Canada Council for the Arts | Conseil des arts du Canada

Key Changes About the Portal

E-INT-002

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

Overview

This course helps existing users transition to the updated portal by highlighting key changes in terminology, navigation and processes.

Objectives

- Recognize key terminology changes in the updated portal
- Navigate the updated interface and locate new sections
- Identify improvements in how users browse and apply for funding
- Understand new features and updated processes
- Manage help requests through the new case management system

Key Terms and Concepts

The following table explains key terms used in this course.

Key Term	Definition
Funding opportunities	Previously called "program component" or "prize," refers to a specific grant or prize offered by the Canada Council for the Arts
Applications and nominations	Previously called "applications," includes all submitted requests for grants or prize nominations
Funding awards	Previously called "successful applications," refers to grants and funds that have been approved and awarded
Home	Previously called "dashboard." The main landing page with quick access to key sections
Case management	A system that allows users to submit, track and manage support requests directly through the portal

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1. Navigation & User interface enhancements

1.1 Home page layout & shortcuts

1.2 Simplified navigation

1.3 Help case management

1.4 Payment info registry

1.5 Assessor access
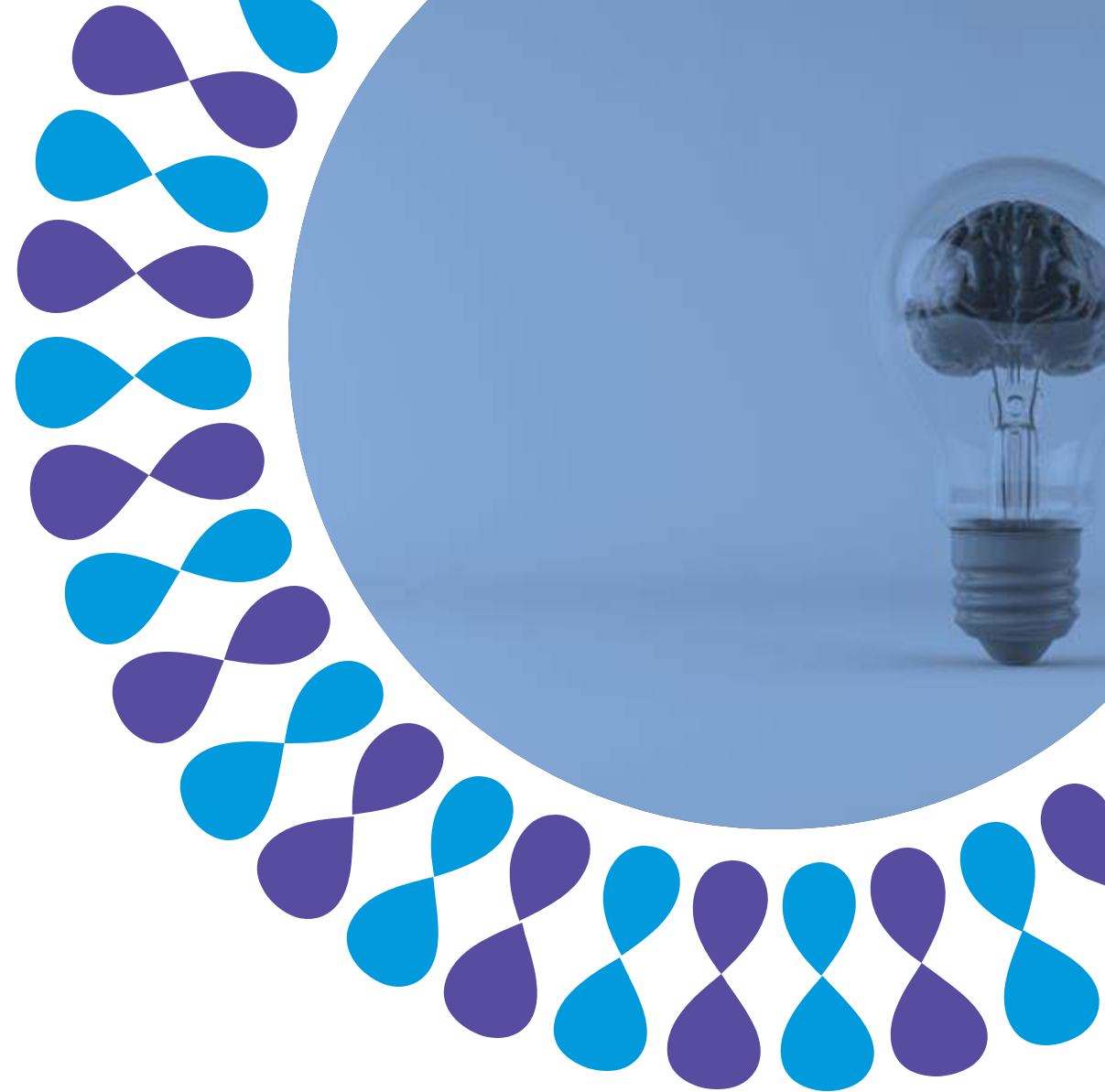
1.1 Home page layout & shortcuts

- The updated client portal introduces a redesigned home page that improves usability and provides quicker access to key areas. This section highlights the most noticeable layout and shortcut changes, helping returning users understand where to find what they need in the updated interface.

Key Points

- Streamlined Layout
- Section Previews

1.1 Homepage layout & shortcuts

Streamlined layout
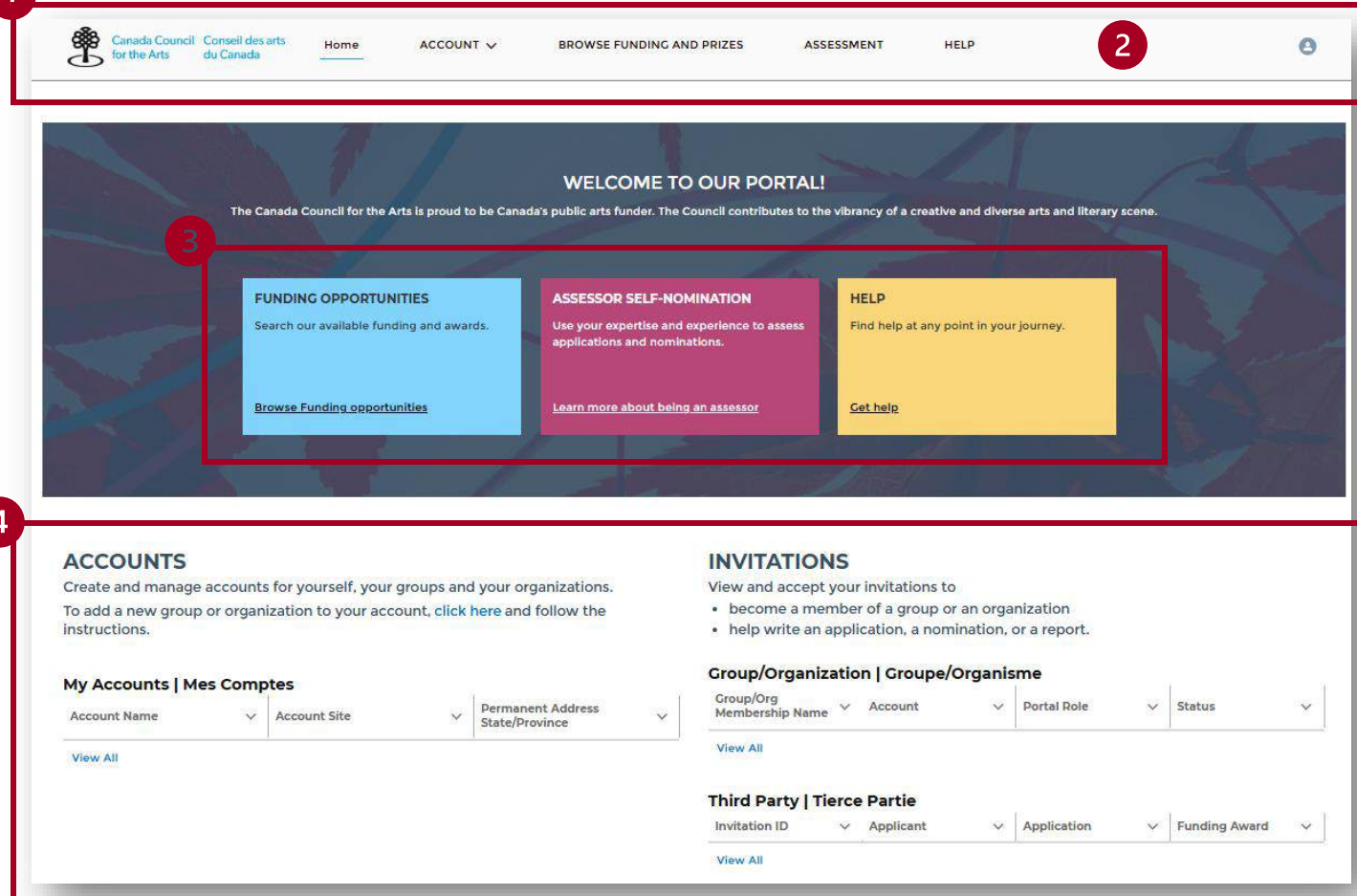
1 Simplified top menu: Clearer, more intuitive navigation with useful, task-focused links

