



Canada Council
for the Arts

Conseil des arts
du Canada

Introduction to the Portal

E-INT-001

March 25, 2025

Bringing the arts to life
L'art au cœur de nos vies

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Overview

This course introduces users to the client portal and provides a foundational understanding of its purpose, structure and key features.

Objectives

- Understand the purpose of the client portal and how it supports the funding process
- Navigate the portal's main sections and locate key tools
- Explore where to browse funding opportunities and manage applications
- Learn how to view funding results and manage your account
- Access help resources and support options within the portal

Key terms and concepts

The following table explains key terms used in this guide.

Key Term	Definition
Funding opportunity	Previously called "program component," refers to a specific grant, prize, or financial resource made available by the Canada Council for the Arts to support projects, research, or initiatives
Competition	An assessment cycle (e.g. a deadline)
Application	Submitted by a person, group or organization on the external portal to obtain funding or grants
Funding awards	Previously called "successful applications," refers to grants and funds that have been approved and awarded
Cases	Cases are records that are used to track and manage customer communications such as questions or feedback. They are often used in customer service and support processes.
Assessor self-nomination	Individuals who put themselves forward to evaluate applications and nominations for grants, prizes and strategic funds in the arts, culture, social sciences and humanities.

1. Overview of the Portal

1.1 What is the portal?

1.2 What can you do in the portal?



1.1 What is the portal?

The portal makes it easier for individuals, groups and organizations to apply for funding. It's a one-stop tool designed to help art professionals find the financial support they need to bring their projects to life and grow their careers.

Designed to assist art professionals in searching and applying for funding opportunities, the portal offers a user-friendly experience that simplifies account, application and award management.

1.2 What can you do in the portal?

The portal offers several key features to help you manage your funding journey from start to finish:

- Efficiently navigate various funding opportunities
- Submit applications with all required documentation
- Track and report on funding awards and payments
- Securely manage your banking information
- Submit assessor self-nominations with relevant qualifications

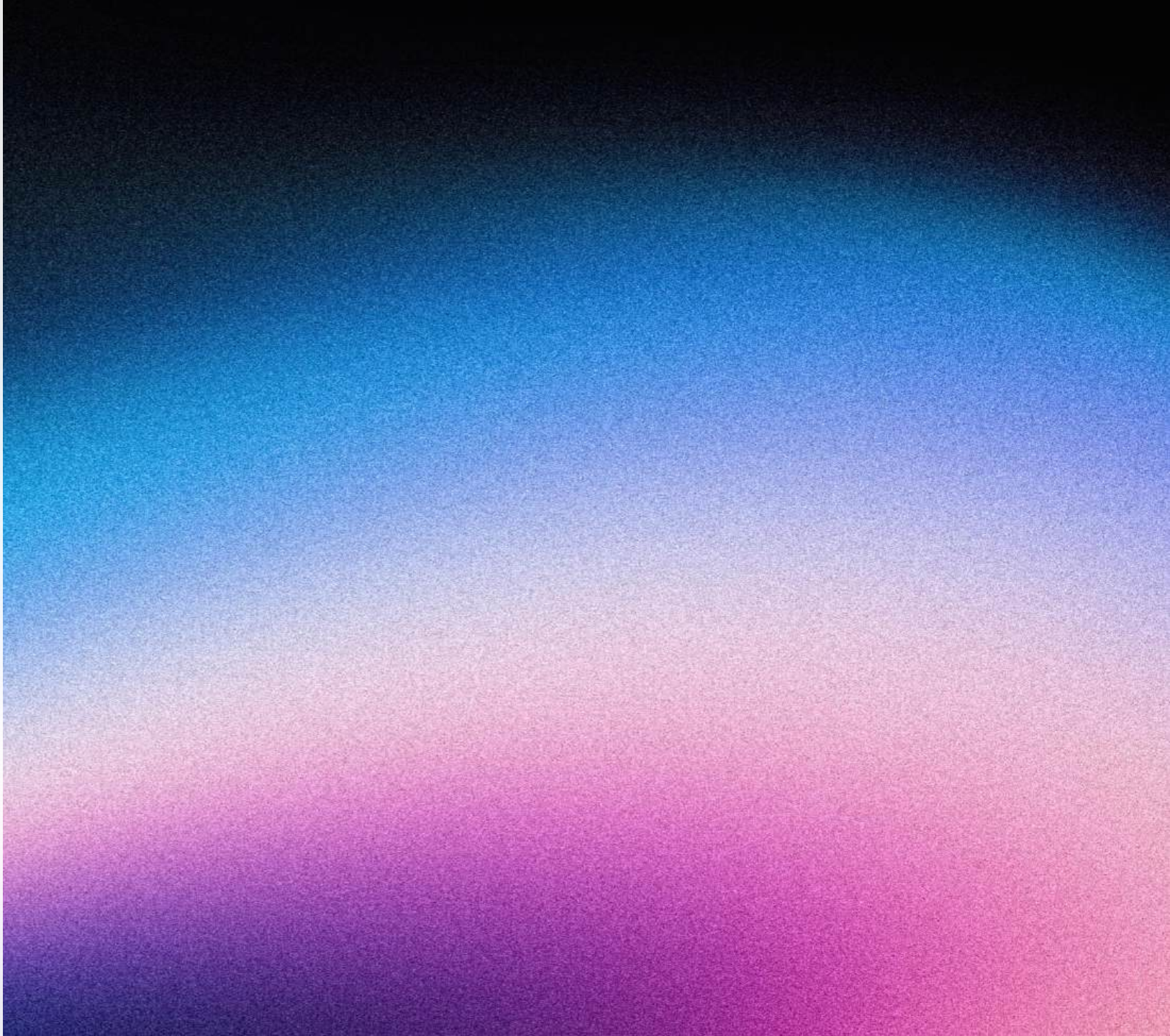
2. Accessing and navigating the portal

2.1 As a guest user

2.2 As a signed in user



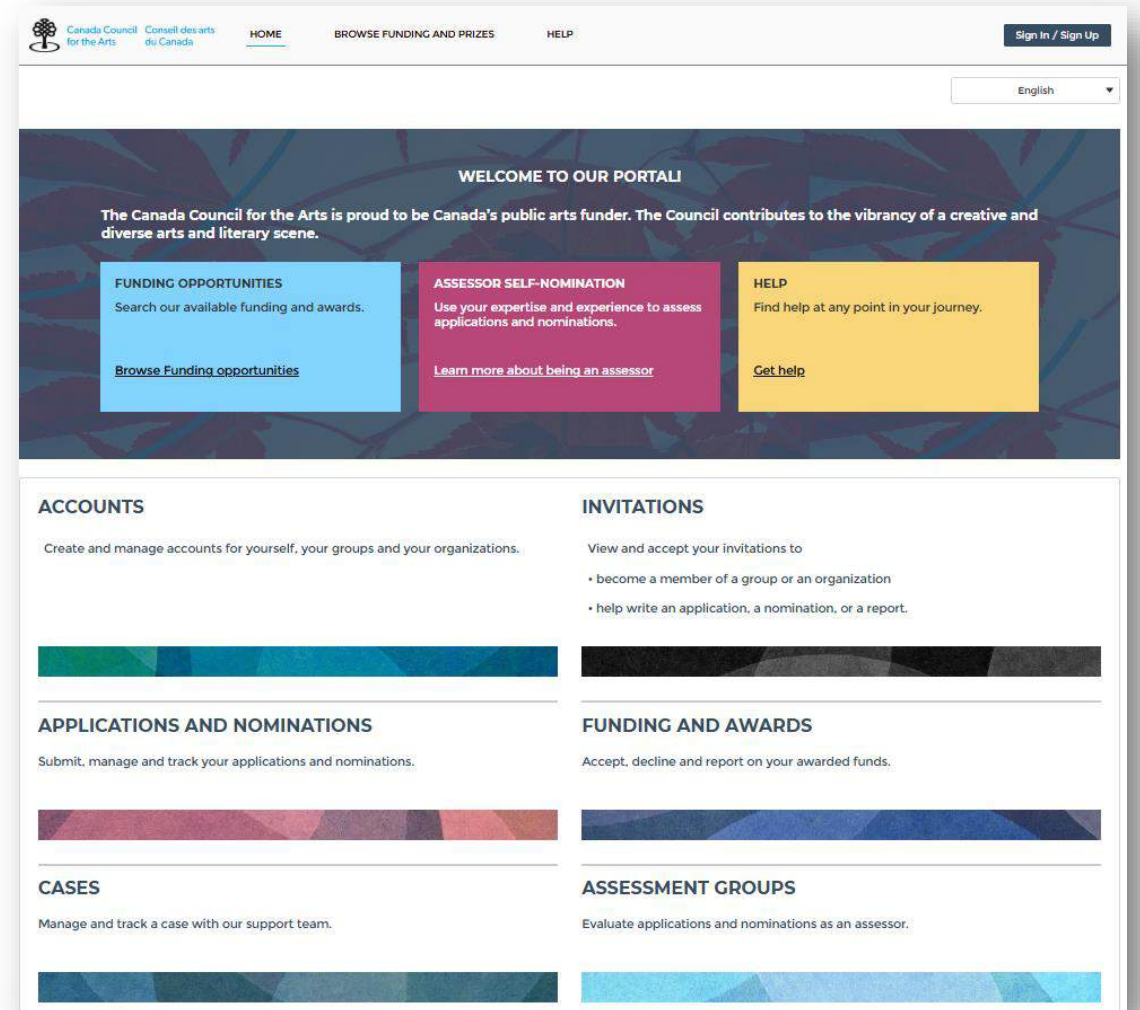
2.1 As a guest user



Welcome to the portal as a guest user

You can access the portal without creating an account.

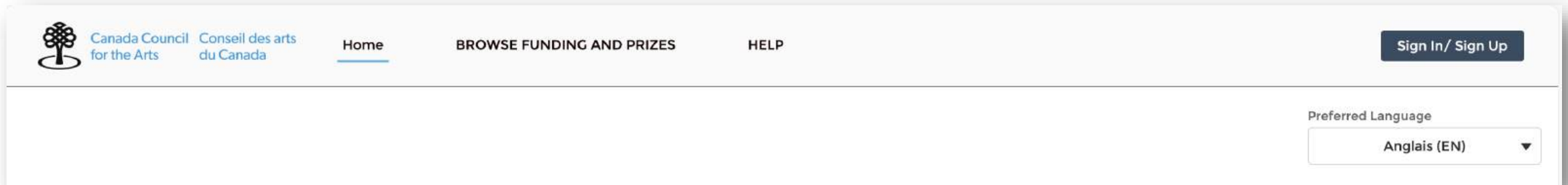
As a guest user, you can view various pages, including Home, Browse Funding and Prizes and Help.



