TORONTO GRANTS, REBATES AND INCENTIVES PORTAL (TGRIP)

CULTURAL FESTIVALS FUNDING PROGRAM

SEPTEMBER 2022

TGRIP START-UP USER GUIDE

TORONTO

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1. Getting Started

The City of Toronto Grants, Rebates and Incentives Portal (TGRIP) is powered by SmartSimple.

To apply for grants, rebates or incentives in TGRIP, you must:

1. Register your Organization with basic profile in TGRIP and provide a contact, who will create other contacts.

2. Login to TGRIP. You will receive an email from TGRIPNoReply@smartsimple.ca containing a link to TGRIP where you will be asked to personalize your password.

3. Create contacts. Existing Contacts may create as many Contacts for the organization as necessary. Contacts in your organization can also self-register by clicking the 'Register Here' button on the login page.

4. Complete an Organization Profile. The Organization Profile contains general organization information accessible to City staff in multiple Divisions.

5. Access funding opportunities to apply.

2. Contacting City Staff

- For program questions, refer to the funding opportunity guidelines for contact information.

- For technical questions, please refer to this guide. If you are having technical difficulties, please contact City program staff or tgrip@toronto.ca.

3. Accounts

Organization and Contact Accounts

An organization's account allows access, at any time, to all of the applications, agreements and reports that organization staff have saved or submitted in TGRIP.

There can only be **one account** for each organization.

A **Contact** is a person from the organization with permission to log in to the account. An organization's account can have multiple Contacts.
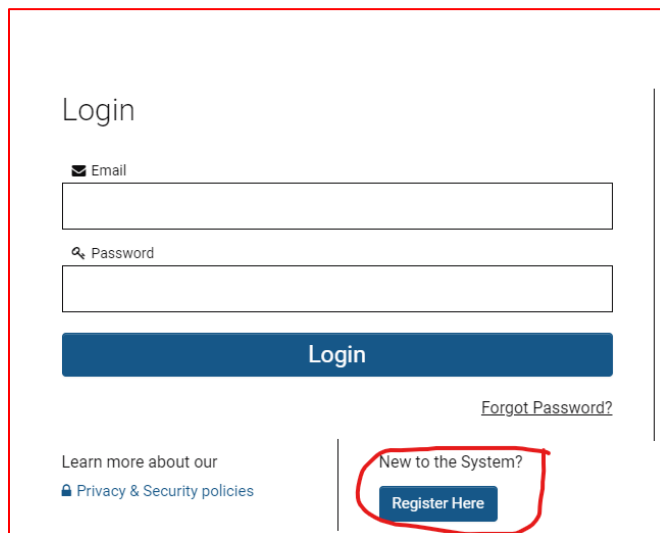
Staff at your organization can self-register to create an organization account. The organization has complete control over who gets access to the organization account. Contacts in your organization have the ability to add or de-activate a Contact at any time

Creating an Organization

NOTE: You do not need to perform this task if your organization already has an account in TGRIP and you already have a user account in TGRIP.

Attempt to log in to TGRIP by opening the login page on your browser.
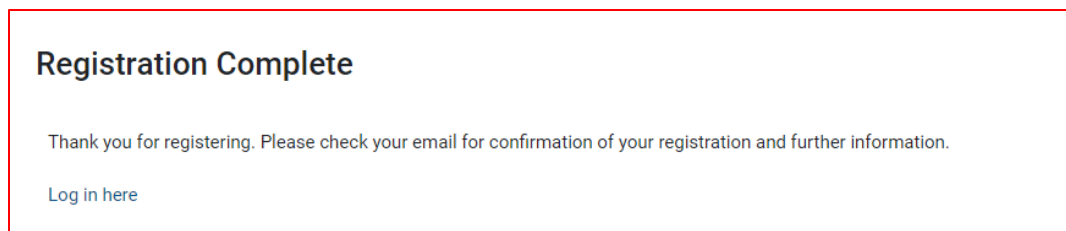
Figure 1: Screen capture of TGRIP login page

1. Click on "Register Here". An Organization Information page is displayed.
2. Fill out all your organization information correctly in the required fields.
3. Once done, click on the "Submit" button at the bottom of the screen. (If you get any validation error messages, please correct the error(s) by providing the correct information in the required field(s). Once done, hit the "Submit" button again).
4. Once successful, a message is displayed as seen in Figure 1b below.
5. Kindly check in your inbox for an email from TGRIPNoReply@smartsimple.com for your account activation (Be sure to check your Spam/Junk boxes if you do not see the email in your inbox.

Figure 2b: Screen capture of successful registration in TGRIP

6. Open the email and follow the instructions in it to create your password for login.

Passwords

Passwords are case sensitive and are subject to rules that are intended to strengthen security. You password must:

- Be at least 12 characters long;

- Include one capital letter, one number, and one symbol;

- Not include part of your name or username.