2 **Inbox** removed
All notifications are now sent directly by email

3 **Quick Access tiles**
Prominent links to **Funding Opportunities**, **Assessor Nomination**, and **Help**

4 Section previews
Organized blocks with quick info and direct access to each section

1.1 Homepage layout & shortcuts

Section Previews

1 Simplified top menu: Clearer, more intuitive navigation with useful, task-focused links

2 New **Invitations** section
Centralized view of group, organization, third-party and assessment invitations

3 Applications and nominations
View, submit, manage and track your applications and nominations

4 Funding awards
Accept, decline, view and report on your awarded funding

5 Cases
Manage and track a case with our support team. Assessment committees assess applications and nominations as assessors

1.2 Simplified navigation

- The updated portal introduces a simplified, user-centered navigation structure. Menu items and page layouts have been redesigned to help users move more efficiently between key sections. This section highlights how the navigation experience has improved, making it easier to locate and access information.

Key points

- Task-oriented top menu
- Consolidated account management
- **Quick Access** side panels
- Simplified browsing of funding and prizes

1.2 Simplified navigation

Task-oriented top menu
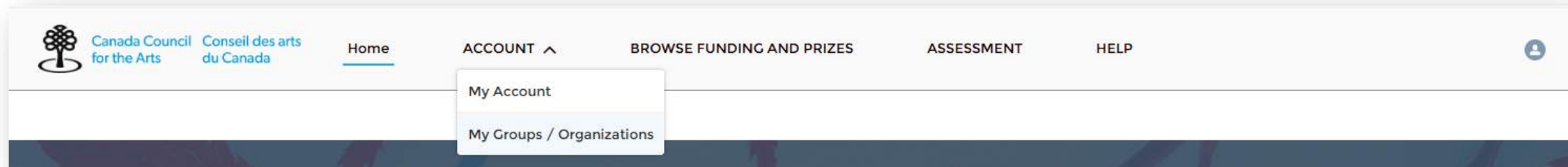
The new top Menu is organized around user tasks to provide quick access to your accounts, funding, assessment and support.

Important information about accounts, applicants, applications and support cases is directly accessible through the section previews on the homepage, making navigation faster and more intuitive.

