# **USER GUIDE**

HOW TO NAVIGATE DIALOGUE

2025



# TABLE OF CONTENTS

GENERAL INFORMATION AND ENROLMENT	3
BEFORE YOU START	
DIALOGUE ACCOUNT CREATION	4
CREATE AN ORGANIZATION	6
ADD MEMBERS TO AN ORGANIZATION	8
DESIGNATE AN ADMINISTRATOR TO AN ORGANIZATION	9
MODIFY A MEMBER'S PERMISSIONS	10
HOW TO SUBMIT AN APPLICATIONSUBMIT AN APPLICATION	
COMPLETE APPLICATION	12
MANAGING TASKS AND COMMUNICATING WITH TELEFILM	
REQUEST INFORMATION TASK	16
COMPLETE APPLICATION TASK	17
HOW TO SET UP THE DIRECT DEPOSIT	20
TELEFILM CONTRACT SIGNATURE	
CONTRACT SIGNATURE	
PROJECT CHANGES POST CONTRACTING	
APPLICATION CHANGES	
AMENDMENT	30
HOW TO FULFILL CONDITIONS	
FULLFILL CONDITIONS	32
MILESTONES FOLLOW-UP NOTIFICATION	34
PAYMENT CONFIRMATION	37
ΕΙΝΔΙ ΕΥΔΙΙΙΔΤΙΟΝ	39

# **GENERAL INFORMATION AND ENROLMENT**

#### Welcome to the Dialogue User Guide!

All Telefilm programs are administered via Dialogue, an electronic platform that is **accessible from all electronic devices** and that centralizes all tasks and communications related to the application process.

Use this guide to learn the basic step-by-step instructions to help you navigate the Dialogue platform.

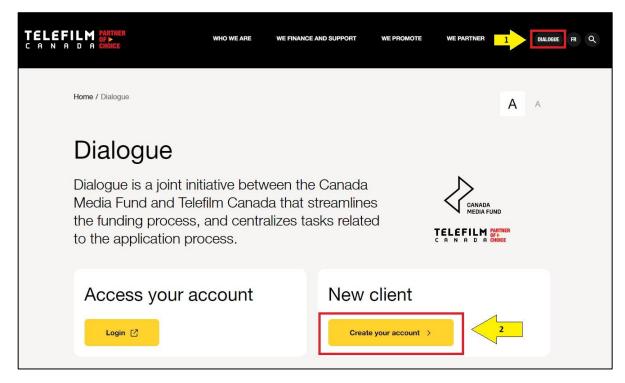
#### **BEFORE YOU START**

- You will require a **Dialogue account** in order to submit an application. You will also need to create an **Organization** in Dialogue in order to submit an application.
- For Enrolment questions and technical support please email <a href="mailto:enr@telefilm.ca">enr@telefilm.ca</a>.
- When you contact <a href="mailto:enr@telefilm.ca">enr@telefilm.ca</a> for support, always provide your email, your full name and the full name of your organization. You can expect a response within 24 hours, however, in order to avoid potential delays or missed deadlines, please plan to start the enrolment process a few days prior to submitting your application.
- ▶ When you deal with Telefilm's services regarding Enrolment support, always answer to the existing email you received from <a href="mailto:enrollefilm.ca">enr@telefilm.ca</a> rather than sending a new request. This ensures continuity of support on your issue or request.
- When creating a new Organization in Dialogue, always provide the name exactly as it appears on the incorporation documents.
- Once an Organization has been created, any Member of the Organization can submit an application on behalf of the Organizations or work on existing applications related to the Organization.
- You will receive email notifications from Dialogue. Dialogue notifications are not SPAM. Please contact <a href="mailto:enr@telefilm.ca">enr@telefilm.ca</a> when you are hesitant.
- If you have questions concerning the application process, your file status, or general funding information please contact us at <a href="mailto:coordination@telefilm.ca">coordination@telefilm.ca</a>.

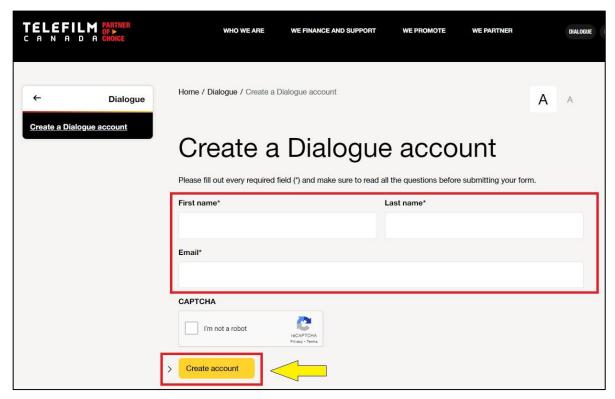
USER GUIDE: HOW TO NAVIGATE DIALOGUE Page 3

#### **DIALOGUE ACCOUNT CREATION**

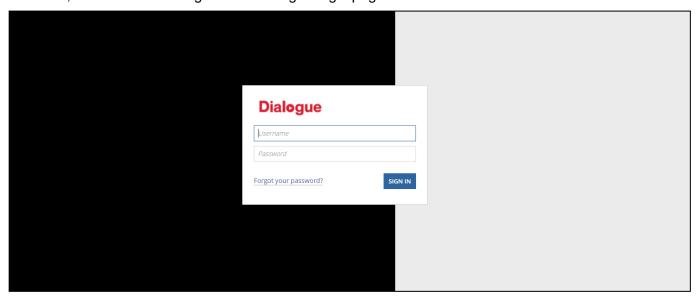
▶ To create a Dialogue account, go to Telefilm Canada's website, under Dialogue. Click on Create an account:



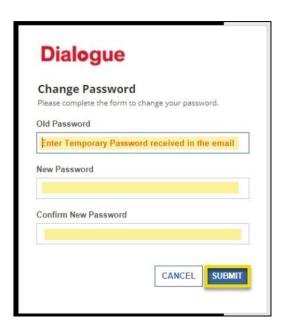
▶ Fill out the first name, last name, and email fields. After acknowledging that you are not a robot, click on **Create Account**:



An email will be sent to you with an activation link and temporary password. When you receive the email, click on the link to go to the Dialogue login page



▶ On the login page, enter your **email address** as **username** and the temporary password that was sent to you by email. You will be prompted to choose a new password.



Once you have logged in to your account, go to the Tasks menu to complete the task and Accept the Terms and Conditions.

Enrolment questions and technical support – please email enr@telefilm.ca

#### **CREATE AN ORGANIZATION**

- To be able to submit new applications or work on existing applications, you will need to either create a new organization or be added as a member to an existing organization by the administrator of that organization.
- ▶ To add a new organization in Dialogue, go to the **Actions** menu of your Dialogue account and select the option **Create an Organization**:

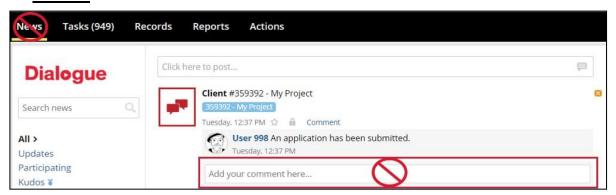


- ▶ Fill in the requested information and click on **Submit**. Once that is done, you will be a member of the organization.
- If you would like to be added as a member to an organization that already exists in Dialogue you can contact the administrator of the organization and ask them to add you as a member.
- ▶ **Note** You can be a member of multiple organizations with the same member account/username.

