



Canada Council  
for the Arts

Conseil des arts  
du Canada

# How to Get Help

**E-INT-003**

**Last updated in June 2025**



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

# Overview

Details about how to connect with the Council, raise inquiries and access helpful resources available in the portal, ensuring you have support at every step.

## Objectives

- Identify how to request support within the portal
- Log a case by submitting an inquiry
- Track the status of submitted cases
- Access related help resources and articles

# Key terms

Key Term	Definition
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.
Case management	A new system that allows users to submit, track, and manage support requests directly in the portal.
Case type	A category for selecting the type of case to document in CGMS. There are two case types: General and Official communications.
Application assistance	Cases will be used to track and manage Application Assistance requests. A checkbox in a case will flag client requests for Application Assistance due to an impediment (i.e., disability, illness, lack of access to internet, etc.)

# Table of contents

## 1 – How to request support within the portal

- 1.1 Navigating to the Get Help page

## 2 – Logging a case

- 2.1 Required fields and information when submitting a case
- 2.2 Generating a case number upon submission

## 3 – Tracking and managing cases

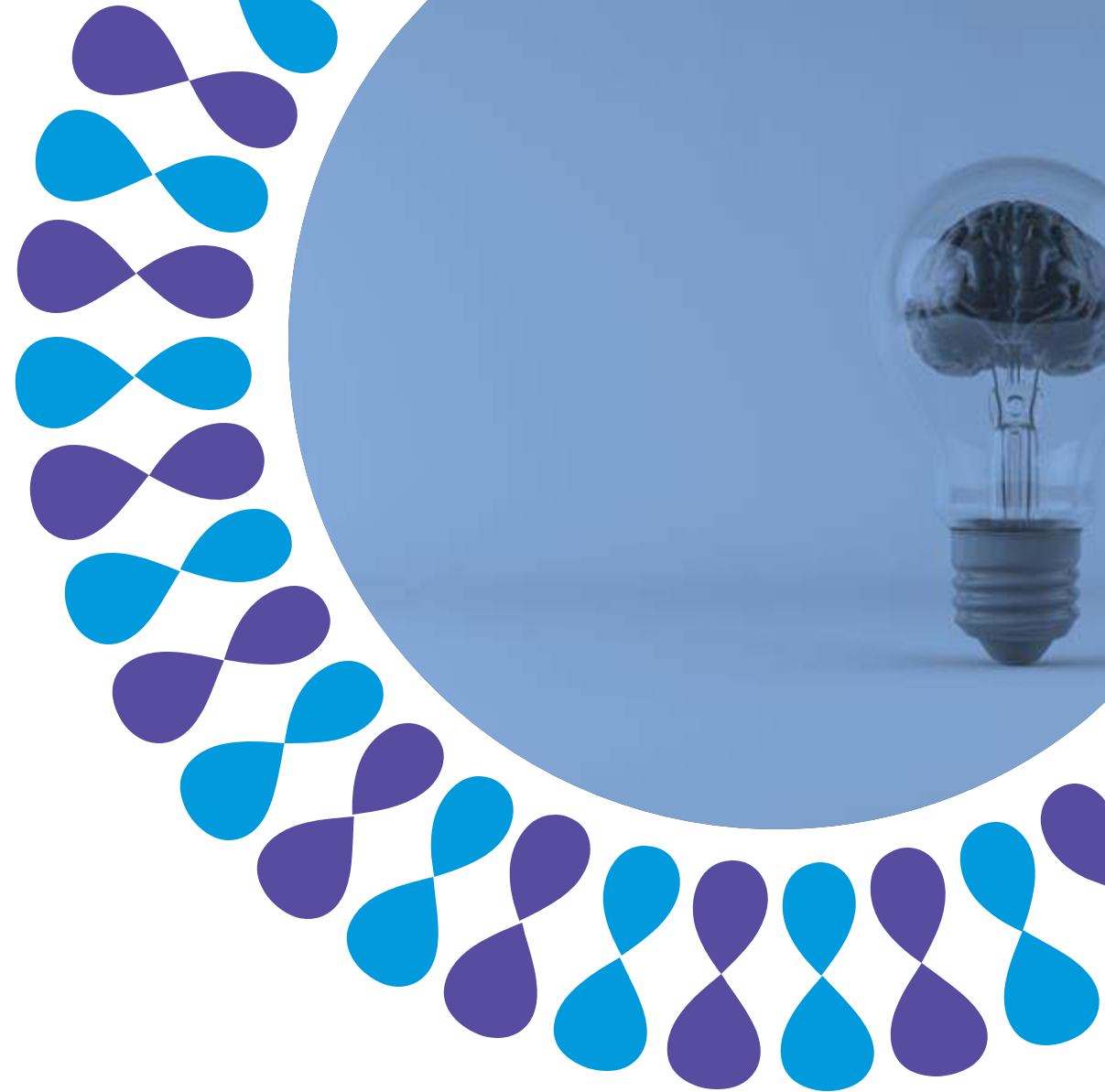
- 3.1 How to access and view active cases
- 3.2 How to view all active and resolved cases
- 3.3 Checking case status updates and responses

