

Canadian Heritage Funding Portal (CHFP)
Museums Assistance Program

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

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[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](#) (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.

- 2) 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.

- 3) 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.

4) 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.

5) 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 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 Client Profile the first time you apply online through the new portal.

6) **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: 1-866-811-0055

TTY (Teletype for the hearing impaired): 1-888-997-3123

Email: 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”.

The screenshot displays the top navigation area of the Canadian Heritage website. At the top left, there is the Government of Canada logo and the text "Government of Canada" and "Gouvernement du Canada". To the right is a search bar labeled "Search Canada.ca" with a magnifying glass icon. Below the search bar is a "MENU" dropdown button. The menu is open, showing several options: "Home", "Funding Opportunities", "My Organizations" (highlighted with a red box), "Notification Centre", "Service Requests", and "User Profile". Below the menu, there is a "Sign Out" button. The main content area is titled "System Access" and contains several paragraphs of text. Below this is a section titled "Available Options" which lists six options with icons and descriptions. The first option, "Register or Manage an Organization" (highlighted with a red box), is described as "Set up or update an account for your organization". Other options include "Apply for Funding", "Submit a Service Request", "Update your Personal Information", "Notification Centre", and "Visit the Canadian Heritage Website".

Franglais

Search Canada.ca

MENU

Home

Home Menu

Menu

Funding Opportunities

My Organizations

Notification Centre

Service Requests

User Profile

Sign Out

System Access

Please note that the individual that prepares and submits the online application must have the authority to do so on behalf of the organization.

Select **Register or Manage an Organization** if this is your first time registering to this portal or if you would like to update information about your organization.

Select **Apply for Funding** to see available funding opportunities if you already have an account.

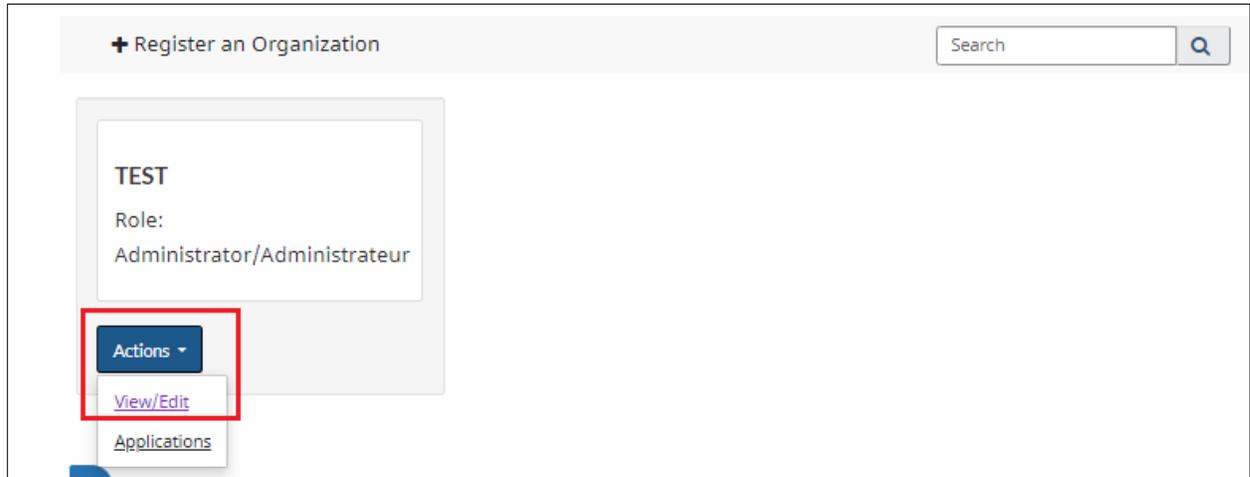
To submit a service request, make modifications, or check notifications related to an existing account, or to return to the Canadian Heritage website, please select from the additional options below.

