

#### SEARCH TIP:

- use **Edit > Find** (in Adobe Reader)
- use **Ctrl-F** (usually opens “find” box on a PC)
- use **Cmd (⌘)-F** (usually opens “find” box on a Mac)



## Frequently Asked Questions

**IMPORTANT!** eTelefilm is being replaced by a new platform: Dialogue.

**All Telefilm and CMF programs**, except the Festival and market calls for entry, **are now in Dialogue**.

Visit Telefilm’s website for more information on how to **migrate your existing eTelefilm account to Dialogue** or how to **create a Dialogue Account**.

If you have active applications in eTelefilm, you must continue to manage them in eTelefilm using your eTelefilm log in information. The exception is exploitation reports: exploitation reports for eTelefilm projects for the period ending June 30, 2018 will be submitted in Dialogue. The report submission functionality will be available soon. If you have not already done so, you should migrate any eTelefilm account(s) which are responsible for exploitation reports for your eTelefilm projects.

[Account Creation/Account Type](#) | [Account Access / Log-in](#) |

[Starting an Application](#) | [Submitting Documents](#) | [After Submission of Application](#) |

[Exploitation Reports](#) | [Account Management](#) | [Direct Deposit](#)

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### **Account Creation / Account Type**

#### **How do I create an account?**

Via our website, select "Subscribe to eTelefilm services" and complete the five (5) steps and save. Then complete and send the required document(s) as indicated.

Note that this online subscription procedure does not create an account. Upon reception of your documents, your eTelefilm account will be created, the account administrator will receive an activation link by email and a PIN by registered mail within 5 business days of reception of the documents.

[<Back to top>](#)

## **Do I need a corporate account or an individual account?**

Individual and corporate accounts are different, and individual eTelefilm accounts cannot be converted into company accounts or vice versa. You may open two separate accounts (an individual one and a corporate one), depending on your needs. Individual accounts only provide access to Festival and Markets calls for entries and a few of the Canada Media Fund (CMF) programs. Please note that for these CMF programs, you will need to be incorporated (and have a corporate eTelefilm account) before contracting.

[<Back to top>](#)

## **Who should be designated as the "account administrator" (as opposed to an "eTelefilm user") and/or who should be signing the application forms?**

The account administrator has to be someone from your company. The administrator will create the other users' profiles on the account, manage which companies they have access to on the account and be the one responsible for adding and removing companies from the account.

The account administrator has to be named via the "Authorization Certificate" and has to sign the "Subscription Form" and the "Subscriber's Agreement". Note that an Authorization Certificate is required for each of the companies listed in the Subscription Form. Also, since there can be only one account administrator, the same person has to be named as the administrator for each of the companies.

[<Back to top>](#)

## **Do I need to complete the eTelefilm registration before applying to a Telefilm or CMF program?**

Yes, the only way to access the applications on eTelefilm is to complete the registration process for a permanent or temporary account.

[<Back to top>](#)

## **There is not enough time to create an eTelefilm account before the program deadline.**

### **What can I do?**

You can create a temporary account via our website:

- Click on "eTelefilm"
- Click on "Subscribe to eTelefilm services"
- Click on "Create an eTelefilm temporary account" at the bottom left.

You will first have to register via one of the access portals (GC Key or a Sign-In Partner) and then you will be transferred to our eTelefilm site where you will be able to submit your application immediately.

[<Back to top>](#)

## **What is the difference between a temporary and a permanent account?**

A temporary account may only submit an application. A permanent account has access to many other features, including: setting up direct deposit, accessing the disbursement schedule, monitoring conditions, submitting exploitation reports and managing default.

[<Back to top>](#)

[<Back to top>](#)

## **How long does it take to set up a temporary account?**

It takes only a few minutes to set up your temporary account via our website:

- Click on “eTelefilm”
- Click on “Subscribe to eTelefilm services”
- Click on “Create an eTelefilm temporary account” at the bottom left.

You will first have to register via one of the access portals (GC Key or a Sign-In Partner) and then you will be transferred to our eTelefilm site where you will be able to submit your application immediately.

[<Back to top>](#)

## **How long does a temporary account last?**

A temporary account will remain active until a permanent account is created. When the administrator completes the registration of the permanent account, the temporary account is disabled. There is no time limit however a temporary account has limited access to eTelefilm.

## **Account Access / Log-in**

### **What hours is eTelefilm open?**

eTelefilm is open from 6:00 a.m. to 12 a.m. (ET). Support for eTelefilm is available from 8:00 a.m. to 5:00 p.m. (ET).