## 4 – Additional help resources

- 4.1 Accessing contact information and Frequently Asked Questions (FAQs)
- 4.2 Accessibility support

# 1. How to request support within the Portal

## 1.1 Navigating to the Get Help page

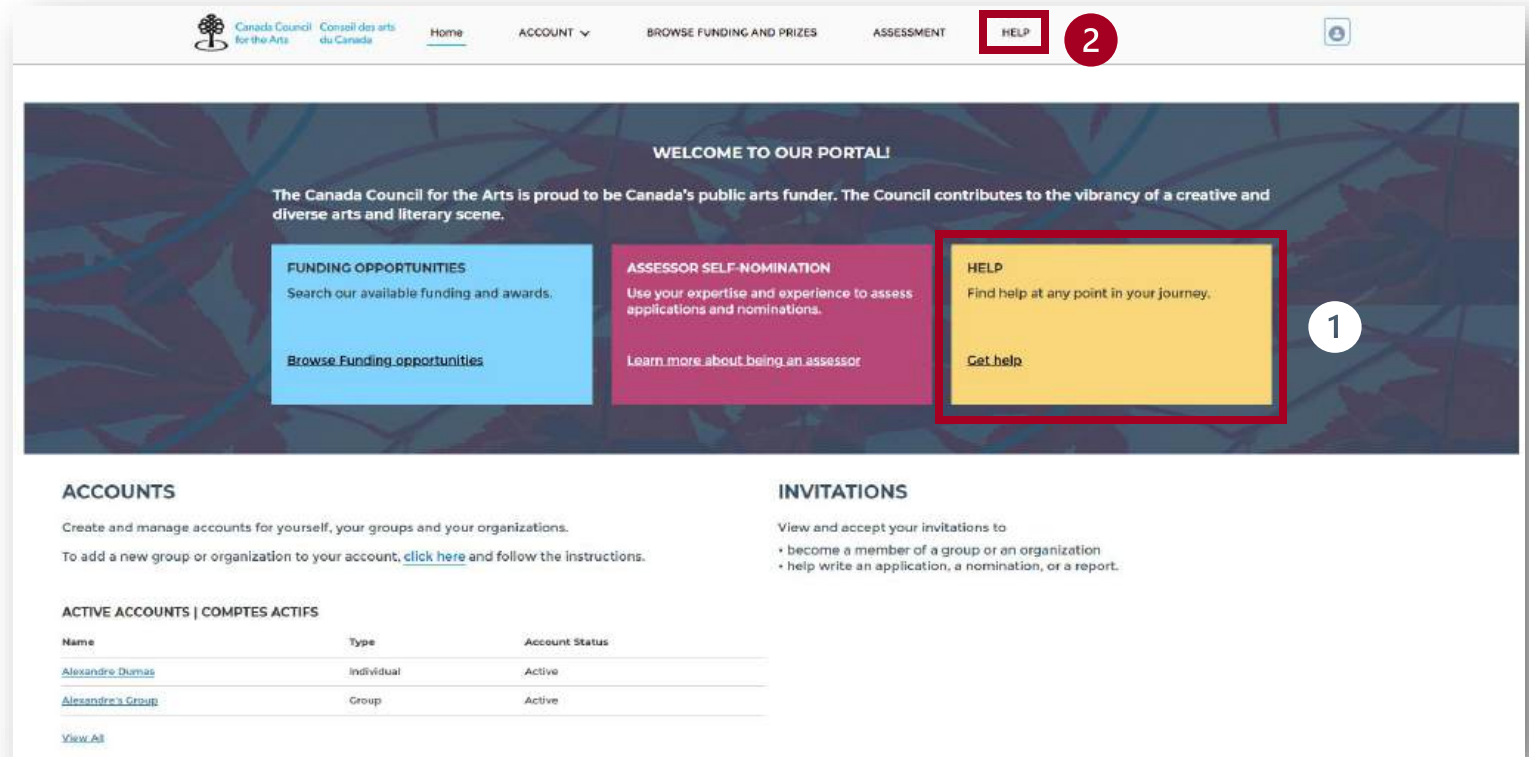


# Navigating to the Get Help page

1. From the homepage, click the **Get Help** tile to log a case.

OR

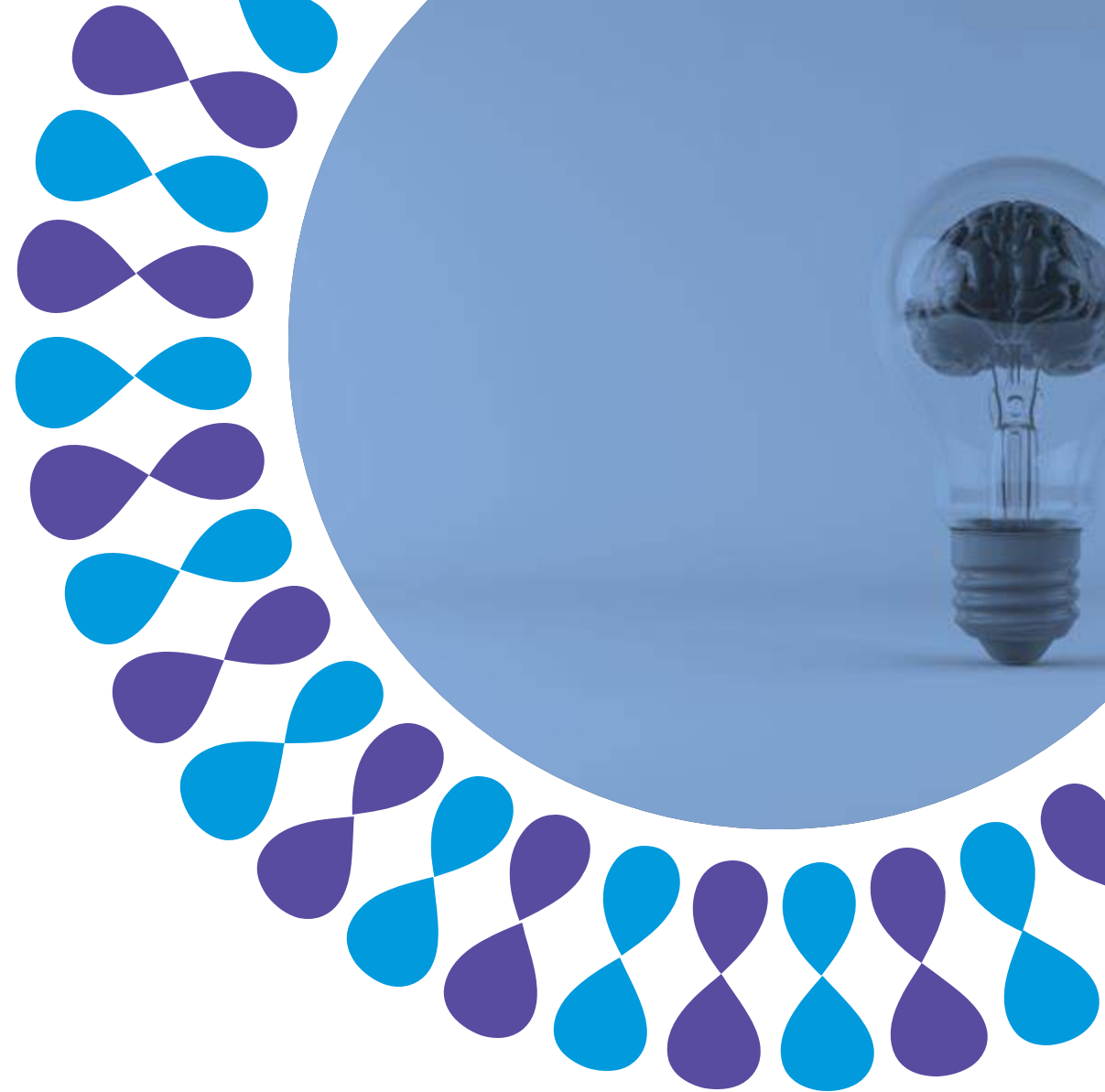
2. From any other page, click **HELP** in the top menu.



## 2. Logging a case

2.1 Required fields and information when submitting a case

2.2 Generating a case number upon submission



# Required Information when submitting a case

This is the information you will require to submit a case:

1. Click the drop-down menu on the far right to select the topic you need help with:
  1. Account
  2. Application
  3. Funding award
  4. Other
2. **Category:** The options in this menu will vary based on the topic you selected above.
3. **Account:** Choose the account you're requesting help for.
4. **Subject**
5. **Description**
6. **Attach File:** Attach a file if needed to support your request.

The screenshot shows a web form titled "HELP - LOG A CASE". It contains several input fields and a submit button. Numbered callouts (1-6) are placed to the left of the form fields to indicate the required information:

- 1. Points to the "I need help with.." dropdown menu, which currently shows "Account".
