



# **Grantium Guidance for Applicants:** *How to create and manage your user account and applicant profile*

*Version 2 – July 2017*

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## **1. Introduction**

As part of the cost saving requirements set by the government in our 2011–15 settlement, Arts Council England has introduced a new grant management system: Grantium. This move allows us to combine the features of an online application portal and an internal grant administration system into one.

This system allows applicants to manage all of their projects with Arts Council England online. All applications, along with decision letters, payment requests and any communication regarding your application, are managed through the online system. This change does not mean applicants and awardees lose someone to speak to, rather it allows us to be more efficient in the way we use our resources. It also allows applicants to have greater control over the information they provide us with.

This document gives you the key information you need in order to create and manage your user account and applicant profile(s) on Grantium.

## **2. What is a user? What is an applicant?**

To make an application on the system, you are required to create a user account and then an applicant; this section will explain what both these terms mean.

### ***2.1 User***

You create a user account in order to gain access to Grantium. A user account is unique to you and you should not share your log on details with anyone.

You only need to create a user account once, and should use these details each time you want to log in to the system. Guidance on how to do this can be found in the [Creating a user account section](#) of this guidance.

### ***2.2 Applicant***

Once you have created your user account and logged in to the system, you must create an applicant profile. The applicant is the entity (either an individual or an organisation) who can make an application and who can enter into a grant agreement if the application is successful. The **applicant profile** includes all contact information for the applicant.

You might have more than one applicant linked to your user account. For example, you might have an applicant profile for yourself as an individual, and also be linked to an organisation that you work for and make grant applications for.

Applicants can be linked to several different users; for example, an organisation's applicant profile should be linked to user accounts of the person who writes and submits grant applications, and to the person who has authority to accept an offer of a grant.

Over the next few pages, we will show you examples of how a user account and an applicant profile would look for:

- [an individual](#)
- [an organisation](#)
- [universities and local authorities](#)

### ***2.3 Validation of applicant profiles***

Please note that when you create an applicant profile for the first time, you will not be able to access an application form until we have validated your profile. We do this to ensure no duplicate profiles are created on the system. This validation process will usually take up to **five working days**. Please bear this in mind when you are planning your application.

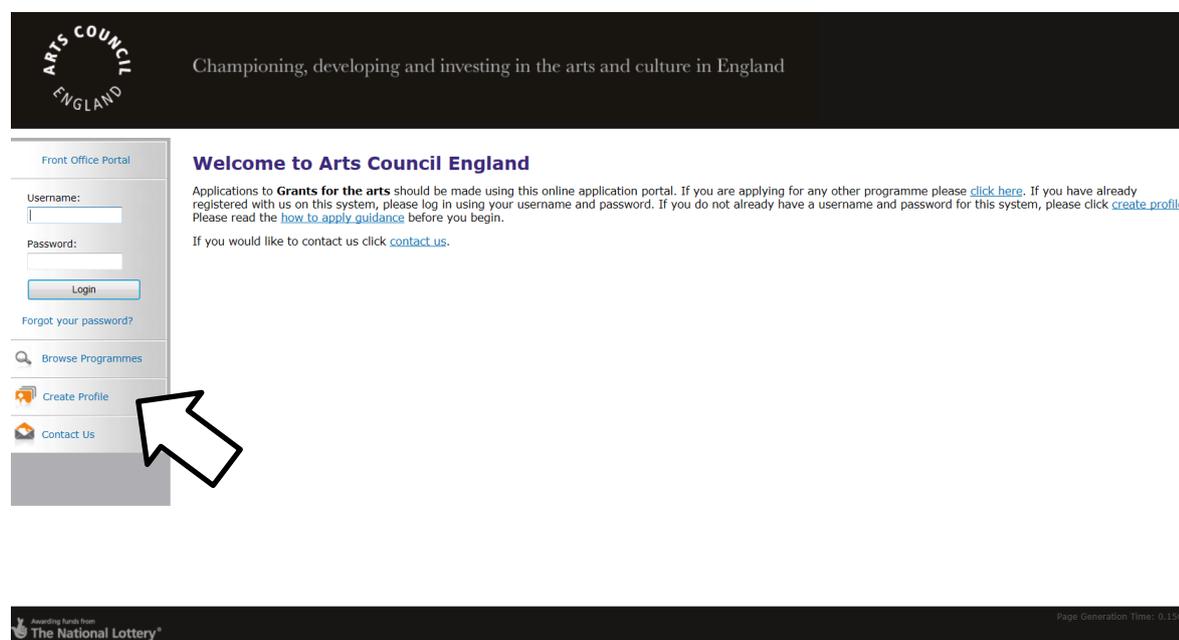
### 3. Creating a user account

You create a user account in order to gain access to Grantium. A user account is unique to you and you should not share your log on details with anyone.

You only need to create a user account once, and should use these details each time you want to log in to the system.

Every person who uses our online system for any purpose (for example to make applications, accept grant offers, or submit reports and payment conditions) must **first** set up a user account to give them access to the system.