Available Options

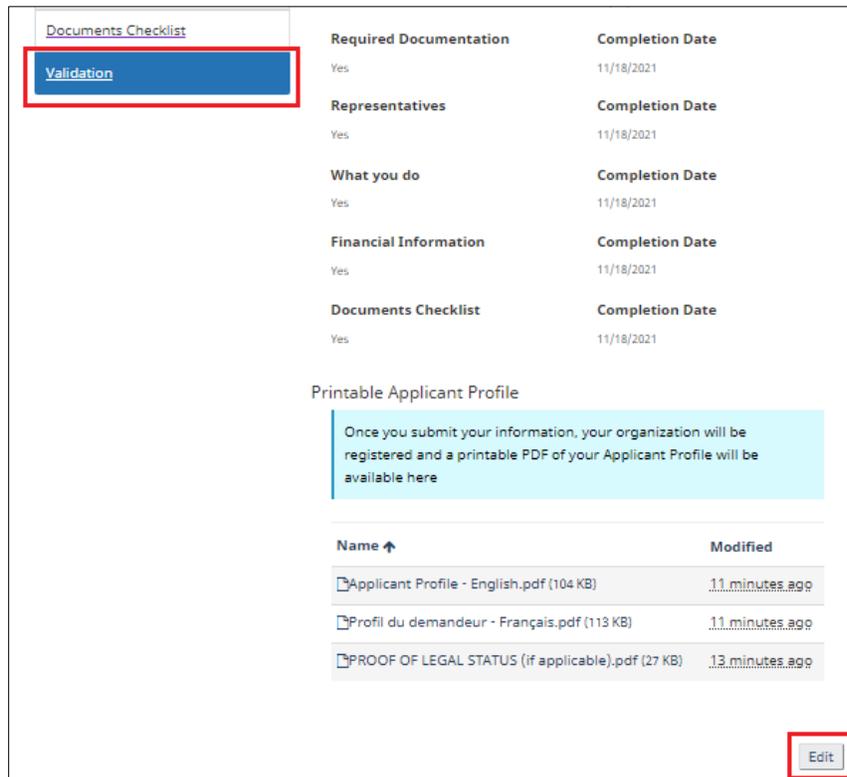
 Register or Manage an Organization Set up or update an account for your organization	 Apply for Funding View funding opportunities available through this portal
 Submit a Service Request Withdraw or make changes to your application	 Notification Centre Review general communications regarding your application
 Update your Personal Information Make changes to your personal contact information	 Visit the Canadian Heritage Website View a complete list of all Canadian Heritage funding programs

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”.

Section	Status	Completion Date
Registration Information	Yes	11/18/2021
Required Documentation	Yes	11/18/2021
Representatives	Yes	11/18/2021
What you do	Yes	11/18/2021
Financial Information	Yes	11/18/2021
Documents Checklist	Yes	11/18/2021

Printable Applicant Profile

Once you submit your information, your organization will be registered and a printable PDF of your Applicant Profile will be available here

Name ↑	Modified
Applicant Profile - English.pdf (104 KB)	10 minutes ago
Profil du demandeur - Français.pdf (113 KB)	10 minutes ago
PROOF OF LEGAL STATUS (if applicable).pdf (27 KB)	12 minutes ago

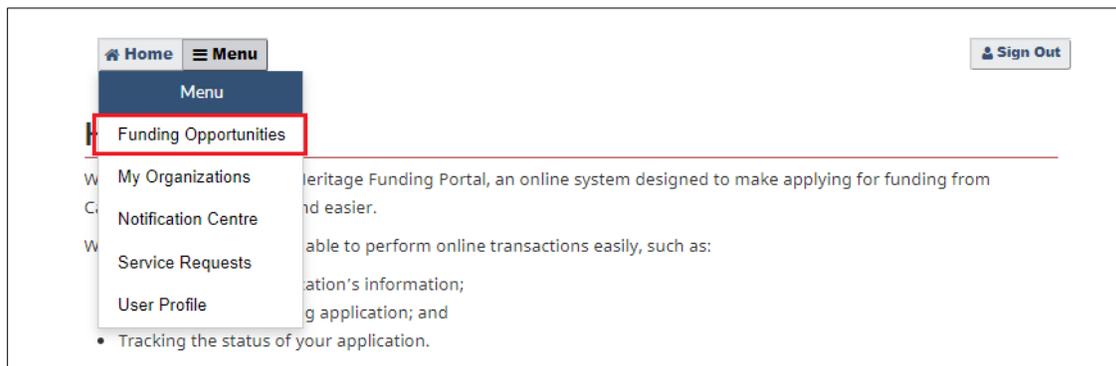
Submit

[How to Find your Organization when Starting an Application](#)

