

# GovGrants

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## Early Years and Child Care Services

# How Do I?

A guide to frequently asked questions

## External Providers

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## About this guide

This user guide is intended for all Peel Service Providers accessing and utilizing GovGrants as a **Grantee** (applicant). It provides tips and processes for some common actions.

It is not intended for use by employees at the Region of Peel with **Grantor** access.


## How to use this guide

Here are some suggested methods to navigate within this document.

### 1. To view a desired page

From the table of contents, hover over a page number and **press 'Ctrl' + click** to be directed to that page number

### 2. To go back to table of contents from anywhere in the document

To navigate back to the table of contents, **press 'Ctrl' + click** and this  icon located at the bottom of each page

### 3. To print entire document

Click the print icon from the Quick Access toolbar  
Or  
**File** then **Print**

### 4. To print specific pages

Click **File** then **Print**

Then, in the setting section type in the page number(s) you wish to print

- To print consecutive pages, place a hyphen between numbers (i.e. 2-5)
- To print single pages, place a comma between the pages desired (i.e. 3, 6, 9)

### 5. Use the navigation pane

**Press (Ctrl + F)** and click on **Headings** to locate the appropriate heading

### 6. Expand or collapse headings

- Click on the small triangle that appears when you hover over a heading  
or
- Right click on a heading and selecting the Expand/Collapse option

Triangle →  **How to use this guide** ← Heading

Here are some suggested methods to navigate within this document.

## About GovGrants

GovGrants is an innovative technology solution developed to allow service providers to:

- apply for funding,
- update their organization information, and
- directly communicate with Region of Peel staff

GovGrants is user friendly, safe and secure. The information that you input into the system will only be accessible to you or other approved individual(s). You can view your information at any time and make updates when required.

**Important!** To access GovGrants you must:

- have been directed to the website by Early Years staff,
- received training on how to navigate the system, and
- have acquired your unique user name and password.



























## Glossary of Terms

Term	Description/Definition
<b>Amendment</b>	A change made to an award.
<b>Amendment Request</b>	The formal process in which a request is made to change/amend an award, then is approved or rejected.
<b>Announcement (Also known as FOA)</b>	A public document which a Grantor makes known its intentions to award grants or agreements.
<b>Applicant Organization</b>	Legal name of an organization as registered with the government and the GovGrants system.
<b>Application</b>	A request for one or more than one grant award.
<b>Application Deadline</b>	The date by which an application must be submitted (up to 11:59 pm of that date).
<b>Application Number</b>	Unique number assigned by funder when an application has been successfully submitted.
<b>Amount</b>	Total of funds approved for an award.
<b>Award</b>	Funds provided to a recipient based on an approved application. (contracts or other agreements)
<b>Budget</b>	The financial plan that the Region of Peel approves during the award process (or in subsequent amendments).
<b>Budgeted amount</b>	The total amount of money allocated for a specific purpose during a specified period.
<b>Budget Period</b>	An interval of time into which a project period is divided for budgetary purposes (i.e. Jan 1 -Dec 31)
<b>Closeout</b>	The point where all relevant administrative actions and required work, as specified in the award, have been completed.
<b>Comments</b>	Location in GovGrants where the approver provides additional information to support their decision regarding a task.
<b>Grant</b>	Financial assistance providing money to an eligible organization to carry out an approved project or activity.
<b>Grantor</b>	An entity which awards the grant in Gov Grants (Region of Peel).
<b>Key Performance Indicator (KPI)</b>	A measurable value that demonstrates how effectively a Project is achieving key objectives stated for that budget period.
<b>Primary User</b>	A GovGrants user (one per agency) with privileges permitting them to complete all activities within GovGrants, including: receiving email communications, submitting applications and editing etc.
<b>Program</b>	The internal business area associated with the funding announcement.
<b>Recipient</b>	An organization that receives an award directly from an awarding agency.
<b>Roles and Responsibilities</b>	This section represents the roles and associated responsibilities assigned to the user.
<b>Secondary User</b>	A GovGrants user (up to two per agency) with privileges permitting them to create or edit an application for their organization. All other privileges are assigned to the Primary User.
<b>Service Provider</b>	An agency who receives an award from a Grantor (Region of Peel).
<b>Task</b>	A milestone within GovGrants to assist in tracking activities assigned to a user.