This is the first screen you will see when you access the new online system:



To create an account, click **Create Profile** in the navigation bar on the left of the screen.

This opens up the **User Account** screen:

The screenshot shows a 'User Account' registration form with the following fields and callouts:

- 1**: \* First Name, Middle Name, and \* Last Name (text input fields).
- 2**: \* Email and \* Email Confirm (text input fields).
- \* Default Application Language: English (U.K.) (dropdown menu).
- 3**: \* User Name (text input field) with a note: 'User Name should be larger than 2 characters and smaller than 51 characters'.
- \* Password and \* Confirm Password (text input fields) with a note: 'Password should be larger than 2 characters and smaller than 11 characters'.
- 4**: \* Personal Confirmation Question and \* Personal Confirmation Answer (text input fields).

A 'Save' button is located at the bottom center of the form.

Please complete the details, making sure you fill in every field marked with an asterisk (\*).

**Please note:**

- 1** You must enter your real first and last names in the first fields (you can choose your own User Name lower down this screen).
- 2** The email address you enter here is the address to which we will send all notifications for any projects you are involved in. Please enter it carefully, and make sure it is up to date.
- 3** Your chosen user name has to be unique on our system. The system will let you know if the name you have chosen is already taken. You may need to use numbers to ensure your user name is unique.
- 4** The personal confirmation question will act as a security question in case you forget your password. Please choose a question and answer that will be memorable to you.

Click **Save** to complete.

This creates your user account. You will only ever need one account. It can be linked to more than one applicant profile if, for example, you want to make applications in

your own name, but also for an organisation you work on behalf of. For guidance on how that works, please read section 11.1 [How to link a user to an applicant](#).

For an organisation, we would recommend that two members of staff have user accounts linked to the organisation profile. One should be the person who writes applications and manages grants. One should be the person with the authority to accept a grant offer, normally a chief executive or equivalent.

## 4. Starting to create an applicant

Once you have a [user account](#), you will need to create an applicant profile. Clicking **Save** at the end of the user account screen takes you to this page:

**Arts Council England** | Championing, developing and investing in the arts and culture in England

**Welcome to Arts Council England's Grants for the arts portal**

Here you can create an applicant profile, update your contact information and make applications to Grants for the arts. There is fuller guidance on how to do this in the [how to apply guidance](#).

To begin an application you need to create an applicant profile. The applicant is the person or organisation to whom we will make a grant if your application is successful. An 'applicant' can be the name of the organisation you work for, your artist name (for example, a stage name) or the name under which you practice your artform, or even just the same name as the one you used to create your user profile if you are an individual that only uses one name.

**To create a new applicant profile**

If your applicant does not yet have an applicant profile, you should create one by clicking [browse programmes](#) here or in the left menu bar. On the next screen click the register icon next to the funding opportunity you would like to apply for (Grants for the arts).

**Validating your applicant profile**

Once you have submitted your applicant profile it will need to be validated by us before you can begin your application. This can take up to **ten working days** so please bear this in mind when you think about applying. Once your applicant profile has been validated we will send you a confirmation email.

**If you want to link your user profile to an existing applicant**

If you are applying on behalf of already has an applicant profile (which has been created by another user) you will need to get your user account linked to this existing applicant before you can make an application. Read our [guidance](#) on doing this or contact us using the [contact us](#) link here or in the left menu bar.

If you are in the process of creating an applicant profile and are returning to continue working on it, select [applicants](#) here or in the left menu bar. On the next screen click the open icon beside the relevant applicant name.

**Applicants**

If you want to continue working on an existing application click [submissions](#) in the left menu bar. On the next screen, click the open icon in the Actions column next to the relevant document.

Throughout the application any items marked \* must be completed.

Any free text boxes have a strict word limit. Please stick to this word limit as any additional text will be automatically deleted.

There is fuller guidance on making an application in the [how to apply guidance](#).

If you would like to contact us, click [contact us](#) here or in the left menu bar of the Front Office home screen for contact information.

**Browse Programmes**

Search Criteria:

Search

Programme Name	Programme Start	Registration Start	Registration End	Register	View
Artists' International Development Fund	01-Jan-2009	01-Jan-2009	26-Oct-2017		
Grants for the Arts	01-Jan-2009	01-Jan-2009	31-Dec-2018		
Strategic Funds Template	01-Jan-2009	01-Jan-2009	31-Dec-2018		
Strategic Touring	01-Jan-2009	21-Nov-2016	12-Dec-2018		

1

This is the same screen you will see every time you log in with your user name, which is displayed at the top of the navigation bar on the left hand side of the screen.

To create an applicant, click **Browse Programmes** in the left menu bar.