- 2. Points to the "Category" dropdown menu, which currently shows "-- none selected --".
- 3. Points to the "Account" search field, which has a placeholder "Search Accounts..." and a magnifying glass icon.
- 4. Points to the "Subject" text input field.
- 5. Points to the "Description" text input field.
- 6. Points to the "Attach file" section, which includes a list of permitted file extensions (.pdf, .doc, .docx, .txt, .text, .jpg, .jpeg, .png, .bmp, .mp3, .mp4) and a button labeled "Upload Files" with a plus icon, and the text "Or drop files".

A "Submit" button is located at the bottom right of the form.



# Generating a case number upon submission

1. Once you click on **Submit**, you will get a confirmation message.
2. The system will automatically generate a **case number**.

Your Case Was Created.

We'll get back to you soon.

Case summary

1

**Description:** Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam rem aperiam, eaque ipsa quae ab illo inventore veritatis et quasi architecto beatae vitae dicta sunt explicabo. Nemo enim ipsam voluptatem quia voluptas sit aspernatur aut odit aut fugit, sed quia consequuntur magni dolores eos qui ratione voluptatem sequi nesciunt. Neque porro quisquam est, qui dolorem ipsum quia dolor sit amet, consectetur, adipisci velit, sed quia non numquam eius modi tempora incidunt ut labore et dolore magnam aliquam quaerat voluptatem.