[<Back to top>](#)

### **What is the difference between the log-in (GC Key or Sign-In Partner) and eTelefilm?**

The log-in (GC Key or Sign-in Partner) identifies the individual accessing the eTelefilm account and requires a User ID and password. The eTelefilm account is portal for a particular company (or related companies) where the user can submit and manage its Telefilm and/or CMF applications.

[<Back to top>](#)

### **The GC Key User ID and password that I have is for my company. Does this mean any employee with this information will be supported by the Telefilm Help Desk?**

No. Your GC Key User ID identifies you personally and you have been authorized to access eTelefilm on the company’s behalf. We cannot support unauthorized users. The account administrator can create profiles for the other users and each user will require their own GC Key User ID login access.

[<Back to top>](#)

### **I already have a GC Key User ID for another account (e.g., CAVCO). Can I use this same User ID to register on eTelefilm?**

Yes, but only if your existing User ID is not already associated with an eTelefilm account.

Click on the Activation link you received by email, select "GC Key login" and then simply type the User ID and Password you use for your other account (e.g., CAVCO). This access ID should be accepted and you will be asked to enter the PIN in the following window.

[<Back to top>](#)

[<Back to top>](#)

## **Telefilm sent me an activation email along with a PIN via registered letter but I have misplaced them. What do I do?**

Please contact our Help Desk by email at [services@telefilm.ca](mailto:services@telefilm.ca) or by phone at 1-800-567-0890 or (514) 283-0838 extension 3911 or by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca). The activation link will be resent to you right away and the PIN will be resent by registered mail (3 to 5 days).

[<Back to top>](#)

## **I forgot my User ID and/or my password. What do I do?**

First try using the "Forgot Your Password?" tool on the GC Key portal.

The GC Key portal is not directly controlled by Telefilm. Therefore, if the "Forgot Your Password?" tool didn't work and you have forgotten your User ID or Password you will need to reset your profile on the eTelefilm account in order to generate a new activation link and PIN. Then you will have to reregister on your account. Re-registering a User ID will not affect the information already in your eTelefilm account. Please contact us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca). We will complete the reset and send you the new PIN by email.

## **My User ID and password don't work anymore. What do I do?**

Please note that there was a migration of the access portal in the fall of 2012. If you did not migrate from Access Key to GC Key between October 10th and December 13th 2012, you will no longer be able to access your eTelefilm account. Please note that the information in your eTelefilm account remains unaffected.

The GC Key portal is not directly controlled by Telefilm. Therefore, in this situation you will need to reset your profile on the eTelefilm account in order to generate a new activation link and PIN and then you will have to reregister your account. Re-registering your User ID will not affect the information already in your eTelefilm account. Please contact us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca). We will complete the reset and send you the new PIN by email.

NOTE - If your User ID and password are accepted but after selecting "Continue" you see "Error 403" it means that the User ID you're using is recognized by the GC Key portal but it is not the one you used to register or migrate on your eTelefilm account. It is possible that you are typing a GC Key user ID from another government organization's account.

[<Back to top>](#)

## **I can log in with my User ID and password on the GCKey portal but after selecting "Continue," I receive an "Error 403, authentication failed" message. What do I do?**

"Error 403" means that the User ID you are using is recognized by the GC Key portal but it is not the one you used to register your eTelefilm account. It is possible that you are typing a GC Key user ID from another government organization's account.

The GC Key portal is not directly controlled by Telefilm. If you cannot retrieve the correct User ID, you will need to reset your profile on the eTelefilm account in order to generate a new activation link and PIN.

[<Back to top>](#)

Then you will have to reregister your eTelefilm account. Re-registering your User ID will not affect the information already in your account. Please contact us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca). We will complete the reset and send you the new PIN by email.

[<Back to top>](#)

## **Starting an application**

### **I don't see the program and fund I want in the Application Creation Wizard. What do I do?**

Note: **All CMF and Telefilm programs are now in Dialogue** except Telefilm's Call for Entries program.

If the program and fund combination you are looking for does not display in the dropdown list:

- the program and fund combination sought is not currently available for applications (please sign up for the Telefilm newsletter to find out when it will be open); or
- the program and fund combination sought no longer exists.

[<Back to top>](#)

### **Why don't I see the deposit date I am looking for in the Application Creation Wizard?**

If there is no deposit date displayed in the dropdown list, then that particular program is not currently open for applications.