## Common Icons

	View detailed information about the associated record
	Begin the review process
	Not recommended by the reviewer
	Recommended by the reviewer
	Edit associated record
	Delete associated record
	Section or page specific actions
	Home page
	Available filter options
	Un-collapse taskbar section
	Collapse taskbar
	Un-collapse taskbar
	Collapse taskbar section
	Un-collapse content window section
	Collapse content window section
	Dropdown menu
	Reports
	Recent Items
	Activities
	Filter options
	Begin task
	Search
	Initiate negotiations
	Create Subaward

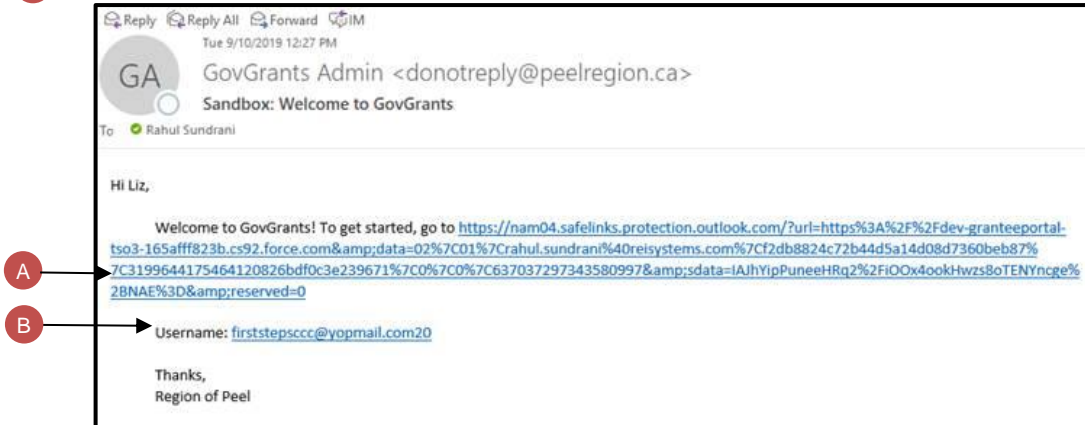
## Topic 1: How do I obtain username and password?

After you have attended the GovGrants training and/or have been approved as a GovGrants user, two emails will be sent to you from GovGrants Admin. The emails and required actions are outlined below:

### First Email

The “Welcome to GovGrants” Email provides:

- A - Hyperlink to Salesforce
- B - User ID

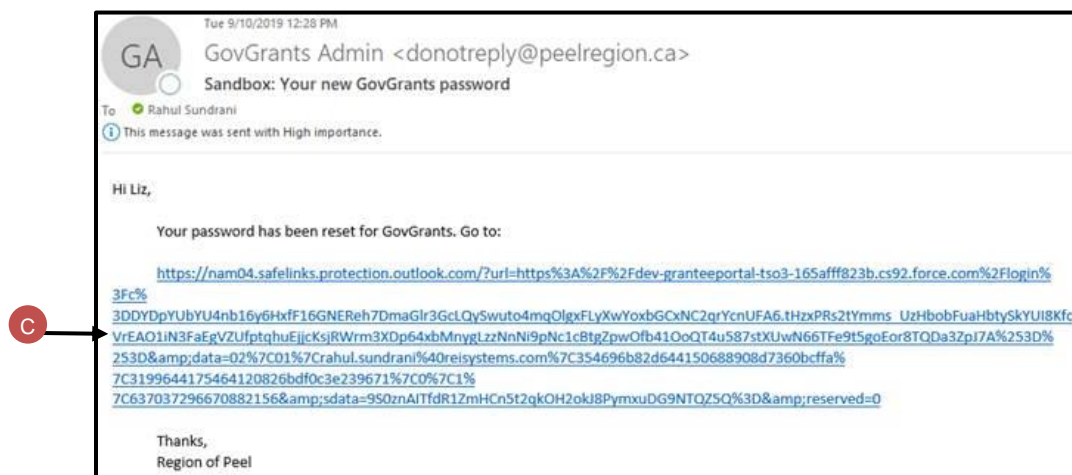


### Second Email

The “Your new GovGrants password” email **C** permits you to select your own log in password.

