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# Front Office User Guide

Guide to submitting an application  
for funding through Front Office



For more information about this document, contact:

ARTS, CULTURE AND STATUS OF WOMEN  
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# Front Office User Guide

## Welcome

Welcome to the ministry of Arts, Culture and Status of Women's online application system, which is called the Grant Administration Tracking and Evaluation (GATE) Front Office. GATE Front Office is a secure, electronic method to apply for Alberta Culture Days funding.

This guide will help you:

- access GATE Front Office;
- complete and update your user profile;
- start and submit your application;
- submit your final report.

**Note**, the purpose of this guide is to answer basic questions regarding the application process and using GATE Front Office. If you have questions regarding program guidelines or project content, please refer to the [guidelines](#) or contact the Alberta Culture Days team at [AlbertaCultureDays@gov.ab.ca](mailto:AlbertaCultureDays@gov.ab.ca).

## Before you Start

As you complete your application, please keep in mind the following definitions:

- **Registrant** refers to the individual representing the organization in the application process. Organizations can have up to three registrant users, one of which must be the signing authority.
- **Applicant** refers to the organization that is applying for the grant.

If this is the first time your organization is applying for funding through GATE Front office, you must **register your organization** as an applicant, up to three (3) registrants can represent your organization. Please email [GoA.RegistrationACD@gov.ab.ca](mailto:GoA.RegistrationACD@gov.ab.ca) to request the registration form or you can find the form on our [webpage](#). We recommend you start this process at least **FIVE (5) BUSINESS DAYS PRIOR TO THE APPLICATION DEADLINE**.

As you complete the registration form, you must use the legal name of your organization as registered with Alberta Corporate Registry or Canada Revenue Agency as the name on the form **MUST** match your registration. New registrants get a GATE username and password, which will be sent to the email address provided on the registration form.

**If you are already registered in GATE Front Office**, you do not need to request a new username, but you must be listed as an authorized registrant for the Applicant for whom you are applying. Use your previous login information to access **GATE Front Office** and request a password reset if needed.

Should you have **trouble accessing your account**, email [GoA.RegistrationACD@gov.ab.ca](mailto:GoA.RegistrationACD@gov.ab.ca). **Please Note**, if your account goes for six (6) months without login, you will be required to request a password reset.

If you require assistance to complete the registration process, please contact [AlbertaCultureDays@gov.ab.ca](mailto:AlbertaCultureDays@gov.ab.ca).

## Forms and Supporting Documents to Have Ready

We recommend that you prepare all information and supporting documents required for your application before starting, as you will be required to upload these items into GATE Front Office as part of the application process. These items include:

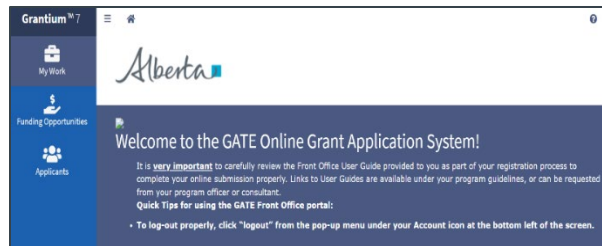
- Detailed project description
- Listing of Culture Days activities and events
- Most recent annual return from Corporate Registries
- Marketing plan
- [Application for Electronic Payment](#) AND a void cheque/online direct deposit form
- Letter(s) of support (optional)

