option A: Select “My Organizations” from drop-down menu (second menu from the top)

Option B: Select “Register or Manage an Organization” under the “Available Options”.



**Step 2: Enable the editing of the organization profile (2 methods)**

Option A: Select “Actions” and “View/Edit” in the drop-down menu of your **Home** page



Option B: If you’re already in the organization’s profile, select the **Edit** button in the **Validation** section (bottom right-hand corner of the screen.)



**Step 3: Edit the organization profile**

***Note:*** *An organization’s Legal Name cannot be changed once its profile has been submitted. To change an organization’s legal name, a new organization profile must be created.*

**Step 4: Submit the edited profile**

Select the “Validation” section of the Organization Profile. Click “Submit”.



## How to Find your Organization when Starting an Application

**Step 1: Start an application**

*Please note: You must register the organization in the “My Organizations” section before you can link it to a new funding application.*

Select “Funding Opportunities” from drop-down menu (second menu from the top.)



Select “Apply” in the desired Funding Opportunity tile to open an application:



In the next window, click **Start Application.**



*Note: You may be asked questions about eligibility before you can proceed to Step 2.*

**Step 2: Select your organization**

Under “Applicant Organization”, select the magnifying glass icon  to the right of the empty field box.

****

A pop-up window will appear. Choose your organization and click “Select”:



Your organization should now appear on the Project Information page and is considered as the applicant in the funding application form:



## How to Find Draft and Submitted Applications

**Step 1: Navigate to My Organizations (2 methods):**

Option A: Select “My Organizations” from drop-down menu (second menu from the top)

Option B: Select “Register or Manage an Organization” under the “Available Options”.



**Step 2: Access list of applications associated with your organization**

Find the tile representing your organization and select “Actions” and “Applications” in the drop-down menu.



A list of all applications for your organization will appear:



You may open (and edit) or delete draft applications (icons under the **Actions** column).

## How to Withdraw or Edit an Application After Submission

**Step 1: Navigate to Service Requests (2 methods)**

Option A: Select “Service Requests” from drop-down menu (second menu from the top

Option B: Select “Submit a Service Request” under the “Available Options”



**Step 2: Create a service request**

Select “Create a service request” next to the plus (+) icon.



**Step 3: Lookup and select the submitted application that you wish to edit**

Select the magnifying glass icon under “Existing Submissions”.



Select the submission that you wish to edit:



**Step 4: Choose whether you would like to withdraw or edit your application**

To withdraw a submitted application, select “Application Withdrawal” in “Request Type”:

To edit a submitted application, select “Re-open Funding Application” in “Request Type”:



Under “Description”, provide a brief explanation of your request.

**Step 5: Submit your request**

Select **Submit**.



A program representative will contact you once the request has been processed. You will not be able to edit your application until you receive this confirmation.

## Canadian Heritage Funding Portal Frequently Asked Questions

The Canadian Heritage Funding Portal (CHFP) is a secure platform for Canadians to access various grants and contributions programs within the Department and apply for funding online.

This online system was developed as part of the Department’s ongoing efforts to modernize the delivery of its grants and contributions programs, and was designed to make the process of applying for funding, reporting and interacting with programs faster and easier.

With the CHFP, you will be able to perform online transactions easily, such as:

* Managing your organization’s information;
* Submitting your funding application; and
* Tracking the status of your application.

The CHFP has been designed with your needs in mind and, ultimately, will help speed up the application process. For example, information that has traditionally been requested every year, such as contact information/address, organizational by-laws and documents of incorporation, will only need to be submitted once, during the initial application process. This means that your information will be saved and accessible for subsequent applications. Not only will this help you save time, it will also eliminate the need for hard copy applications with original signatures.

In order to apply through the portal, you will need to complete a two-step online application process (a Client Profile and an online application form), and upload the required documents prior to the deadline.

The portal can be accessed through your internet browser using the following link: <https://pch-financement-funding.canada.ca/en-CA/>

*Note: At any point in the application process, you can toggle between French and English by clicking the link in the top right corner.*

**Q1. I cannot access the portal. / I am experiencing issues with my browser. What should I do?**

The use of Internet Explorer or Firefox is not recommended as users are likely to experience issues; Safari users working on a Mac platform may also encounter issues. The use of a recent version of Microsoft Edge or Google Chrome is recommended. It is recommended to install the latest version of the browser you wish to use from the list provided above for the best user experience.

