

GovGrants

Community Investment Program

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



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 Community Investment Program staff,
- received training on how to navigate the system, and
- have acquired your unique user name and password.



Glossary of Terms
























Term	Description/Definition
Amendment	A change made to an award.
Amendment Request	The formal process in which a request is made to change/amend an award, then is approved or rejected.
Announcement (Also known as FOA)	A public document which a Grantor makes known its intentions to award grants or agreements.
Applicant Organization	Legal name of an organization as registered with the government and the GovGrants system.
Application	A request for one or more than one grant award.
Application Deadline	The date by which an application must be submitted (up to 11:59 pm of that date).
Application Number	Unique number assigned by funder when an application has been successfully submitted.
Amount	Total of funds approved for an award.
Award	Funds provided to a recipient based on an approved application. (contracts or other agreements)
Budget	The financial plan that the Region of Peel approves during the award process (or in subsequent amendments).
Budgeted amount	The total amount of money allocated for a specific purpose during a specified period.
Budget Period	An interval of time into which a project period is divided for budgetary purposes (i.e. Jan 1 -Dec 31)
Closeout	The point where all relevant administrative actions and required work, as specified in the award, have been completed.
Comments	Location in GovGrants where the approver provides additional information to support their decision regarding a task.
Grant	Financial assistance providing money to an eligible organization to carry out an approved project or activity.
Grantor	An entity which awards the grant in Gov Grants (Region of Peel).
Key Performance Indicator (KPI)	A measurable value that demonstrates how effectively a Project is achieving key objectives stated for that budget period.
Number of Unique Clients	This figure represents the first time an individual, group or family uses a service or program within your organization. Each time a Region of Peel resident, group or family receives the same service (ex: weekly check in with their support worker, a visit to the food bank, a series of employment training workshops) that will count as a single number of one (1) regardless of the frequency that they visit. If they are to enroll or begin a new program or service this would increase the figure based on the initial visit, and reoccurring services will not be counted.
Primary User	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.
Program	The internal business area associated with the funding announcement.
Projected Total Revenue Expenditure	The total estimate including any anticipated additional revenue or growth your agency expects for the current fiscal year. Examples of



Term	Description/Definition
	<p>anticipated additional revenue may include annual fundraisers, approved funding expected to commence that year For agencies applying early in the fiscal year (April/May) the projected amount can be the previous year's revenue. Agencies will be given an opportunity given to update the information throughout the funding cycle.</p>
Recipient	<p>An organization that receives an award directly from an awarding agency.</p>
Roles and Responsibilities	<p>This section represents the roles and associated responsibilities assigned to the user.</p>
Service Provider	<p>An agency who receives an award from a Grantor (Region of Peel).</p>
Task	<p>A milestone within GovGrants to assist in tracking activities assigned to a user.</p>
Total Number of Client Visits	<p>This figure is the total number of all visits that a resident, group or family attends regardless of service or program type. Each time a Region of Peel resident, group or family receives a service (ex: weekly check in with their support worker, a visit to the food bank, a series of employment training tutorials) each visit or service received will count as a single number of one (1). To determine the total number of clients visits you would add up all the separate visits or single units of service provided.</p>



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

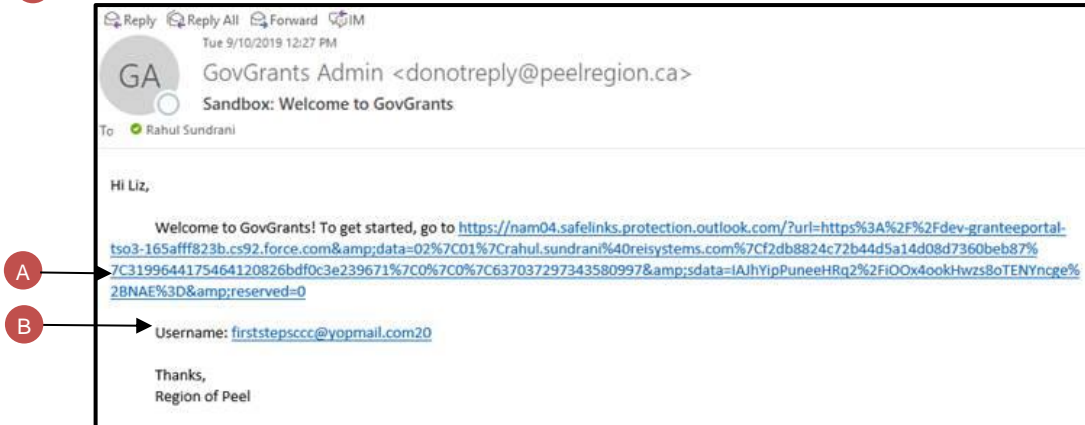
Topic 1: How do I obtain username and password?