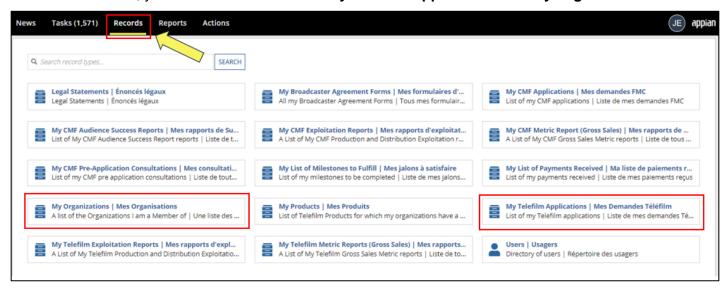
You will not be able to submit an application unless you have an Organization in your account.

#### QUICK TIPS ONCE YOUR ORGANIZATION IS SET UP IN DIALOGUE

DO NOT use News to communicate with us:



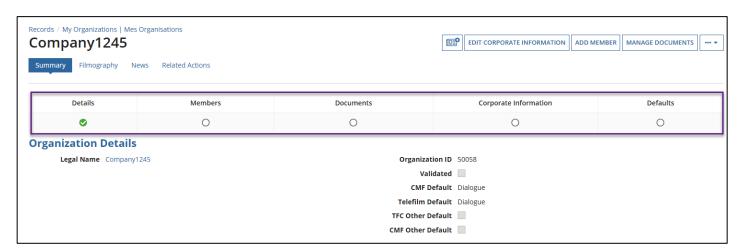
▶ Under Records, you will find folders such as My Telefilm Applications and My Organizations:



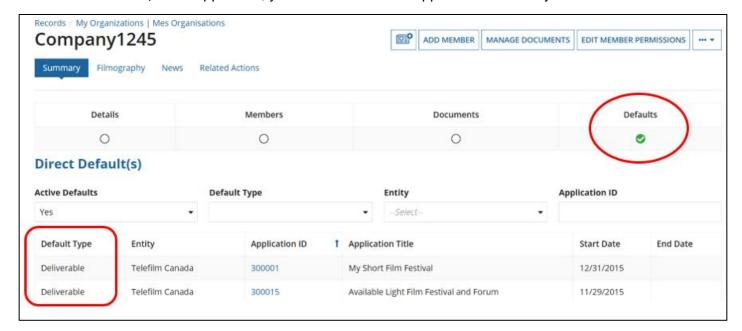
▶ Once in My Organizations, click on the Legal Name to open the Organization profile:



Select Details, Members, Documents, Corporate Information or Defaults to see the information related to those sections:



Under Defaults, when applicable, you will see the list of Applications currently in Default:



### **Default Quick Tips**

- For Deliverables Defaults: Contact your Program Agent or Analyst
- ▶ For Exploitation Reports: Follow the step on the guide on our website
- ► For Dollar Defaults and Other Defaults: Please email the Compliance & Collection Department at this address: <u>cc-cr@telefilm.ca</u>

#### ADD MEMBERS TO AN ORGANIZATION

- The administrator of an organization (or the member who created the organization if there is not yet an administrator for the organization) can add other members to the organization. To do so, they can follow the steps below:
  - 1) The administrator (or creator) of the organization logs in to their Dialogue account.
  - Go to the menu Records/My Organizations and click on the company name to open the organization profile.
  - 3) Click on Add member at the top right of the organization profile.



4) Add the new member's email address and click on **Submit** 

- a. If the newly added member already has a Dialogue member account, they will receive a task to **Confirm their association to the organization**. Once they have completed that task, they will be a member of the organization and can work on existing applications and/or submit new applications on behalf of the organization, OR
- b. If the newly added member doesn't already have a Dialogue member account, they will first receive an email with an activation link and temporary password. Once they have activated their account and completed the task to accept the terms and conditions of use for the account, they will then receive the task to confirm their association to the organization.

**Note:** If an administrator would like to add more than one member to their organization or add a member to more than one organization, they will need to repeat the above steps for each organization and each member individually.

#### DESIGNATE AN ADMINISTRATOR FOR AN ORGANIZATION

- The task to request an administrator role is automatically sent to the member(s) of an organization when a project is moved to recommended status.
- If a member needs to be **designated as administrator** of their organization before the automatic task is sent or if an organization would like to designate more than one administrator or change administrators for their organizations, they can contact the enrolment team and request to have the task sent to them.

To do so, you can email the enrolment team at <a href="mailto:enrolled the member">enr@telefilm.ca</a> and in the message please specify the name of the organization(s) as well as the name and email address of the member(s) to be designated as administrator.

- The Enrolment team will send the task to "Request administrator role" to the members as requested. This task must be completed and submitted by the member who is assigned to the task. A member cannot submit the administrator task on behalf of another member.
- ▶ To be designated as administrator the member will need to:
  - 1) Complete and submit the task to request administrator role: In the task the member will be asked to attach the 2 following documents:
    - a. The complete incorporation documents which include a list of directors/officers for the organization.
    - b. The fully executed certificate of authorization signed by a director/officer of the organization. The template for the certificate of authorization is available to download via the link provided in the task.
  - 2) Once the task to request an administrator role has been received and validated by the Enrolment team
    - a. If the member already has a verified member account, the administrator rights will be assigned to them right away.
    - b. If the member doesn't already have a verified account, they will need to complete the identity verification step before the administrator rights can be assigned to them. The identity verification task is the last step in the administrator designation process. The identity

verification must be completed by all members who wish to become administrator of their organizations in Dialogue.

When the Enrolment team receives confirmation from Sterling Backcheck that the identity verification has been completed successfully, the identity verification task is approved in Dialogue and the administrator rights are assigned to the member.

#### **MODIFY A MEMBER'S PERMISSIONS**

- In certain cases, an administrator may want to modify their members permissions for certain types of activities without giving them full administrator access to the organization.
- To modify a member's permissions, the administrator can follow the steps below:
  - 1) Go to the menu **Records/My organizations** and click on the company name to open the organization profile.
  - 2) In the organization profile, click on "Edit Member Permissions" at the top right.
  - 3) In the Edit Permissions tool, select the member to be modified by clicking on the small box to the left of the line with the member's name. The member's current permissions will be displayed.
  - 4) The administrator can select the level of permissions from the dropdown menu for each category of permissions and click on "Save change".
  - 5) The steps will need to be repeated for each member/organization to modify.