This screen will then appear:

**Arts Council England** | Championing, developing and investing in the arts and culture in England

**Browse Programmes**

Search Criteria:

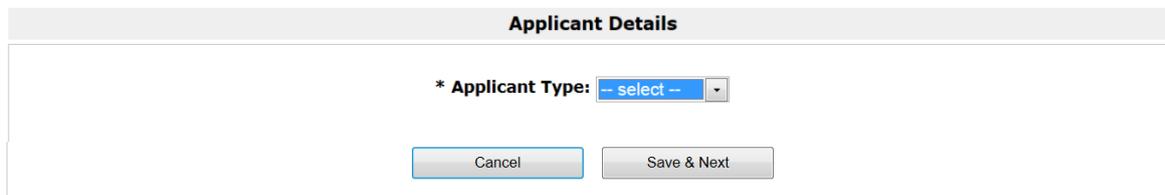
Search

Programme Name	Programme Start	Registration Start	Registration End	Register	View
Artists' International Development Fund	01-Jan-2009	01-Jan-2009	26-Oct-2017		
Grants for the Arts	01-Jan-2009	01-Jan-2009	31-Dec-2018		
Strategic Funds Template	01-Jan-2009	01-Jan-2009	31-Dec-2018		
Strategic Touring	01-Jan-2009	21-Nov-2016	12-Dec-2018		

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Click the **Register** icon on this screen.

The next screen you will see is the **Applicant Details** screen:

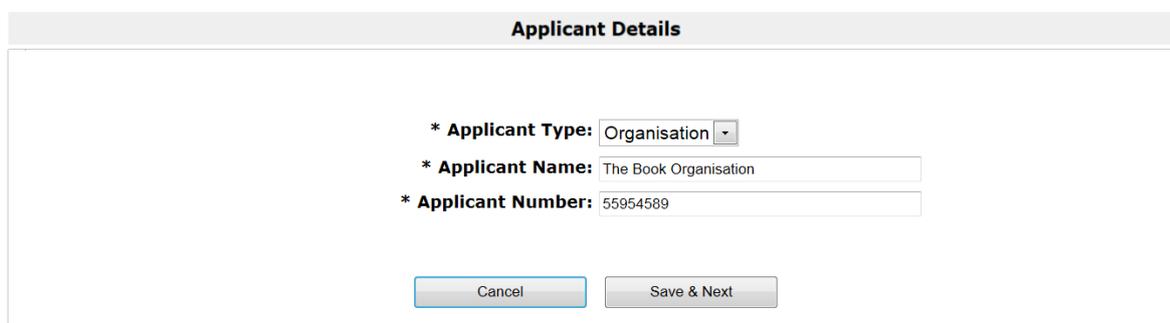


The screenshot shows a form titled "Applicant Details". It contains a dropdown menu labeled "\* Applicant Type:" with the text "-- select --" and a downward arrow. Below the dropdown are two buttons: "Cancel" and "Save & Next".

Select your **Applicant Type** (either organisation or individual) from the dropdown.

(For more information on deciding whether your applicant is an individual or an organisation please see [section 5 of this guidance](#))

Enter the name of your applicant when the field appears:



The screenshot shows the "Applicant Details" form with the following fields filled out: "\* Applicant Type:" is set to "Organisation"; "\* Applicant Name:" is "The Book Organisation"; and "\* Applicant Number:" is "55954589". The "Cancel" and "Save & Next" buttons are visible at the bottom.

The applicant name should be the **legal name** of the individual artist or organisation:

- If you are creating a profile for yourself as an individual, the applicant name should be your own real name
- If you are creating a profile for an organisation that you represent, the applicant name should be the legal name of the organisation

The applicant name must also correspond to a bank account in the same name. For more information please read our [bank details guidance](#).

Click **Save & Next** to proceed.

## 5. How do I know whether to create an individual or organisation applicant?

### Individuals:

Individual applicants might be:

- artists, musicians, writers, performers
- promoters, producers
- curators, directors
- groups of people who are not part of an organisation (one person will need to take the lead and have the main responsibility for managing the application and any grant)
- sole traders, whose business bank account names **must** include their business names (eg 'Arts Club', or 'John Smith T/A [trading as] Arts Club')

**These applicants should create an [individual applicant](#).**

### Organisations:

Types of organisations might be:

- arts organisations
- local authority and other public organisations such as library services and museum services
- regional and national organisations
- organisations whose normal activity is not related to the arts, including voluntary and community groups, sole traders (whose business bank account names **must** include their business names, eg 'Arts Club', or 'John Smith T/A [trading as] Arts Club')

By 'organisation' we mean a single group of people working towards a shared or common goal, with a governing document in place to support its work.

Organisations can take many forms, for example a limited company, a charity or an unincorporated group.

If you create an organisation applicant, you **must** have:

- **a bank account** in the organisation's exact name with two signatories (unless you operate a business as a sole trader and then we can sometimes accept an account with a single signatory). You can find out more about our bank details requirements in the [bank details guidance](#), on our website.

- **a governing document**, which we will request when you submit your applicant profile to us. Please read our information sheet on [Governing documents](#) for more information.

**Applicants who meet these requirements should create an [organisational applicant](#).**

## 6. Accounts and applicant profiles

### 6.1 Individuals

There is one key rule to remember when creating an individual applicant profile:

Your individual applicant profile should always be **in the same name** as your user account.