Case Number: [00001257](#)

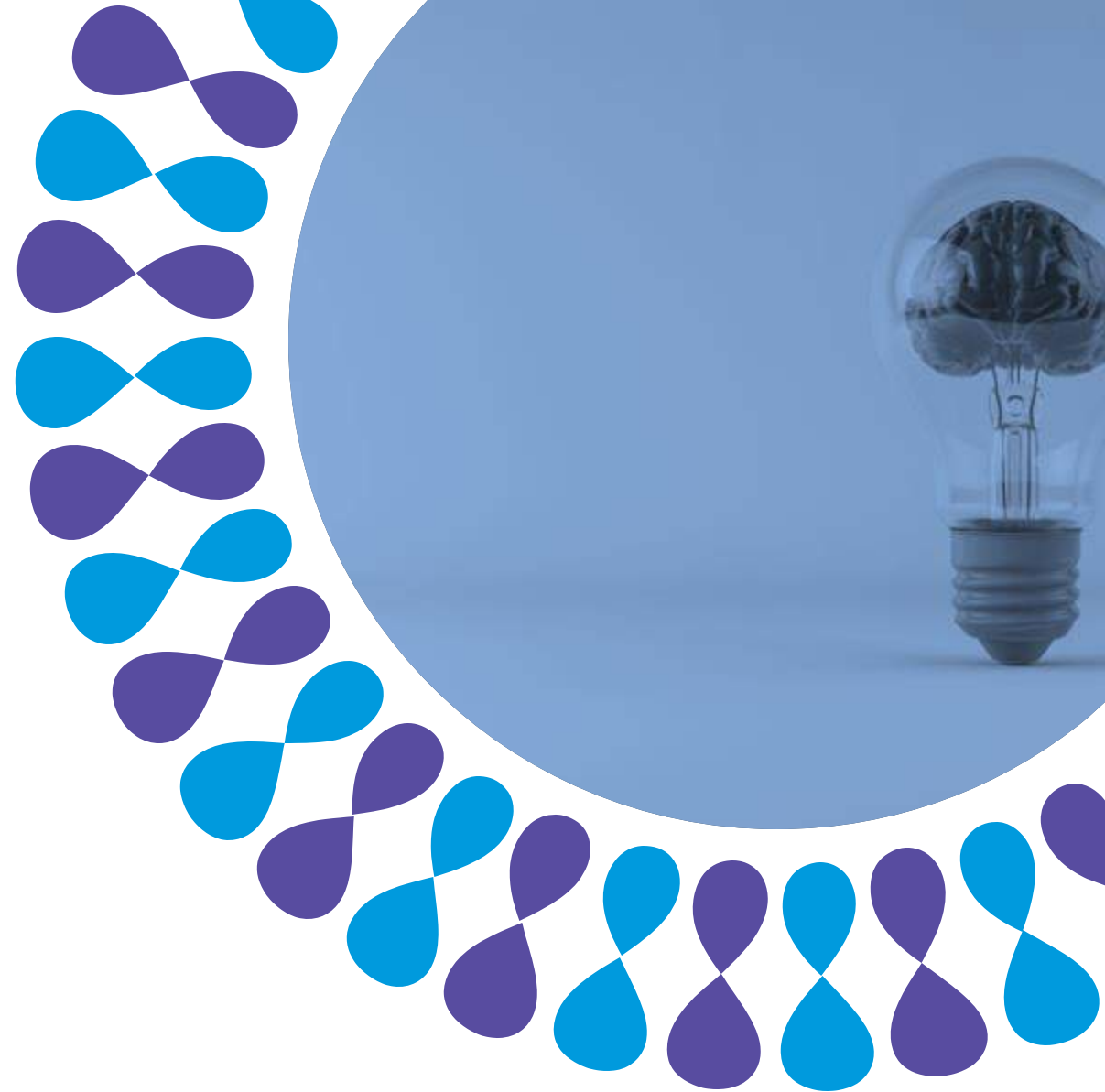
2

# 3. Tracking and managing cases

3.1 How to access and view certain cases

3.2 How to view all active and resolved cases

3.3 Checking case status updates and responses



# How to access and view active cases

1. From the homepage, scroll down to the **Cases** section.
2. Click a case number to open it.
3. Alternatively, click **View All** to open all cases.
4. The case **status** is visible on the far right.

**MY ACCOUNTS | MES COMPTES**

Application ID	Application Name	Applicant	Status
<a href="#">IA-0000001419</a>		Alexandre's Group	Draft
<a href="#">IA-0000001421</a>		Alexandre's Group	Draft
<a href="#">IA-0000001422</a>		Alexandre's Group	Draft
<a href="#">IA-0000001423</a>		Alexandre's Group	Draft
<a href="#">IA-0000001426</a>		Alexandre's Group	Draft

[View All](#)

---

**CASES** 1

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.