Portal header

The top navigation header of the portal is designed to provide quick and easy access to essential features. It includes several key items to help you navigate the portal efficiently:

- **Home** to return to the homepage
- **Browse Funding and Prizes** to explore available funding opportunities
- **Help** to request assistance
- **A Sign In / Sign Up** button to create an account and sign in to it
- **A language** drop-down menu to select the language you wish to view the portal in: **English** or **French**

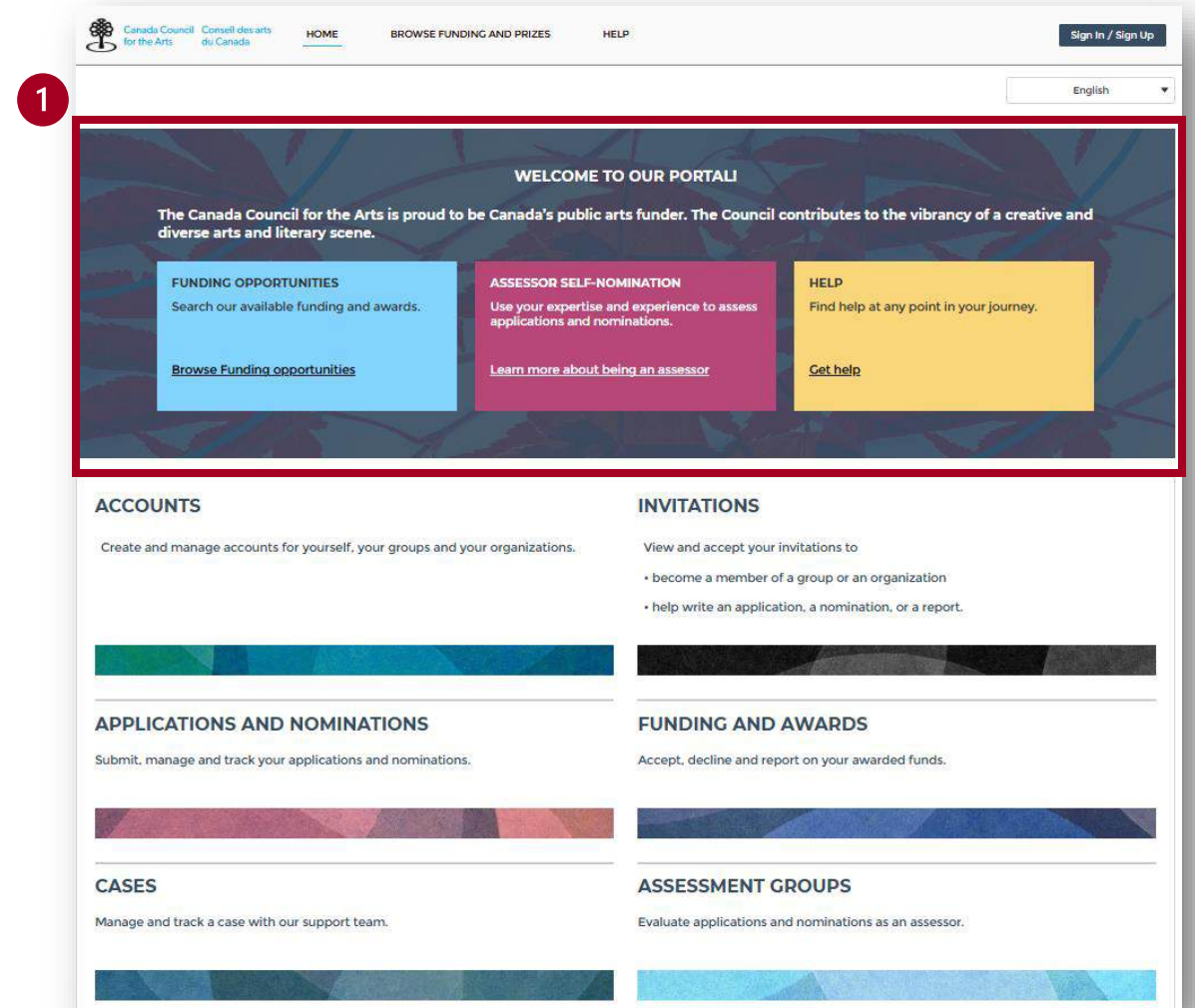


Home page

As the landing page, the homepage is your central hub for accessing a wide range of tools and resources.

The homepage provides direct links to:

- browse funding opportunities
- learn about being an assessor
- get help

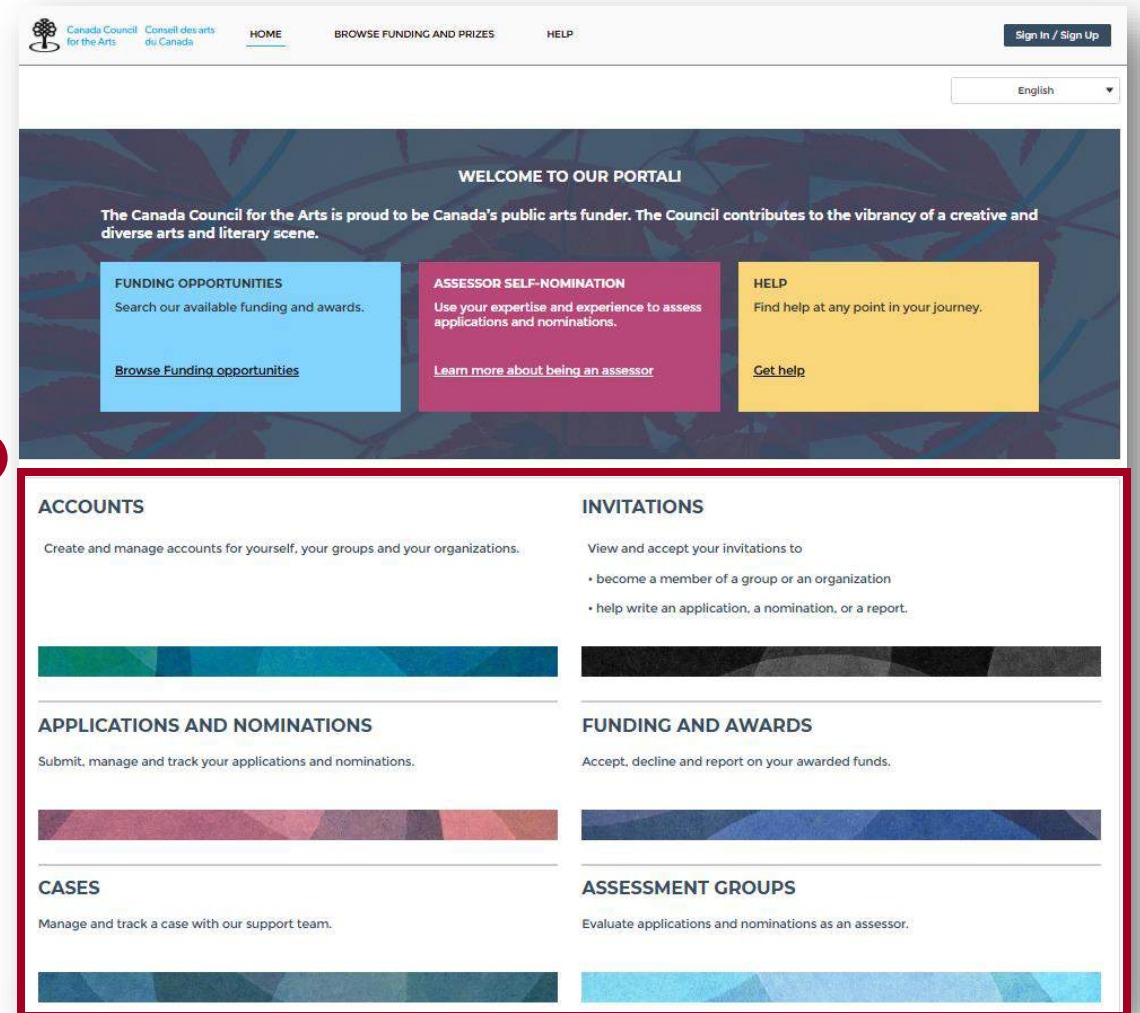


Homepage

This page also offers a concise overview of the various actions you can perform on the portal:

- **Accounts:** Create and manage accounts for yourself, your groups and your organizations
- **Invitations:** View and accept your invitations
- **Applications and nominations:** Submit, manage and track your applications and nominations
- **Funding and awards:** Accept, decline and report on your awarded funding
- **Cases:** Manage and track a case with our support team
- **Assessment groups:** Assess applications and nominations as an assessor

2

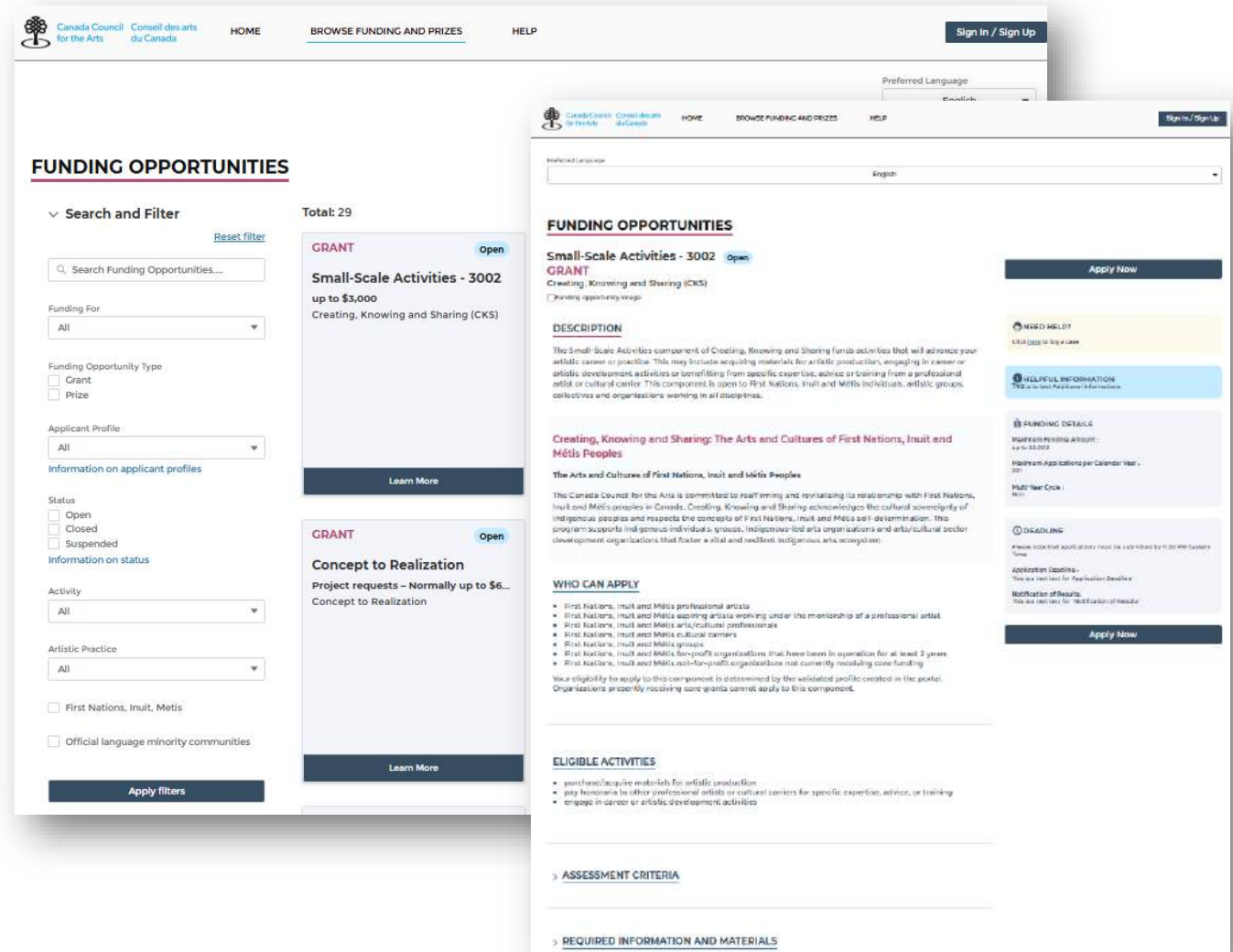


Browse Funding and Prizes

The **Browse Funding and Prizes** screen is your gateway to discovering a wide range of funding options available through our portal.

