

FAQ – Enrolment Dialogue

(April 12, 2018)

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Question: What is Dialogue? What will happen to eTelefilm?

Answer: Dialogue is Telefilm’s new platform. Completing the application process will be speedier and more intuitive on this paperless, one-stop shop. Eventually, all programs will be available in Dialogue and all individual (Member) and company accounts (Organization) will be created in or migrated to Dialogue. The vision is for all Members to be able to manage their account, their Organizations and their applications directly at all times. The information in this FAQ will help you manage your applications during the transition period.

Question: How do I create an account in Dialogue?

Answer: There are three scenarios for creating a Dialogue account depending on whether, and on which platform, you and your company have existing accounts:

1. **You have an individual user account in eTelefilm.**

You will have to migrate your account from eTelefilm to Dialogue:

- Log into your eTelefilm account.

- Go to the "My applications" tab.
- Under "Create an application", select "Financing application".
- In the first field of the form, select the Promotion program (Note: This will not create an application).
- A message will appear, prompting you to migrate your account to Dialogue.
- When you consent, Dialogue accounts will be set up for you and the main company associated with your eTelefilm account with the following information: address, name, system identification numbers and preferred language.
Note: Before migrating your account, ensure all your information in your eTelefilm account is correct and up-to-date. You will not be able to modify the email address attached to the account after the migration as it will become your unique username for your migrated Dialogue account.

2. You do not have an eTelefilm account and your Organization exists in Dialogue.

The Administrator for your Organization can create a Dialogue Member account for you and add you as a Member of the Organization:

- From the Records section of Dialogue, the Administrator selects (from their Organizations) the Organization to which you should be added as a Member.
- From the Organization profile, the Administrator selects the "Add a member" option.
- They will be prompted to enter your first and last name and your email address.
- You will receive an email asking you to confirm your account and to confirm your association to the Organization to which you were added.

3. You are a new Dialogue Member, your Organization does not exist in Dialogue or eTelefilm and you are applying for any program except Coproduction Recommendation Phase 2 or Festivals and Markets Calls for Entry.

You will need to create a new Dialogue account:

- Go to the Log In page of the Telefilm website.
- Select "Create an account" under the "You are a new client" option.
- You will be redirected to a screen with a list of programs and their corresponding application platform (i.e., eTelefilm or Dialogue).
- Select "Create a Dialogue account" and follow the instructions.

Note: If you wish to apply for Coproduction Recommendation Phase 2 or Festivals and Markets Calls for Entry, you will need to create an eTelefilm account. Follow the instructions above except choose “Create an eTelefilm account”.

Question: How do I submit an application in Dialogue?

Answer: There are three ways to submit your Dialogue application depending on your relationship to the Organization attached to the application:

1. **You have a Dialogue account and you are a Member of the Organization attached to the application:** You will be able to submit an application right away. Simply proceed to the Actions tab of Dialogue and click on “Submit an application”.
2. **You have a Dialogue account and the Organization attached to the application exists in Dialogue but you are not a Member of it:** The Administrator of the Organization will need to associate you as a Member of the Organization.
 - From the Records section of Dialogue, the Administrator selects (from their Organizations) the Organization to which you should be added as a Member.
 - From the Organization profile, the Administrator selects the “Add a member” option.
 - He/she will be prompted to enter your first and last name and your email address.
 - You will receive an email asking you to confirm your association with the Organization.
3. **You have a Dialogue account but the Organization attached to the application is not in Dialogue or eTelefilm:** You will need to create the Organization in Dialogue.
 - Proceed to the Actions tab and click on “Create an Organization”.
 - You will be prompted to enter the legal name, address, etc. for the Organization. (Note: In certain circumstances, the Organization may need to be validated by Telefilm; e.g., in the case of a duplicate.)
 - When this is complete, proceed to the Actions tab and select “Submit an application”.

Question: I migrated my account from eTelefilm to Dialogue but some of the Organizations and/or Applications I had access to in eTelefilm are not appearing in Dialogue. What happened?

Answer: When you migrate your eTelefilm account to Dialogue, only the main company associated with your eTelefilm account is migrated. The other companies also remain in eTelefilm.

Applications submitted in eTelefilm remain in eTelefilm: you will only be able to view and manage them from eTelefilm. Your eTelefilm log-in information will not be impacted when you migrate your account.

If you want to submit an application using a company other than the one migrated in Dialogue, please contact services@telefilm.ca.

Question: When does my Organization need to designate an Administrator?

Answer: You will be able to create Organizations and submit applications without an Administrator. Your Organization will need to have one Administrator designated in the following situations:

- to proceed to contract
- to add Members to an Organization
- to manage the Members' rights and permissions (including access to Organization's documents, applications and exploitation reports)

Question: What is the difference between an Administrator and a Member of an Organization?

Answer: The Administrator is authorized by their Organization to take certain actions in Dialogue on behalf of that Organization.

This includes:

- the management of Members of the Organization (including adding and removing Members)
- the management of Members' rights and permissions regarding the Organization
- the management of the Organization profile

A Member can, depending on the rights given by the Administrator:

- Create new organizations
- Submit applications
- Manage his/her Member profile
- View Organization documents (if authorized)
- Sign contracts (if authorized)
- Manage exploitation reports (if authorized)

Question: How do I become designated as Administrator for my Organization?

Answer: You must be authorized by an officer or director of the Organization to be its Administrator and your Organization must have a positive recommendation on an application or have submitted an application under an automatic program.

To request Administrator role for your Organization:

- Go to “Your Organizations” from the Records tab of Dialogue and select the Organization for which you want to have Administrator role.
- In the Organization profile, select “Request Administrator Role”.
- To complete the task, you will need to submit the following documentation identifying the company and confirming your authorization by the Organization:
 - Incorporation documents (including the list of Officers and Directors)
 - Certificate of Authorization completed and signed by an Officer or Director of the Organization
- Telefilm will review your request.
 - If Telefilm approves your request and if you previously completed your Identity Verification (in eTelefilm or in Dialogue), your Administrator designation is confirmed and your Organization and Member profiles will be updated.
 - If Telefilm approves your request but you have not previously completed your Identity Verification (in eTelefilm or in Dialogue), you will be prompted to complete it. Your Administrator designation will be approved when you successfully complete the Identity Verification step.

Question: What is Identity Verification and why do I have to complete it?

Answer: The Identity Verification process is there to confirm that you are indeed the individual your company has authorized as its Administrator. This is an information security step to protect you, your company and Telefilm and the Canada Media Fund.

You only have to complete your Identity Verification once. A successful Identity Verification is noted in your Member profile and can be used to support Administrator designation requests for multiple Organizations.

To complete the Identity Verification step:

- When your “Request Administrator Role” task has been approved by Telefilm, you will receive a task to complete your Identity Verification (unless you have already successfully completed one in the past).
- The Identity Verification is done by Sterling BackCheck, an external service provider. You will receive an email from Sterling BackCheck with instructions and a link to their website to initiate the process. (Note: If you have questions during the process, please contact services@telefilm.ca. Do not contact Sterling BackCheck.)
- Telefilm will be notified of your Identity Verification result and will update your Member and Organization profile in Dialogue accordingly.