When we receive a new individual applicant profile to validate, we check that the name on your **applicant profile** is the same as the name you used to set up your **user account**. We are generally not able to validate applicant profiles for individuals where the user account and the applicant profile are under different names.

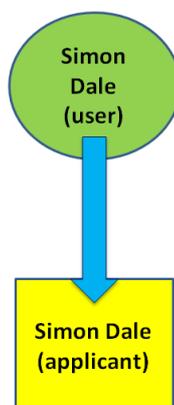
This is because we would not expect individuals to make applications on behalf of another individual, and because the signatory accepting any individual grant must match the name of the individual we are making a grant to.

#### Example – an individual profile

Simon Dale is an individual artist who would like to make a grant application. He has not applied using Grantium before.

He creates a **user account** in his own name (green circle in the diagram below) which gives him access to the system.

He then creates an **applicant profile** in the name of Simon Dale (yellow square). He submits his profile for validation.



After the applicant profile is **validated** by the Arts Council, Simon can make applications and, if successful, manage any grants via the system. If he changes his address or any contact details, he can amend these in his applicant profile.

Sometimes, individual applicants may want other users to work jointly with them on writing an application; for example, a producer or consultant may work with the individual on their application. The following example shows how this should be done.

**Example – an individual who wants to allow another user to jointly work on an application**

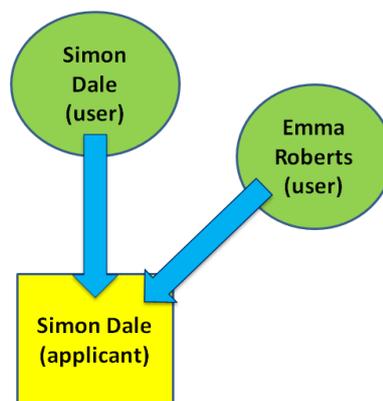
Simon Dale is an individual artist who would like to make a grant application with the assistance of producer Emma Roberts.

Simon would need to go through the process in the example above to create his user account and an applicant profile in **his own name**.

Once Simon has had his applicant profile validated, he can give Emma **access to his applicant profile**. She can then help fill in the application form.

Simon should submit the application form so the name on the form will match the name on the profile.

Please see section 11 of this guidance on [how to link or unlink another user from an applicant profile](#) for more information.



**It is important to note that when Simon gives Emma access to his applicant profile, she will have access to all information he has stored there. This includes his contact details, any previous applications and any previous submitted conditions.**

After Emma has helped complete the application form, Simon can remove her access from his profile (see [11.2 How to unlink a user](#)).

We generally cannot validate applicant profiles where the applicant name is different to the name of the user who submitted the profile. This is because we would not expect individuals to make applications on behalf of another individual.

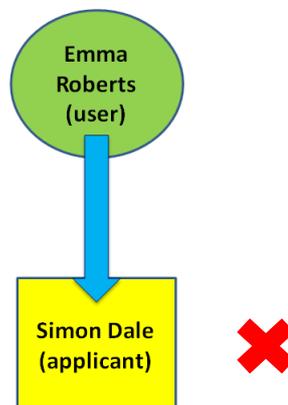
**Example – an individual applicant profile we wouldn't be able to validate**

Emma Roberts wants to create a profile for Simon Dale, who is an individual.

Emma Roberts has created a **user account** in her own name (green circle in the diagram below).

She then created an **applicant profile** in the name of Simon Dale, who she is working with (yellow square).

We would not validate this profile as Simon would need to create his own applicant profile – Emma does not have authority to create his applicant profile the only time this would be allowed was if Emma has Power of Attorney from Simon).



Please see section [7, Step by step: Creating an applicant profile \(individual\)](#), for more detail on creating an applicant profile.

## 6.2 Organisations

This is an example of how an organisation would set their applicant profile up on Grantium. If you are a [university or local authority](#), please refer to the next section.

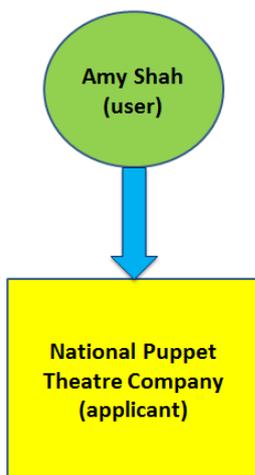
### Example – an organisation profile

Amy Shah is the Chief Executive of the National Puppet Theatre Company. She wants to set up the organisation's applicant profile.

Amy creates a **user account** in her own name which gives her access to the system (represented by green circle in the diagram below).

She then creates an **applicant** called National Puppet Theatre Company (yellow square).

Amy must ensure she has the **delegated authority** within the organisation to create an applicant profile on behalf of that organisation.



After the applicant profile is **validated** by the Arts Council, Amy can make applications on behalf of National Puppet Theatre Company and if successful, manage their grants via the system. If the organisation changes address or any contact details, she can amend these in the applicant profile.

Organisations may wish to have more than one user connected to their applicant profile; if only one user account is linked to your organisation's applicant profile

this may cause problems accessing your profile at a later date if they are not available or leave the organisation. We would recommend that only two members of staff have user accounts at any one time. One should be the person who writes applications and manages the administration of the grants. The other should be the person who has the authority to accept a grant offer, normally a chief executive or equivalent.