# **HOW TO SUBMIT AN APPLICATION**

- Prior to submitting your application, please make sure to familiarize yourself with the Telefilm Guidelines, Essential Information Guide, List of Required Documents, and Resources available on the Telefilm website.
- All downloadable Telefilm forms and templates required at application stage are also available on the <u>Telefilm website</u>.
- Before submitting your application, make sure to print a copy (or print to PDF). Once submitted, the application form will no longer be available as it will be under evaluation.

#### SUBMIT AN APPLICATION

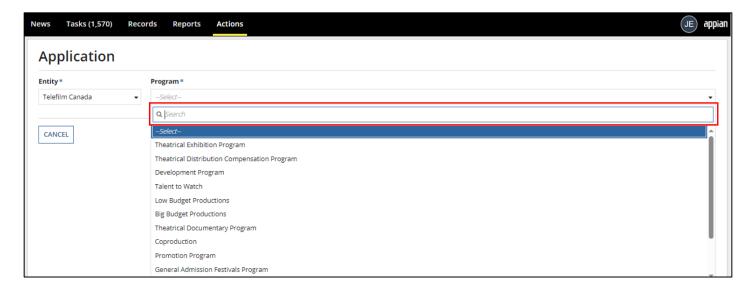
In Dialogue, go to Actions and choose Submit an Application:



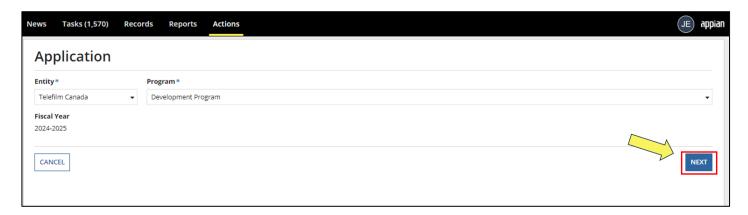
Select the Telefilm Canada entity:



Select the Program to which you are applying from the drop-down menu:



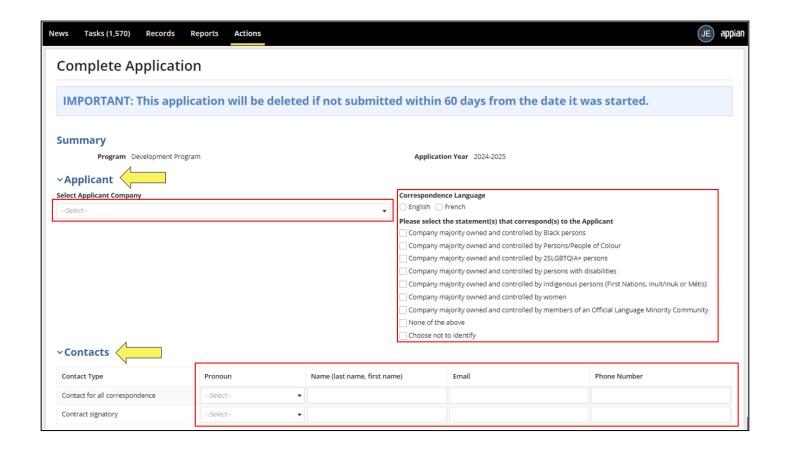
Click NEXT:



#### **COMPLETE APPLICATION**

**NOTE:** An application will be deleted if not submitted within 60 days from the date it was started.

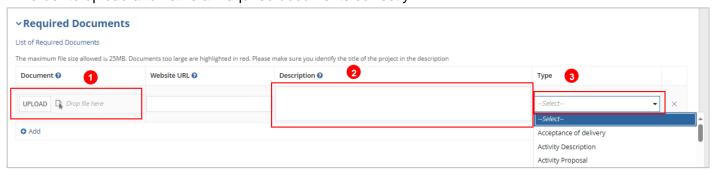
- In the Applicant section, select the applicant's company, the correspondence language, and respond to the questions regarding the applicant company.
- In the **Contact** section, add the contact information for the contact for all correspondence and contract signatory. Please ensure that the contact is a member of the applicant company (see **My Organizations** to confirm).



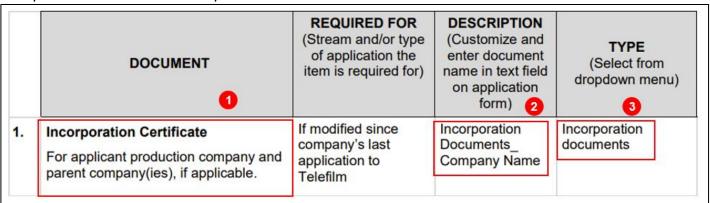
- ▶ Each Program has different required information and thus different fields to complete. Complete all the fields and drop-down menu selections, where applicable.
- ▶ In the Required Documents section, click on the List of Required Documents link to see the checklist. Click +Add to upload a required document.



▶ Click Upload to add a document, then add a Description and select the Type of document from the drop-down menu. The Website URL field is optional. Please refer to the List of Required Documents in order to upload and name all required documents correctly.



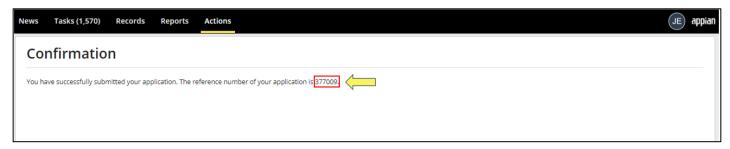
#### Required Documents List example:



- Please ensure to upload ALL the Required Documents.
- Upload each required document separately.
- You will **not** be able to delete documents from an application once they've been submitted. Please identify outdated documents as <u>DO NOT USE</u> in the Description column.
- ▶ <u>IMPORTANT:</u> Applicants must use the Telefilm Canada templates provided on our website. Failure to upload all the required documents or to use the templates provided could result in the application being disqualified. If you have any questions, please contact coordination@telefilm.ca
- ▶ When the application form is finalized, please read the **Applicant Statements** by clicking on the link and check the box to acknowledge that you have read them. Click **SUBMIT**:

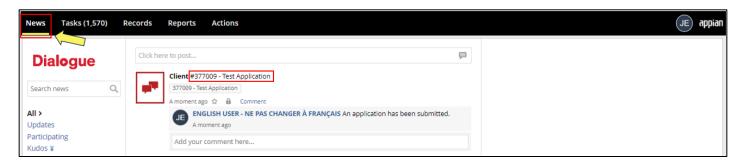


A confirmation that the application has successfully been submitted will appear. Your **confirmation number** will appear at the top of the page:



If you do not see the message confirming that the application was successfully submitted, this means that errors or incomplete fields remain (scroll up and look for the section(s) in red). Correct the errors and incomplete fields and click Submit again.

► The application number will appear under News and will be available for reference under Records -My Telefilm Applications.



