

FAQ – Enrolment

Dialogue

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

Answer: Dialogue is Telefilm's new platform. This paperless, one-stop shop you will find that completing the application process will be speedier and more intuitive. Eventually, all programs will be available in Dialogue and all individual (Member) and company accounts (Organization) will be created in or migrated to Dialogue. When that is the case, all Members will be able to manage their account, their Organizations and their applications directly at all times. The answers in this FAQ should 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 do this, log into your account on the eTelefilm platform and go to your financing applications. Select any program open for applications. This will prompt you to migrate your account to Dialogue. Once you consent, your information and the information of the parent 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.

2. **You don't have an individual account in eTelefilm but your Organization was created in eTelefilm:** the Administrator of the eTelefilm account for your company will have to create you a Member account in eTelefilm. This process will take from 5 to 7 business days. When your eTelefilm account is created, you will be able to migrate it to Dialogue, as described in Scenario 1 above.
3. **You are a new member and your Organization does not exist in eTelefilm:** proceed to the Log In page of the Telefilm website and click on the "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). If the program to which you are applying is currently in Dialogue, you will be guided to create an account in Dialogue; if your program is still in eTelefilm, you will be guided to create an account in eTelefilm.

Question: How do I submit an application in Dialogue?

Answer: Until all our programs and accounts are created in or migrated to Dialogue, there are two scenarios depending on the type of account you currently have in Dialogue.

1. **You have migrated your account from eTelefilm to 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 are a new Member in Dialogue and have never had an eTelefilm account:** You will need to create an Organization and then you will be able to submit an Application. Proceed to the Actions tab to create your Organization. When this is done, proceed the Actions tab again and click on "Submit an application".

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

Answer: The migration includes your individual account information and the information of the parent company (Organisation) in eTelefilm. The linked and single purpose companies are not migrated. The applications and projects in eTelefilm are not migrated either and you will be able to consult and manage them on eTelefilm only, using your eTelefilm log in information.

If you are associated with several different Organizations not related to each other or if you want the single purpose companies available to you in eTelefilm to be migrated in Dialogue, please contact services@telefilm.ca. You will need to provide a list of Organizations to be created or migrated to Dialogue.

You can also apply using the parent Organization for the time being and, if your application is successful, the single purpose Organization will be specified at the contracting stage.

Question: When do I need to have my identity verified and my Organization validated by Telefilm?

Answer: An Organization can have many members but the Identity verification is only required for the Member which an Organization wishes to designate as its Administrator in Dialogue. However, the identity of the Member to be designated will not have to be verified unless and until the Organization has received a positive decision on an application. The Organization Validation can be requested once the Identity Verification is successfully completed for the intended Administrator of the Organization.

Note: During the Dialogue transition phase, the system will allow you to request an identity verification without your Organization having received a positive application decision. If you request an identity verification without a positive decision, Telefilm will refuse it.

Question: How to designate an Administrator for my Organization?

Answer: As confirmed by the Certificate of Authorization, the Administrator is the Member authorized, to act as the principal responsible for the management, access and use of Dialogue on behalf of the Organization.

You will not need to designate an Administrator to submit applications. However, once your Organization has received a positive application decision, you will have to designate an Administrator for your Organization in order to enter into an agreement and receive payments.

The member to be designated as Administrator for your Organization must first have his/her Identity verified. The Identity Verification can be requested by the Member to be designated in their Member profile.

The Identity Verification involves a third party BackCheck-type service. Once your Identity Verification request has been processed, you will receive an email guiding you through the process. Once the Identity Verification has been successfully completed,



you will be able to “Request Administrator Role”, under the Records tab, in the Related Actions of your Organization.