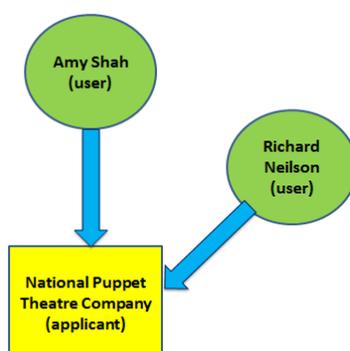
### **Example – adding a second user to an organisation applicant profile**

With the above in mind, Amy asks her General Manager, Richard, to work on an application with her in Grantium.

For Richard to have access to the National Puppet Theatre Company applicant profile, he must set up **his own user account** to gain access to the system.

Once he has done this, he must let Amy know his **user name** and **email address**.

With this information she can link him as a user to the organisation's applicant profile, as shown in the diagram below. Please see the section of this guidance on [how to add and remove another user from an applicant profile](#) for more information.



Both Amy and Richard now have access to all the information stored within the National Puppet Theatre Company's applicant profile – this would include any previous applications made by the applicant as well as any monitoring information submitted to meet any payments.

Please see section 8, [\*\*Step by step: Creating an applicant profile \(organisation\)\*\*](#), for more detail on creating an applicant profile.

### 6.3 Universities and

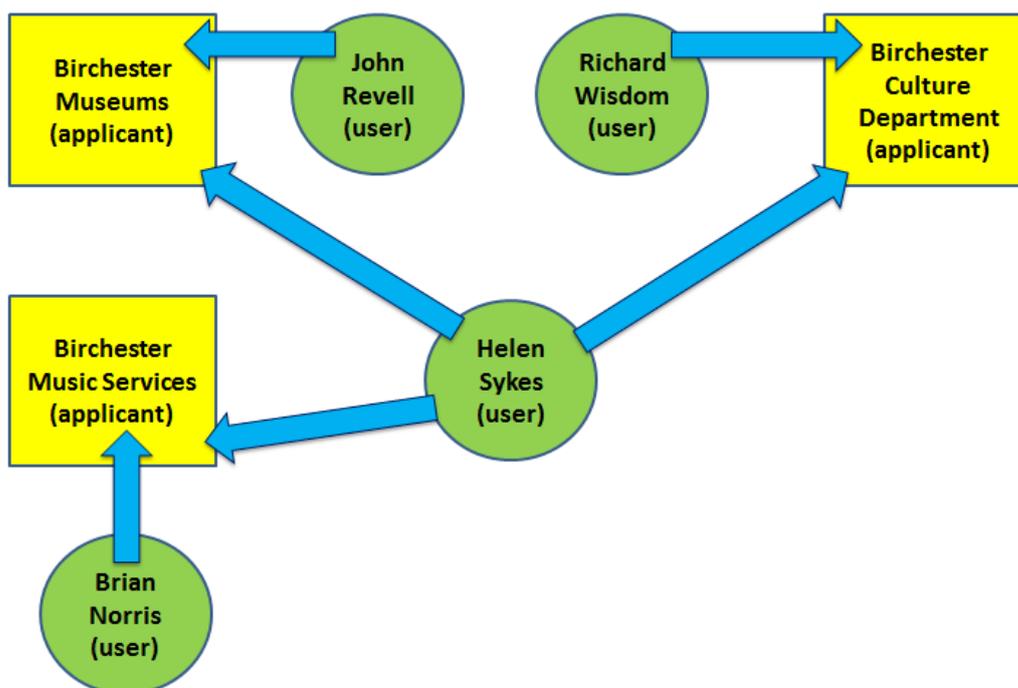
Organisations such as universities and local authorities contain many departments where their work may not necessarily cross over. In many cases departments are also often split across different sites and therefore may not be aware of other departments making applications to us.

**We recommend that departments of universities and local authorities set up their own separate applicant profiles.**

#### Example

Birchester City Council has three departments who are going to make applications to Arts Council England: the Museums department, the Culture department and the Music Services department.

Each of the heads of those departments must set up their own **user accounts**, and create an **applicant profile** for their own department.



Brian Norris, Head of Music Services, sets himself up as a user. He is then prompted to create an organisational applicant profile, which he calls

Birchchester Music Services. After the applicant profile is validated by the Arts Council, Brian can make applications and if successful, manage grants via the system.

The heads of the Museums department and the Culture department go through the same process of setting up their own a user accounts, and then their department's organisational applicant profile (see diagram).

As a local authority is defined as a type of organisation, only the staff member with the correct delegated authority can accept a grant on behalf of that organisation. Therefore, in this example, the Chief Finance Officer (Helen Sykes) must also set herself up as a user.

Once she has done this, she must let each of the Heads of Departments know her user name and email address. With this information, they can then link her as a user to each of their departments, as shown in the diagram opposite. Step by step guidance on [how to link and unlink a user](#) can be found in section 11 of this guidance.