This page allows you to **browse and filter funding opportunities**, making it easier to find those that best align with your specific needs.

Note: As a guest user, you are able to browse funding opportunities, but you will be asked to create an account and sign in once you decide to initiate the application process.



Help page

This page is your main resource for assistance and support.

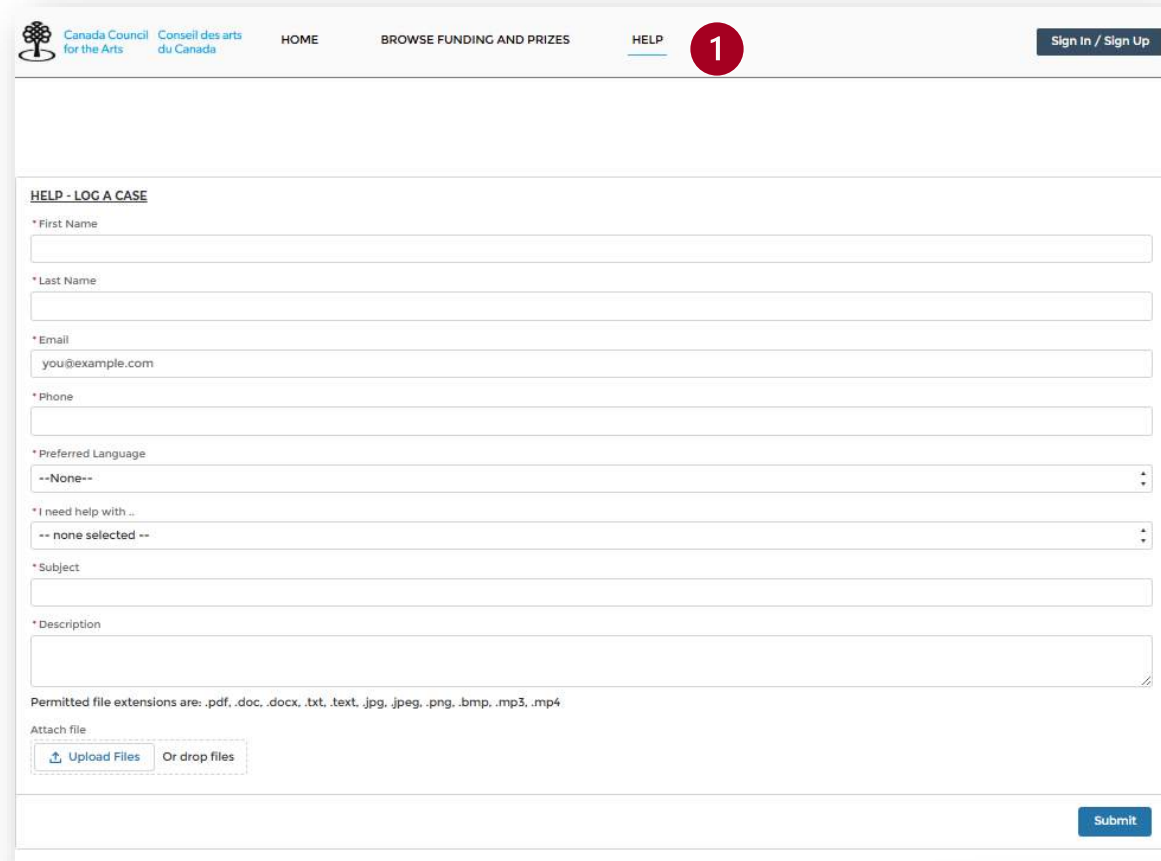
From here, you can:

- **Log a case** to request personalized help from the Canada Council

You can access the Help screen:

1. From the **top navigation menu**
2. From the **Need Help** box** found on several screens in the portal

Note: As a **guest user**, you can **log a case**, but you **won't be able to view your case history** in the portal. To see your case history, **create an account** and sign in.



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HOME BROWSE FUNDING AND PRIZES **HELP** 1 Sign In / Sign Up

HELP - LOG A CASE

* First Name

* Last Name

* Email

* Phone

* Preferred Language

* I need help with ...

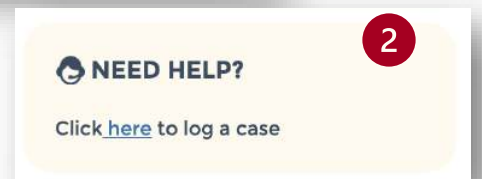
* Subject

* Description

Permitted file extensions are: .pdf, .doc, .docx, .txt, .text, .jpg, .jpeg, .png, .bmp, .mp3, .mp4

Attach file

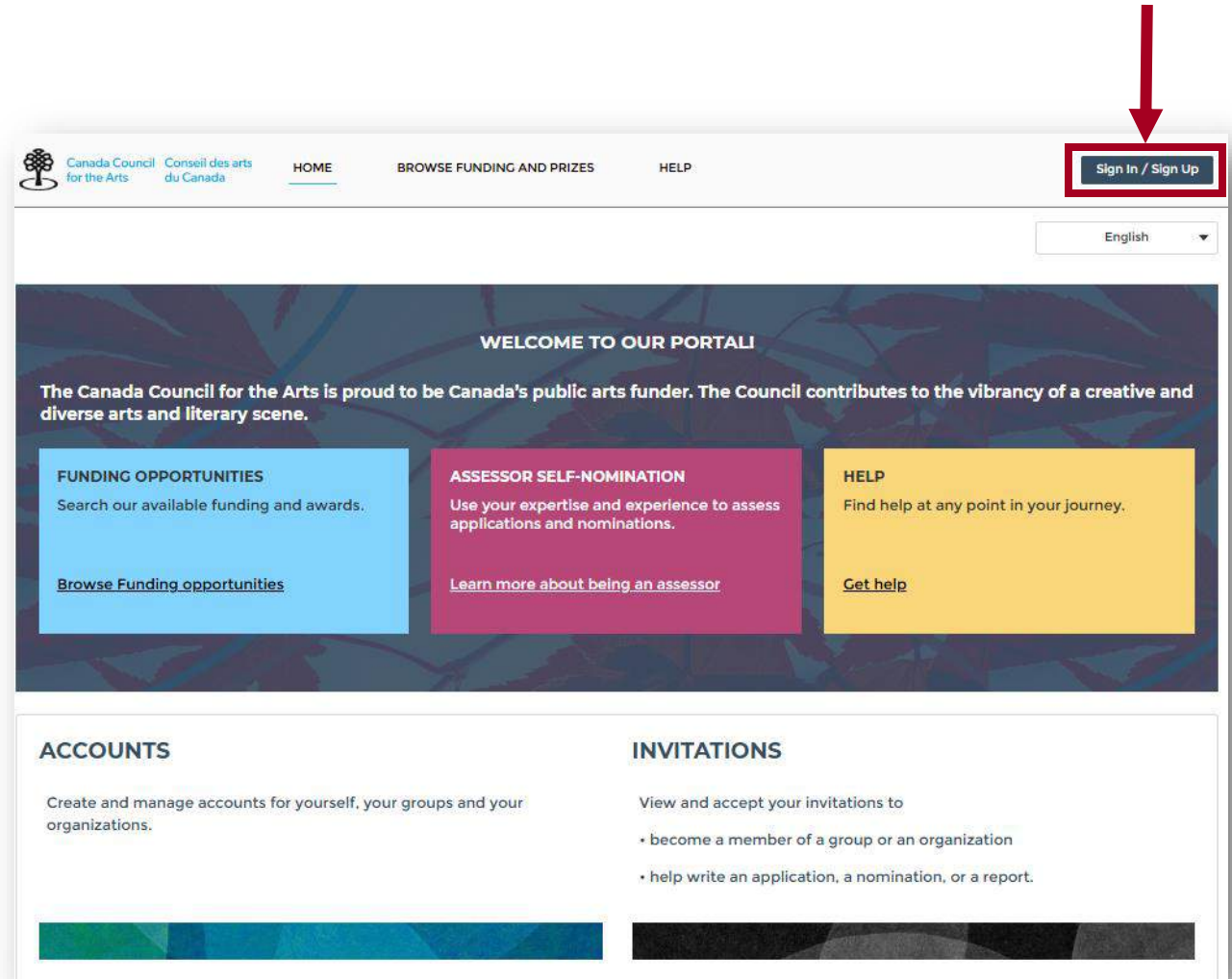
Or drop files



Create an account

By creating an account, you will be able to submit funding applications, manage your funding awards, update your account information, and manage your interactions with the Council.

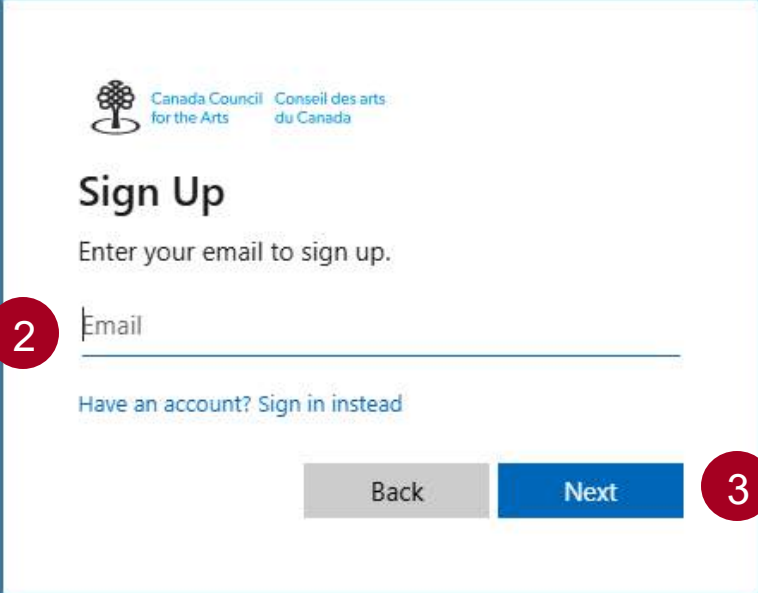
To create an account, click the **Sign In / Sign Up** button in the homepage header.