**OPEN CASES | REQUÊTES OUVERTES**

Case Number	Name	Last Modified Date	Status
<a href="#">00001252</a> 2	<a href="#">Alexandre Dumas</a>	2025-05-30, 2:36 p.m.	<a href="#">Open</a> 4

[View All](#) 3

---

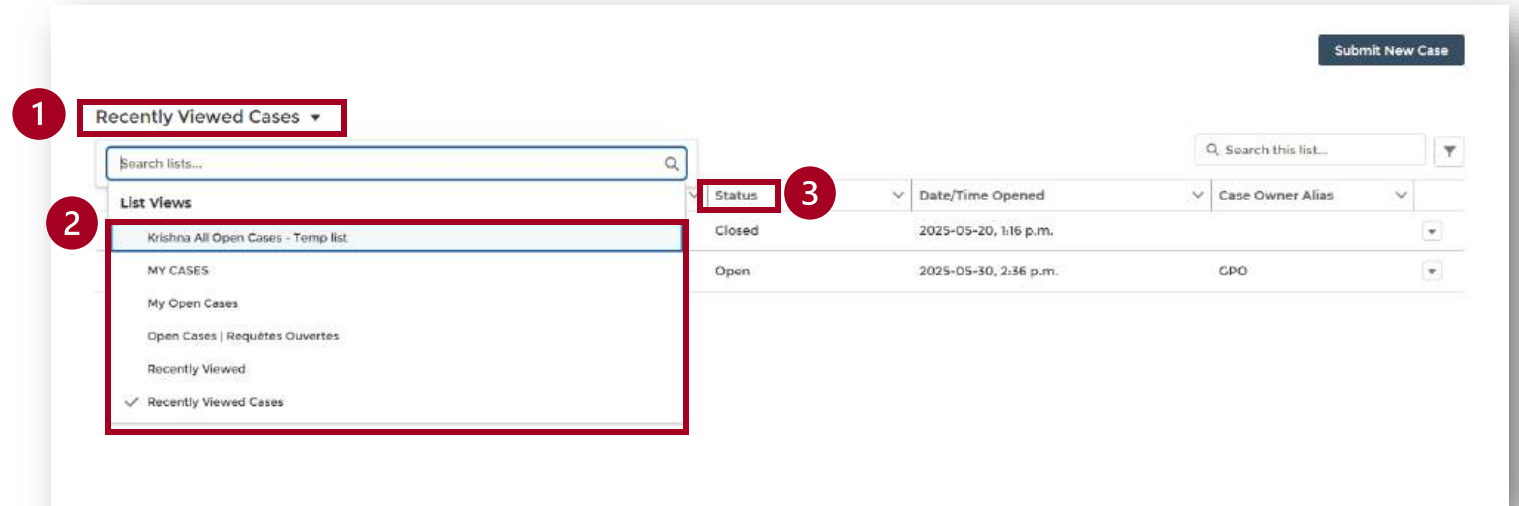
**ASSESSMENT GROUPS**

Evaluate applications and nominations as an assessor.

View your active assessment groups. You can find all active and past assessment groups in your account.

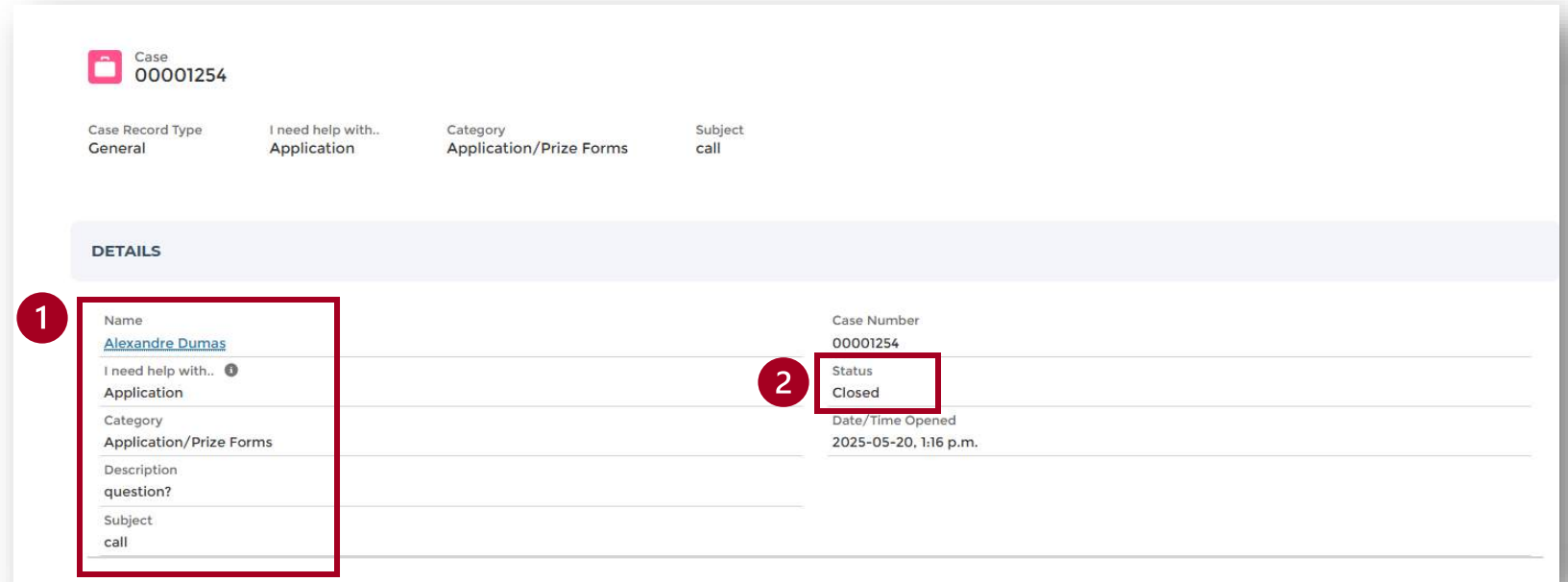
# How to view all open and closed cases

1. Click the **Recently Viewed Cases** drop-down menu.
2. Click **List View** to filter cases (e.g., *Open cases*).
3. Select the **Closed** status to display resolved cases and **Open** to display active cases.