Note: Only users who have self-nominated as an assessor will see the assessment tab in the menu.

1.2 Simplified navigation

Consolidated account management

Accounts are now under one main **My Account** page, organized into tabs.

All personal details like:
- Account details
- Self-identification
- Applicant profile
- Payment information

1.2 Simplified navigation

Quick Access side panels

The **My Account** page displays helpful panels on the right for fast navigation to:
- related Accounts
- groups/org memberships
- applications
- funding awards
- cases

These panels are visible across several sections, making it easier to jump between related information.

1.2 Simplified navigation

Simplified browsing of funding and prizes

1 New filter options
Easily narrow results by opportunity type, applicant profile, artistic practice and status.

2 Simplified opportunity display
Opportunities now appear as visual tiles with key information, status tags (open, closed, suspended) and quick "learn more" links

3 Inclusion of prizes in **Funding Opportunities**
Prizes are now listed alongside grants in the **Funding Opportunities** page, allowing users to browse all opportunities in one place

1.3 Payment information registry

- The updated portal introduces a secure **Payment** section where users can directly enter their banking information for direct deposit payments. This new feature improves security, gives users greater control over their payment information and streamlines the disbursement process for grant payments and assessor fees.

1.3 Payment information registry
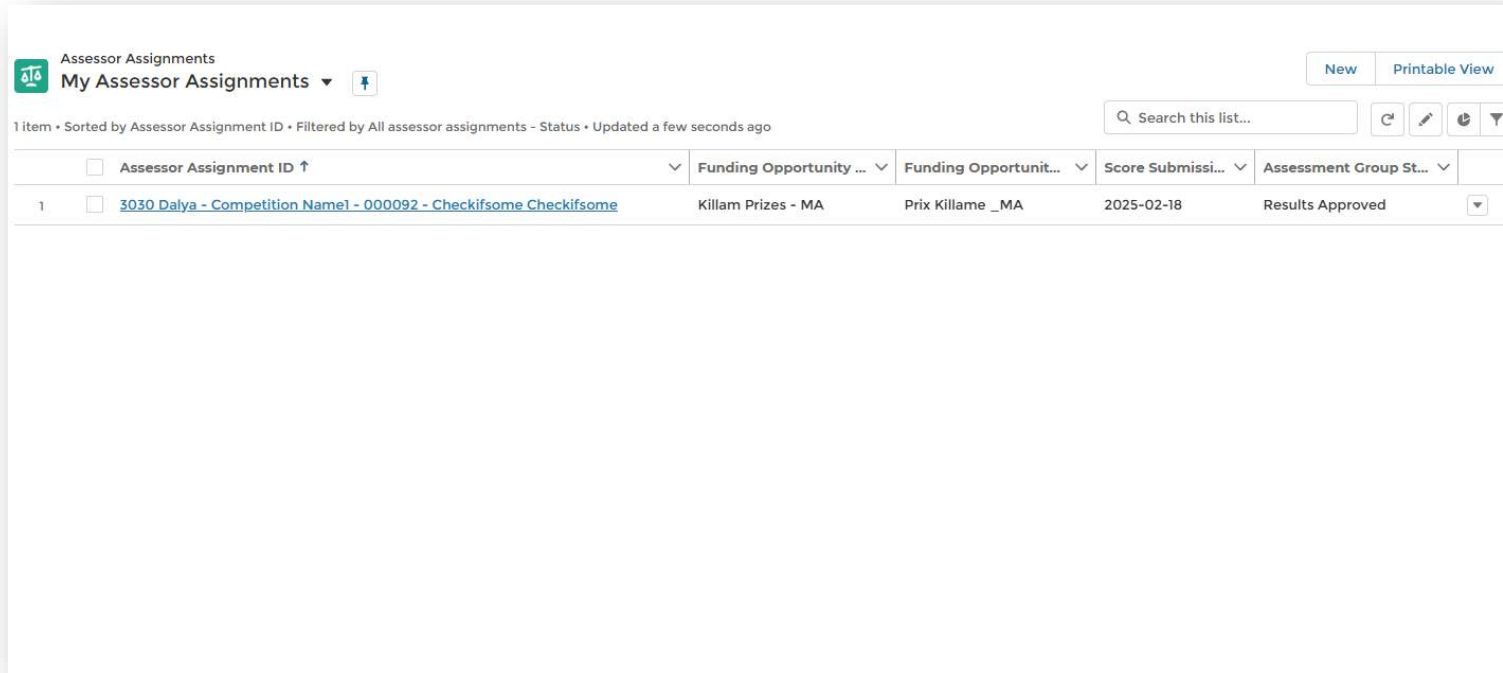
Secure payment information management

1. **Multiple bank accounts**
Supported users can add more than one bank account if needed (e.g., one for grants, another for assessor fees).

2. **Payment method**
Users can specify the payment method (cheque, direct deposit, or wire transfer) for each account

3. **Account selection for payments**
Users can select which bank account to use for grants and/or assessor fees

4. **Payment history**
Users can view a record of their completed payments directly in the portal

1.4 Assessor access

- The updated portal now includes a dedicated **Assessment** section, allowing assessors to review and score applications directly within the portal. In the previous system, assessors had to use a separate third-party platform. This integration streamlines the assessment process, improves security and centralizes all tasks in one place.

1.4 Assessor access

Assessor assignments overview

Assessors can now view all their assigned programs directly from the portal. For each assignment, they can see:
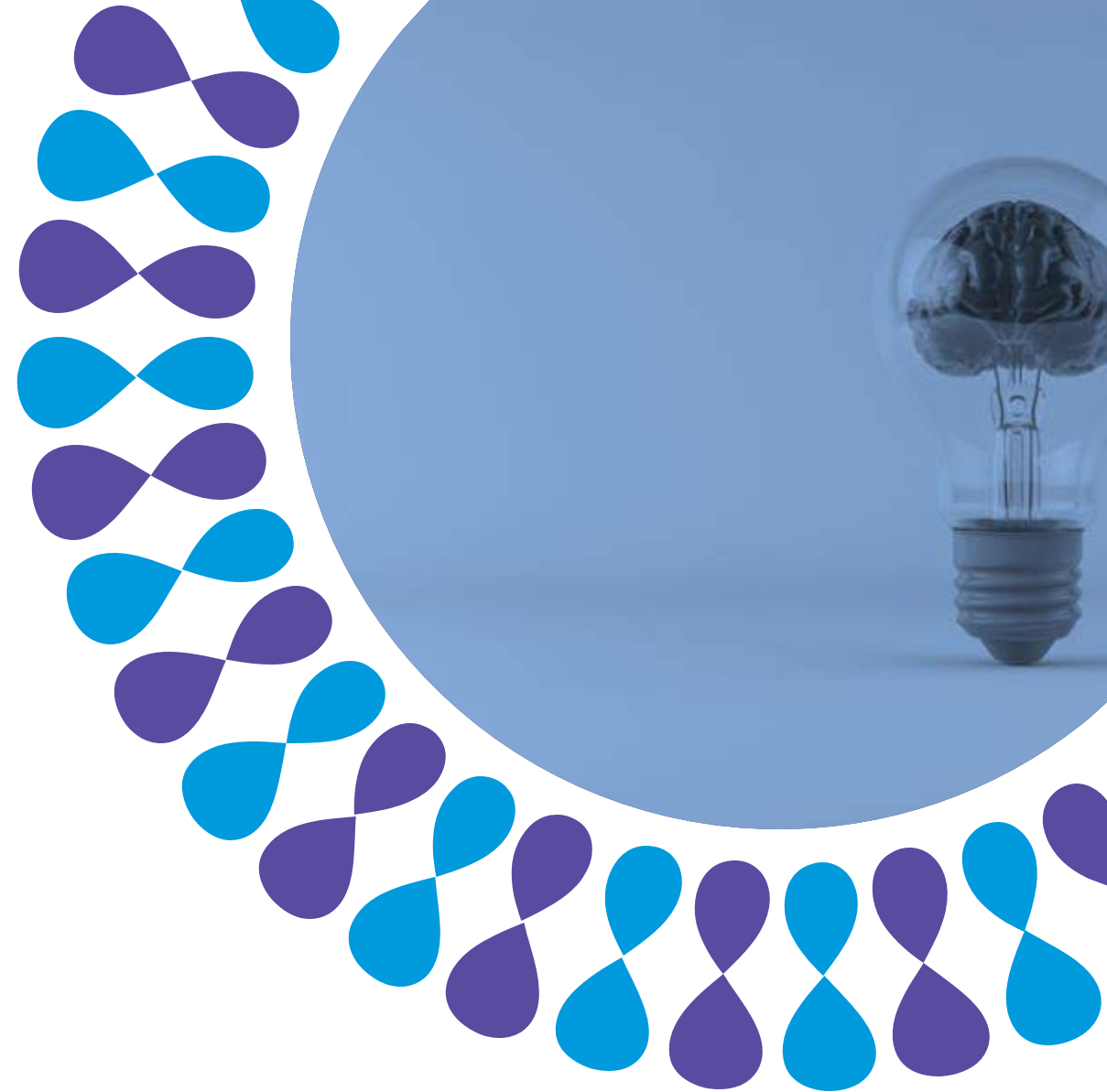- The funding opportunity they are assessing
- The number of applications to review
- The due date for submitting their scores
- The status of the assessment group

