

FAQ – Enrolment Dialogue

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Table of Contents

Question: What is Dialogue? What will happen to eTelefilm?	1
Question: How do I create an account in Dialogue?	1
Question: How do I submit an application in Dialogue?	2
Question: I migrated my account from eTelefilm to Dialogue. Now, in Dialogue, I don't see all the Organizations or Applications I used to have access to in eTelefilm. What happened?	3
Question: When do I need to have my identity verified and be designated as Administrator of my Organization by Telefilm?	3
Question: How to get my Identity verified?	3
Question: How to be designated as Administrator for my Organization?	4

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: During the transition period (until we have everything fully integrated in Dialogue), there are three possible scenarios for creating a Dialogue account:

1. **You already have an account in eTelefilm:** You have to migrate your account from eTelefilm to Dialogue.
To migrate your account from eTelefilm, log into your account on the eTelefilm platform and go to your financing applications. Select the promotion program. A message will appear, prompting you to migrate your account to Dialogue. Once you consent, your information and the information of the main company associated with your eTelefilm account will be migrated to Dialogue. This

information only includes address, name, identification numbers in our other systems and preferred language. You should therefore make sure your account is up to date and make the necessary changes before migrating it. You won't be able to modify the email address attached to the account once you're in Dialogue, as it constitutes your unique user name.

2. Your Organization already exists in Dialogue and you don't have an eTelefilm account:

A colleague who already has a Dialogue account create a new Dialogue account for you and add you to the Organization. This can be done by any colleague who has access in Dialogue to the Organization you want to have access to. To do so, your colleague should go to the Records section of Dialogue and from their Organizations, select the Organization(s) to which you want to be added as a member. In the Organization profile, your colleague should select the "Add a member" option. They will then be prompted to enter your first and last name and your email. You will then receive an email asking you to confirm your account and to confirm your association with each of the Organizations to which you were added.

3. You are a new Dialogue Member and your Organization does not exist in eTelefilm: On the Log In page of the Telefilm website, select "Create an account" under the "You are a new client" option. You will be taken to a second page with a list of programs with the corresponding platform on which you have to apply (eTelefilm or Dialogue). Select the option to "Create a Dialogue account" and follow the instructions that will be presented to you.

Note: If you wish to apply for Coproduction certification or to Festivals and Markets call for entry, follow the instruction to create an eTelefilm account.

Question: How do I submit an application in Dialogue?

Answer: Currently, there are two ways to submit your Dialogue application.

- 1. You have a Dialogue account and are associated with one or more Organization(s) in Dialogue:** 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 but are not associated with an Organization in Dialogue:** You will need to create an Organization or, if your Organization already exists in Dialogue, be associated to it before you can submit an Application. Proceed to the Actions tab to create an Organization. (If the

Organization already exists in any of our systems, the creation will however be refused as you should have migrated your account. See point 2.1) When this is done, proceed to the Actions tab again and select “Submit an application”.

Question: I migrated my account from eTelefilm to Dialogue but now in Dialogue I don't see all the Organizations or Applications which I used to have access to in eTelefilm. What happened?

Answer: When you migrate your eTelefilm account to Dialogue, only the main company associated with your eTelefilm account is migrated.

If you want to apply to a program using another company than the one migrated in Dialogue, please contact services@telefilm.ca. You will need to provide a list of those Organizations.

This also means that if you had applications in eTelefilm, you will be able to consult and manage them on eTelefilm only, using your eTelefilm log in information.

Question: When do I need to request an Identity Verification and be designated as Administrator of my Organization?

Answer: In order to proceed to contract, your Organization will need to have one Administrator designated. However Telefilm will refuse Identity Verification requests unless and until an Organization has received a positive decision regarding a financing application or has applied to an automatic program.

Once you have a positive decision or if you are applying under an automatic program, you can start the Administrator designation process by requesting an Identity Verification. When that step is completed you will be able to request Administrator status for your Organization(s).

Question: How do I complete my Identity Verification?

Answer: To start the Identity Verification process, click on the head icon on the top-right of your screen and select “Profile”. In your Member profile, select “Identity Verification” and follow the instructions.

The Identity Verification is done by a third party (Sterling BackCheck). You will receive an email guiding you through the process, which takes twenty-four (24) hours from the time you have submitted the form with Sterling BackCheck. Once the Identity Verification has been successfully completed, you will be able to “Request Administrator Role” in the Related Actions tab of your Organization profile.

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

Answer: Go to “Your Organizations” in the Records tab of Dialogue and select the Organization for which you want to have Administrator status. In the Organization profile, select Related Actions, just below your Organization’s legal name, and select “Request Administrator Status”. In the next screen, you will need to upload the incorporation documents for your company (including the list of directors and officers) and a Certificate of Authorization, completed and signed by a director or officer of your company.

The Administrator of an Organization is authorized to act on behalf of the Organization in the management, access and use of Dialogue by the Organization, including submitting applications, submitting corporate documents, managing the Organization profile, adding Members to the Organization and signing contracts.