# Checking case status updates and responses

1. When you click on a particular case, you will be able to see all the details pertaining to that case.
2. You can see the **status** of the case.



Case 00001254

Case Record Type: General | I need help with..: Application | Category: Application/Prize Forms | Subject: call

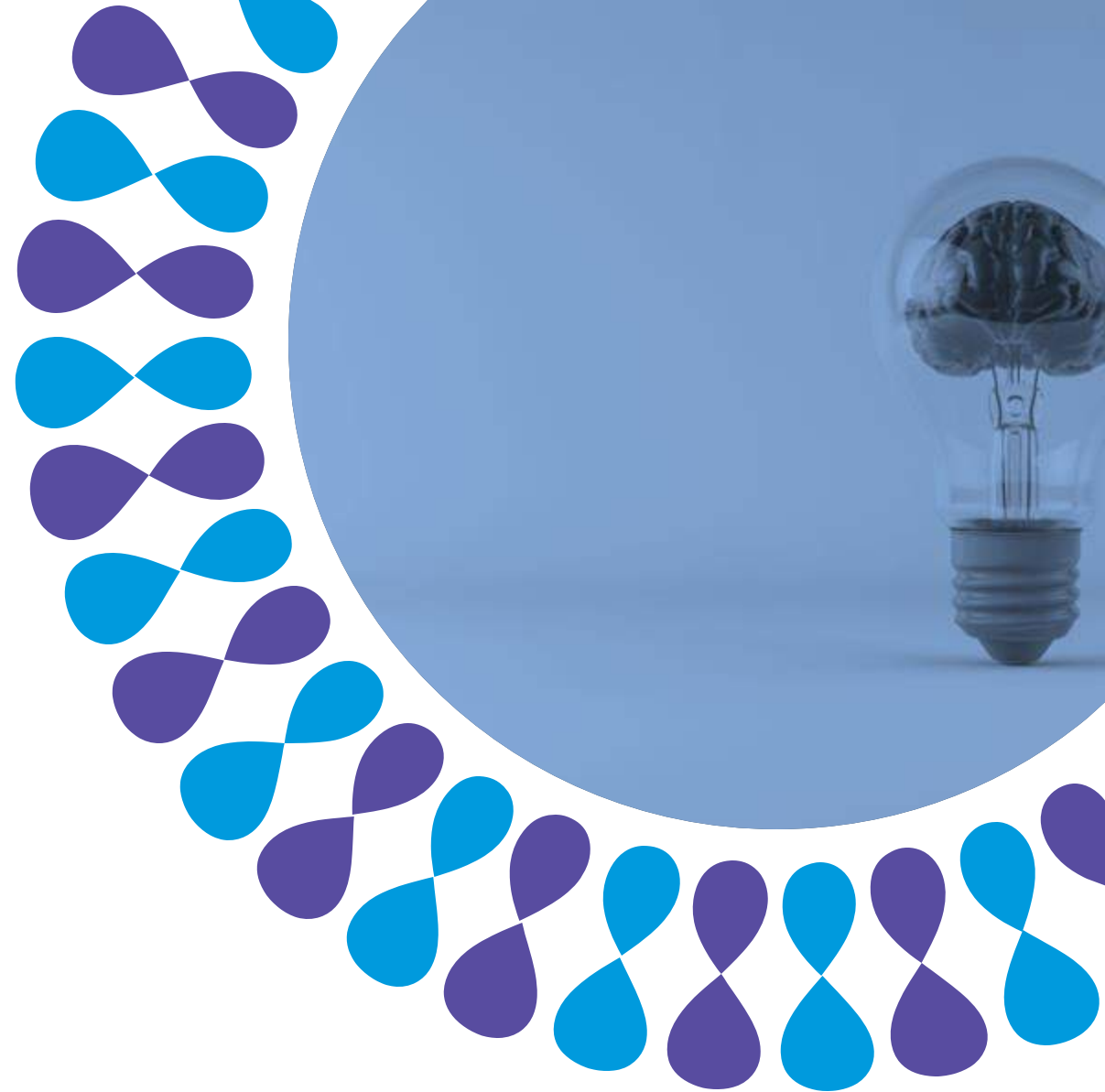
**DETAILS**

1	Name <a href="#">Alexandre Dumas</a>	Case Number 00001254
	I need help with.. ⓘ Application	2 Status Closed
	Category Application/Prize Forms	Date/Time Opened 2025-05-20, 1:16 p.m.
	Description question?	
	Subject call	

## 4. Additional help resources

4.1 Accessing contact information and frequently asked questions

4.2 Accessibility support



# Accessing contact information and Frequently Asked Questions (FAQs)

To reach the Council or to find answers to common questions:

- Scroll to the bottom of any portal page.
- Click on the **Contact** link in the footer.