To sign up and create an account

On the **Sign Up** page:

2. Enter your **Email Address**.
3. Click on **Next**.

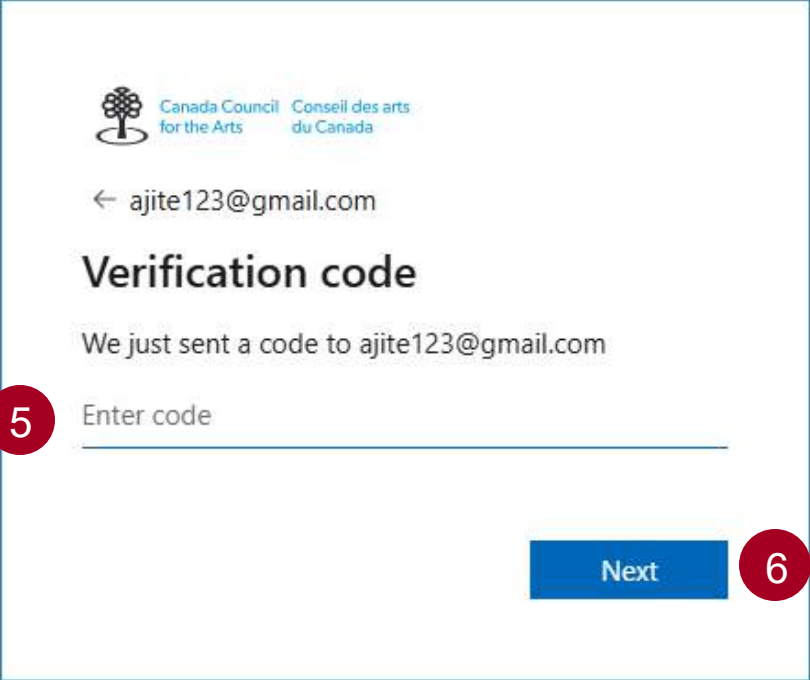


The screenshot shows the 'Sign Up' page of the Canada Council for the Arts. At the top, the logo and name 'Canada Council for the Arts / Conseil des arts du Canada' are displayed. Below this, the heading 'Sign Up' is followed by the instruction 'Enter your email to sign up.' A red circle with the number '2' is placed to the left of the email input field, which contains the placeholder text 'Email'. Below the input field, there is a link that says 'Have an account? Sign in instead'. At the bottom right, there are two buttons: a grey 'Back' button and a blue 'Next' button. A red circle with the number '3' is placed to the right of the 'Next' button.

Sign Up

A verification code will be sent to your email.

4. Open your **email** to find the account verification code.
5. Go back to the **Sign Up** page and enter the **code**.
6. Click **Next**.



The screenshot shows a white rectangular form on a blue background. At the top left of the form is the Canada Council for the Arts logo, which includes a stylized tree icon and the text 'Canada Council for the Arts' and 'Conseil des arts du Canada'. Below the logo is a back arrow icon followed by the email address 'ajite123@gmail.com'. The main heading is 'Verification code'. Below this, it says 'We just sent a code to ajite123@gmail.com'. There is a text input field with the placeholder text 'Enter code'. A red circle with the number '5' is positioned to the left of this input field. At the bottom right of the form is a blue button with the text 'Next'. A red circle with the number '6' is positioned to the right of this button.

Sign Up

7. Enter your **first name** and **last name**. These will be used as your account name. You can add other names (like an alias or legal name) later in your account.
8. Create a **password**, then type it again to confirm.
9. Click the **Terms of Use** link, read the terms and **check the box** to agree.
10. Click the **Privacy Policy** link, read the policy and **check the box** to agree.
11. Click **Next**.

The screenshot shows the 'Sign Up' page of the Canada Council for the Arts. The page has a white background with a blue border. At the top, the logo for the Canada Council for the Arts is displayed. Below the logo, the title 'Sign Up' is followed by the instruction 'Please provide some information to sign up.' The form contains several input fields and checkboxes, each with a red circular callout number:

- 7** points to the 'First Name' input field.
- 8** points to the 'Last Name' input field.
- 8** points to the 'Password' input field.
- 10** points to the 'Re-enter password' input field.
- 9** points to the checkbox for 'I have read and agree to the terms of use.'
- 9** points to the checkbox for 'I have read and agree to the privacy policy.'
- 10** points to the checkbox for 'Subscribe to receive timely emails on the Council's grants and prizes, upcoming events, helpful resources and more. You can withdraw your consent at any time.'
- 11** points to the 'Next' button.

The 'Next' button is blue, while the 'Cancel' button is grey.

Sign Up

Once you finish signing up, the system **signs you in automatically** and takes you to the **homepage**.

Remember the **email address** and **password** you used. You'll need them the next time you sign in to the portal.

The screenshot shows the Canada Council for the Arts portal homepage. At the top is a navigation bar with the logo, bilingual name, and links for Home, Account, Browse Funding and Prizes, and Help. The main content area has a 'WELCOME TO OUR PORTAL!' header followed by a paragraph about the Council's role. Below this are three colored boxes: 'FUNDING OPPORTUNITIES' (blue), 'ASSESSOR SELF-NOMINATION' (pink), and 'HELP' (yellow), each with a brief description and a link. The page is divided into two columns. The left column contains 'ACCOUNTS' (with instructions to create or add accounts), 'MY ACCOUNTS' (a table with one entry for Mark Taylor), 'APPLICATIONS AND NOMINATIONS' (with instructions to submit and track), and 'CASES' (with instructions to manage and track). The right column contains 'INVITATIONS' (with instructions to view and accept), 'GROUP/ORGANIZATION | GROUPE/ORGANISME' (a table with one entry for Alyssa Test), and 'FUNDING AND AWARDS' (with instructions to accept, decline, and report). The footer includes a disclaimer about the Council's location and a row of links: Accessibility, Public Accountability, Privacy, and Contact.

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Home ACCOUNT BROWSE FUNDING AND PRIZES HELP

WELCOME TO OUR PORTAL!

The Canada Council for the Arts is proud to be Canada's public arts funder. The Council contributes to the vibrancy of a creative and diverse arts and literary scene.

FUNDING OPPORTUNITIES
Search our available funding and awards.
[Browse Funding opportunities](#)

ASSESSOR SELF-NOMINATION
Use your expertise and experience to assess applications and nominations.
[Learn more about being an assessor](#)

HELP
Find help at any point in your journey.
[Get help](#)

ACCOUNTS
Create and manage accounts for yourself, your groups and your organizations.
To add a new group or organization to your account, [click here](#) and follow the instructions.

MY ACCOUNTS

Account Name	Account Site	Permanent Address State/Province	Phone
Mark Taylor			555-0123

[View All](#)

INVITATIONS
View and accept your invitations to
• become a member of a group or an organization
• help write an application, a nomination, or a report.

GROUP/ORGANIZATION | GROUPE/ORGANISME

Invitation ID	Account	Portal Role	Status
Alyssa Test		Member	Invited

[View All](#)

APPLICATIONS AND NOMINATIONS
Submit, manage and track your applications and nominations.
View your most recent drafts. To see your complete list of drafts, click [View All](#). You can find all active submissions and application history in your account, or in the relevant group or organization account.

FUNDING AND AWARDS
Accept, decline and report on your awarded funds.
View your offers and active awards. To see your complete list of offers and active awards, click [View All](#). You can find all active awards and award history in your account, or in the relevant group or organization account.

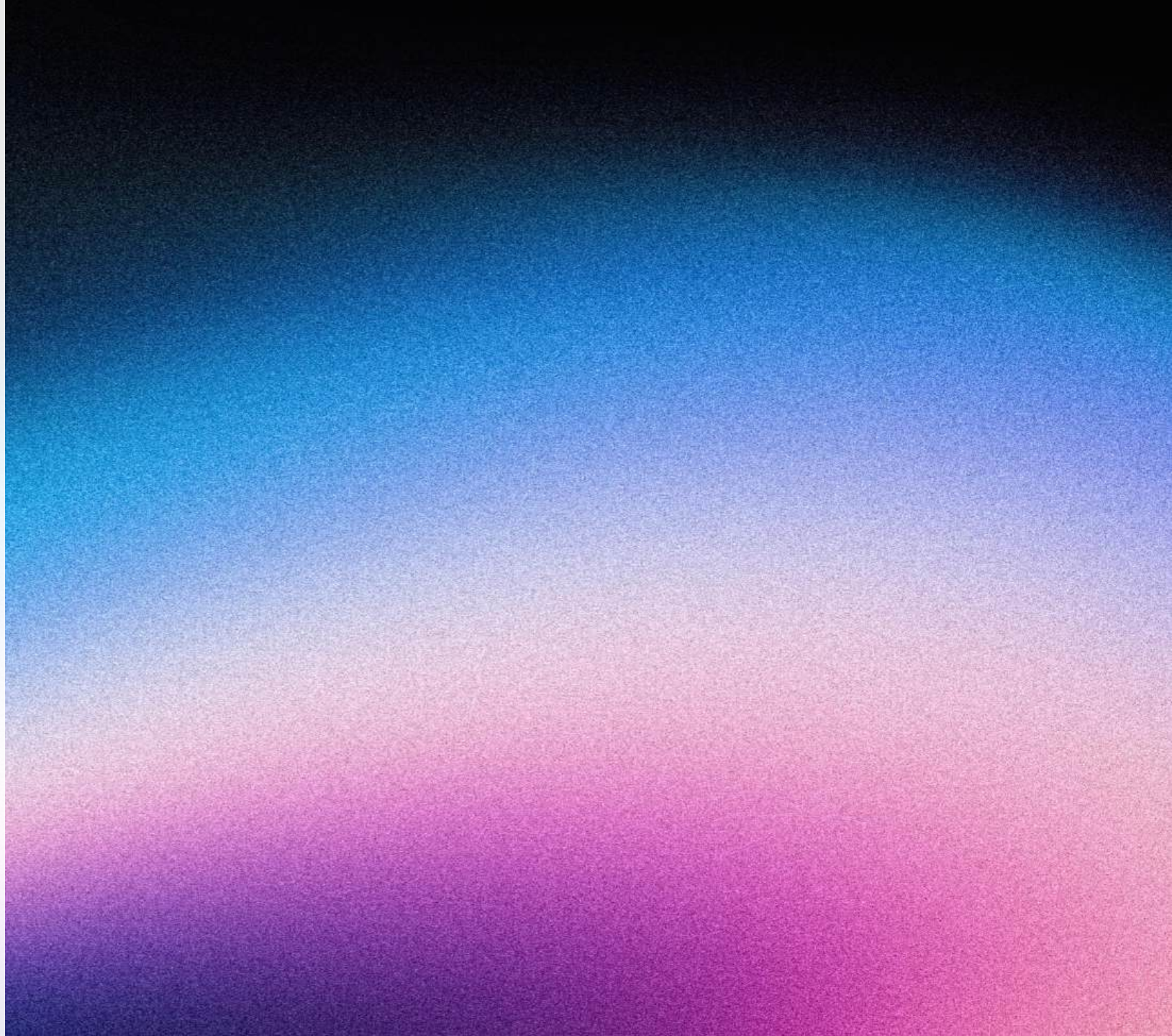
CASES
Manage and track a case with our support team. A case is used to interact with the Council to ask questions, resolve issues or complete tasks.
View your active cases. To see your complete list of active cases, click [View All](#). You can find all active and resolved cases in your account, or in the relevant group or organization account.