Password requirements:

- At least 8 characters
- At least 1 letter
- At least 1 number



**NOTE:** The two emails will come back to back (possible delay) and the order of the emails



## Topic 2: How do I Access GovGrants?

Once you have your username and password, it is important you know how to access and utilize GovGrants.

### How to log in

- Click on this GovGrants [hyperlink](#) and chose the appropriate program card to sign in
- Enter Username and password
- Check box beside, "I accept the Region of Peel's Terms and Service"
- Click on the Sign in button


**Note:** The GovGrants hyperlink can be found on the Region of Peel website via the path below:

[Region of Peel home page](#) → Children Services → Service Providers and Partners → Resources for professionals and service providers → [Manage early years and child care funds using GovGrants](#)

### Creating a shortcut to GovGrants

If desired, you can create a shortcut to GovGrants on your desktop.

Complete the following to add a shortcut to your desktop:

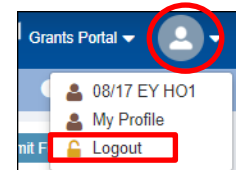
- While logged in, click on the three dots in the top right corner of your Chrome browser 
- Click on **More Tools** from the list
- Select Create Shortcut
- Click on the **Create** button

**Note:** Verify that a shortcut has been created on your Desktop

### How to log out

To exit GovGrants complete the following:

- Click on the profile of a person icon in the top right corner
- Click **Logout**



### How to reset a password

On the Sign in page:

- Click on [Reset it](#) beside **Forgot your password?**
- Follow prompts
- An email will be sent to the registered email to reset your password

### Sign In

\* Username:

\* Password:

[Forgot your password? Reset It](#)

Don't have an account? [Register Now](#)

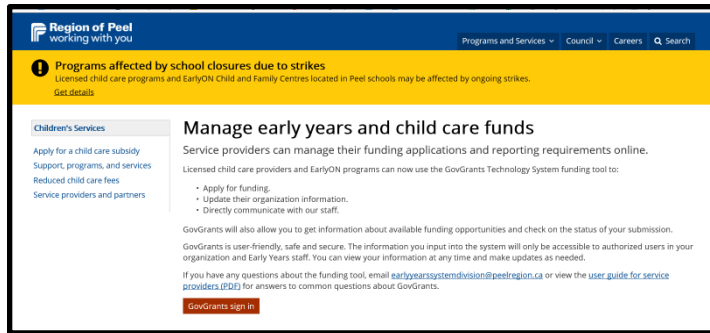
I accept the Region of Peel's [Terms and Service](#)



### Topic 3: Tips and Tricks with GovGrants

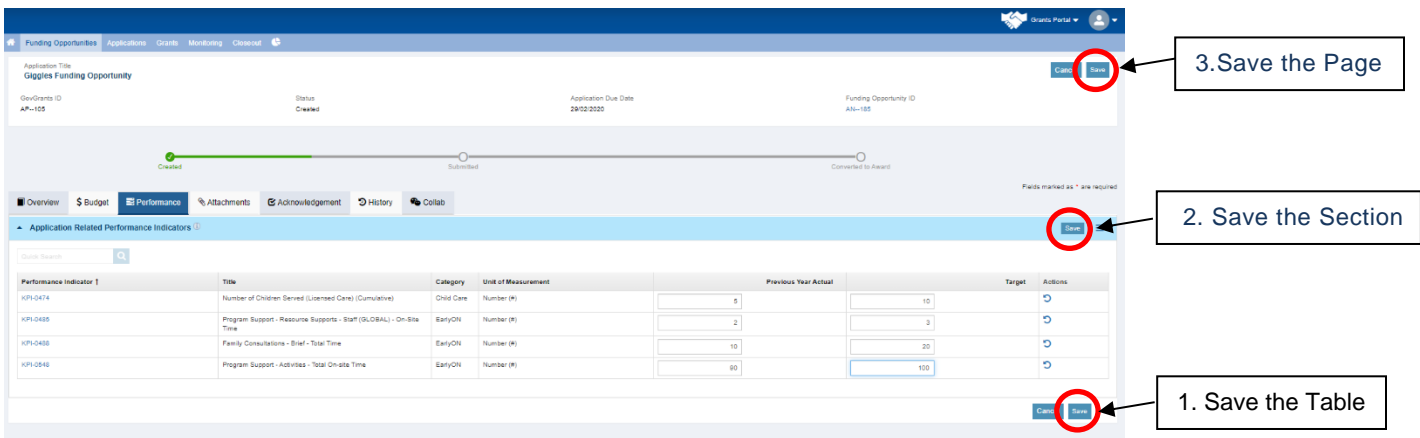
To ensure your user experience with GovGrants is as smooth as possible, here are some tips for you while using the system:

- ✓ Create a shortcut on your computer to GovGrants (see [Creating a Shortcut](#) in GovGrants)
- ✓ Visit the [Region of Peel website](#) regularly for up to date GovGrants resources and information



When using GovGrants:

- ✓ Open in the Google Chrome browser for optimal experience
- ✓ Be sure you are in **Edit** mode to make changes
  - If you see the **Edit** icon on top right of page, you are **NOT** in Edit mode
- ✓ **Save, Save, Save**
  - Remember to Save often
  - **Note:** There are several locations to Save (see image below)
    - Ensure to complete a Section save (or Modal window save) before a Page save
    - Save each tab before leaving
    - Save your work if you are leaving your computer idle as your login will time-out



- ✓ Contact the Region of Peel if technical issues persist
- ✓ Remember! You can send emails about your agency profile or application from within GovGrants (see the Collab Tab)



## Topic 4: How do I change the primary and secondary contacts?

The **Primary contact** is the individual who will receive all notifications and e-mails sent through GovGrants. They will oversee all external activities in GovGrants on behalf of their agency and act as the singular authorized representative for the organization.

**Secondary contacts** are users permitted to create or edit an application for their organization. They do not have the same elevated privileges as the Primary user. (Each Head Office can have up to 2 Secondary contacts).

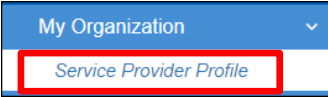
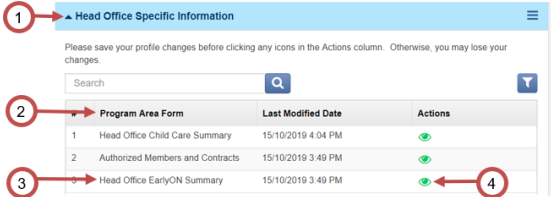
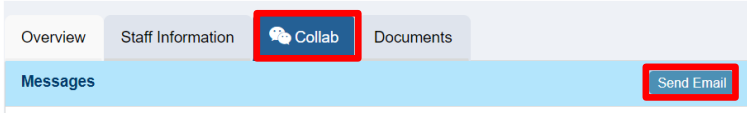
To change the Primary or Secondary contact information for your Head Office or Site, the Primary must:

1.	Send an email to: <a href="mailto:earlyyearssystemdivision@peelregion.ca">earlyyearssystemdivision@peelregion.ca</a>
2.	<b>Subject:</b> Primary/Secondary Contact changes
3.	<b>Email Body Content:</b> <ul style="list-style-type: none"> <li>• Name of agency</li> <li>• Title of individual (optional)</li> <li>• First and Last name</li> <li>• Phone number</li> <li>• Extension (optional)</li> <li>• Identify if individual is to be added as Primary or Secondary contact</li> <li>• Date change is required</li> </ul>
4.	Administrator will make requested changes in GovGrants
5.	Required changes will be made in GovGrants