Please see section 8, [Step by step: Creating an applicant profile \(organisation\)](#), for more detail on creating an applicant profile.

## 6.4 When a person works for more than one applicant

Many people in the arts and cultural sector will work for more than one applicant. This example will illustrate a person who is both an individual artist and someone that works for an organisation.

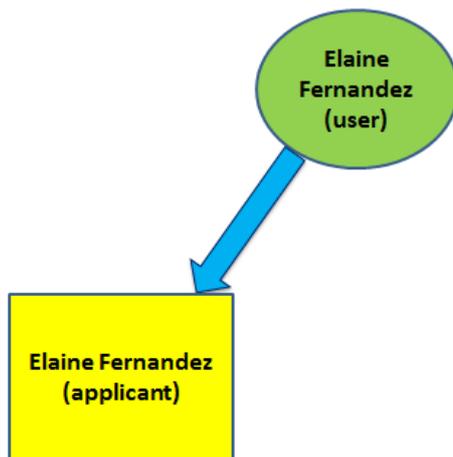
### Example

Elaine Fernandez has two jobs. She works both as an independent musician as well as an Artistic Director for a classical music organisation. She applies to Arts Council England for grants as both an individual artists as well as on behalf of the music organisation she works for.

### Elaine's own applicant profile

She creates her user account (green circle in the diagram below) which gives her access to the system.

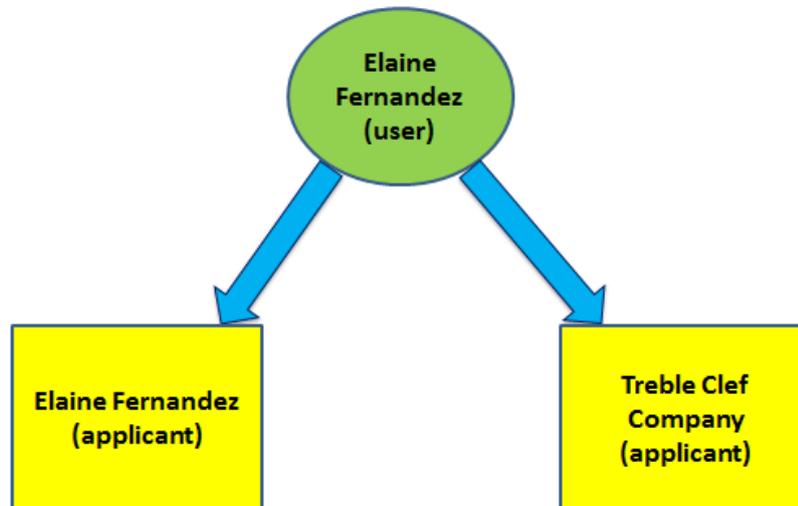
She then creates an applicant called Elaine Fernandez (yellow square).



After the applicant profile is validated, Elaine can make applications as an individual and if successful, manage any grants via the system. If she changes her address or any contact details, she can amend these in her applicant profile.

### **A profile for the organisation Elaine works for**

She also creates an organisation applicant profile for the organisation she works for: Treble Clef Company (as shown in the diagram below). She does not need to create another user account, only a new applicant profile.

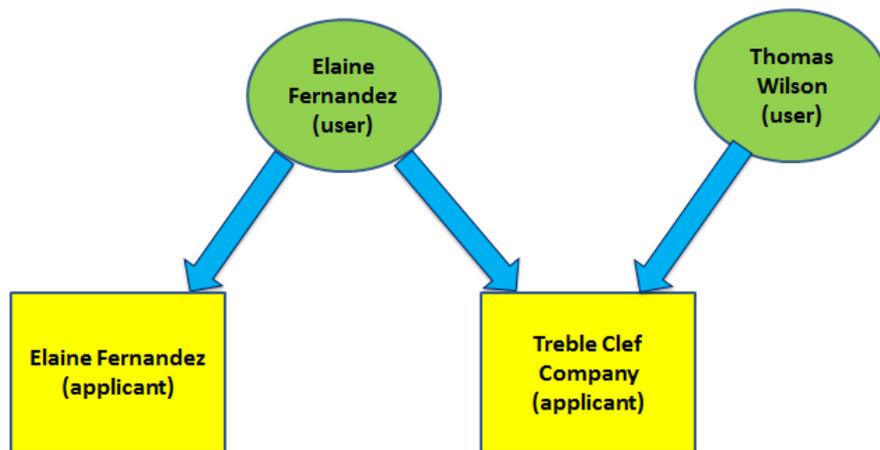


After the applicant profile for the organisation is validated, Elaine can make applications on behalf of that organisation and, if successful, manage any grants via the system. If she changes address or any of the contact details of the organisation, she can amend these in the organisation's applicant profile.

### **Adding another user for Treble Clef Company**

Elaine would also like her colleague at the Treble Clef Company to submit and manage grant applications. She asks her colleague, Thomas, to create a user account (the green circle).