2. Process improvements

2.1 Simplified application process

2.2 Applications and funding awards

2.3 New Case management system

2.1 Simplified application process

The portal removes the previous requirement to have profiles validated before applying for funding.
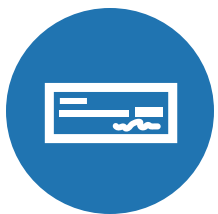
- Users can now create or update their applicant profile and immediately begin working on applications. This change eliminates delays caused by waiting for profile validation and streamlines the path to submitting applications.

2.1 Simplified application process

No more "validation block"

Users no longer have to wait for applicant profiles to be reviewed and validated before starting and submitting an application.

Create and apply simultaneously

Users can create or update their applicant profile while browsing and applying for funding opportunities.

Validation still happens

Profile validation will still occur later in the process, but it no longer blocks application submission.

2.2 Applications and funding awards

- In the portal, applications and funding awards are now managed as separate records.

- Previously, information about the award and the original application were combined. Now, when an application is successful, a separate funding award record is created.

2.2 Applications and funding awards

This allows users to:

track the status of their original application independently from the award

view and manage their awarded funds (accept offers, submit reports) directly from the **Funding Awards** section

access a clearer history of their applications and awards over time

2.2 Applications and funding awards

- Users can easily view their **Applications and Nominations** and **Funding and Awards** directly from the home page with **Quick Access** and related actions through the section previews.

2.3 New: Case management

The updated portal includes an integrated case management system. Users can submit help requests, track the status of their cases, and view all support communications directly within the portal. Related help articles are also available to answer common questions without needing to submit a case.

Key topics

- Submit inquiries and access related help articles
- Track and view support requests

2.3 New Case management

Submit inquiries

1 Submit inquiries
Submit help requests directly through the portal. Users can select the topic and link their inquiry to a specific account.

2 Attach files to inquiries
Upload documents or supporting materials when submitting a case for faster and clearer assistance.

2.3 New Case management

Track and view support requests

You can view and track submitted cases from the homepage previews. You can monitor the status of each case, check the date of the last update and access both active and resolved cases through your account or your group or organization account.

Conclusion

The updated portal offers a more streamlined, intuitive experience.

Thank you!