**Note:** Administrator may contact you if additional information or clarification is required.

## Topic 5: How do I create and send messages from GovGrants?

Complete the following steps to create and send a message from GovGrants

1.	Log into GovGrants
2.	From the left-hand navigation panel select <b>Service Provider Profile</b> 
3.	Scroll down and locate the <b>Head Office Specific Information (1)</b> section
4.	Under the <b>Program Area Form (2)</b> column, locate the required <b>Head Office Summary (3)</b> (Child Care or EarlyON) and click on the view icon (4) in the Actions column to navigate to this page 
5.	Click on the Collab tab to send an email 
6.	Click on <b>Send Email</b> to initiate an email
7.	Compose email, ensuring to click <b>Send Copy to Me</b>
8.	Click <b>Send</b>
9.	Message will be sent to your email as well as be stored in GovGrants under <b>Messages</b>



## Topic 6: How do I remove a licence?

The Primary User can request that a licence be removed for any individual user of GovGrants within their organization. Possible reasons you may request a GovGrants licence to be removed are:

- Staff responsibilities have changed
- Staff no longer employed with agency

To remove a licence, complete the following:

6.	Send an email to: <a href="mailto:earlyyearssystemdivision@peelregion.ca">earlyyearssystemdivision@peelregion.ca</a>
7.	<b>Subject:</b> Request for removal of licence
8.	<b>Body Content:</b> Add details such as: <ul style="list-style-type: none"> <li>• Name of agency</li> <li>• Whose licence you are requesting to be removed (first and last name)</li> <li>• When licence is to be removed (date)</li> </ul>
9.	Administrator will remove licence as requested and follow up with an email to confirm

## Topic 7: How do I get assistance with technical issues?

Technological support is available via the Customer Contact Centre (CCC). The CCC can be reached by:

- **Email:** [eycctechsupport@peelregion.ca](mailto:eycctechsupport@peelregion.ca)

or

- **Phone:** 905-793-4234 between the hours of 8:30 a.m. and 4:30 p.m.



**Note:** The CCC provides first tier resolution for telephone and e-mail inquiries for the Region of Peel.



## Topic 8: How do I make an application for funding?

Providers will receive notification via email when **Funding Opportunity Announcements** (FOA or Announcement) are posted on GovGrants.

Upon receiving notification, providers should:

1.	<a href="#">Log into</a> GovGrants	
2.	Click on the <b>Funding Opportunities</b> tab	
3.	Ensure the block header reads <b>Active Funding Opportunities</b> (if not select from the left-hand panel)	
4.	Review the list of available <b>Active Funding Opportunities</b>	
5.	<b>If your agency....</b>	<b>Then...</b>
	Would like more details about an opportunity	<ul style="list-style-type: none"> <li>Click the view icon  under the actions column to view full details</li> </ul>
	Wants to apply	<ul style="list-style-type: none"> <li>Click <b>Interested</b></li> </ul>
	<b>MAY</b> want to apply	<ul style="list-style-type: none"> <li>Click <b>Interested</b></li> <li>This only indicates interest, you are not committed to applying</li> </ul>
	Does not want to apply	<ul style="list-style-type: none"> <li>No action required</li> <li>Item will remain under Active Funding Opportunities until application deadline passes</li> </ul>
<p><b>Note:</b> Once <b>Interested</b> is clicked, the Announcement will save in the <b>Interested</b> section of the <b>Funding Opportunities</b> tab (under Activities on the left-hand panel)</p>		
6.	Click <b>Create Application</b> (located on the top right corner of the Announcement) <b>Note:</b> This button will <u>only</u> be available once Interested has been clicked	
7.	<p>Complete required information on each tab of the application.</p> <p><b>Important!</b></p> <ul style="list-style-type: none"> <li>You must be in <b>Edit</b> mode to complete the application</li> <li><b>Save</b> each tab individually before moving to a new tab</li> </ul>	
8.	<b>If application is....</b>	<b>Then...</b>
	Complete	<ul style="list-style-type: none"> <li><b>Submit Application</b></li> </ul>
	Incomplete with time before the deadline	<ul style="list-style-type: none"> <li><b>Save</b></li> <li>To return to the application at another time, locate the correct application on the <b>Applications</b> tab and click Edit  to continue with the application</li> </ul>
	Incomplete, and the deadline is approaching	<ul style="list-style-type: none"> <li>Email <a href="mailto:earlyyearssystemdivision@peelregion.ca">earlyyearssystemdivision@peelregion.ca</a> requesting an extension for the application</li> <li>Provide a reason for your request</li> <li>Wait for response on your request</li> </ul>
<p><b>Important!</b> It is recommended that an incomplete application be submitted rather than missing the submission deadline as, once the deadline passes, no further applications can be accepted.</p>		