Once he has done this, he must let Elaine know **his user name** and **email address**. With this information she can link him as a user to the Treble Clef Company applicant profile, as shown in the diagram below (step by step guidance on [how to link and unlink a user](#) can be found in section 11 of this guidance).



Therefore in this example, Elaine has both access to Elaine Fernandez (the individual applicant) and Treble Clef Company (the organisation applicant). Thomas only has access to the Treble Clef Company applicant.

Please see **section 7 [Step by step: Creating an applicant profile \(individual\)](#)** and **section 8 [Step by step: Creating an applicant profile \(organisation\)](#)** for more detail on creating an applicant profile.

## 7. Step by step: Creating an applicant profile (individual)

[For guidance on creating an applicant profile for an organisation, please see section 8 [Step by step: Creating an applicant profile \(organisation\)](#)]

In creating an applicant profile for yourself as an individual, you will be guided through the following screens:

- ▶ **Applicant Details**
- ▶ **Address information**
- ▶ **Monitoring information**
- ▶ **Declaration**
- ▶ **Submission Summary**

Any question marked with an asterisk (\*) is a mandatory field. If at any point you need assistance, please don't hesitate to contact our Customer services team. Click **Contact Us** in the navigation bar on the left of the screen to see contact details.

### ▶ Applicant details

Applicant details	
<b>Applicant name:</b>	<input type="text" value="Alex Smith"/>
<b>Applicant number:</b>	<input type="text" value="51305693"/>
<b>Applicant type:</b>	<input type="text" value="Individual"/> ▾
<b>* What name is your bank account registered in?</b>	<input type="text"/>
<b>* Main art form:</b>	<input type="text" value="Not discipline specific"/> ▾
<b>* Are you based within the European Union?</b>	Choose one option that applies from the following list: <input type="radio"/> Yes <input type="radio"/> No

On this screen you need to tell us what name your bank account is registered in (this will usually be simply the same name as your applicant name for individuals, for example Alex Smith), the main artform you work in, and whether you are based in the EU.

(Please note, having your applicant profile validated does not mean that we accept your bank account name as a valid one for any grant you might receive in the future. Approval of bank details will only take place when a bank details form is submitted as condition of first payment on any grant.)

## ► Address information

This screen asks for basic contact information. Select the tick box and use the postcode search to find your address.

Fill in all the other fields marked with an asterisk and any other relevant fields.

Address information	
<b>Click to use postcode search.</b>	<input type="checkbox"/>
<b>Non-UK address or address not found:</b>	<input type="checkbox"/>
<b>Address name or number:</b>	<input type="text"/>
<b>Street:</b>	<input type="text"/>
<b>Locality:</b>	<input type="text"/>
<b>* Town / city:</b>	<input type="text"/>
<b>* Postcode:</b>	<input type="text"/>
<b>* Main contact number:</b>	<input type="text"/>
<b>Mobile:</b>	<input type="text"/>
<b>* Email address:</b> (Organisation email address if applicant is an organisation)	<input type="text"/>
<b>Website address:</b>	<input type="text"/>
<b>Fax number:</b>	<input type="text"/>

## ► Monitoring information

We may use this information to report to the Government or to monitor the different backgrounds of people who receive grants. We will **not** use this information to assess any applications you make. If you do not know some of the information or you would prefer not to provide it, you can fill in the 'Not known/Prefer not to answer' boxes.

## ► Declaration

Declaration
<p><b>* I confirm that the information provided is correct and that I am authorised to submit it on behalf of the Applicant.</b> <input type="checkbox"/></p>

Tick the box to confirm that you are the person whose applicant profile is being submitted (or in certain circumstances, their support worker – please see our information sheet [Making Grants for the Arts accessible to all applicants](#) for more information).

► **Submission summary**

The submission summary displays a list of all the steps you’ve worked through. If you have completed a step successfully, there will be a green tick beside it. If a step is incomplete or has not been completed successfully, this will be indicated by a red tick. A hyperlinked statement will tell you what part of each step needs attention. Click on this hyperlinked statement to take you to the step and make your amendments.

Submission summary			
Complete	Page	Last Updated	Mandatory
✓	<a href="#">Applicant details</a>	15/03/2017	Yes
✓	<a href="#">Address information</a>	15/03/2017	Yes
✗	<a href="#">Monitoring information</a>	Please Complete	Yes
✓	<a href="#">Declaration</a>	15/03/2017	Yes
Notes:			
<ul style="list-style-type: none"> <li><a href="#">The monitoring information is incomplete. Only 1 ethnicity, age, gender and 1 Sexual Orientation checkbox must be selected and disability checkbox must have 1 or more checkboxes selected. Click here to return to Monitoring information form.</a></li> </ul>			

This example shows an applicant profile where the tickbox on the monitoring information screen hasn’t been selected, and so the user can’t proceed. The user can click on either the note itself or the monitoring information link, and can go back

and correct this. They can then return to the submission summary screen and there will be a green tick beside monitoring information.

### ► **Clicking Complete**

By clicking **Complete** on the Submission Summary screen, you are submitting your applicant profile to us for validation.