[<Back to top>](#)

### **Where is the Mini-Treaty production program in the Application Wizard?**

The Mini-Treaty production program is now part of the CFFF feature film production application form. You no longer have to submit separate application forms for these two programs.

[<Back to top>](#)

### **Who should I contact if I have technical difficulties when using the eTelefilm portal?**

Contact the Help Desk at 1-800-567-0890, extension 3911.

[<Back to top>](#)

### **I don't see the company that I want to choose as the applicant in my list of companies. How do I add it?**

If you are the account administrator for the eTelefilm account: complete the two following documents that you will find in the home tab and send them to us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca) or by fax at (514) 283-2648:

- [Subscription Form](#) - List all the companies presently in your account on page 1 and the companies you wish to add in the "Added company" section on page 2. This document must be signed by you, the account administrator.
- [Authorization Certificate](#) - We require an Authorization for each of the added companies listed in the Subscription form. Since there can be only one administrator per eTelefilm account, you have to be named as the administrator for those additional companies as well.

If you are not the account administrator, contact your account administrator to either give you rights to see the company and/or to have the company added to the portal, depending on the situation.

[<Back to top>](#)

### **What should I do if the financial participant I need is not included on the list of financing sources in an application's financial structure?**

If the participant you are looking for is not on the list, select the "Other source" option and enter the necessary information in the space provided.

[<Back to top>](#)

### **What should I do if the financial category I need is not included on the list of financing categories in an application's financial structure?**

If the category you are looking for is not on the list, select the "Other category" option and enter the necessary information in the space provided.

[<Back to top>](#)

### **Can I partially fill out a new application, save it, and complete it later?**

Yes, you can. However, in order to save an application for the first time, you must fill out all the required fields on the first page/tab (e.g. the "General information" section). If you do not have all this information when you create the application, you can enter temporary information and change it later.

NOTE: You will find your saved application(s) under "My applications tab > Complete an application not yet submitted" section (left column) \ in the section depending on what type of application you began creating.

[<Back to top>](#)

### **Where can I find my saved, but not yet submitted, applications?**

On the "My applications" tab, choose the section (in the left column) "Complete and application not yet submitted" and then choose the sub-section applicable to the type of application that you started.

[<Back to top>](#)

### **When does my eTelefilm application have to be submitted for programs with deadlines or closing dates?**

Your application must be submitted in eTelefilm by 11:59PM EST on the deadline date or closing date, as applicable.

[<Back to top>](#)

### **What happens if the original deadline for submitting an application is past and I have not finished entering the application?**

You must then select another application deadline in the "General information" section on the application creation form. Please note: if the fiscal year for the application to be submitted has expired, the application will automatically be deleted.

[<Back to top>](#)

## **Submitting Documents**

### **How do I send a document to Telefilm Canada through the eTelefilm portal?**

You can send documents through eTelefilm in the following circumstances:

- When creating a new application: You will be able to browse and attach documents as part of the online application form.
- For an application that has already been submitted, but has not yet been signed: Consult the list of applications under evaluation in the "Manage submitted applications > Financing or certification > Under evaluation" section, then find the applicable application title and number, and then browse and attach documentation related to that application.

- Once the application has been signed: Under "My contractual obligations" tab, choose "Drawdowns," then find the appropriate drawdown of the project, and then browse and attach applicable documents to the condition(s).
- For an exploitation report: You can only submit your reports via the reminder email that is sent on January 2nd and July 2nd of each year.

[<Back to top>](#)

### **Do I have to mail Telefilm hard copies of documents when I submit an application online?**

No; however, if you are applying under a program of the Canada Media Fund (CMF), when you submit a new application through eTelefilm, you may need to send us a hard copy of support material on DVD or USB key, as required or applicable per the document checklist.

[<Back to top>](#)

### **I sent a document relating to a drawdown condition but it still appears in the "Documents to be submitted" section. Do I need to do anything?**

No. Documents submitted to Telefilm Canada via eTelefilm are processed on the first business day after the day they are submitted. Until then, they remain in the "Documents to be submitted" section. Once they have been processed, they appear in the "Submitted documents undergoing approval" section.

[<Back to top>](#)

### **Can documents relating to the same drawdown condition be sent separately on the same day?**

Yes.

[<Back to top>](#)

### **What is the maximum total size (in MB) of all documents I can submit per application? If some of my documents are too large, what can I do?**

2MB is the maximum allowable file size per document. If your attachment is too large for the system, please contact your local coordinator to arrange for an alternative delivery method. [This may change.]