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

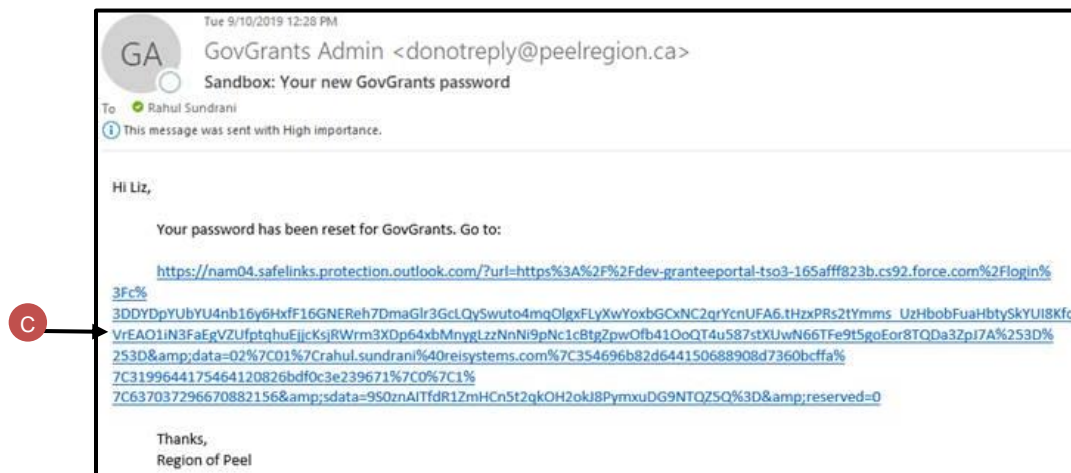


Second Email

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](#) → Programs and Services → Housing and Shelter → Community Investment Program → [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:

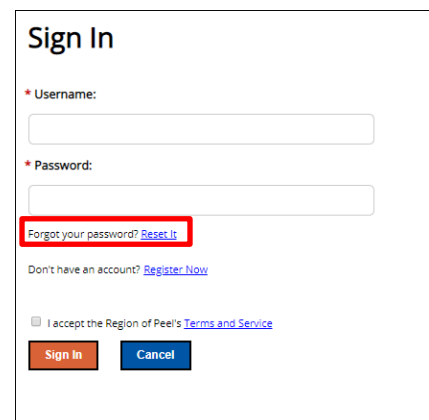
- Click on the profile of a person icon in the top right corner
- Click **Logout**



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

A screenshot of the Sign In page. It features fields for Username and Password. Below the Password field, the link 'Forgot your password? Reset It' is highlighted with a red box. There are also links for 'Register Now' and a checkbox for 'I accept the Region of Peel's Terms and Service'. At the bottom, there are 'Sign In' and 'Cancel' buttons.

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

Community Investment Program (CIP)
We fund not-for-profit agencies to support their core operations, organizational development and create collaborative partnerships.

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

The screenshot shows the 'Performance Indicators' section of the GovGrants system. Three red circles highlight 'Save' buttons: one in the top right corner (labeled '3. Save the Page'), one in the right side of the section header (labeled '2. Save the Section'), and one in the bottom right corner (labeled '1. Save the Table').

Performance Indicator I	Title	Category	Unit of Measurement	Previous Year Actual	Target	Actions
KPI-0414	Number of Children Served (Licensed Care) (Cumulative)	Child Care	Number (K)	5	10	
KPI-0485	Program Support - Resource Supports - Staff (GLOBAL) - On-Site Time	EarlyON	Number (H)	2	3	
KPI-0488	Family Consultations - Brief - Total Time	EarlyON	Number (H)	10	20	
KPI-0546	Program Support - Activities - Total On-site Time	EarlyON	Number (H)	90	100	

- ✓ Contact the Region of Peel if technical issues persist

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Topic 4: 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:

1.	Send an email to: cjp@peelregion.ca
2.	Subject: Request for removal of licence
3.	Body Content: Add details such as: <ul style="list-style-type: none"> • Name of agency • Whose licence you are requesting to be removed (first and last name) • When licence is to be removed (date)
4.	Administrator will remove licence as requested and follow up with an email to confirm

Topic 5: How do I get assistance with technical issues?

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

- **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.