The Canada Council's offices, located in Ottawa, are on the unceded, unsurrendered Territory of the Anishinaabe Algonquin Nation whose presence here reaches back to time immemorial. [Read the full statement](#)

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Accessibility Public Accountability Privacy Contact

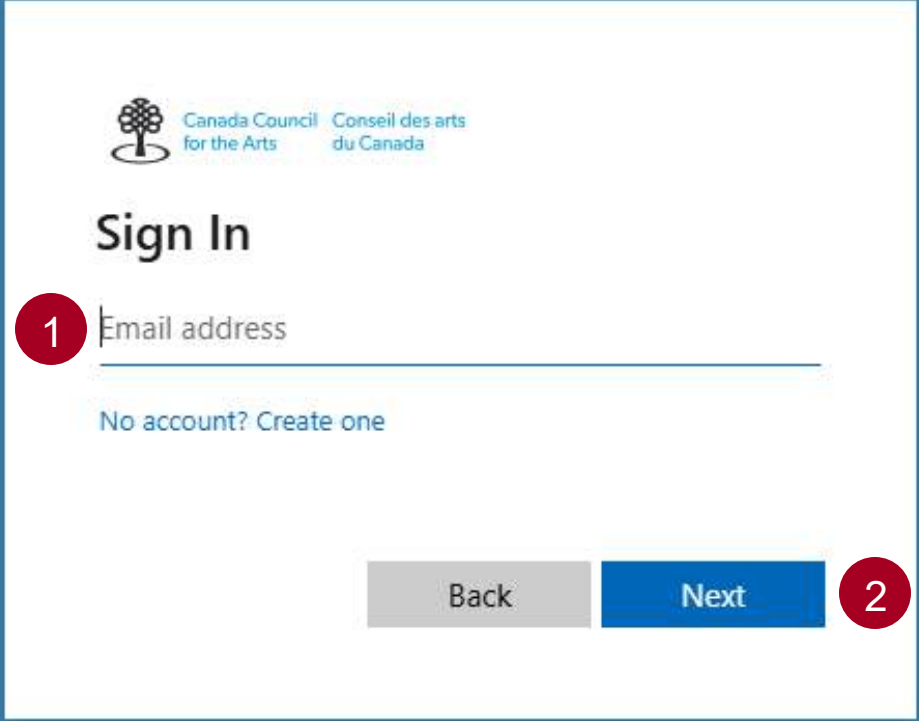
2.2 As a signed in user



To sign in with an account

On the **Sign In** page:

1. Enter your **email address**.
2. Click **Next**.



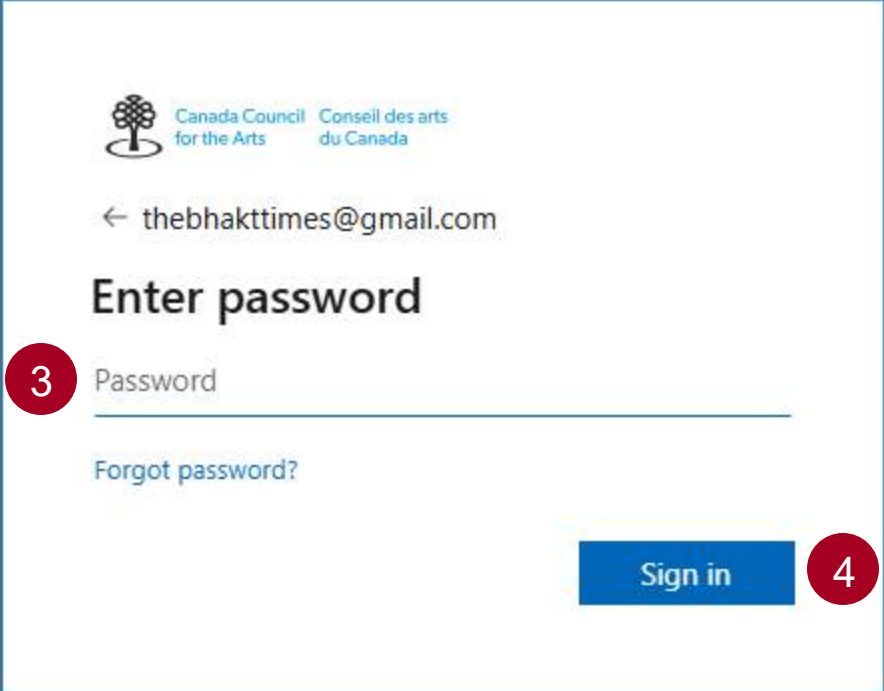
The screenshot shows the 'Sign In' page for the Canada Council for the Arts. At the top, the logo and name 'Canada Council for the Arts / Conseil des arts du Canada' are displayed. Below this, the title 'Sign In' is centered. A red circle with the number '1' is placed next to the 'Email address' input field. Below the input field, there is a link that says 'No account? Create one'. At the bottom right, there are two buttons: a grey 'Back' button and a blue 'Next' button. A red circle with the number '2' is placed next to the 'Next' button.

Sign In

3. Enter your **password**.
4. Click **Sign In**.

The system signs you in and takes you to the homepage.

Note: If you forgot your password, click **Forgot your password?** and follow the instructions on the screen to reset your password.

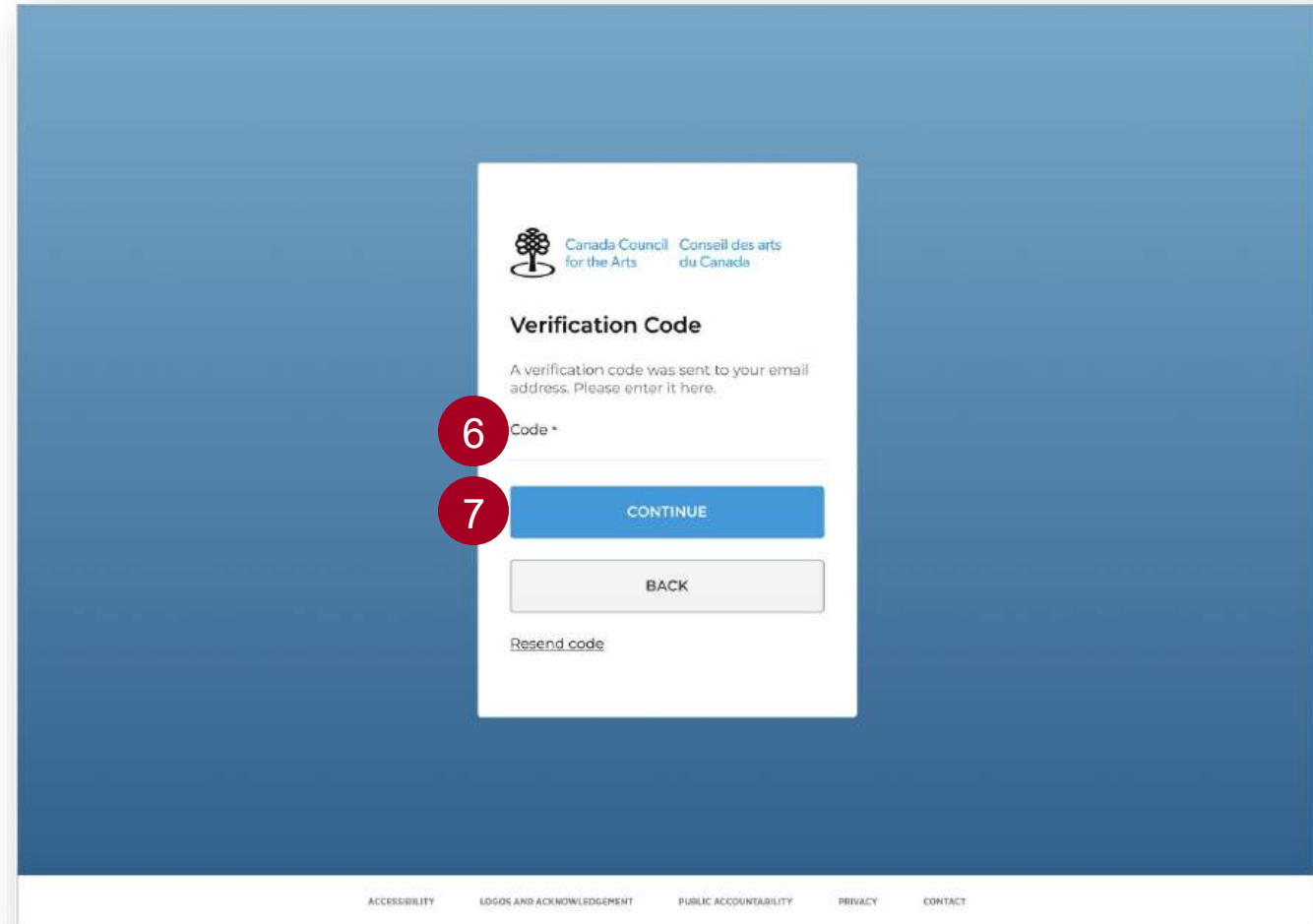


The screenshot shows the sign-in page for the Canada Council for the Arts. At the top, the logo and name "Canada Council for the Arts" / "Conseil des arts du Canada" are displayed. Below this, the email address "thebhakttimes@gmail.com" is shown with a back arrow. The main heading is "Enter password". A red circle with the number "3" is next to the password input field, which is labeled "Password". Below the input field is a link that says "Forgot password?". At the bottom right, there is a blue "Sign in" button, which is highlighted with a red circle and the number "4".

Sign In

A verification code will be sent to your email.