**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.

**OPEN CASES | REQUÊTES OUVERTES**

Case Number	Name	Last Modified Date	Status
<a href="#">00001257</a>	<a href="#">Alexandre Dumas</a>	2025-05-30, 2:36 p.m.	Open

[View All](#)

**ASSESSMENT GROUPS**  
Evaluate applications and nominations as an assessor.  
View your active assessment groups. You can find all active and past assessment groups in your account.

**ACTIVE GROUPS | GROUPES ACTIFS**

Assessor Assignment ID	Score Submission Due Date	Status	Funding Opportunity (EN)
<a href="#">2014-15 - 2000 - 2014MAY-1 - Alexandre Dumas</a>	2025-06-25	Active	Killam Research Fellowships (Social Sciences and Humanities)
<a href="#">2017-18 - 3001 - 2017AUG-1 - Alexandre Dumas</a>	2025-06-15	Active	Travel

[View All](#)

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

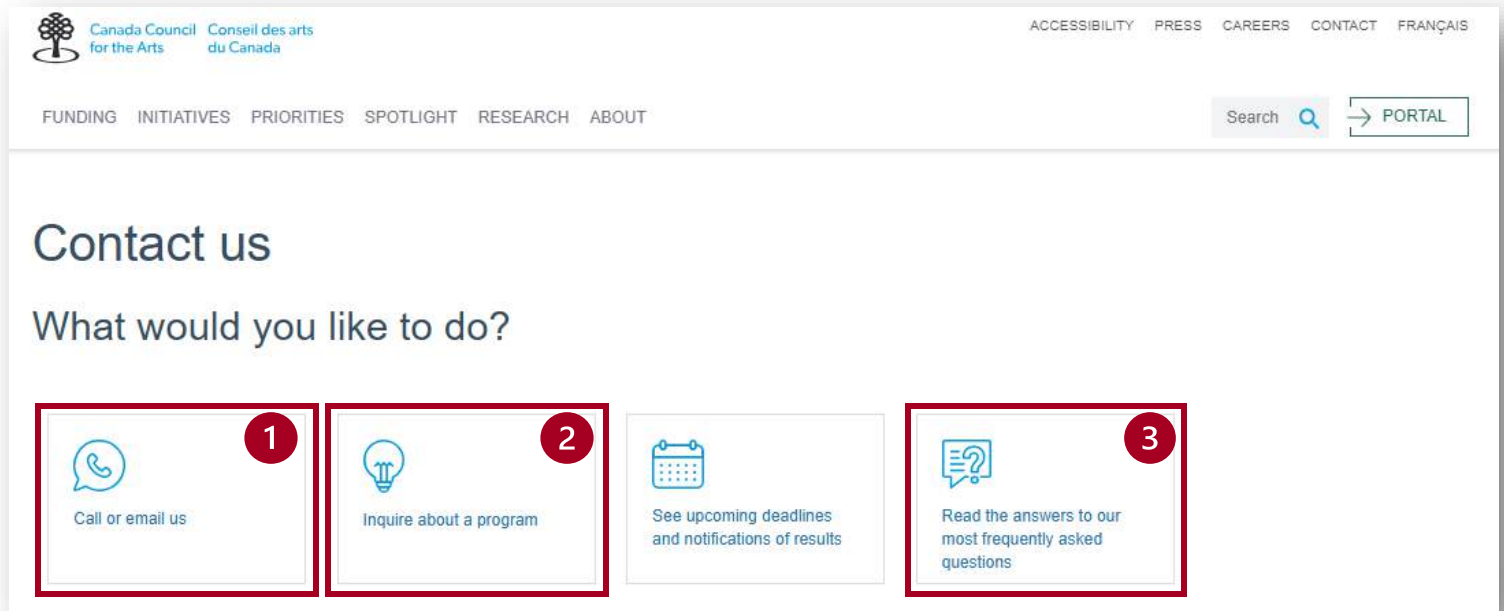
Canada Council for the Arts | Bringing the arts to life

[ACCESSIBILITY](#) [PUBLIC ACCOUNTABILITY](#) [PRIVACY](#) **[CONTACT](#)** [SUBSCRIBE TO THE MAILING LIST](#)

# Accessing Contact Information and Frequently Asked Questions (FAQs)

From the **Contact** page:

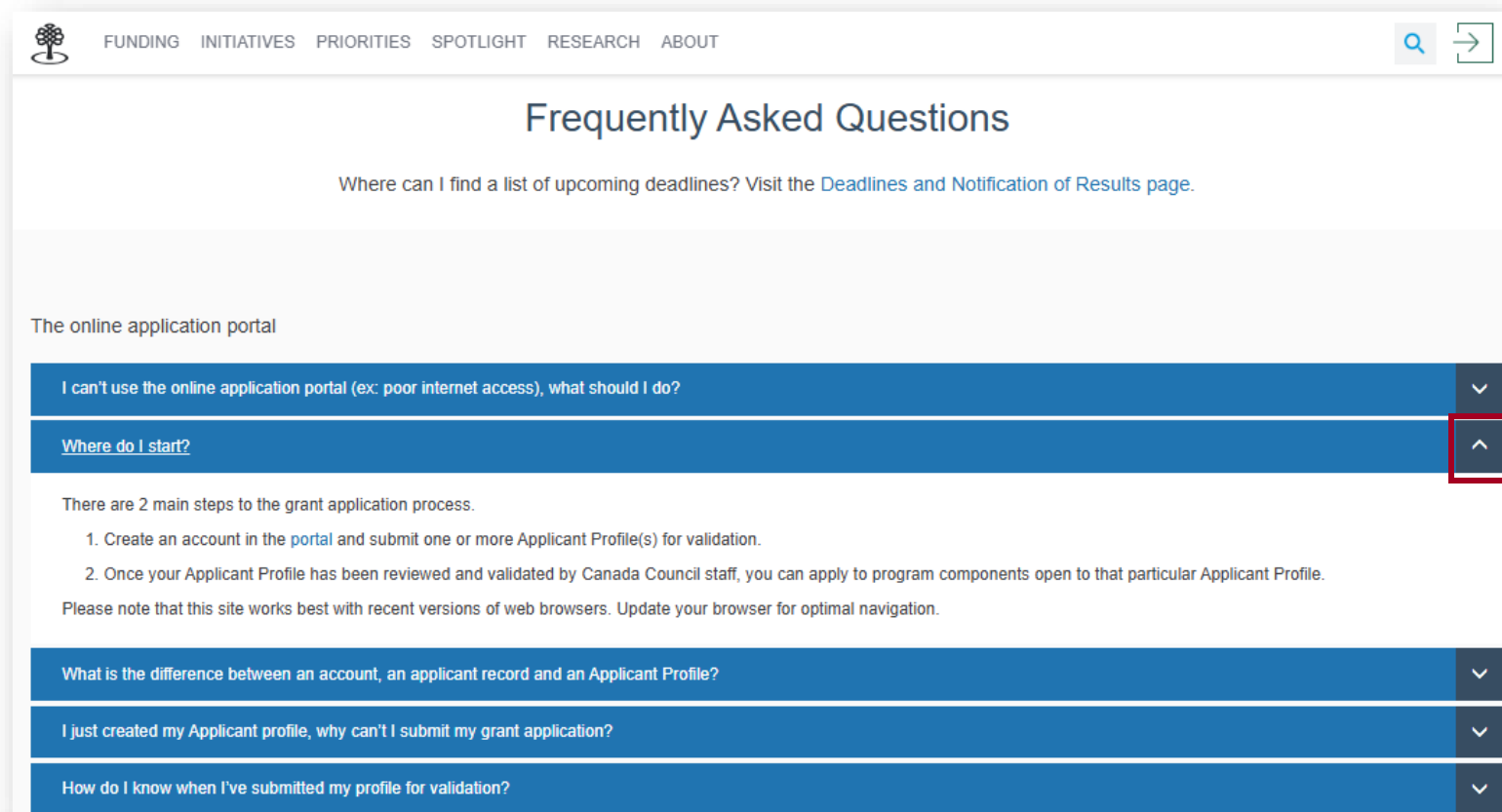
1. Click **Call** or email us to view the general phone number and email for the Canada Council.
2. Click **Inquire about a program** to find phone numbers and email addresses by program.
3. Click **Read the answers to our most frequently asked questions** to open the FAQ page.





# Accessing Contact Information and Frequently Asked Questions (FAQs)

On the FAQ page, use the arrow beside each question to expand and view the answer.



# Accessibility support

- Deaf, hard of hearing or TTY users, can contact the Council using their preferred Message Relay Service (MRS) or IP relay service.
- The Canada Council also welcomes VRS (Video Relay Service) calls. For more information, please visit the [VRS Canada website](http://srvcanadavrs.ca/en/) (<http://srvcanadavrs.ca/en/>).

## Accessibility

For people who are Deaf, hard of hearing, or TTY users, please use your preferred MRS (Message Relay Service) or IP service to contact us.



Canada Council also welcomes VRS (Video Relay Service) calls. For more information, please visit the [VRS Canada website](http://srvcanadavrs.ca/en/) (<http://srvcanadavrs.ca/en/>).

# Application support

- Application Assistance helps cover costs the costs of services that support the application or nomination process.

## Application Assistance

Application Assistance helps cover costs for services that support the application or nomination process.

### Who can ask for assistance?

Individuals or the lead applicant for a group who self-identify as:

- Deaf, hard of hearing, having a disability or living with mental illness
- First Nations, Inuit or Métis facing language, geographic and/or cultural barriers.

# Conclusion

You should now feel confident navigating the portal to access support, submit and track help requests, and find contact information and FAQs. You also know where to find accessibility support resources, including Application Assistance and Access Support, so that you can engage fully with the portal and submit applications.



Canada Council  
for the Arts

Conseil des arts  
du Canada

# Thank you!

