

Student Nutrition Program Funding Opportunity

How to Manage Access to the Organization Profile in the Student Nutrition Program (SNP) Application in Toronto Grants, Rebates and Incentives Portal (TGRIP)

Contacts in TGRIP

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

Recommendations:

1. At least **two people** from each organization should have full “User Access” in TGRIP Organization Profile.
 - A contact with full “User Access” can add/deactivate contacts, access funding opportunities and related applications, and be listed as the Organization primary contact, if appropriate.
 - Any contacts with full “User Access” should be directly involved in maintaining records in TGRIP and completing applications.
 - To determine the level of access a contact has, look at the “Login Access” column in the Organization’s Contacts list. Any contact with “User Access” beside their name has full access to the Organization Profile.
2. The Site Authority* should be listed as the Organization Primary Contact. This is the person that will receive the invitations to apply for future funding opportunities.

***Site Authority:** the person in charge of the school (e.g., Principal) or site (e.g., Executive Director) who has legal signing authority.

How to revise contacts in the organization profile

Note: These steps can only be completed in TGRIP by a contact with full “User Access”.

To edit contact details, change a contact's Organization Profile 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.

Click on the contact to open and edit the profile. The following options are available:

- a. To edit a contact's information, click on an editable field and update the information. Click **Update Account**.
- 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. If a contact is deactivated, they can no longer access TGRIP. Only deactivate a contact if they are no longer associated with an SNP that is receiving funding (e.g., retired or no

longer volunteering for an SNP). To deactivate a contact, click the **Deactivate Contact** button. Then click **Update Account**.

- A contact cannot be removed/deleted from an organization's contact list unless they move to another organization therefore, when a contact is deactivated, their name will remain in the Organization Profile's contact list.
 - To confirm a contact has been successfully deactivated, check that 'No Access' appears under the Login Access column.
- e. If you need to edit the first name, last name, email address or the organization associated with a contact, or you want a deactivated contact removed from the contacts list send an email request to 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 correct, and
 - Determine the appropriate level of Organization Access for the new contact, and
 - Notify the contact that they will receive a welcome email from TGRIPnoreply@smartsimplemailer.com. The email will contain a login link and invite the new contact to set their password for TGRIP.
1. To add a new contact to an Organizational Profile, go 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 (under the city of Toronto logo) 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, but who may be listed on an application.
 4. Fill in the required information for the new contact and click the **Create Contact** button, then click **Save**.
 5. Finally, click the **Activate Contact** button and click **Ok** to Pop-up message: Cot.smartsimple.ca says “Are you sure you want to activate this contact? They will be provided with access and sent a welcome email prompting them to activate their TGRIP Account and set up a system password.”

Types of Contact Updates

- Contacts with full “User Access” 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.
 - Updating the name of the organization, a contact name or email address.
 - Remove a contact from an Organization Contacts List.
 - For assistance with any of the items mentioned above, please send a request to snp@toronto.ca

Who can make certain contact updates

Type of Contact Update	School site authority or full user-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
Removing a contact from a contact List			X

Troubleshooting and Support:

- Ensure that you are using a compatible browser. **Do not use Internet Explorer.**
- If you continue to have technical difficulties, please email 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.