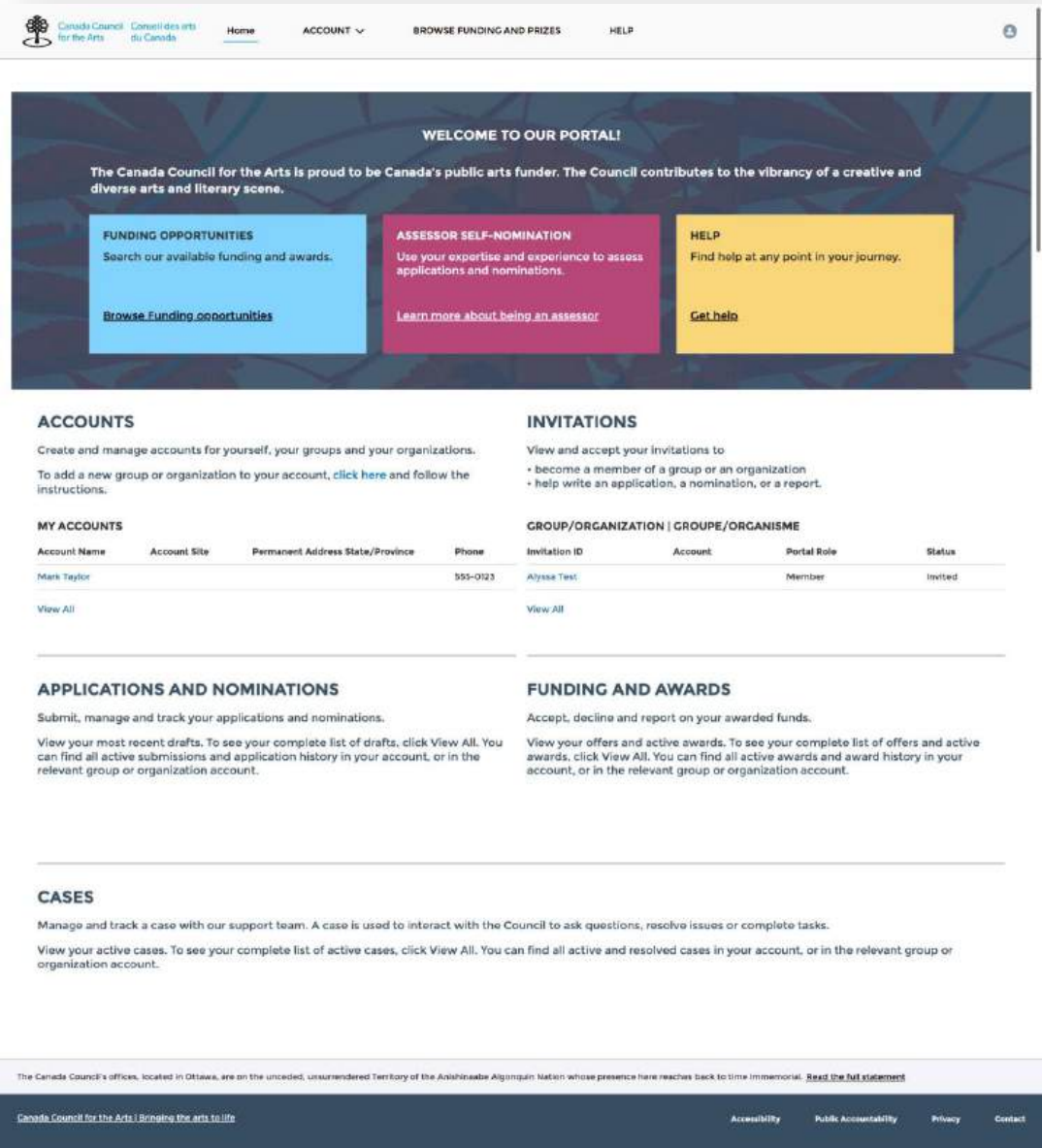
5. Open your **email** to find the account verification code.
6. Go back to the **Sign Up** page and enter the **code**.
7. Click **Continue**.



The screenshot shows a web page for the Canada Council for the Arts (Conseil des arts du Canada) with a blue background. A white modal box is centered on the page. At the top of the modal is the organization's logo and name in both English and French. Below this is the heading "Verification Code". A message states: "A verification code was sent to your email address. Please enter it here." There is a text input field labeled "Code *" with a red circle containing the number "6" next to it. Below the input field are two buttons: a blue "CONTINUE" button with a red circle containing the number "7" next to it, and a grey "BACK" button. At the bottom of the modal is a link that says "Resend code". The footer of the page contains several links: ACCESSIBILITY, LOGOS AND ACKNOWLEDGEMENT, PUBLIC ACCOUNTABILITY, PRIVACY, and CONTACT.

Sign In

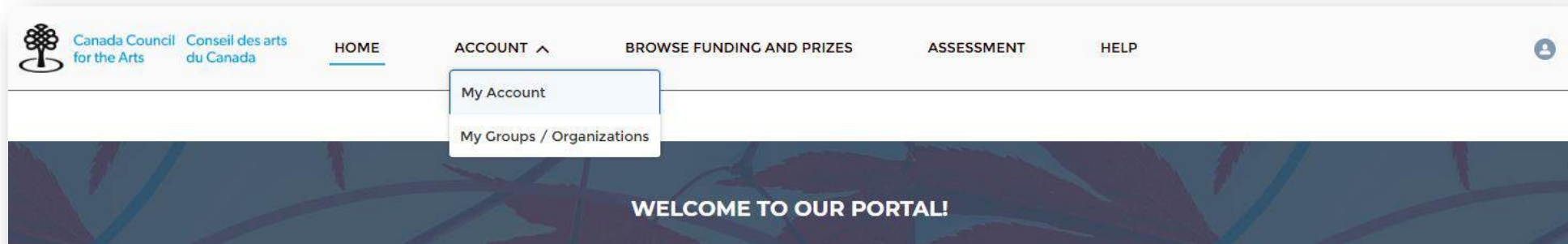
The system **logs you in** and takes you to the **homepage**.



Navigating as a signed in user

The top navigation header of the portal provides quick and easy access to essential features. It includes several key items to help you navigate the portal efficiently:

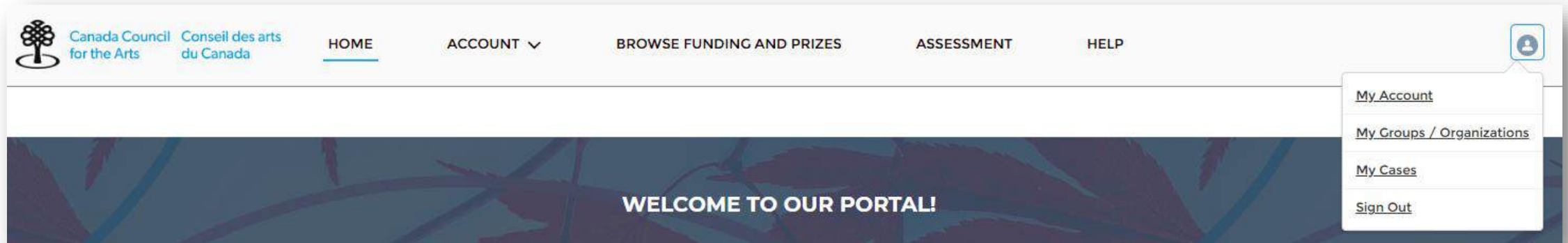
- **Home** – Go back to the homepage
- **Account** – Manage your account details
 - Click **My Account** to view your personal account.
 - Click **My Groups / Organizations** to see your group or organization accounts
- **Browse Funding and Prizes** – Explore available funding opportunities
- **Assessment** – View your assessor assignments (only visible if you signed up to be an assessor)
- **Help** – Request support or assistance



Navigating as a signed in user

The **User Menu** gives you quick access to your account and other important options:

- **My Account**
- **My Groups / Organizations**
- **My Cases** – View your case history
- **Sign Out** – Sign out of the portal

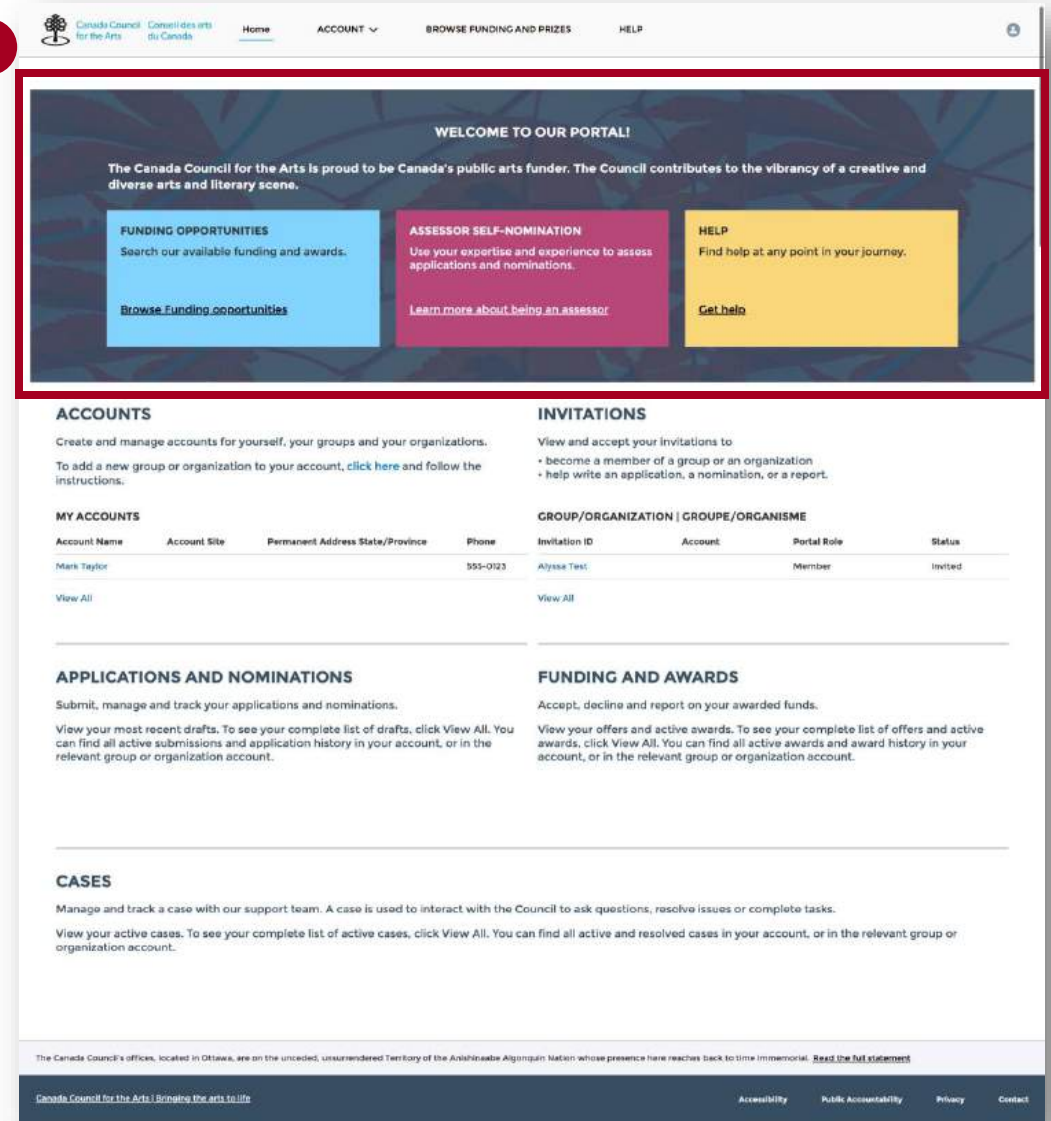


Homepage

As the landing page, the homepage is your central hub¹ for accessing a wide range of tools and resources.

1. The **homepage** provides direct links to:

- browsing funding opportunities
- learning about being an assessor
- getting help



Homepage

2. The homepage also gives you a quick overview of what you can do on the portal. Each section shows a personalized dashboard:

- **Accounts** – View a list of your accounts
- **Invitations** – See invitations to join groups, organizations, or act as a third party
- **Applications and Nominations** – View your most recent draft applications
- **Funding and Awards** – See your funding offers and active awards
- **Cases** – View your active cases
- **Assessment Groups** – View your active assessment groups
(Only visible if you self-nominated up to be an assessor)

2

WELCOME TO OUR PORTAL!

The Canada Council for the Arts is proud to be Canada's public arts funder. The Council contributes to the vibrancy of a creative and diverse arts and literary scene.