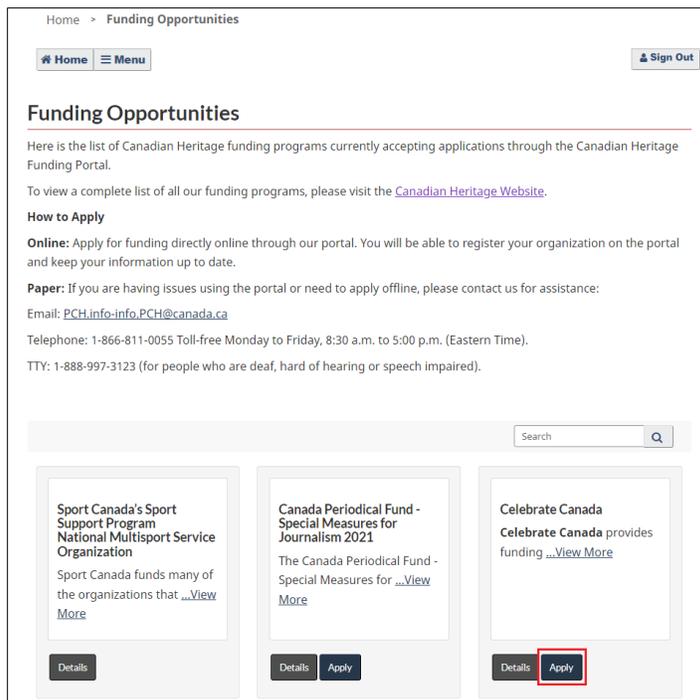
Step 1: Start an application

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**.

[Act](#) you have the right of access to, and correction of, your personal information. To exercise either of these rights, contact Canadian Heritage's ATIP Coordinator by email at pch.aiprp-atip.pch@canada.ca. If you are not satisfied with Canadian Heritage's response to your privacy concern, you may wish to contact the [Office of the Privacy Commissioner of Canada](#) by telephone at 1-800-282-1376.

[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.

[Home](#) [Menu](#) [Sign Out](#)

Project Information

Celebrate Canada Application Form

Organization

Please select the organization that will be applying for funding.

Note: If your organization does not appear in the list, you must return to "My Organizations" and ensure that you have completed the registration process for your organization. You will be unable to proceed until your organization is registered.

