

# STUDENT NUTRITION PROGRAM

## Funding Opportunity

TORONTO PUBLIC HEALTH, CITY OF TORONTO

TORONTO GRANTS, REBATES AND INCENTIVES PORTAL (TGRIP)

### QUICK TIPS:

## How to View and Update your Organization Contacts

### Contacts in TGRIP

Each school and organization with a TGRIP account is responsible for managing their own Contacts. This includes keeping the information up-to-date and assigning different roles and access to each Contact depending on how they will use TGRIP.

**The table shows what a contact is able to edit/view in TGRIP based on their access and SNP role.**

Contact Access & Role in TGRIP	SNP/ school Role	Edit Org. profile, view funding details, view, start, attest and submit applications	Add/edit, deactivate Contacts & roles
Applicant-Organization Limited Access	SNP Coordinator SNP Volunteer (Recommended)	No Name can be listed on application	Can view contacts and update personal contact profile
Applicant – Organization Full Access	Office Admin. and/or person who will help maintain TGRIP records (Recommended).  *Site authority: Principal, Director (Required Role)	Able to view and start new grant applications.	Yes
Organization Primary Contact	*Site authority: Principal, Director (Required Role)	Yes to all  **Only person that receives TGRIP communications	Yes

**\*Site Authority:** the person in charge of the school (e.g., Principal) or site (e.g., Executive Director) who has legal signing authority. The Site Authority is responsible for the administration of the Student Nutrition Program funding.

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## Revising an Organization Contact, Changing a Contact's Access Level or Deactivating a Contact

**Note:** These steps can only be completed in TGRIP by the site authority or a contact with Applicant- Organization-Full access.

1. **To edit contact details, change a contact's organizational access or deactivate a contact, click on Organization Profile located in the right hand side of the top blue bar and then select Contacts on the left blue sidebar.**
  
2. **Click the on contact to open and edit the profile. The following options are available:**
  - a. To edit a contact's information, click on editable fields and update the information. Click Update Account to save the information.
  - b. To change a contact's role from full-access to limited-access, click Set as Organization - Limited Access Contact. Click Update Account.
  - c. To change a contact's role from limited access to full access, click Remove Organization -Limited Access (set to organization- Full Access). Click Update Account.
  - d. Deactivating means the contact can no longer access TGRIP. To deactivate a contact, click the Deactivate Contact button. Then click Update Account.  
**NOTE: When deactivating a contact their name will remain in the Organization Profile's contact list.** A contact cannot be removed/deleted from an organization's contact list unless they move to another organization.  
To confirm a contact has been successfully deactivated, check that 'No Access' appears under the Login Access column. Only Deactivate a contact if they are no longer associated with an SNP program that is receiving funding (e.g. retired or no longer volunteering for an SNP).
  - e. If you need to edit the first name, last name, email address or the organization associated with a contact send an email request to [snp@toronto.ca](mailto:snp@toronto.ca).

## How to Add a new contact to your Organization profile

*Complete the following steps before adding a contact in TGRIP:*

- **Confirm the information about the new contact is accurate, and**
- **the Organization Access level for the new contact has been confirmed / updated, and**
- **the new contact has been notified that they will receive a welcome email from [TGRIPnoreply@smartsimple.com](mailto:TGRIPnoreply@smartsimple.com). The email will contain a login link and invite the new contact to set their password for TGRIP.**

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1. **To add a new contact to an organizational profile, navigate to the Contacts tab on the left side of the Organization Profile.**
2. **Click on the New button at the top left corner of the page and click New Contact.**
3. **Select the access of the new contact and click Next.**
  - Check the *Applicant* box for a site authority/principal or a key contact who requires Applicant- Organization-Full access.
  - Check **both** *Applicant* and *Applicant-Limited Access* boxes for someone who will not be involved in maintaining TGRIP records (application & contacts).
4. **Fill in the contact information for the new contact and click the Create Contact button.**
5. **Finally, click the Activate Contact button.**

**Note: this will provide the contact with access to the organization profile and will trigger a welcome email prompting them to activate their TGRIP Account and set up a system password.**

### Types of Contact Updates

- Full Access Contacts are not able to update certain areas within a contact profile due to privacy and security considerations. These include:
  - Assigning a contact to a new school.
  - Assigning a contact as the Organization Primary Contact.
  - Updating the name of the organization, a contact name or email address.

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Who can make certain contact updates			
Type of Contact Update	School site authority or full-access contact	SNP Team snp@toronto.ca	TGRIP Team tgrip@toronto.ca
Adding a new contact	X		
Deactivating a contact (retired)	X		
Updating contacts organization full/limited access	X		
Updating the primary contact in the Organization Profile		X	
Assign principal to a new school		X	
Updating a contact name or email address			X
Updating the name of the organization			X

## Support

First, ensure that you are using a compatible browser (e.g. Edge, FireFox, or Chrome). **Do not use Internet Explorer.** If you continue to have technical difficulties, please email [tgrip@toronto.ca](mailto:tgrip@toronto.ca). A City of Toronto staff member will respond within two business days. For issues related specifically to the Student Nutrition Program funding opportunity, please email [snp@toronto.ca](mailto:snp@toronto.ca).

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