# Starting your Application

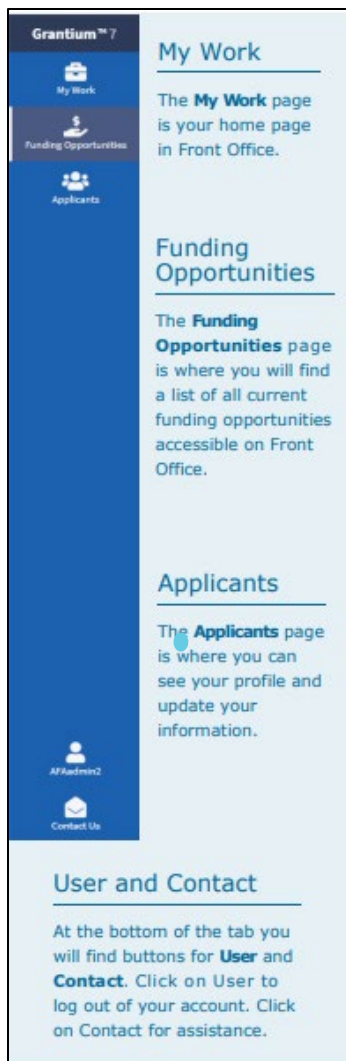
## Accessing GATE

Once you have received your username and password from GATE Registration, you can access [GATE Front Office](#).

1. Click on the log in icon in the top left corner of the screen.
2. Then log in with the username and password that was emailed to you.
3. Once you're logged in you will see the Welcome page and a navigation bar to the left. Read the Welcome page to learn about helpful Quick Tips regarding the application process.



## Navigating Front Office

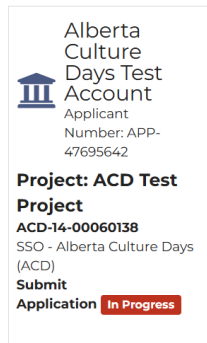


### 4. Learn how to navigate Front Office

On the top left of the navigation bar, you will find your **My Work** page, which can be considered your 'home' page. Clicking **My Work** at any time will return you to the home page. The most important part of the **My Work** page is the **Recent Submissions** bar, located in the middle of the page, where you will be able to access your applications that are **"In Progress"** or **"Complete"**. From the Recent Submissions bar, you can access active grants through the **"Final Reports"** option. Information on Funding Opportunities and Applicants options from the left menu bar is available later in the manual.

#### Application in Progress

Once you have started your application you will see a title for each project in the **Recent Submissions** bar. Should you log out of your account before submitting your application, the title will display an *"In Progress"* notification. To continue a previously started application, simply click on the title. This will return you to the Program Overview tab of your application where you can continue working.



#### Application Complete

Once you have completed and submitted your application you will see the *"In Progress"* notification update to *"Complete"*. This means your application was submitted successfully and is under review by Community Grants staff. Should you need to update contact information you will be required to contact your program consultant.



## Starting Your Application



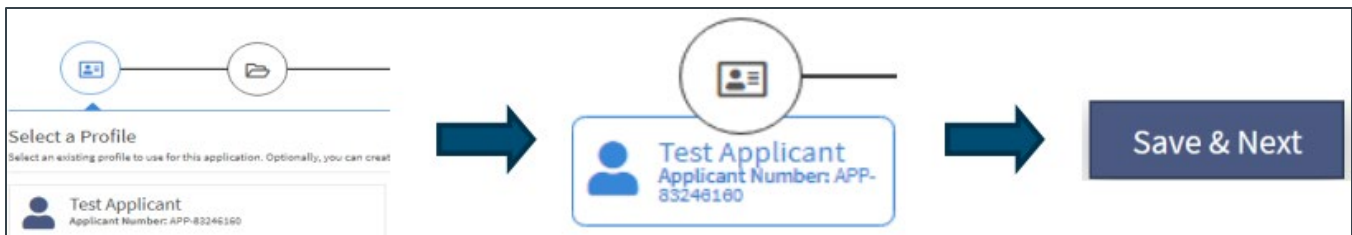
1. Click on **Funding Opportunities** on the navigation panel on the left-hand side to bring up the current funding programs available. Scroll to find the program you are applying to and select it.
2. Click on the **program tile** for the relevant funding opportunity and click “Apply Now” in the bottom left corner.