*** Applicant Organization (required) ***



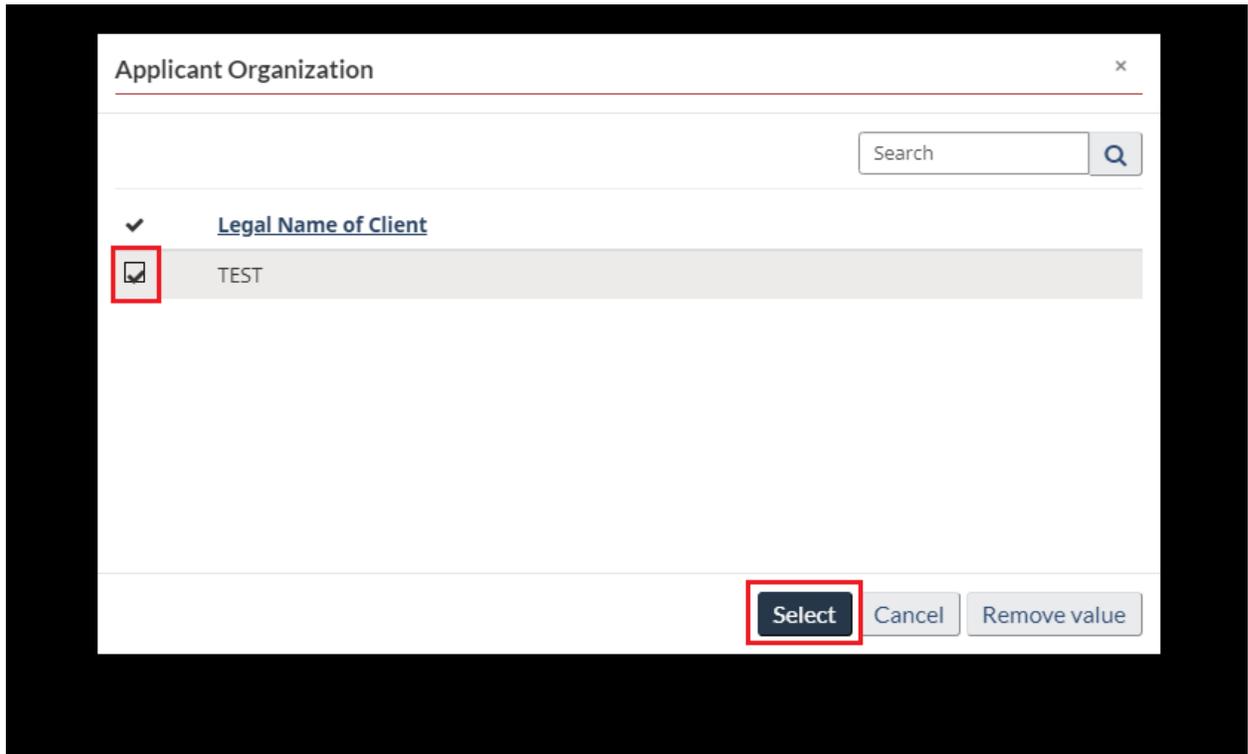
Roles

Please assign the role of Application Contact to one of the representatives identified in your Applicant Profile. If you need to add a representative, please return to "My Organizations" and enter the individual's name and contact information. Once added, they will appear on this application form and you will be able to assign them the appropriate role. Representatives can have more than one role. For example, the Primary Contact could also be the Application Contact.

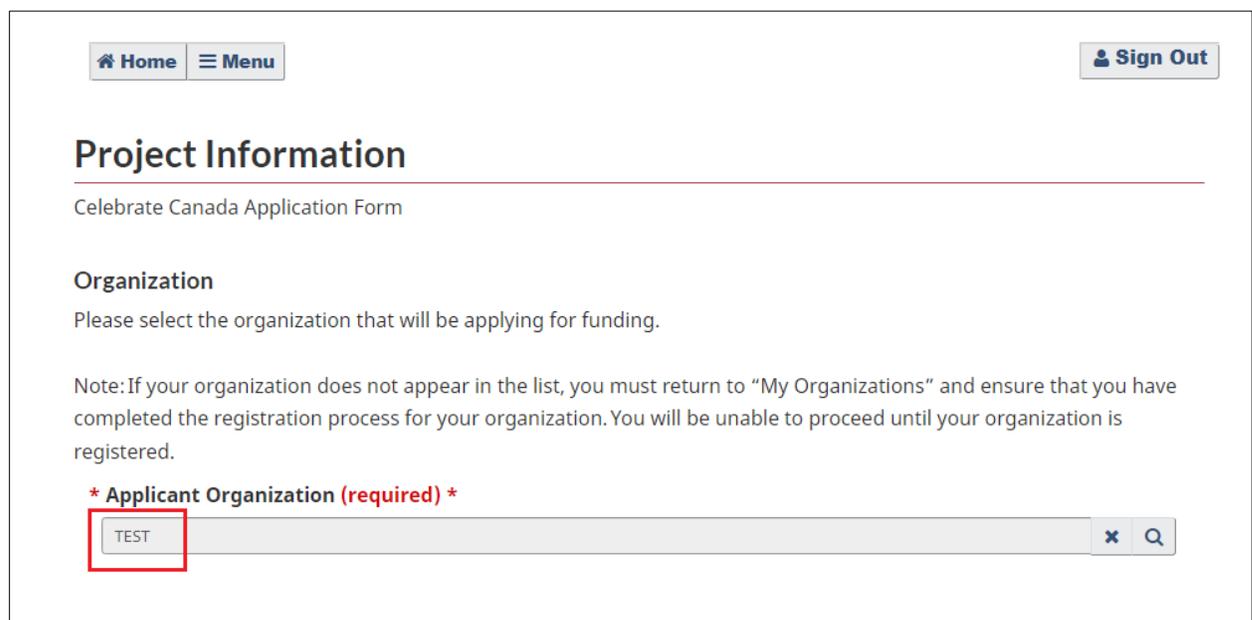
*** Application Contact: The person to contact with questions about the application. (required) ***