Logging in to a User Account

Log in to your account by opening the login page on your browser. Remember to save the website link as a favourite so you can easily return to it.

1. Input your email address into the 'Email' field
2. Input your password into the 'Password' field.
3. Click on the 'Login' bar/button

Your email address is your username on the system. The system will only accept unique email addresses. **Do not use general email addresses (e.g. info@[your org].ca) as more than one person may be able to use it.**

Remember to save your password using a password manager. Take all reasonable measures to:
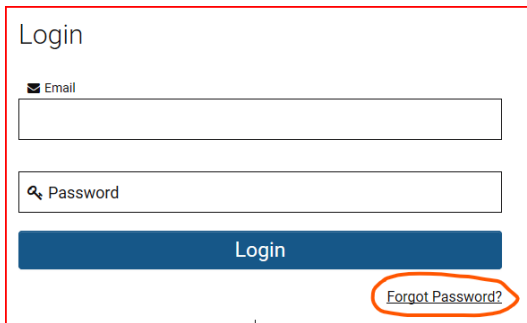
- Protect your security in the online system including, but not limited to, refraining from sharing your password;

- Prevent the loss, disclosure, modification, and unauthorized use of your password; and

- Control access to computers or devices containing your password.

You must notify your organization's primary contact immediately if you have any reason to believe that your TGRIP username and password have been compromised or are considered insecure.

Forgot your Password?

You can reset your password at any time by clicking on the "Forgot Password?" link found on the Login page.

Figure 3: Screen capture of TGRIP login page showing the location of the "Forgot Password?" link

When you reset your password, the system will send a link for password reset to the email address you entered. The email will be sent from TGRIPNoReply@smartsimple.com. If you do not see the email in your inbox, check your 'spam/junk mail' folder.

Click on the Set Password link to provide your new password.

After you type your new password, click the **Submit** button. Refer to the information above about how to keep your password secure.

4. Updating Your Profile and Account Information

At any time, you may update your title, address, password, etc.

Step 1: Log in and go to your profile icon (first letter of your first name) found at the top right hand corner. Click on the letter and click on "My Profile".

Step 2: You will be taken to your profile information page. Please click "Edit" found under the City of Toronto logo.

Step 3: Clicking "Edit" allows you to now edit most of the fields.

Step 4: Once you've updated any information, please click "Update Account" found at the bottom of the page.

If you need your organization's Legal Name or a Contact's email address to be updated or changed, please email tgrip@toronto.ca.

5. Creating Contacts in Your Organization

Adding a Contact

You may choose to add accounts to your organization yourself, like your Board Members.

Contacts can be added by choosing the Contacts tab in the Organization Profile (Figure 3). In the Contacts tab, a new contact can be created by clicking New - Contact (Figure 4).

Figure 4: Screen capture of the online application portal showing the location of the button used to access the Organization Profile (top right corner) and the Contacts Tab (along the left hand side).
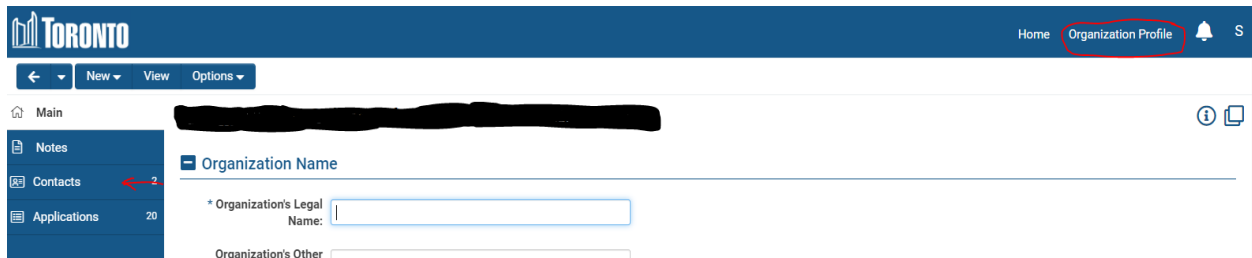
Figure 5: Screen capture of the online application portal showing the location of the button used to add a new contact.
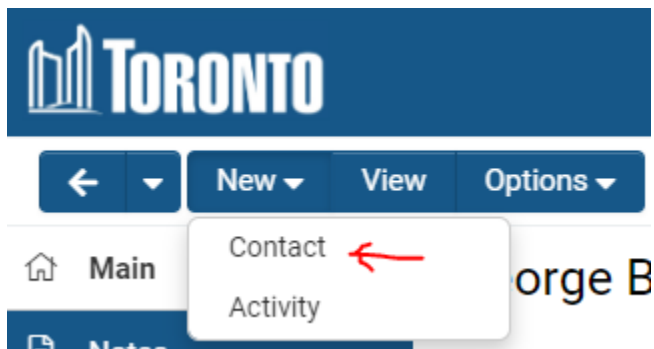
All new contacts must be assigned a role. At this time the only role option for all contacts is "applicant".