FUNDING OPPORTUNITIES
Search our available funding and awards.
[Browse Funding opportunities](#)

ASSESSOR SELF-NOMINATION
Use your expertise and experience to assess applications and nominations.
[Learn more about being an assessor](#)

HELP
Find help at any point in your journey.
[Get help](#)

ACCOUNTS
Create and manage accounts for yourself, your groups and your organizations.
To add a new group or organization to your account, [click here](#) and follow the instructions.

MY ACCOUNTS

Account Name	Account Site	Permanent Address State/Province	Phone
Mark Taylor			555-0123

[View All](#)

INVITATIONS
View and accept your invitations to
• become a member of a group or an organization
• help write an application, a nomination, or a report.

GROUP/ORGANIZATION | GROUPE/ORGANISME

Invitation ID	Account	Portal Role	Status
Alyssa Test		Member	Invited

[View All](#)

APPLICATIONS AND NOMINATIONS
Submit, manage and track your applications and nominations.
View your most recent drafts. To see your complete list of drafts, click [View All](#). You can find all active submissions and application history in your account, or in the relevant group or organization account.

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Accept, decline and report on your awarded funds.
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CASES
Manage and track a case with our support team. A case is used to interact with the Council to ask questions, resolve issues or complete tasks.
View your active cases. To see your complete list of active cases, click [View All](#). You can find all active and resolved cases in your account, or in the relevant group or organization account.

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[Accessibility](#) [Public Accountability](#) [Privacy](#) [Contact](#)

Homepage

- Each list on the homepage dashboard shows up to 5 records. To see the full list, click on **View All**.

The screenshot shows the Canada Council for the Arts homepage. The top navigation bar includes the logo, 'Home', 'ACCOUNT', 'BROWSE FUNDING AND PRIZES', and 'HELP'. The main content area features a 'WELCOME TO OUR PORTAL!' banner with three colored boxes: 'FUNDING OPPORTUNITIES' (blue), 'ASSESSOR SELF-NOMINATION' (pink), and 'HELP' (yellow). Below the banner are sections for 'ACCOUNTS' and 'INVITATIONS'. The 'MY ACCOUNTS' section contains a table with columns: Account Name, Account Site, Permanent Address State/Province, Phone, Invitation ID, Account, Portal Role, and Status. A red circle with the number '3' highlights the 'View All' link in the 'MY ACCOUNTS' section. A red arrow points from this link to the 'GROUPS AND ORGANIZATIONS' section in the bottom screenshot. The bottom screenshot shows the 'GROUPS AND ORGANIZATIONS' page, which includes a search bar, a table with columns: Name, Account Record Type, and Account Status, and a list of 10 items.

Account Name	Account Site	Permanent Address State/Province	Phone	Invitation ID	Account	Portal Role	Status
Mark Taylor			555-0123	Alyssa Test		Member	Invited

Name	Account Record Type	Account Status
1151.MJ.Group.account	Group	Inactive
BBQ	Organization	
Art House - MA	Organization	Active
Big Rock School of Arts	Organization	
Big Rock School of Arts	Organization	Active
Big Rock school of arts	Organization	
buOrg	Organization	
6	Organization	
createOrgforTest	Organization	
Creative Art Org Inc.	Organization	Active
rs	Organization	

Accounts: My Account page

This is your main hub for managing your account. It helps you to stay organized and keep your account up to date.

From there, you can:

- view and update your personal information
- see your groups and organizations
- track your applications, funding awards and cases
- create new groups or organizations

The screenshot displays the 'My Account' page for a user named Jaxon Moreen. The page is organized into a header, a main content area, and a sidebar. The header includes the Canada Council for the Arts logo, navigation links (Home, ACCOUNT, BROWSE FUNDING AND PRIZES, HELP), and a user profile icon. The main content area features a 'My Account' section with the user's name and two buttons: 'Self-Nominate as Assessor' and 'Add Group/Organization'. Below this is a tabbed interface with 'Details', 'Self-ID', 'Granting Eligibility', and 'Payment'. The 'Details' tab is active, showing a 'DETAILS' section with a note: 'Please keep this important information up to date. It ensures that we are able to contact with you when needed.' The details are organized into sections: 'Account Details' (Account Name: Jaxon Moreen, Preferred Language: English, Principle Artistic Practice: Visual arts, sculpture, photography, printmaking, art installation), 'Citizenship & Year of birth' (Citizenship Status, Year of Birth: 1985), 'Contact Information' (Permanent Address, Mailing Address: 123 Maple Street, Vancouver BC V5K 0Z2, CA, Web site, Phone: 355-1234, Other Phone), 'Social Media' (Social Media Info 1, 2, 3), and a map of the mailing address. The sidebar on the right contains links to 'Groups/Org Memberships (0)', 'Applications (0)', 'Funding Awards (0)', 'Cases (0)', and 'Third Party Access (0)' with a 'New' button. The footer includes a disclaimer about the Canada Council's offices and links to 'Accessibility', 'Public Accountability', 'Privacy', and 'Contact'.

Accounts: My Group page

This is the main hub for managing your group's account.

From here, you can:

- **view and update your group's information**
- **track your group's applications, funding awards, and cases**
- **invite other portal users to join your group**
(They can act on behalf of the group based on their permission level.)

It helps you keep your group's account up to date and organized.

The screenshot shows the 'My Group' page for a group named 'Jazz Band'. The page is part of the Canada Council for the Arts portal, with navigation links for Home, ACCOUNT, BROWSE FUNDING AND PRIZES, and HELP. The main content area is titled 'My Group Jazz Band' and includes a button to 'Add Portal Member'. Below this, there are tabs for 'Details', 'Strategic Group Information', 'Granting Eligibility', and 'Payment'. The 'Details' tab is active, showing a section for 'Account Details' with fields for Account Name (Jazz Band), Previously Known As, Preferred Language (English), Group Description (Test), and Principle Artistic Practice. There is also a 'Contact Information' section with fields for Permanent Address, Mailing Is Same, Mailing Address, Website, Phone, and Email (sova@deloitte.ca). A 'Social Media' section is also present. On the right side, there are summary boxes for 'Groups/Org Memberships (Org... (1))', 'Applications (0)', 'Funding Awards (0)', and 'Cases (0)'. The footer contains the Canada Council for the Arts logo and links for Accessibility, Public Accountability, Privacy, and Contact.

Accounts: My Organization page

This is the main hub for managing your organization's account. It helps you keep your organization's account up to date and organized.

From there, you can:

- view and update your organization's information
- track your organization's applications, funding awards and cases
- invite other portal users to join your organization
(They can act on behalf of the organization based on their permission level.)

The screenshot displays the 'My Organization' page for the 'Children Art Museum'. The page is divided into several sections:

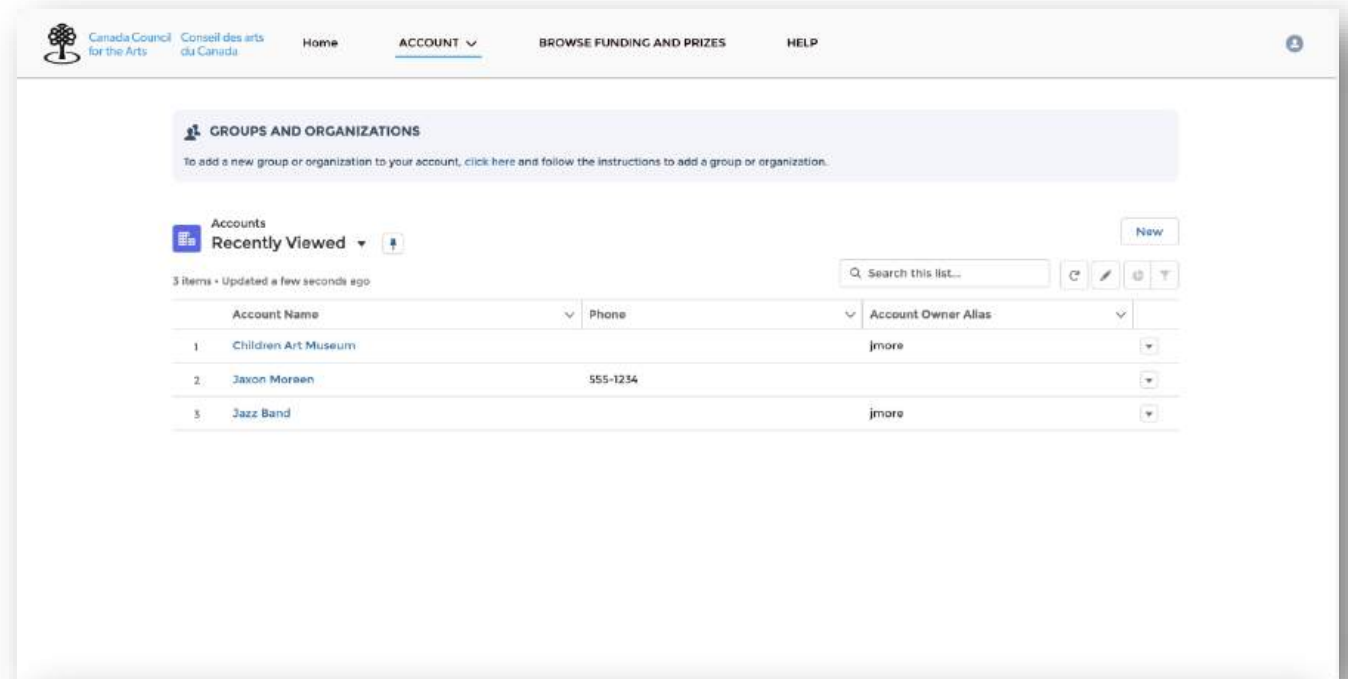
- Header:** Includes the Canada Council for the Arts logo, navigation links (Home, ACCOUNT, BROWSE FUNDING AND PRIZES, HELP), and a user profile icon.
- Organization Name:** 'Children Art Museum' with an 'Add Portal Member' button.
- Tabs:** 'Details', 'Strategic Group Informa...', 'Granting Eligibility', and 'Payment'.
- DETAILS Section:**
 - Account Information:** Fields for Account Name (Children Art Museum), Preferred Language (English), Legal Name, Year Created, Previously Known As, and Principle Artists Practice.
 - Organization Details:** Fields for CADAC ID, Canadian Corporation Number, Incorporated in Canada, Fiscal Year End Month, Corporation Registered (Canada - Provincial/Territorial), Fiscal Year End Month Day, Not-for-profit Corporation (Yes), Federal Business Number, and Average Annual Revenue Range.
 - Contact Information:** Fields for Permanent Address, Website, Making Is Same, Phone, Mailing Address, Email (aave@ado.be.ca), and Social Media Info 1, 2, 3.
 - Mandate and History:** Fields for Summary of Mandate, Mission Statement, History and Highlights, and List of Affiliations.
- Right Sidebar:** Contains sections for 'Groups/Org Memberships (Org... (1))' with a table of users (Chad, Jaxon, Admin, Active), 'Applications (0)', 'Funding Awards (0)', and 'Cases (0)'.
- Footer:** Includes a disclaimer about the Canada Council's location on the unceded, unsummersed Territory of the Anishinaabe Algonquin Nation, and links for Accessibility, Public Accountability, Privacy, and Contact.