## Topic 9: How do I resubmit an application for funding?


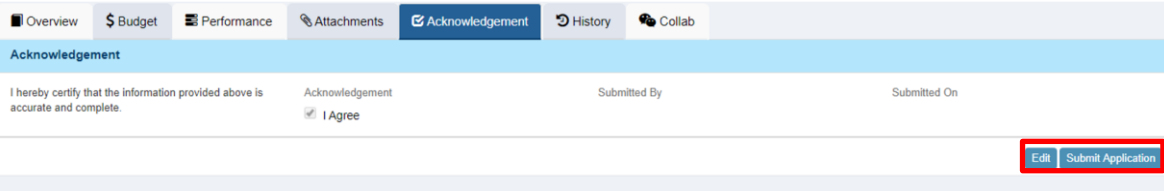


At times an application submitted to GovGrants will be returned to the applicant for reasons such as:

- Application was not complete
- Budget requires adjustment
- Attachments or templates were not completed and/ or uploaded
- Other missing information or corrections to be made prior to approval

How will this occur?

1.	<p>Review the email received from the Region of Peel. It notifies you of the application that has been sent back for revisions and what to do.</p> <p>Example email:</p> <div data-bbox="266 695 1133 1150" style="border: 1px solid black; padding: 5px;"> <p>Hi [redacted],</p> <p>This email is to notify you that [redacted]'s Application <b>#AP--172</b> for Funding Opportunity [redacted] has been sent back for revisions.</p> <p>Log in to GovGrants to revise and resubmit the application. To assist you in determining what revisions should be made to the Application, access the Attachments tab and view the Notes that the Region of Peel has provided.</p> <p>Please do not reply to this email. You may contact the Region of Peel, if you have any questions or need assistance.</p> <p>Thank you, Region of Peel</p> </div>																
2.	Log in to GovGrants																
3.	<p>Click on:</p> <ul style="list-style-type: none"> <li>• <b>Applications</b> tab</li> <li>• <b>Pending Tasks</b> from left hand panel</li> </ul>																
4.	Locate the application noted in the email by the GovGrants ID noted																
5.	<p>Click the green arrow under the <b>Actions</b> column to open and revise the application</p> <table border="1" data-bbox="266 1446 1523 1514"> <thead> <tr> <th>GovGrants ID</th> <th>Type</th> <th>Subject</th> <th>Created By</th> <th>Due Date ↑</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>AP--172</td> <td>Revise Application</td> <td>Revise Application - AP--172</td> <td>[redacted]</td> <td>19/12/2019</td> <td>Not Started</td> <td></td> </tr> </tbody> </table>	GovGrants ID	Type	Subject	Created By	Due Date ↑	Status	Actions	AP--172	Revise Application	Revise Application - AP--172	[redacted]	19/12/2019	Not Started			
GovGrants ID	Type	Subject	Created By	Due Date ↑	Status	Actions											
AP--172	Revise Application	Revise Application - AP--172	[redacted]	19/12/2019	Not Started												
6.	<p>Select the edit mode (pencil icon) under the <b>Actions</b> column</p> <table border="1" data-bbox="266 1579 1523 1656"> <thead> <tr> <th>GovGrants ID</th> <th>Application Title</th> <th>Program Area</th> <th>Fiscal Year</th> <th>Application Due Date</th> <th>Owner</th> <th>Status</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>AP--172</td> <td>[redacted]</td> <td>Human Services Department</td> <td>2020</td> <td>31/12/2020</td> <td>08/17 EY H01</td> <td>Under Revision</td> <td></td> </tr> </tbody> </table>	GovGrants ID	Application Title	Program Area	Fiscal Year	Application Due Date	Owner	Status	Actions	AP--172	[redacted]	Human Services Department	2020	31/12/2020	08/17 EY H01	Under Revision	
GovGrants ID	Application Title	Program Area	Fiscal Year	Application Due Date	Owner	Status	Actions										
AP--172	[redacted]	Human Services Department	2020	31/12/2020	08/17 EY H01	Under Revision											
7.	Check the <b>Notes</b> section on the <b>Attachments</b> tab for notes from the Region of Peel staff regarding requested/required changes																
8.	Make required changes to your application																