Once the role is assigned, enter all of the contact's information and click **on Create Contact**.

You might see some validation error messages on the screen for mandatory fields. Be sure to fill out all the mandatory fields correctly and click on **Update Account**.

Once done, click on **Activate Account.** The system will send an email from TGRIPNoReply@smartsimple.ca to the email address you entered. The email will contain a log-in link and invite the new contact to login to TGRIP. If the new contact does not see the email in their inbox, they should check their 'spam/junk mail' folder.

Repeat these steps for each person who will need access to TGRIP to complete your organization's application(s).

As each contact is added, they can begin the application process.

6. Organization Profile

The Organization Profile consists of organization-level information and documentation. It can be updated at any time. It is automatically attached to all of the applications submitted through TGRIP.

Each organization will have **one** Organization Profile.

Some large organizations have multiple sites, multiple business streams, and have multiple profiles on 211.ca. However, if they are under one organization umbrella and are governed by one Board of Directors, they can only have **one** Organization Profile.

Completing the Organization Profile

To access the Organization Profile, click Organization Profile in the top right hand corner. The Organization Profile is composed of forms organized by categorical tabs:

- **Contact Info** – organization's head office location details

- **Organization Info** – mission statement, organization type

- **Service Locations** – area(s) of the city where core services and programs are provided

- **Core Work** – general and core programs and services

- **Demographics** – population groups that are the focus of core programs and services

- **Governance** – date of the last annual general meeting; list of the Board of Directors

- **Documents** – organization-level documents such as by-laws and letters patent, audited financial statements, etc. This is also where a signed Declaration of Non-Discrimination will be submitted. Not all documents are mandatory for all grant

programs. Refer to your grant program guidelines to ensure you have submitted all required documents.

Updating the Organization Profile

If changes to the Organization Profile are needed after it has been submitted, click "Edit". Once the updates have been made, click **Save Profile** to return the Organization Profile to submitted status.

7. Finding a Funding Opportunity

Funding opportunities that are currently accepting applications are found on the Home page under the heading *Funding Opportunities*. For each funding opportunity, the deadline date and end time are indicated. There is also a link or button to access the corresponding funding guidelines. To access the application, click the Apply button.

Each application is unique to the funding opportunity. Please consult each funding opportunity's guidelines for more information about the application requirements and timelines.

8. System Requirements

What equipment you will need to access TGRIP?

- High-speed internet access.
- Computer with at least 1.6 GHz processor, 1 gigabyte of memory, and working antivirus software.
- The latest version of one of the following web browsers, with pop-up windows enabled and cache cleared.

PC browser options for PC

- Firefox (Recommended)
  - System requirements: [Windows 7 or higher](#)
  - Latest version: [Download the latest Firefox](#)
  - Pop-ups: [How to allow pop-ups](#)
  - Clear Cache: [How to clear cache](#)
- Chrome (Recommended)
  - System requirements: [Windows 7 or higher](#)
  - Latest Version: [Download the latest Chrome](#)
  - Pop-ups: [How to allow pop-ups](#)
  - Clear Cache: [How to clear cache](#)
- Microsoft Edge (Recommended)
  - System requirements: [Widows 7 or higher](#)
  - Latest version: [Download the latest Edge](#)
  - Pop-ups: [How to allow pop-ups](#)
  - Clear Cache: [How to clear cache](#)

PC browser options for Mac

- Firefox (Recommended)
  - System requirements: [iOS 10.12 or higher](#)
  - Latest Version: [Download the latest Firefox](#)
  - Pop-ups: [How to allow pop-ups](#)
  - Clear Cache: [How to clear cache](#)
- Chrome
  - System requirements: [iOS 10.11 or higher](#)

- Latest Version: [Download the latest Chrome](#)
- Pop-ups: [How to allow pop-ups](#)
- Clear Cache: [How to clear cache](#)

- Microsoft Edge (Recommended)
  - System requirements: [Widows 7 or higher](#)
  - Latest version: [Download the latest Edge](#)
  - Pop-ups: [How to allow pop-ups](#)
  - Clear Cache: [How to clear cache](#)

9. Appendix A: Terms and Conditions

Your organization is responsible for ensuring that the data and/or information shared with the City of Toronto have been collected in a manner that considers confidentiality, privacy and security, and conforms to all applicable laws.

All information your organization provides to the City may be used and disclosed by the City for transparency and accountability purposes, in addition to the following activities:

- Monitoring, evaluating, auditing and reporting on our applicants and grant recipients;
- Conducting research, quality assurance, risk management and data analysis;
- Supporting applicants and grantees to maximize their impact; and
- Supporting learning opportunities through knowledge sharing.