# MANAGING TASKS AND COMMUNICATING WITH TELEFILM

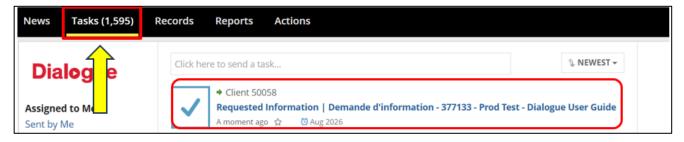
- Your Program Agent or Analyst will initiate a communication with you once they have reviewed the submitted application.
- If you would like to contact us and are unsure of your Program Agent or Analyst's name and email address, please email: <a href="mailto:coordination@telefilm.ca">coordination@telefilm.ca</a>
- **DO NOT USE NEWS**. Communication between you and the Program Agent or Analyst should be done, whenever possible, via Dialogue, through **Tasks** and **Notifications**.
- Communication via the task **Request Information** allows the Program Agent or Analyst to send you a list of questions. You will have to respond to each of the questions.
- Communication via the task **Complete Application** allows the Program Agent or Analyst to send you a message with unlocked section(s) of the application.

**NOTE** - You will not be able to write a message back to the Program Agent or Analyst, but you will be able to revise the unlocked application section(s) and upload required documents.

Both **Request Information** and **Complete Application** tasks should be completed in tandem when possible since the Program Agent or Analyst cannot continue their analysis when a task is with you.

#### REQUEST INFORMATION TASK

Under Tasks, you will receive a task Request Information similar to this one below:

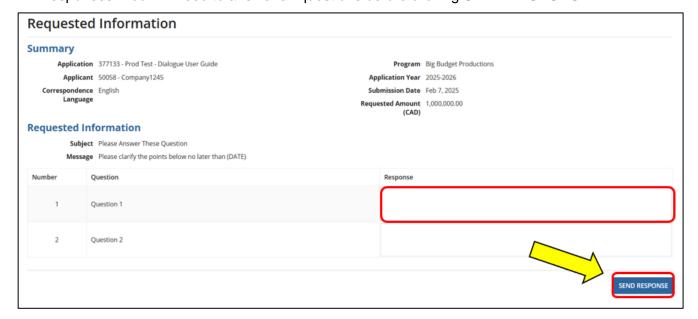


You must first ACCEPT the task.



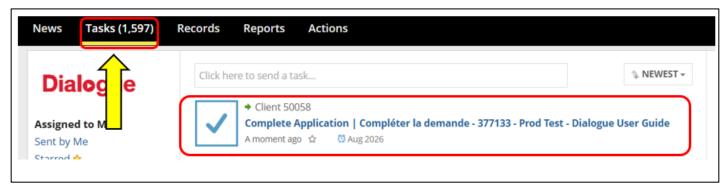
USER GUIDE: HOW TO NAVIGATE DIALOGUE

On this window, you will notice under Requested Information, the Subject and Message from the Program Agent or Analyst. Underneath, you will have a list of questions and blank boxes for your responses. You will need to answer all questions before clicking SEND RESPONSE:



#### COMPLETE APPLICATION TASK

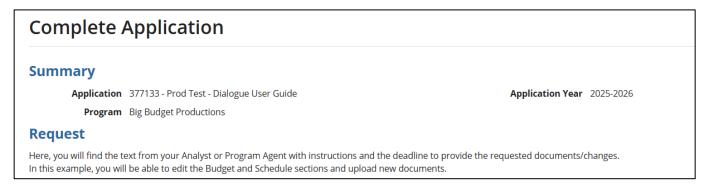
If an application revision or additional documents are required, the Program Agent or Analyst may send you the Task **Complete Application**:

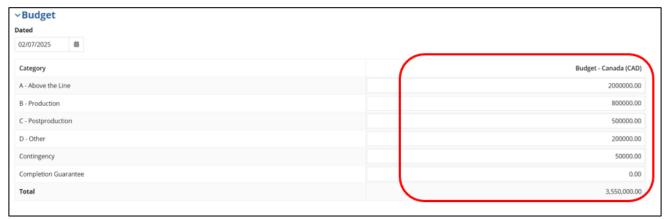


▶ Through this Task, the Program Agent or Analyst will have sent you a Request to revise certain section(s) of the Application. You must first **ACCEPT** the task.

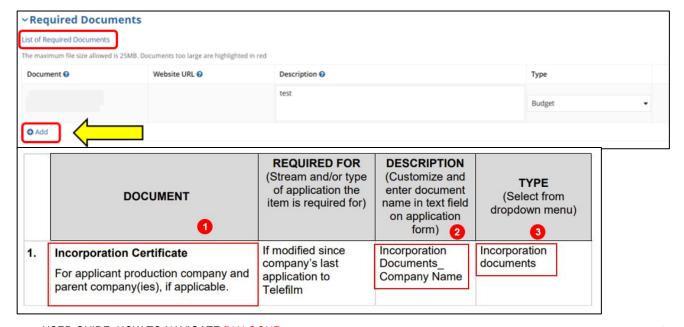


If the Program Agent or Analyst requires an application update, the **Project** section will be unlocked, and you will be able to edit the appropriate field.





- If the Program Agent or Analyst requires revised document(s), the section **Required Documents** will be unlocked, and you will be able to upload them.
- Click +Add to begin uploading a document
- Please refer to the List of Required Documents in order to upload and name all required documents correctly.



- Please ensure to upload ALL the Requested Documents by your Program Agent or Analyst.
- Upload each required document separately.
- You will **not** be able to delete documents from an application once they have been submitted. Please identify outdated documents as <u>DO NOT USE</u> in the Description column.
- <u>IMPORTANT:</u> Applicants must use the Telefilm Canada templates provided on our website. Failure to upload all the required documents or to use the templates provided could result in the application being disqualified. If you have any questions, please contact coordination@telefilm.ca
- Check the box in the Statement section then click SUBMIT:



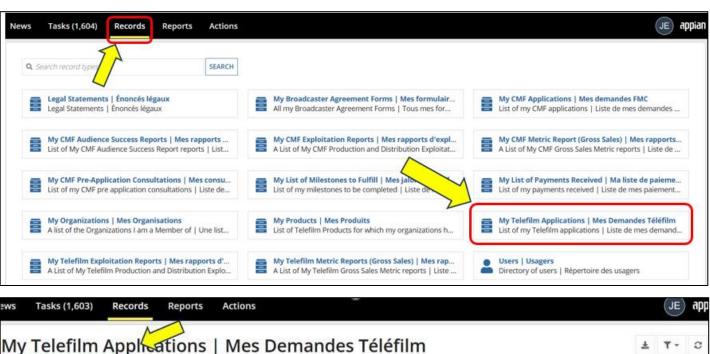
Once the page has been successfully submitted, the screen will disappear, and you will end up back at your list of tasks. (If that does not happen, scroll up and carefully scan for red borders or text that indicate that additional information is required.)



Once you click SUBMIT, the Program Agent or Analyst will receive a notification letting them know you have revised the application and submitted the required documents.