9.	<p>Click the <b>I Agree</b> checkbox on the <b>Acknowledgement</b> tab</p> 
10.	Click <b>SAVE</b>
11.	<p>Click <b>Submit Application</b> to send the revised application to the Region of Peel for review and consideration</p>  <p><b>Note:</b> Click <b>Edit</b> if you wish to make further changes to the application</p>
12.	<p>A PDF “snapshot” of your submitted application will be located on the <b>History</b> Tab under the <b>Snapshot History</b> block section</p> 
13.	<p>If you wish to make changes to an application after it has been submitted, e-mail <a href="mailto:earlyyearssystemdivision@peelregion.ca">earlyyearssystemdivision@peelregion.ca</a> request the application be returned to you for revisions.</p> <p>Include the following information in the body of your email:</p> <ul style="list-style-type: none"> <li>• Application Title <b>1</b></li> <li>• GovGrants ID <b>2</b></li> </ul>  <ul style="list-style-type: none"> <li>• Agency name</li> <li>• Reason for your request to have application returned</li> </ul> <p>Return to step 1 and proceed when application is returned to you.</p>

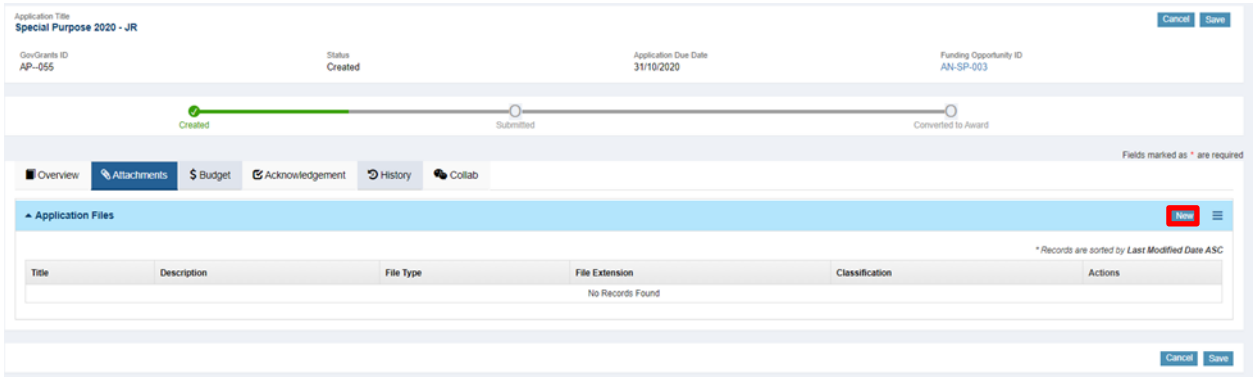
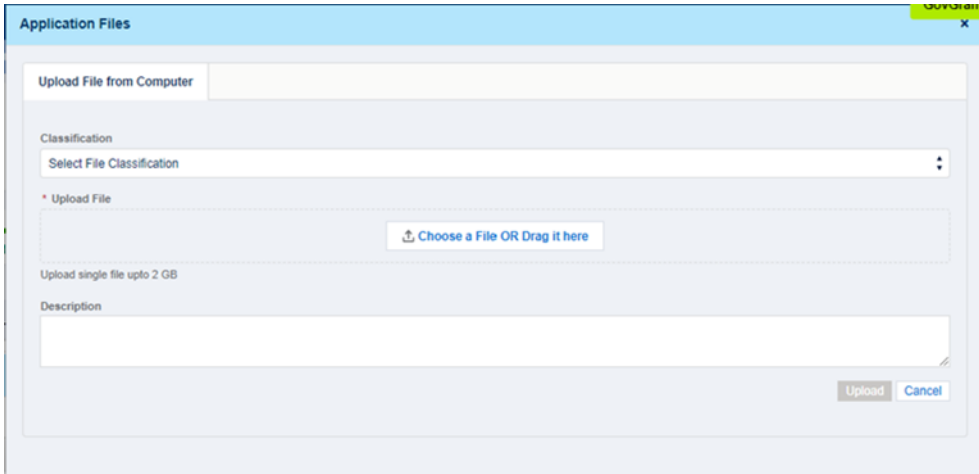


## Topic 10 : How do I attach receipts (Special Purpose Funding)

Scan receipts and save with identifiable naming convention to your personal device (e.g. computer).