By registering, providing information on your organization, and/or submitting a grant application, your organization represents to the City that all such data and/or information has been collected by your organization in such a manner, and that the City has the permission of your organization and all relevant individuals to collect, use and disclose the data and/or information for the purpose of carrying out our mandate, including the activities described above.

10. Appendix B: SmartSimple Customer Policy

SmartSimple provides the software the City is using for its online grants management system – Toronto Grants, Incentives and Rebates Portal (TGRIP).

Prohibited Uses

As a customer of SmartSimple, you may not use TGRIP to display, store, process or transmit, or permit use of TGRIP to display, store, process or transmit:

a. Material that infringes or misappropriates a third-party's intellectual property or proprietary rights;

b. Obscene, excessively profane material or otherwise objectionable material;

c. Hate-related, bullying or violent material including material advocating discrimination or racial, religious or ethnic intolerance or material advocating or advancing computer hacking or cracking;

d. Material related to phishing or drug paraphernalia;

e. Malicious material;

f. Unlawful software;

g. Malicious code, such as viruses, worms, time bombs, Trojan horses and other harmful or malicious files, scripts, agents or programs; or

h. Material that violates or encourages conduct that would violate any applicable laws, including any criminal laws, or any third-party rights, including publicity or privacy rights.

Prohibited Actions

Customers of SmartSimple may not, and may not allow any third-party, including its users, to:

a. Generate or facilitate unsolicited commercial email (spam). Such prohibited activity includes, but is not limited to:

    i. Imitating or impersonating SmartSimple, another person or his, her or its email address, or creating false accounts for the purpose of sending spam;

    ii. Data mining or harvesting any web property (including any External-Facing Service) to find email addresses or other user account information;

    iii. Sending unauthorized mail via open, third-party servers;

    iv. Sending email to users who have requested to be removed from a mailing list;

v. Selling to, exchanging with, sharing with or distributing to a third-party personal information, including the email addresses of any person without such person's knowing and continued consent to such disclosure; or

vi. Sending unsolicited emails to significant numbers of email addresses belonging to individuals and/or entities with whom you have no pre-existing relationship;

vii. Sending communications or email in violation of applicable anti-spam laws or regulations within your jurisdiction;

b. Send, upload, distribute or disseminate, or offer to do the same with respect to, unlawful, defamatory, harassing, abusive, fraudulent, infringing, obscene, excessively profane or otherwise objectionable material;

c. Intentionally distribute viruses, worms, defects, Trojan horses, corrupted files, hoaxes, or any other items of a destructive or deceptive nature;

d. Conduct or forward multi-level marketing, such as pyramid schemes and the like, or engage in, any unauthorized commercial purpose;

e. Engage in phishing;

f. Generate or facilitate SMS, MMS, or other text messages or push notifications in violation of any applicable laws including anti-spam, telemarketing or telephone consumer protection laws or regulations within your jurisdiction;

g. Use of the External-Facing Services in any manner that violates any applicable industry standards, third-party policies or requirements that SmartSimple may communicate to its users, including all of the applicable guidelines published by accepted industry associations, carrier guidelines or other industry standards within your jurisdiction;

h. Transmit material that may be harmful to minors;

i. Illegally transmit another's intellectual property or other proprietary information without such owner's or licensor's permission;

j. Impersonate another person, entity or SmartSimple (via the use of an email address or otherwise) or otherwise misrepresent themselves or the source of any email;

k. Violate the rights (such as rights of privacy or publicity) of others;

l. Promote or encourage illegal activity;

m. Interfere with other users' enjoyment of an External-Facing Service;

n. Engage in activity in connection with illegal peer-to-peer file sharing;

o. Engage in or promote gambling, or run a gambling operation;

p. "Mine" bitcoins and other cryptocurrencies;

q. Sell, distribute or export prescription drugs or other controlled substances;

r. Sell, distribute or promote drug paraphernalia;

s. Access (including through any interfaces provided with an External-Facing Service), any SmartSimple product or service, or other service or website, in a manner that violates the terms for use of, or access to, such service or website;

t. Operate an "open proxy" or any other form of Internet proxy service that is capable of forwarding requests to any end user or third-party-supplied Internet host;

u. Perform significant load or security testing without first obtaining SmartSimple's written consent;

v. Remove any copyright, trademark or other proprietary rights notices contained in or on the Service or reformat or frame any portion of the web pages that are part of the Service's administration display;

w. Access a third-party web property for the purposes of web scraping, web crawling, web monitoring, or other similar activity through a web client that does not take commercially reasonable efforts to identify itself via a unique User Agent string describing the purpose of the web client and obey the robots exclusion standard (also known as the robots.txt standard), including the crawl-delay directive; or

x. Use the External Facing Service in any manner that would disparage SmartSimple.