# **HOW TO SET UP THE DIRECT DEPOSIT**

- ▶ The Direct Deposit option will appear once the status of your project is at Recommended. You will also receive a Note task from your Program Agent or Analyst asking you to set up the direct deposit.
- Applicant(s) must have a bank account (Canadian dollars) with a financial institution located in Canada.
- Direct deposit applications for projects that involve more than one applicant must be authorized by all applicants.
- IMPORTANT Please ensure your company name and address appear in block letters on the void cheque and that the company name and address on the cheque matches the company name and address attached to this Dialogue application. If you do not have a cheque, you may submit a bank statement or letter from your financial institution that specifies the account number, transit number and financial institution number.
- When the direct deposit request is submitted, your request goes directly to our Accounting department. Someone will be in touch with you if there are changes/corrections needed.
- ▶ Direct Deposit must be set up for **each** successful application.
- Under Records, choose My TELEFILM Applications and search for the project using the project name or number:



PROGRAM AND

Language

Status

USER GUIDE: HOW TO NAVIGATE DIALOGUE

SEARCH

Program

STATUS Any

Search My Telefilm Application

Application Number - Title

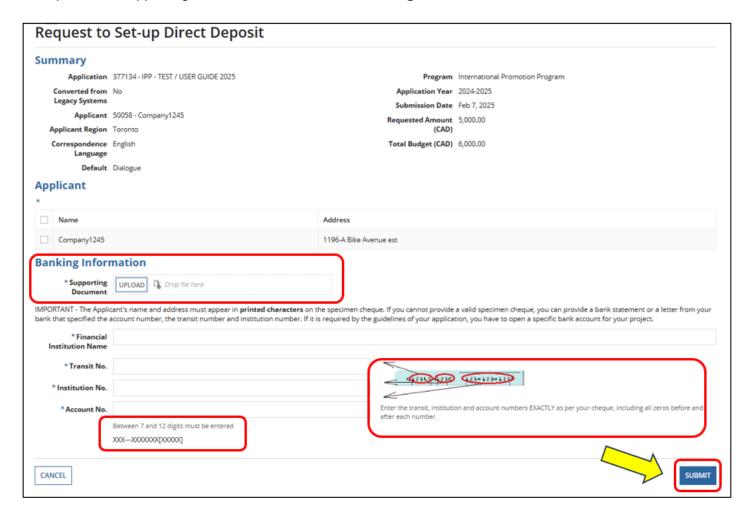
FISCAL YEAR Any

Fiscal Year

Select DIRECT DEPOSIT and follow the instructions:



Upload the supporting document and fill out the Banking Information then click SUBMIT:



- You may modify your Direct Deposit application when required by going under Records, choosing My Telefilm Applications and searching for the project using the project name or number.
- In the application's menu, select **Related Actions**, then **Direct Deposit**. Select **Modify**
- Note: You cannot edit the direct deposit while its status is still "In progress".





# **TELEFILM CONTRACT SIGNATURE**

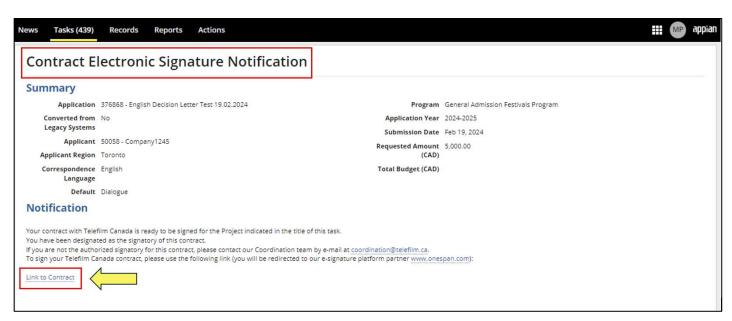
- Should you require the creation of a single purpose company, it is highly recommended to do so <u>before</u> contracting. **NOTE** the process of implementing the change to a single- purpose company post-contract is lengthy.
- ▶ The Telefilm Contract should never be modified by the Client.
- The Contract must be signed by the contract signatory listed on the application.

#### **CONTRACT SIGNATURE**

- Once the Telefilm Contract is ready for your signature, the contract signatory who was listed in the application will receive the task Contract Electronic Signature Notification in Dialogue, and will simultaneously receive an email entitled Contract Electronic Signature Notification.
- ▶ Click the Link to Contract in the email OR open the task in Dialogue and click Link to Contract:







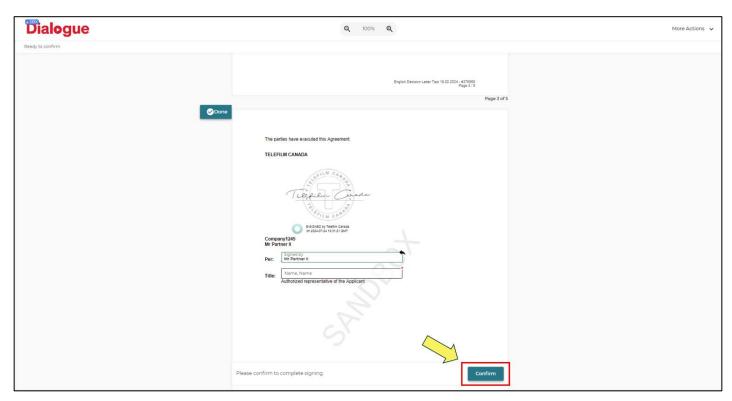
You will be redirected to our e-signature platform partner, www.onespan.com, which will display the Telefilm Contract.



Once you have read the Contract, navigate to the signature page, fill out the Title field, and then click Sign.



▶ The name of the contract signatory will now appear on the signature line. Click **Confirm**:



You will see a screen thanking you for signing the Contract and giving you the option to either Review the signed Contract, Download the signed Contract, or Exit.



Once the Contract has been approved by Telefilm, you will find it by going to Records -> My Telefilm Applications, click on the application in question, go to the Summary section, and scroll down to Letters and Agreements:





# PROJECT CHANGES POST CONTRACTING

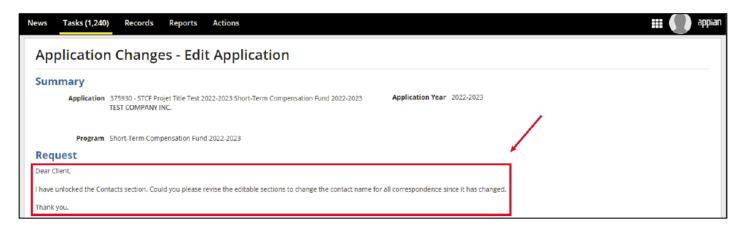
- Once the Telefilm Contract is signed, the application is locked.
- Please contact your Program Agent or Analyst via email to alert them of changes. Provide them with a summary of significant changes and they will inform you of what is needed in order to proceed.
- If you would like to contact us and are unsure of your Program Agent or Analyst's name and email address, please email coordination@telefilm.ca for assistance.