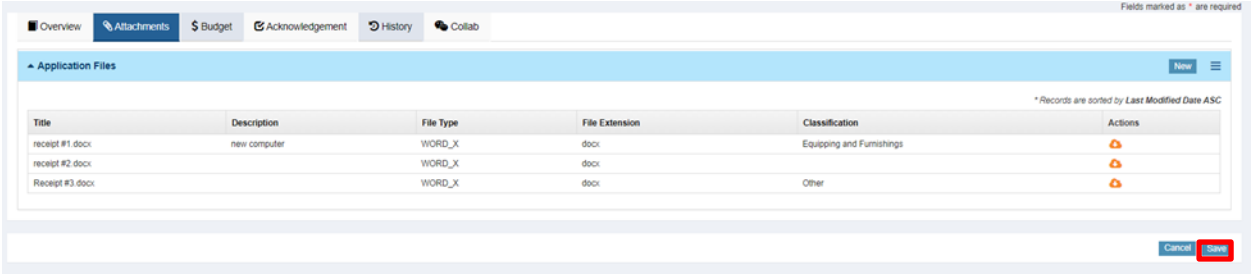
Please note that the following steps occur **after** you have created an application for the **Special Purpose** funding. Please follow the steps in the [Special Purpose training](#) to create your application in GovGrants.

Complete the following steps in the **Attachments** tab to add receipts:

1.	<a href="#">Log into GovGrants.</a>
2.	Open the <b>Special Purpose</b> application.
3.	Go to the <b>Attachments</b> tab.
4.	<p>Click on <b>New</b></p> 
5.	<p>Select either:</p> <ul style="list-style-type: none"> <li>• Click 'Choose a File OR Drag it here' to manually select your file, or</li> <li>• Click and drag the file into the module window</li> </ul>
6.	Choose the appropriate classification from the drop-down menu.
7.	You can choose to add a 'Description'
8.	<p>Click the 'Upload' button on the bottom right</p> 





9.	Repeat steps 4-8 to upload all receipts to claim																								
10.	<p>Click on the Save button</p>  <p>The screenshot displays the 'Application Files' section of a web application. At the top, there are navigation tabs: Overview, Attachments (selected), Budget, Acknowledgement, History, and Collab. Below the tabs is a 'New' button and a menu icon. The main area contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>Title</th> <th>Description</th> <th>File Type</th> <th>File Extension</th> <th>Classification</th> <th>Actions</th> </tr> </thead> <tbody> <tr> <td>receipt #1.docx</td> <td>new computer</td> <td>WORD_X</td> <td>docx</td> <td>Equipment and Furnishings</td> <td></td> </tr> <tr> <td>receipt #2.docx</td> <td></td> <td>WORD_X</td> <td>docx</td> <td></td> <td></td> </tr> <tr> <td>Receipt #3.docx</td> <td></td> <td>WORD_X</td> <td>docx</td> <td>Other</td> <td></td> </tr> </tbody> </table> <p>At the bottom right of the interface, there are 'Cancel' and 'Save' buttons. A note at the top right of the table area states: '*Records are sorted by Last Modified Date ASC'.</p>	Title	Description	File Type	File Extension	Classification	Actions	receipt #1.docx	new computer	WORD_X	docx	Equipment and Furnishings		receipt #2.docx		WORD_X	docx			Receipt #3.docx		WORD_X	docx	Other	
Title	Description	File Type	File Extension	Classification	Actions																				
receipt #1.docx	new computer	WORD_X	docx	Equipment and Furnishings																					
receipt #2.docx		WORD_X	docx																						
Receipt #3.docx		WORD_X	docx	Other																					
11.	Complete the remainder of your <b>Special Purpose</b> application.																								