[<Back to top>](#)

## **After Submission of Application**

### **I want to consult the details of an application that was submitted on the previous business day but cannot find it in the portal. Where is it?**

The list of applications submitted the previous business day can be found in the "Manage submitted applications > Financing or certification > Submitted today" section. Simply click on the appropriate application title to view the details. Applications are processed on the first business day after the day



they are submitted. They can then be found in the "Manage submitted applications > Financing or certification > Under evaluation" section.

[<Back to top>](#)

### **What do I do if an application I submitted via eTelefilm is not in the "Manage submitted applications > Financing or certification" section?**

First, use the "Search for an application" function and enter the title of the application you are looking for. If the application still does not appear it is most likely that the application is not listed under your company or group of companies. Please add the missing related company to your eTelefilm account (refer to FAQ: "Account Management: How do I add or remove a company on my account?").

[<Back to top>](#)

### **I used to see the application I submitted (for a film or a TV/DM component) in eTelefilm, but I can't find it anymore. Where did it go?**

If your application no longer appears in eTelefilm, it still exists in eTelefilm, but the applicant company is changed. For example, if the applicant company has recently transferred the application to a recently incorporated subsidiary but has not yet added the new subsidiary to the corporate group's eTelefilm account, the application will not show up in the corporate group's list of projects in eTelefilm (it is now associated with the subsidiary). Please add the missing related company to your eTelefilm account (refer to FAQ "Account Management: How do I add or remove a company on my account?").

[<Back to top>](#)

### **How do I send an e-mail to the analyst responsible for an application?**

To send an e-mail to the analyst responsible for an application, simply consult the application's details. E-mail correspondence should only be used for questions and comments relating to an application, not to send documents. To submit documents electronically, use the appropriate sections of the eTelefilm portal. For CMF programs, after the application has been submitted through eTelefilm, you may choose to submit additional documentation pertaining to the application through the eTelefilm portal or email documents as attachments directly to your Project Coordinator or Business Analyst.

[<Back to top>](#)

## **Exploitation Reports**

### **How do I find the online Exploitation Report (for submission)? Do I need to log-in to eTelefilm?**

#### **For CMF only:**

***You do NOT need to log-in to eTelefilm from the CMF website; you will receive an email\*.***

- (1) Follow the "click here" link in the email you received\*

If you have not received the email, contact [cc-cr@telefilm.ca](mailto:cc-cr@telefilm.ca) and include the name and/or number of the application, and the name and/or number of the participant/company.

(2) You'll have to use one of the two access portals: GCKey or Sign-in Partner; however, your access information must be linked to an eTelefilm account, any account. If it is not the case, the quick solution is to create yourself a temporary eTelefilm account via our website [www.telefilm.ca](http://www.telefilm.ca): Click on "eTelefilm" then "Subscribe to eTelefilm services" and on "Create an eTelefilm temporary account" at the bottom left. You will then have to use your existing access information or create a new one via one of the access portals (GC Key or a Sign-In Partner) and then you'll be transferred to our eTelefilm site where you'll be able to complete the creation of your temporary account. Afterwards, go back to the reminder email and you'll have access to the exploitation reports.

\* The following message now appears in eTelefilm \ My Contractual Obligations Tab \ Exploitation Reports \ Producer CMF:

"Please use the link that was sent to you by email which also includes the list of projects for which an exploitation report is due. If you didn't receive your email, please contact [cc-cr@telefilm.ca](mailto:cc-cr@telefilm.ca)."

#### **For Telefilm only:**

***You have two choices: use the email received or log-in to eTelefilm\*\*.***

(1) Follow the "click here" link in the email you received\*\*

If you have not received the email, contact [cc-cr@telefilm.ca](mailto:cc-cr@telefilm.ca) and include the name and/or number of the application, and the name and/or number of the participant/company.

\*\*Only Exploitation Reports for Telefilm projects can be seen within the eTelefilm portal at this time; however, for ease of use and efficiency, we highly recommend you use the email "click here" link as, unlike the CMF reports, it does not require a log-in via a portal.

[<Back to top>](#)

## **Account Management**

### **How do I update information relating to my company?**

It is possible to update information related to your company such as tax numbers, addresses and contacts. To do so, access the "My business profile" tab and click on the hyperlink of the section you want to access.

[<Back to top>](#)

### **How do I add or remove a company on my account?**

Complete the two following documents that you will find in the home tab and send them to us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca) or by fax at (514) 283-2648.