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):

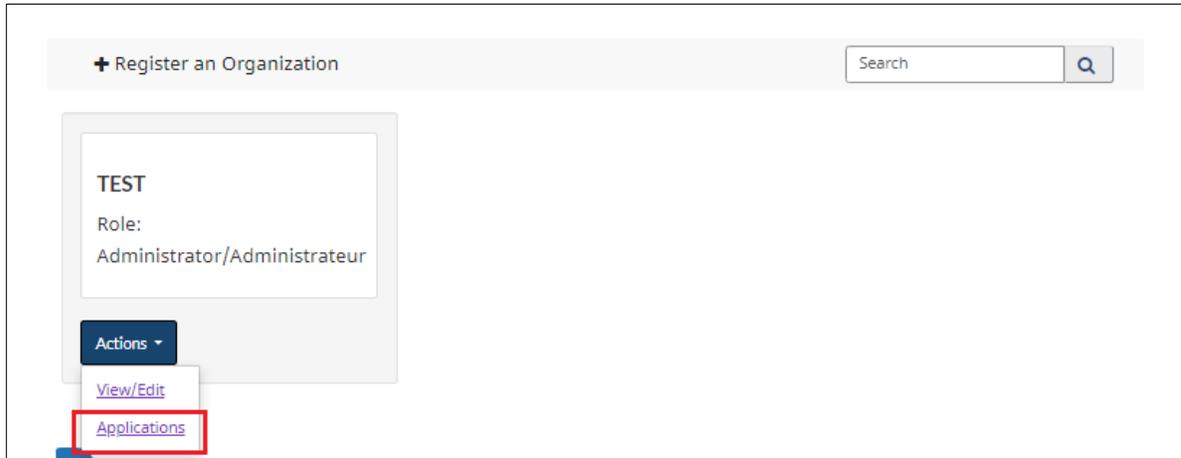
Option A: Select “My Organizations” from drop-down menu (second menu from the top)

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

The screenshot shows the Government of Canada website interface. At the top, there is a header with the Canadian flag, the text "Government of Canada" and "Gouvernement du Canada", and a search bar labeled "Search Canada.ca". Below the header is a "MENU" dropdown menu. The menu is open, showing options: "Home", "Funding Opportunities", "My Organizations" (highlighted with a red box), "Notification Centre", "Service Requests", and "User Profile". Below the menu, there is a "Sign Out" button. The main content area is titled "System Access" and contains text explaining that the individual submitting the application must have authority to do so on behalf of the organization. It provides instructions on how to register or manage an organization, apply for funding, submit a service request, and update personal information. Below this is a section titled "Available Options" with six items, each with an icon and a description. The first item, "Register or Manage an Organization" (highlighted with a red box), is described as "Set up or update an account for your organization". Other options include "Apply for Funding", "Submit a Service Request", "Notification Centre", "Update your Personal Information", and "Visit the Canadian Heritage Website".

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:

The screenshot shows the 'My Applications' page. At the top, there is a breadcrumb trail: Home > My Organizations > My Applications. Below this are navigation buttons for 'Home', 'Menu', and 'Sign Out'. The page title is 'My Organization: TEST'. There is a 'New Application' button and a filter input field. Below the filter, it says 'Showing 1 to 3 of 3 entries'. A table lists the applications with columns for Date Created, Project Title, Case File Number, Funding Opportunity, Status, and Actions. The 'Draft' status of the second application is highlighted with a red box.

Date Created	Project Title	Case File Number	Funding Opportunity	Status	Actions
23/11/2021	TEST	PCH-2021-01533	Celebrate Canada	Submitted	
23/11/2021	Le Fonds pour la réouverture des organismes du patrimoine / Reopening Fund for Heritage Organizations	PCH-2021-01534	Museums Assistance Program – Reopening Fund for Heritage Organizations	Draft	
23/11/2021	TEST 2	PCH-2021-01535	Official Languages Support Programs - Support for Interpretation and Translation	Draft	

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”