#### **APPLICATION CHANGES**

Depending on the nature of the proposed changes, your Program Agent or Analyst may choose to return the application form to you so that you may update your application details and/or provide additional documentation. If that is the case, you will receive a task **Application Changes – Edit Application**:



▶ Click **ACCEPT** and follow the instructions from the Program Agent or Analyst's **Request**:

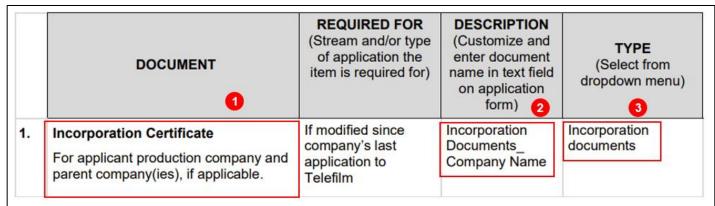


If the Program Agent or Analyst requested more documents, scroll down to the Required Documents section and click +Add to begin uploading. You can click on the List of Required Documents link to see the checklist.



Click Upload to add a document, then add a Description and select the Type of document from the drop-down menu. The Website URL field is optional. Please refer to the List of Required Documents in order to upload and name all required documents correctly.



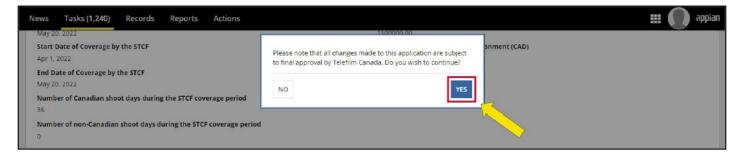


- Please ensure to upload ALL the Required Documents.
- Upload each required document separately.
- You will not be able to delete documents that were submitted previously. Please identify outdated documents as <u>superseded</u> in the Description column. For example: "Marketing Plan\_Date (superseded)"
- ▶ IMPORTANT: Before submitting your application, make sure to print a copy (or print to PDF). Once submitted, the application form will no longer be available as it will be under evaluation.

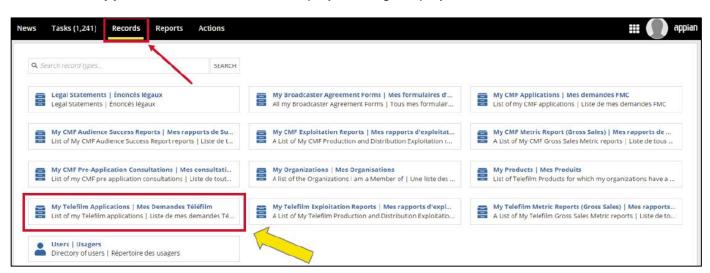
When the application form is finalized, please read the Applicant Statements by clicking on the link and check the box to acknowledge that you have read them. Click SUBMIT:



Then select YES:



- Once the page has been successfully submitted, the screen will disappear, and you will end up back at your list of tasks. If that does not happen, scroll up and carefully scan for red borders or text that indicate that additional information is required.
- Until changes have been approved, the application details that will appear in your file will be the details given in your original Telefilm Contract.
- Should you wish to see whether changes have been approved or not, go under Records, choose My Telefilm Applications and search for the project using the project name or number:



When you look at the Summary view of your application, you will see that project details have been updated.

#### **AMENDMENT**

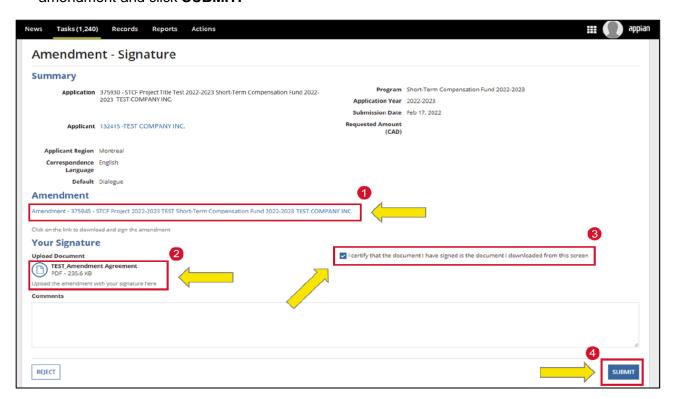
Depending on the nature of the changes to your application, it may be necessary for your Program Agent or Analyst to issue a Telefilm Amendment Agreement. If so, under **Tasks**, you will receive the task **Amendment – Signature**:



Open the task and click ACCEPT:



▶ Click on the Amendment link to open the Telefilm Amendment. Once you have read the Telefilm Amendment, sign it, and upload the fully executed copy. Click the box to certify that you have read the amendment and click **SUBMIT.** 



- NOTE: The amendment has to be signed by the contract signatory listed in the application. If the amendment has been modified or signed by someone other than the contract signatory listed in the application, it will be rejected by the Program Agent or Analyst.
- Once the Telefilm Amendment has been approved by Telefilm, you will find it by going to Records > My Telefilm Applications, click on the application in question, go to the Summary section, and scroll down to Letters and Agreements:





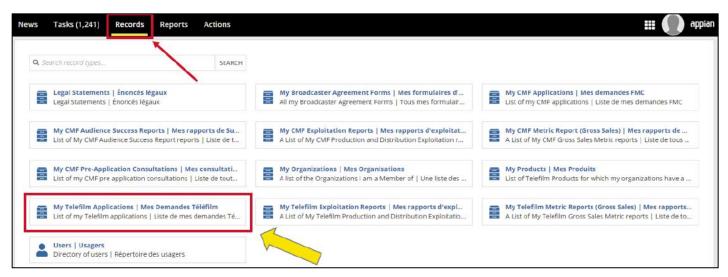
When you look at the Summary tab of your application, you will see that the applicable details have been updated.

# **HOW TO FULFILL CONDITIONS**

- Submission of deliverables can only be done once the Telefilm Contract or Amendment has been signed.
- Since there are no more Tasks generated once the Telefilm Contract is fully executed, it is up to you to initiate the submission of the conditions.
- The deadline to provide your deliverables can be found in your financing contract or in the **Milestones** tab of your application. If you do not provide the required deliverables by the due date, your organization will appear in deliverable default; this could affect the process on your other ongoing and future applications.
- IMPORTANT: It is recommended that you click Refresh each time you go into the FULFILL CONDITIONS page.