Accounts: My Groups/Organizations page

This page is a dedicated space for managing your accounts. It helps you stay organized and manage everything in one place.

From there, you can:

- see a list of all your accounts (individual, group and organization)
- easily switch between accounts
- create new groups or organizations

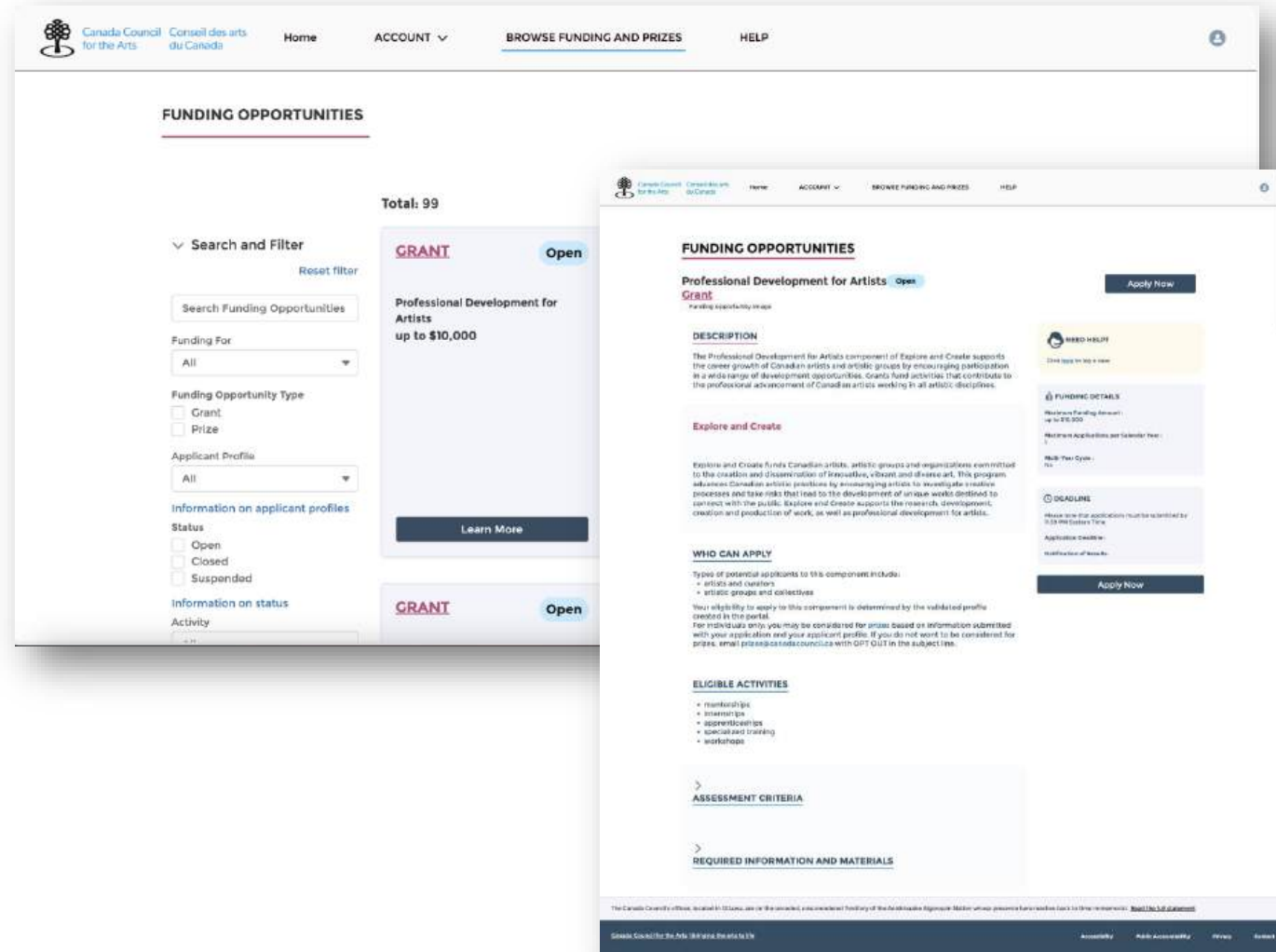


Browse Funding and Prizes page

This page is your starting point for exploring available funding opportunities. It's the easiest way to discover and apply for funding through the portal.

From there, you can:

- **browse and filter funding options** to find those that best match your needs
- **search for opportunities** that fit your projects and goals
- click **Apply Now** to start an application (only available when you're signed in)



Assessment page

This page will be your main resource for managing your assessor assignments. You will only see this page if you have self-nominated as an assessor.

From there, you can:

- view a list of all assignments given to you
- access the applications you've been assigned to assess
- stay organized and track your workload
- complete your evaluations efficiently and on time

Note: This screen is only visible if you self-nominated to be an assessor.

The screenshot shows the 'My Assessor Assignments' page. At the top, there's a navigation bar with the Canada Council for the Arts logo, 'Accueil', 'ACCOUNT', 'BROWSE FUNDING AND PRIZES', 'ASSESSMENT' (highlighted), and 'Plus'. Below the navigation bar, the page title is 'Assessor Assignments' with a sub-header 'My Assessor Assignments'. There are buttons for 'New' and 'Printable View'. A search bar says 'Recherchez dans cette liste'. Below this is a table with 3 rows and 5 columns: 'Assessor Assignment ID', 'Funding Opportunity (EN)', 'Funding Opportunity (FR)', 'Score S...', and 'Assessment Gro...'. The table contains 3 items, all with 'Ranking Complete' status. At the bottom, there's a footer with 'Les bureaux du Conseil des arts du Canada', 'Conseil des arts du Canada | L'art au cœur de nos vies', and links for 'Accessibilité', 'Responsabilité publique', 'Confidentialité', and 'Contact'.

Assessor Assignment ID	Funding Opportunity (EN)	Funding Opportunity (FR)	Score S...	Assessment Gro...
1	Test comp- Q3 2024 - 000016 - Portals Acc...	Artistic Driven Organization-S...		Ranking Complete
2	testPrasc - 000036 - Portals Account 1	testRuk	2024-11-13	Ranking Complete
3	testRuksc - 000036 - Portals Account 1	testRuk	2024-11-13	Ranking Complete

Help page

This page is your main resource for assistance and support.

From there, you can:

- Log a case to request personalized help from the Canada Council

You can access the **Help** screen:

- From the top navigation menu
- From the **Need Help** box** found on several screens in the portal

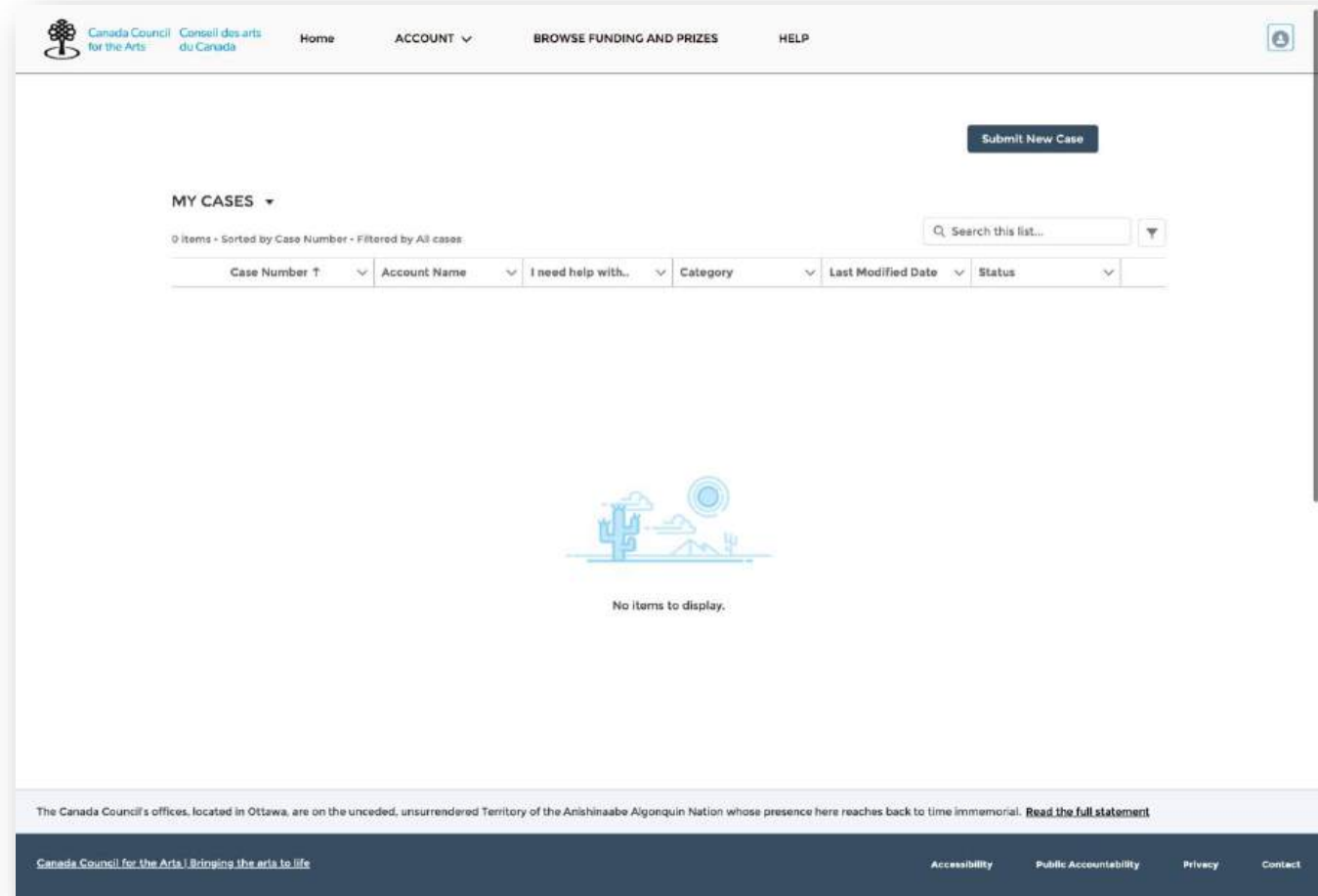
Note: If you're signed in, you can view your logged cases from your **My Account**, **My Group** or **My Organization** screens, and see your full case history on the **My Cases** page.

A screenshot of the 'HELP - LOG A CASE' form. It has a title 'HELP - LOG A CASE' and a dropdown menu for 'I need help with...' showing '-- none selected --'. Below this is an 'Account' section with a search bar 'Search Accounts...'. Then there are input fields for 'Subject' and 'Description'. A note specifies 'Permitted file extensions are: .pdf, .doc, .docx, .txt, .text, .jpg, .jpeg, .png, .bmp, .mp3, .mp4'. There is an 'Attach file' section with a button 'Upload Files' and the text 'Or drop files'. A 'Submit' button is at the bottom right.

My Cases page

The **My Cases** screen offers a detailed history of your past and current cases, allowing you to easily review and track the progress of your cases.

Additionally, the **My Cases** screen provides you with the capability to submit new cases, ensuring that you can address any issues or inquiries promptly.





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Thank you!