SSO - Alberta Culture Days (ACD)

Registration Period  
1-Jun-2015 12:01:00 AM to 1-Sep-2030 11:59:00 PM

## Select an Applicant Profile

3. Click on the applicant profile to use for this application, then “**Save & Next.**”



## Select Project

4. Once the applicant profile is selected, you will be directed to the “Select a Project” page. Here you will have the choice to continue with an application you previously started or start a new project by entering a new project name in the “Applicant Project Name” text box. If this is your first application, you will need to enter a new project name. Click “**Save & Next**” to proceed to the next step.

Select a Project

If you have an existing project it will be shown below and you can continue where you left off. Or, start a new project and application by typing a project name into the 'Applicant Project Name' box.

ACD Test Project      ACD-14-00060138      **In Progress**

OR

Applicant Project Name: \*

Save & Next

## Update Applicant Profile

5. Complete each section of the Applicant Profile, starting with the “Applicant Type” and complete all tabs. Once complete, click “**Save & Next**”.

When you reach the “**Submission Summary**” tab, it will summarize the information from all tabs. If you missed an item on a previous tab, you will see an **X** beside the item. Click on the underlined item beside the **X**, complete the page and click “Save”.

Organizations may need to update their information, such as their mailing address, etc. To do this, first go to the “Submission Summary” tab, click “Edit” and then navigate to the tabs where updates are required. When complete, click “Save”.

**Important:** Once you make and save your changes, you **must** return to the Submission Summary tab of your profile and click on “Complete Profile” to continue and proceed with your application.

In the **Organization** tab, when filling in the group’s name, ensure to use the legal name of the organization as it is registered with Alberta Corporate Registries or Canada Revenue Agency.


## Completing your Application

**Note:** Please ensure that you provide as much relevant detail as possible in your application to assist the Alberta Culture Days team in the review process. It may be helpful to refer to the Program Guidelines when filling out the upcoming pages, which are available on our [webpage](#).

- Once you have successfully updated the applicant profile, you will be directed to the “**Program Overview**” page. Each application will require information specific to the grant program or funding opportunity. Make sure to read all information on each tab thoroughly, checking that all mandatory fields (marked by an **\***) are filled in. Once complete, click “**Save & Next**” at the bottom of each page to proceed to the next tab.

# Sample Application Tab Listing

## Alberta Culture Days

-  **Program Overview**
-  Contact List
-  Applicant Contact Information
-  Organization Information
-  Project Description
-  Project Revenues
-  Project Expenses
-  Applicant Agreement
-  Electronic Payment Information
-  Attachments
-  Submission Summary

### Electronic Payment Information

7. A void cheque or a pre-printed bank direct deposit form AND completed Application for Electronic Payment form must be uploaded in the “File Attachment” page. Click Next Page.

Electronic Payment Information

**Electronic Payment Information**

With each grant application, organizations must provide a copy of a completed **Application for Electronic Payment** form and an **acceptable banking document** (see form for details)

Please click [here](#) to download the **Application for Electronic Payment** form.

Upload the **completed form and one of the acceptable banking documents** for Electronic Fund Transfer (EFT) to **File Attachments**, found later in this application.

[Next Page](#)

## Grant Agreement

- Print the Grant Agreement document for signing by the Board Chair, President, or Treasurer, and upload the signed agreement in the File Attachments section.



**Note:** Signing this form does not signify approval of the grant application, nor does it form a binding agreement between your organization and the Government of Alberta. Signatures on this page allow Alberta Culture Days to populate the grant agreement if approved for funding.

## File Attachments

- All documents needed to complete your application must be uploaded on this page.

Attachments

**IMPORTANT:** A signed PDF of the Applicant Agreement must be uploaded into Item 7 to proceed with submitting your grant application. If you have not already done so, please return to the previous page and follow the listed instructions.