#### **FULLFILL CONDITIONS**

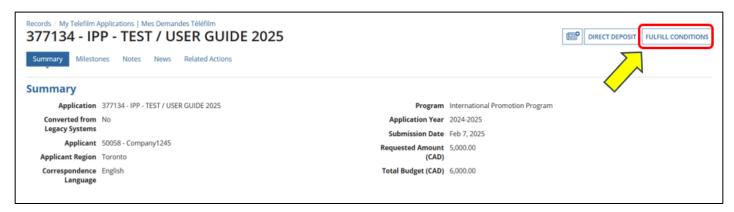
Once you have submitted the fully executed Telefilm Contract, go under Records and choose My Telefilm Applications and search for the project using the project name or number:



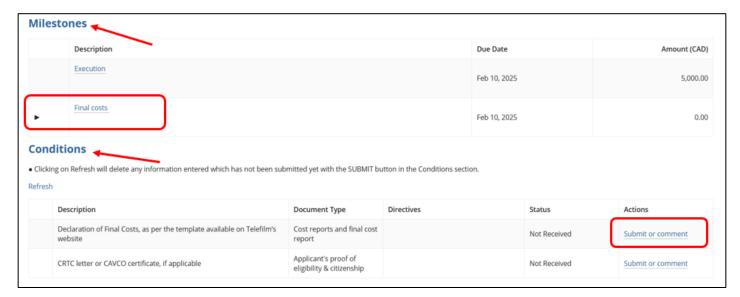


**USER GUIDE: HOW TO NAVIGATE DIALOGUE** 

Select Fulfill Conditions:



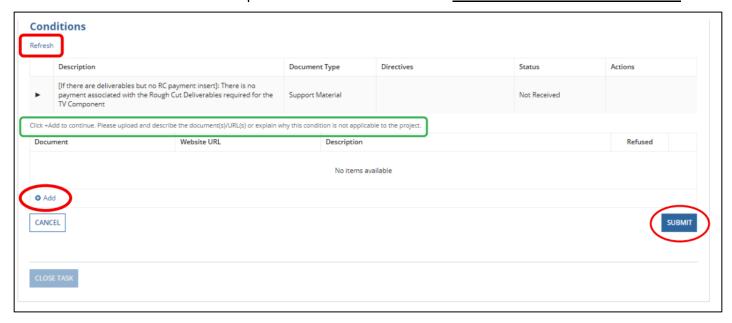
Select the **Milestone** for which you would like to submit deliverables. Scroll down to **Conditions** for a list of deliverables for that Milestone. To the right of each deliverable, choose **Submit or comment**:



#### <u>Uploading Multiple Documents for a Single Condition</u>

- In order to upload multiple documents to satisfy a single condition (ex: two separate insurance certificates or multiple director or writer agreements), you must upload each document separately, by clicking **+Add**.
- IMPORTANT: Click Submit only once all the documents for a single deliverable have been uploaded. If you click Submit after uploading a single document, you will not be allowed to upload more documents, and you may get an error message.
  (To rectify this, your Program Agent or Analyst will have to Refuse the document in order for you to submit further documents.)

- ► IMPORTANT: It is recommended that you click Refresh each time you go into the Fulfill Condition page.
- ▶ Upload each document separately, by clicking **+Add**. Repeat the same process for all conditions.
- **DO NOT** submit links that will expire. The documents submitted <u>must be available to us at all times.</u>

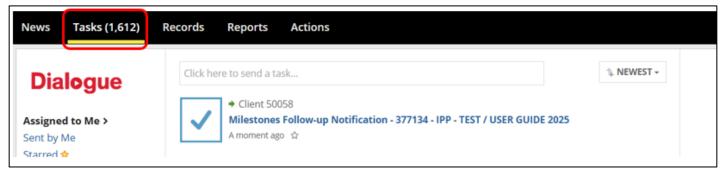


- If after selecting **Submit**, you would like to provide deliverables at a later date <u>for another Milestone Condition</u> (for example, in the event that additional deliverables are only available for you to submit later), then you may do so by choosing **Fulfill Conditions** once again.
- Note: So long a specific condition's status is at Received, you will not be able to add additional deliverables for that Condition. In order to add deliverables to a Condition at Received, you will need to ask your Program Agent or Analyst (via email) to view and refuse the submitted deliverable.

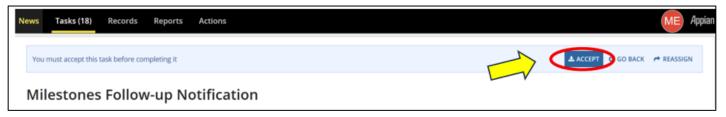
If you are unsure of their email, you can contact us at coordination@telefilm.ca

#### MILESTONES FOLLOW-UP NOTIFICATION

Whenever your Program Agent or Analyst reviews and refuses submitted documents, under Tasks, you will receive a Milestones Follow-up Notification.



Open the Notification and click Accept



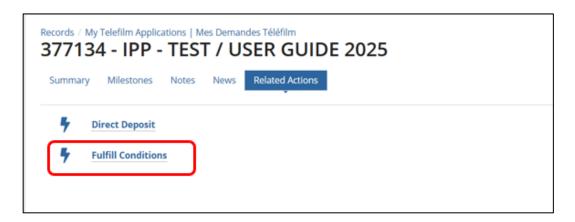
You will notice the status of the analysis and additional comments from the Program Agent or Analyst:



▶ To complete the task, click on the blue link Update Conditions:



▶ This page will open, and you will be able to select **Fulfill Conditions** again:



- ▶ **IMPORTANT**: It is recommended that you click Refresh each time you go into the fulfill condition page.
- You will notice the Program Agent's or Analyst's directive and will be able to **Submit or comment**.
- ▶ Once done, remember to click CLOSE TASK.

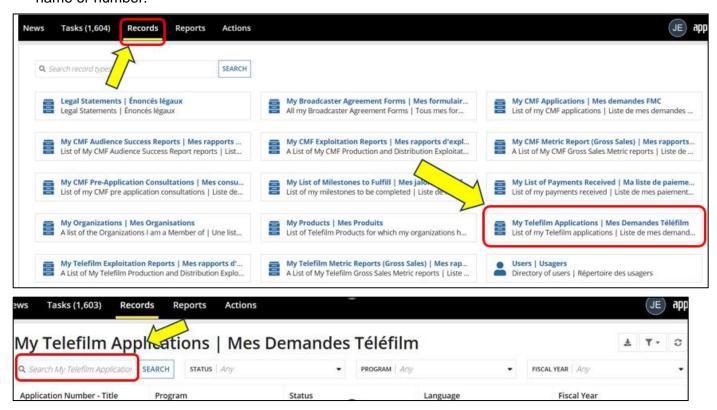


When finished, go back under your Tasks and click CONFIRM to close your Notification.

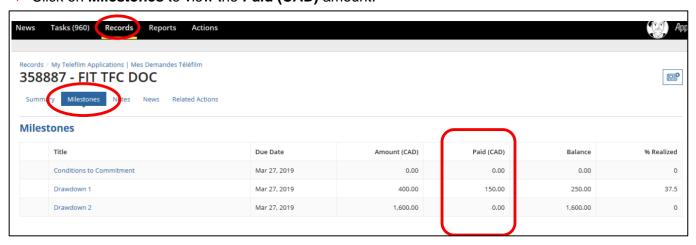


# **PAYMENT CONFIRMATION**

- Please note that it may take up to 5 business days before you see the Telefilm payment in your account.
- If the payment is assigned to an **interim financier** and paid by cheque, it may take **up to 10 business days**.
- Under Records, choose My TELEFILM Applications and search for the project using the project name or number:



▶ Click on Milestones to view the Paid (CAD) amount:



#### **FINAL EVALUATION**

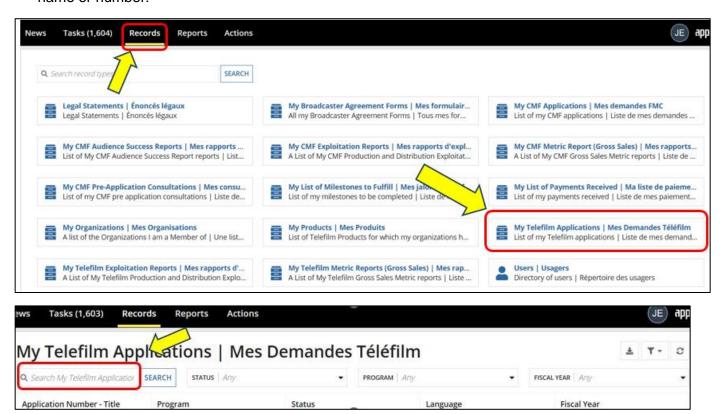
- ► The final evaluation process begins with the submission of deliverables for your final drawdown. Follow the section How to Fulfill Conditions.
- If you would like to contact us and are unsure of your Program Agent or Analyst's name and email address, please visit the <u>Telefilm website</u> for our contact information.
- If your final drawdown includes a payment, validate that the direct deposit information is up to date.
- The evaluation process may take some time; files are reviewed in the order in which they become complete.
- Note: Not all Telefilm programs require the Final Evaluation step to complete a file.
- Once the Final Cost deliverables have been submitted as shown in the step <u>How to Fulfill</u> <u>Conditions</u>, your Program Agent or Analyst will review documentation from a preliminary standpoint for consistency and completeness. They may request further or revised documentation, in which case you will receive <u>a task</u> with the request.
- Once your Program Agent or Analyst feels closing documentation is sufficient to allow for a full review of the project, you will receive the task Final Evaluation – Edit Application:



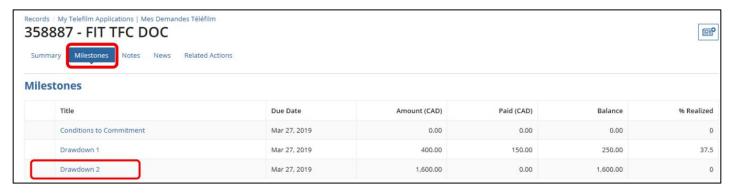
Accept the task and update the application fields according to the final details of the project. Update the form systematically ensuring final project details are consistent with documentation you provided in the Fulfill Conditions step.

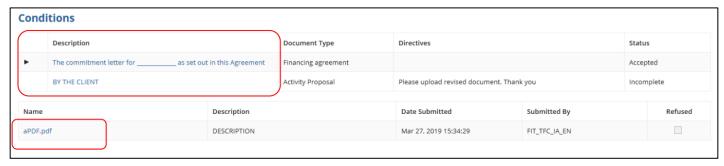


Should you wish to consult the documents that you provided in Fulfill Conditions, open a new tab, go under Records and choose My Telefilm Applications and search for the project using the project name or number:



Select the last Milestone, then click on the Description of the relevant deliverable. Scroll down and you will see that the document(s) you submitted for that deliverable are available at the bottom of the page, for you to open:



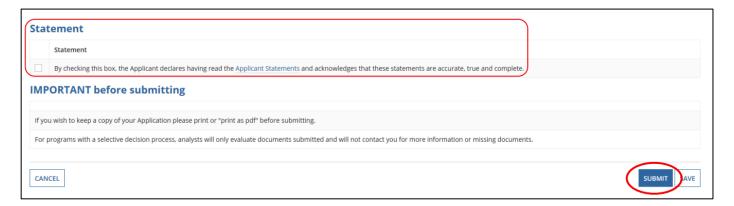


- In the Complete Application screen, complete the Final Costs (CAD) columns in the Financial Structure, Budget/Final Costs, and Related Party Transactions sections, regardless of whether these are changing or not.
  - If the amounts are not changing, input the original amounts. An amount must be entered into in each field in order to save changes and proceed to the next steps.
  - If you discover at this stage that an error was made in any of the documents you submitted, ask your Program Agent or Analyst to go into the system to **Refuse** it. This will change the deliverable's status from **Accepted** to **Incomplete**, and you will be sent a new task to submit the new document through **Fulfill Conditions**.
- ▶ IMPORTANT: Do not upload any documents in the Complete Application screen.



**IMPORTANT:** Until changes have been evaluated and approved by the Program Agent or Analyst, you will not be able to view them. Therefore, please keep a copy of your Application by printing the page or using "print as pdf" before submitting.

Check the Statement box before hitting Submit:

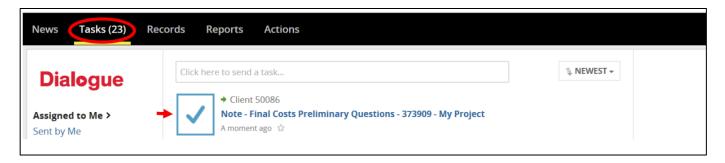


- Once the page has been successfully submitted, the screen will disappear, and you will end up back at your list of tasks (if that does not happen, scroll up and carefully scan for red borders or text that indicate that additional information is required.)
- Until changes have been approved, the project details that will appear in your file will be the details given in your original Telefilm Contract.

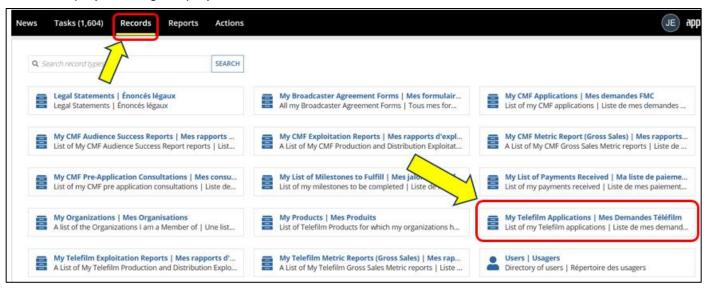
- At this point, your Program Agent or Analyst will proceed with a detailed analysis of the project and may contact you in several ways for further information:
  - Under Tasks, through Milestones Follow-up Notification, if revised documentation is needed (see section on How to Fulfill Conditions):



 Under Tasks, through Note, if your Program Agent or Analyst has specific questions for you (see Managing Tasks and Communicating with Telefilm):



You may go under Records to see the status of your file. Choose My Telefilm Applications and search for the project using the project name or number:



Click on News to see that the changes to the application have been approved. When you look at the Summary view of your application, you will see that project details have been updated.

Records / My Telefilm Applications | Mes Demandes Téléfilm

# 377133 - Prod Test - Dialogue User Guide



- Depending on the approved final costs amount and other elements, it may be necessary for your Program Agent or Analyst to issue a Telefilm Amendment Agreement. If so, under Tasks, you will receive the task Amendment Signature Amendment. Refer to the AMENDMENT section of this guide for how to proceed.
- ▶ Refer to the **PAYMENT** section to see the status of the final payment.