**Q2. How do I sign on to the portal?**

There are two ways to sign into the Canadian Heritage Funding Portal: through a Sign-In Partner or with a GCKey.

* You can access the CHFP through a Sign-In Partner site. Sign-In Partners are companies and organizations (such as financial institutions) that have partnered with SecureKey Technologies to enable their customers to use their online credentials (e.g., card numbers or user names and passwords for an existing Canadian bank account) to access Government of Canada services. Using a sign-in partner is convenient because you don’t have to remember a different user ID and password; you already know your login information because you likely use it on a regular basis.
* You can also access the CHFP with a GCKey. GCKey is a service that issues credentials (a username and password) for accessing government services online. This is a unique electronic credential that allows you to communicate securely with online-enabled government programs and services. GCKey is a good option if you don’t have a sign-in partner or prefer not to use one.

**Q3. Who should set up the applicant profile and register the organization?**

The individual that sets up the applicant profile and registers the organization should be the Authorized Representative, someone with the authority to bind and apply on behalf of your organization. The Authorized Representative will be considered the signatory on the application form.

**Q4. What documents do I need to complete my Applicant Profile?**

To complete your Applicant Profile, you will need the following documents:

* Proof of your organization’s legal status (letters patent/incorporation documents, partnership agreements, constitution or bylaws or other recognized documentation); if your organization is an unincorporated association, ad hoc committee or trust without any by-laws or a constitution, you can attach a copy of meeting minutes or a list of your controlling members.
* Direct Deposit Enrollment Form, stamped by a financial institution or accompanied by one supporting document (a void cheque, banking letter, or management letter). Direct Deposit Enrollment Forms can be downloaded from the portal.

While you may have already submitted these documents in the past, you will need to upload them to your Applicant Profile the first time you apply online.

**Q5. Can I change the email address associated with my user account?**

Once you have created an account, the email address associated with your user account cannot be changed.

You will have to contact the Client Support to obtain assistance:

* **Email:** info@pch.gc.ca
* **Telephone:** 1-866-811-0055 (toll-free)
* *Call toll-free from all regions, Monday to Friday, 8:30 a.m. to 5:00 p.m. (Eastern time)*
* **TTY:** 1-888-997-3123 (for people who are deaf, hard of hearing or speech impaired)

*Note: It is preferable to avoid creating a new account with another email address, because you will lose all applications and registered organizations previously started with another account. If you have not submitted an application and don’t mind losing the applications started with your initial account, you can create a new account and start a new application and register your organization again.*

**Q6. Where can I find the glossary?**

A [link to the glossary](https://www.canada.ca/en/canadian-heritage/services/funding/funding-glossary.html) with definitions of business terms can be found under “My Organizations.”

**Q7. How can I know if I am eligible to apply for funding?**

Consult the webpage of the program you are interested in applying for. A list of Canadian Heritage’s funding programs can be found at [Funding - Culture, history and sport - Canada.ca](https://www.canada.ca/en/canadian-heritage/services/funding.html)

**Q8. How can I find my application ID?**

Once you have submitted an application, you will receive a confirmation email. Your application ID will be in that email.

**Q9. I do not have access to a scanner. Can I take a picture with my phone?**

If the image is clear and readable, a photo of the signed documents will be accepted (in jpeg format).

**Q10. I do not have access to a printer. Are electronic signatures accepted?**

Electronic signatures are accepted for most documents (except the Unincorporated Responsibility Form which require wet signatures).

**Q11. How can I see the applications I have started or submitted? How do I know if my application was submitted successfully?**

Started and completed applications are found under your organization’s tile within the menu under “My Organizations.” Select the Action button and choose “Applications.” Here, a list of all in-progress and submitted application details can be found; the status of the application is displayed.

Clients who submit an application will receive an automatic acknowledgement message confirming receipt of their application. Remember to check your junk mail folder, then contact us if necessary.