Delete	Document Type	Required?	Download	Document Description	Date Attached
	01. Detailed project description	Yes		--	No Attachment
	02. Listing of Culture Days activities and events	Yes		--	No Attachment
	03. Most recent annual return from Corporate Registry	Yes		--	No Attachment
	04. Letter of support	No		--	No Attachment
	05. Marketing plan	No		--	No Attachment
	06. Application for Electronic Payment	No		--	No Attachment
	07. Signed Applicant Agreement	Yes		--	No Attachment

For each document upload, the screen below will appear. Please ensure to name the file you are uploading in the “*Document Description*”. Once the file has been uploaded, click “**Save & Back to List**” and continue uploading all required documents listed.

\* **Document Description**

\* **File Name:**  No file chosen

Document Type: 01. Detailed project description

Maximum Size: 4 MB

Allowable Formats: jpg, txt, xlsx, pdf, rtf, xml, doc, wpd, mpp, xls, docx

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Please provide values for all mandatory fields.

**Note:** You must add a document description for each attachment, we recommend adding the name/title of the document. If you don't add this, it will show up as an “X” on the submission summary.

Additional attachments or supporting documents may be required in addition to those listed on this page.


## Submission Summary

Before you Submit – you can save a PDF copy of your application to keep for your records. Just click Export to PDF in the upper right corner.



Alberta Culture Days Application Form SSO - Alberta Culture Days (ACD)

**Applicant Name:** Alberta Culture Days Test Account **Applicant Number:** APP-47695642 **Project Name:** ACD Test Project **Project Number:** ACD-14-00060138 **E.Form Title:** Alberta Culture Days Application Form



The final step of your application is the **“Submission Summary”**. This page summarizes all the previous pages you have completed and represents your application for funding. If all pages and fields show a check mark in the “complete” column, you will be able to submit your application. Click on **“Submit”**.

	Complete	Page	Last Updated	Mandatory
Program Overview	--	Program Overview	No Input Required	No
Contact List	✓	Contact List	2026/02/25	Yes
Applicant Contact Information	✓	Applicant Contact Information	2026/02/25	Yes
Organization Information	--	Organization Information	No Input Required	No
Project Description	✓	Project Description	2026/02/25	Yes
Project Revenues	✓	Project Revenues	2026/02/25	Yes
Project Expenses	✓	Project Expenses	2026/02/25	Yes
Applicant Agreement	--	Applicant Agreement	No Input Required	No
Electronic Payment Information	--	Electronic Payment Information	No Input Required	No
Attachments	✓	Attachments	2026/02/25	Yes
<b>Submission Summary</b>				

## Summary Errors

If any items are missing, you will see an **X** beside the page that needs further attention. Click on the page(s) that have an **X**, complete the page, and save. Then return to the “**Submission Summary**” page to ensure that a check mark is showing in the “*complete*” column. Repeat for every **X** until you see a check mark beside every page. When all pages are marked complete, you can click “**Submit**” at the top of the page.

	Complete	Page	Last Updated	Mandatory
Program Overview	--	Program Overview	No Input Required	No
Contact List	<b>X</b>	Contact List	Please Complete	Yes
Applicant Contact Information	✓	Applicant Contact Information	2026/02/25	Yes
Organization Information	--	Organization Information	No Input Required	No
Project Description	<b>X</b>	Project Description	Please Complete	Yes
Project Revenues	✓	Project Revenues	2026/02/25	Yes
Project Expenses	✓	Project Expenses	2026/02/25	Yes
Applicant Agreement	--	Applicant Agreement	No Input Required	No
Electronic Payment Information	--	Electronic Payment Information	No Input Required	No
Attachments	✓	Attachments	2026/02/25	Yes

## Successful Submission Page

The screenshot shows a navigation menu on the left with 'My Work' highlighted in a red circle. The main content area displays the following information:

- Alberta Culture Days Test Account
- Applicant Number: APP-47695642
- Project: ACD Test Project**
- ACD-14-00060138
- SSO - Alberta Culture Days (ACD)
- Submit Application **Complete**

After submitting your application, return to the “**My Work**” home page, and you will see your application’s status updated to “*Complete*” in green. There is a two to three-month review period from the application intake deadline date in which you may be asked for further clarification on your application.