- **Subscription Form:** List all the companies presently in your account on page 1 and the companies you wish to add or remove in the appropriate section on page 2. This document must be signed by the account administrator.
- **Authorization Certificate:** Not required when removing companies, however, we require an Authorization for each of the added companies listed in the Subscription form. Since there can

be only one administrator per eTelefilm account, the account administrator has to be named as the administrator for those additional companies as well.

[<Back to top>](#)

### **How do I change the parent company?**

To change a parent company of your eTelefilm account, please contact your local CMF or Telefilm Coordinator or Analyst to update the system.

[<Back to top>](#)

### **What is the difference between an “eTelefilm Administrator” and an “eTelefilm User” and what access do they have?**

The Administrator is authorized via the subscription documents and its profile is created by Telefilm. The Administrator has access to all the companies on the account and also sees the "User Management" tab which allows the creations and deactivation of user profiles as well as the management of which of the companies on the eTelefilm account each user has access to. The Users have the ability to submit applications under the companies they were provided access to by the Administrator.

[<Back to top>](#)

### **How do I create a user profile for an employee on my company's eTelefilm account?**

As the account administrator, go on the "Manage User" tab

- Click on the link "Create a new user"
- Complete all mandatory fields.
- Select the company the user can access in the “Available participants” section and move it to the “Allowed participants” by clicking on the arrows.
- "Save" when done.

The new user will receive an activation link by e-mail. The system will send a PIN by e-mail to Telefilm Canada. Telefilm Canada will send this PIN by registered mail to the new user (expected duration is 3 to 5 days).

[<Back to top>](#)

### **I recently added a user, but he/she cannot see certain applications. What should I do?**

As the account administrator, go on the "Manage User" tab and verify if you have provided this user with access to the companies of the applications he/she should see.

[<Back to top>](#)

### **How do I remove a user who has left the company from the eTelefilm portal?** As the account administrator, go on the "Manage User" tab

- Click on "User List"
- Click on the name of the user you want to disable

- Click on the “Disable user” button at the bottom of the page

NOTE: User profiles cannot be deleted; only disabled.

[<Back to top>](#)

### **How do I change the account administrator for an existing eTelefilm account?**

Complete the three following documents that you will find in the home tab and send them to us by email at [inscription.enrollment@telefilm.ca](mailto:inscription.enrollment@telefilm.ca) or by fax at (514) 283-2648. They are also available via our website by selecting "Subscribe to eTelefilm services"(You will find the documents on the step 5 of the subscription process.) Note that this online subscription process does not create an account.

- Authorization Certificate: Use this document to name the new account administrator. We require an Authorization for all the companies listed in the Subscription Form.
- Subscription Form: You have to complete the Subscription form – joint account in order to list all the companies presently in the account, it is required even if there is only one company. This document must be signed by the new designated account administrator.
- Portal Agreement: The agreement must also be signed by the new designated account administrator.

[<Back to top>](#)

## **Direct Deposit**

### **How do I set up direct deposit?**

Direct deposit must be set up for each project separately. Go to "My business profile" tab and choose "Method of payment" in the left column. Find the signed application in the list and click on "View or modify" to start the online application form. You will need a printed/scanned cheque that includes and matches the name of the company and account information for the application.

When there are two (2) applicants, direct deposit cannot be set up online in eTelefilm. In this case, for CMF projects, please fill out and print the form available on the CMF website (<http://cmf-fmc.ca>) and send it to your local CMF coordinator. For Telefilm projects, please complete the Telefilm Canada Direct Deposit Application and Authorization Form (available in eTelefilm) and submit it to the analyst of your file.

**IMPORTANT:** The applicant's name and address must be printed on the cheque specimen. If the name and address are entered manually or not up to date, the application will be refused.

[<Back to top>](#)

### **Can I configure my eTelefilm account to always use direct deposit by default?**

No, direct deposit must be configured for each project/application separately.

[<Back to top>](#)

### **Is direct deposit available for temporary or individual accounts?**

No.

[<Back to top>](#)

### **I do not see my project/application listed when trying to set up direct deposit - why not?**

If the project does not appear:

- the application is not yet be at "accepted" or "signed" status in our system; contact your analyst or coordinator for an update, or
- an overnight period needing to elapse before you can see the application's change in status, or
- there are no more payments to disburse for this project, or
- the applicant company is a new subsidiary not yet included in your corporate group's eTelefilm account; to add the subsidiary; please add the missing related company to your eTelefilm account (refer to FAQ: "Account Management: How do I add or remove a company on my account?").

[<Back to top>](#)