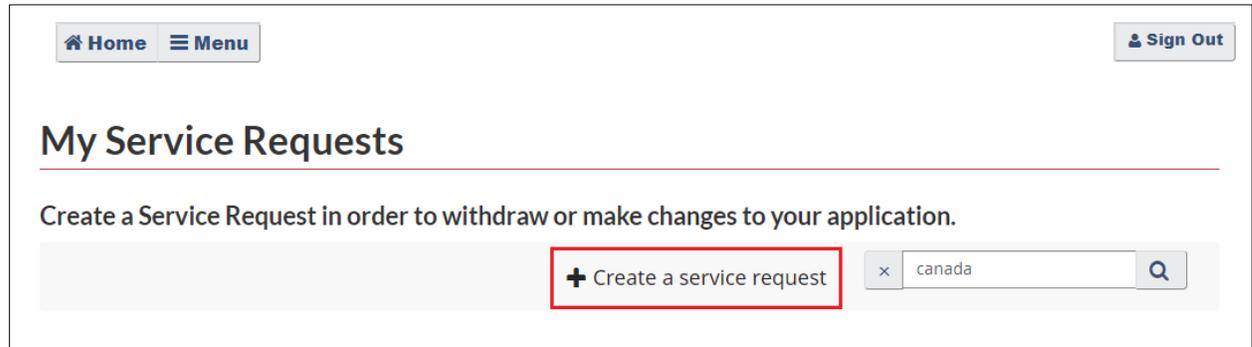
The screenshot shows the Government of Canada website interface. At the top, there is a search bar and a language selector for "Français". Below the header, a "MENU" dropdown is open, displaying several options: "Home", "Funding Opportunities", "My Organizations", "Notification Centre", "Service Requests" (highlighted with a red box), and "User Profile".

Below the menu, the "System Access" section provides instructions for users. It includes a "Sign Out" button in the top right corner. The "Available Options" section is a grid of six cards, each with an icon and a description:

- Register or Manage an Organization**: Set up or update an account for your organization.
- Apply for Funding**: View funding opportunities available through this portal.
- Submit a Service Request** (highlighted with a red box): Withdraw or make changes to your application.
- Notification Centre**: Review general communications regarding your application.
- Update your Personal Information**: Make changes to your personal contact information.
- Visit the Canadian Heritage Website**: View a complete list of all Canadian Heritage funding programs.

Step 2: Create a service request

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

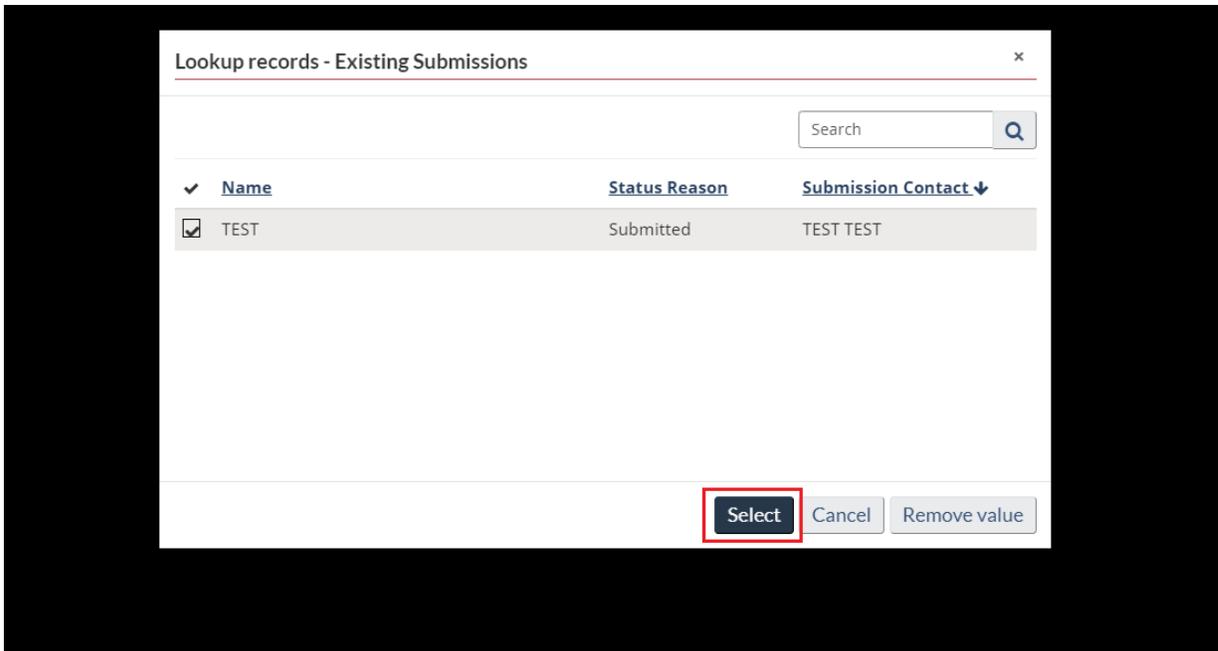


Step 3: Lookup and select the submitted application that you wish to edit

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”:

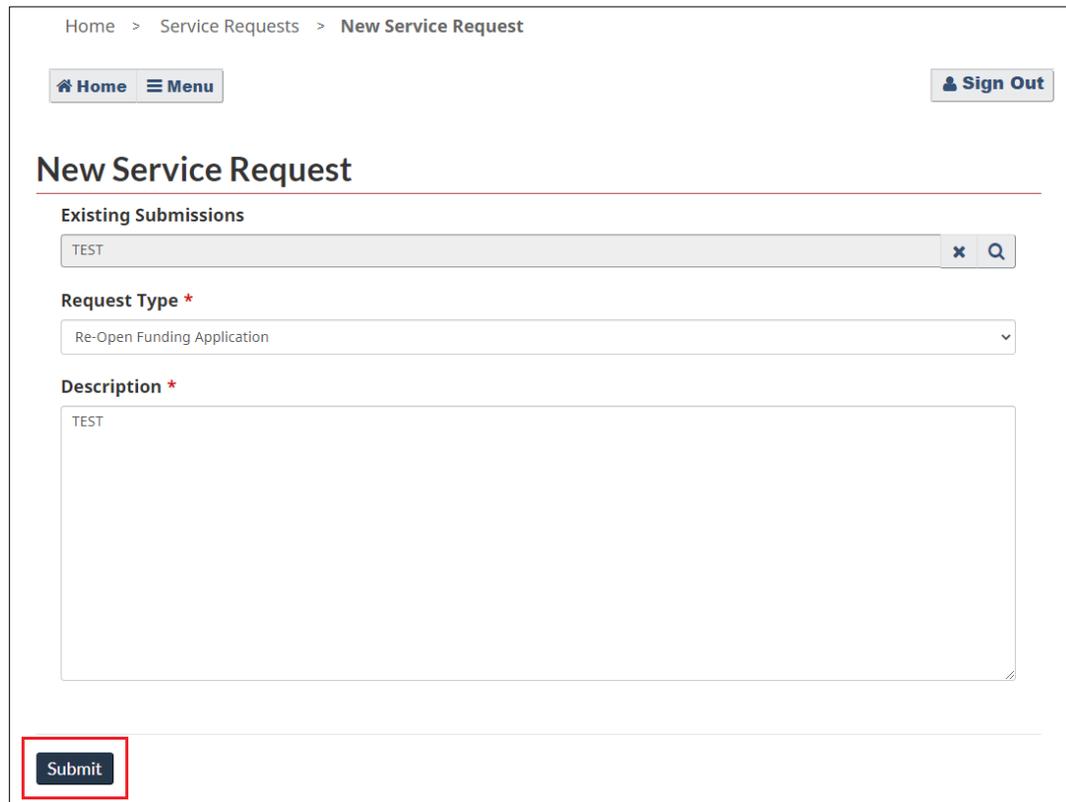
To edit a submitted application, select “Re-open Funding Application” in “Request Type”:



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

Step 5: Submit your request

Select **Submit**.



The screenshot shows a web interface for submitting a new service request. At the top, there is a breadcrumb trail: Home > Service Requests > New Service Request. Below this, there are navigation buttons for 'Home' and 'Menu' on the left, and a 'Sign Out' button on the right. The main heading is 'New Service Request'. Underneath, there is a section for 'Existing Submissions' with a search bar containing the text 'TEST'. Below that is a 'Request Type' dropdown menu with 'Re-Open Funding Application' selected. The 'Description' field is a large text area containing the text 'TEST'. At the bottom left of the form, the 'Submit' button is highlighted with a red rectangular box.

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](#) 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](#)

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.