## Messages

The screenshot shows a 'Messages' section with the following text:

**i** Your most recent messages.

You do not have any messages.

After returning to your “**My Work**” home page, you will see the bar for **Messages** at the bottom of the screen. This is where you will find all recent communication regarding your application status. We recommend you log into **Front Office** and

check this section frequently for any updates or notices that require action. Also, check the email provided for the application contact person for communication from the grants department throughout the application process.

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# GATE Front Office Trouble Shooting

## General

If GATE Front Office is not working as it should, try these first:

- Check to ensure you are using the most up-to-date internet browser. If not, please apply any updates then close and restart.
- Clear internet browser history. Make sure to completely clear all cache, cookies, and stored information, then close the browser and restart.
- Check browser privacy settings as these might be set too high, which can reject internet sites and cause a login loop. You may need to turn this off, or temporarily lower the settings, for the purposes of your application. Also, check the firewall/anti-virus software settings to make sure these are not interfering with your access.
- Please **do not** select to save your GATE Front Office password if given the option. This has caused issues for some users if their passwords are changed or reset.

## Logging In

- Your login will expire if unused or inactive for six (6) months. Email [GoA.RegistrationACD@gov.ab.ca](mailto:GoA.RegistrationACD@gov.ab.ca) to get your password reset.
- If you login and see that everything is greyed out, you will need a password reset. Email [GoA.RegistrationACD@gov.ab.ca](mailto:GoA.RegistrationACD@gov.ab.ca) to get your password reset.

## Can't See the Submit Button

- If you cannot see the Submit Button on the Submission Summary page of your New Application or Final Report, please adjust your font screen size smaller (press CTRL and – or + on your keyboard).

## Can't See Project

- If you cannot see your Recent Submissions when you first log in to My Work, please try pressing the down arrow key on your keyboard.
- If you have more than one Applicant Profile attached to your username:
  - On the left-hand menu, select “Applicants”. If you, as a registrant, are attached to multiple applicant profiles you will see a tile for each of them on this screen.
  - Click on the tile for the profile the project should be under.
  - If you still do not see the project, check that you have not filtered it out, and if so, clear the filters.
    - Above the project list you will see a “Show” project and a “funding opportunity Name” drop down. Here you can select the relevant project status (open, closed or all) and which grant program it falls under.
    - If this doesn't work, select Clear Filters.

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# GATE Front Office Tips

## Basics

- Link to GATE [Front Office](#)
- Microsoft Edge, Firefox, and Chrome work best – ensure it is the most up-to-date version
- Always “Save” when given the option

## Applicant Profile

- If you are creating a new applicant profile, but are an existing registrant submitting an application for a new organization you **do not** need a new username/login. Simply send Alberta Culture Days an email at [GoA.RegistrationACD@gov.ab.ca](mailto:GoA.RegistrationACD@gov.ab.ca), complete the registration form, and they will set up the new applicant profile and attach the required usernames.
- Only registrants approved by the applicant organization to have a username and password can see the projects under that organization’s applicant profile.
- If you need to make a change to the applicant profile information, go to the profile’s “Submission Summary”, and click EDIT to unlock the fields. Once you make the changes, go back to “Submission Summary” and hit “Complete”.

## Submitting a New Application

- You can only submit an application once you have completed the Applicant Profile – the application draws information from the completed Applicant Profile. If there are any changes you must update this information.
- Always “Save” when given the option.
- If you do not complete the application and want to return to it later, you will find it under the “Submissions” option of the left-hand menu.

## Contact Us

Email: [AlbertaCultureDays@gov.ab.ca](mailto:AlbertaCultureDays@gov.ab.ca)