We will aim to approve your profile **within five working days**. You will receive an email notification when this has been done.

**Please note, you will not be able to start your application until your applicant profile has been validated.**

## **8. Step by step: Creating an applicant (organisation)**

In creating an applicant profile for which is an organisation, you will be guided through the following screens:

- ▶ **Applicant details**
- ▶ **Address information**
- ▶ **Your contact information**
  - **Contact details**
- ▶ **Financial background**
- ▶ **Governance document attachments**
  - **Attachment details**
- ▶ **Monitoring information**
- ▶ **Declaration**
- ▶ **Submission summary**

Any question marked with an asterisk is a mandatory field. If at any point you need assistance, please don't hesitate to contact our Customer services team. Click **Contact Us** in the navigation bar on the left of the screen to see contact details.

## ► Applicant details

Complete all the fields marked with an asterisk, and all other relevant fields.

Applicant details	
Applicant name:	<input type="text" value="The Book Organisation"/>
Applicant number:	<input type="text" value="51787401"/>
Applicant type:	<input type="text" value="Organisation"/>
* What is your organisation's legal name?	<input type="text"/>
* What name is your bank account registered in?	<input type="text"/>
Please give any other names your organisation uses:	<input type="text"/>
* Which option most closely describes your organisation?	Choose one option that applies from the following list: <input type="radio"/> Arts organisation <input type="radio"/> Commercial organisation <input type="radio"/> Community group <input type="radio"/> Faith group <input type="radio"/> Government / public body <input type="radio"/> Healthcare organisation <input type="radio"/> Library <input type="radio"/> Museum <input type="radio"/> School or college <input type="radio"/> Youth group <input type="radio"/> Other
* Which option most closely describes your organisation's status?	Choose one option that applies from the following list: <input type="radio"/> Central government body <input type="radio"/> Community Interest Company (CIC) <input type="radio"/> Company limited by shares <input type="radio"/> Company limited by guarantee <input type="radio"/> Local government body <input type="radio"/> Mutual society <input type="radio"/> Partnership or consortia <input type="radio"/> Trust or foundation <input type="radio"/> Unincorporated group <input type="radio"/> Other
* Which category most closely describes your organisation?	Choose one option that applies from the following list: <input type="radio"/> Amateur or voluntary organisation <input type="radio"/> Professional organisation
* Are you a registered charity?	Choose one option that applies from the following list: <input type="radio"/> Yes <input type="radio"/> No
* Are you based within the European Union?	Choose one option that applies from the following list: <input type="radio"/> Yes <input type="radio"/> No

### **An important note on bank accounts:**

If creating an applicant profile for an organisation, that organisation **must** have a bank account that:

1. is in the exact name of your organisation
2. has two signatories

This is usually a business bank account. We **cannot** make payments for a grant made to an organisation into an individual's bank account.

If you apply as a group of people or as a group of organisations, we will only make payments to the named person or organisation taking the lead in making the

application. The person or organisation who is taking the lead will be responsible for the grant.

(Please note, having your applicant profile validated does not mean that we accept your bank account name as a valid one for any grant you might receive in the future. Approval of bank details will only take place when a bank details form is submitted as condition of first payment on any grant.)

You can find out more about our requirements for bank details in the [bank details guidance](#) information sheet, available on our website.

### ► Address information

This screen asks for basic contact information.

Fill in all the other fields marked with an asterisk and any other relevant fields.

Address information	
Click to use postcode search.	<input type="checkbox"/>
Non-UK address or address not found:	<input type="checkbox"/>
Address name or number:	<input type="text"/>
Street:	<input type="text"/>
Locality:	<input type="text"/>
* Town / city:	<input type="text"/>
* Postcode:	<input type="text"/>
* Main contact number:	<input type="text"/>
* Email address: (Organisation email address if applicant is an organisation)	<input type="text"/>
Website address:	<input type="text"/>
Fax number:	<input type="text"/>

## ► Your contact information

You should enter the names and contact details of any key members of the organisation's staff here. **Please note: these contact details are for your organisation in general and are not specific to a single project.**



To add a contact, click the **add** icon . This opens up the **contact details** screen.

## ► Contact details

This screen allows you to add the details of any key members of staff at your organisation (such as Chief Executives, Finance Officers, Administrators, etc). You can add as many contacts as you think relevant.

One contact needs to have the checkbox ticked to signify that they are the **main contact** for this organisation.

### **An important note on the main contact:**

In order to receive any notifications about applications and projects made using this applicant profile, the main contact also needs to have a user account. Their account must then be linked to this applicant. For guidance on how to do this, please read section 11.1 [How to link a user to an applicant.](#)

Please also note that any other contacts you list here will only receive notifications about the applicant's projects if they have their own user accounts and have been linked to the applicant.

## Contact details

\* **Contact type:**

**Is this the main contact for the applicant?**

\* **First name:**

**Middle name:**

\* **Last name:**

\* **Position:**

\* **Primary contact number:**

**Alternate contact number:**

**Mobile phone number:**

\* **Email address:**

**Fax number:**

Complete the fields marked with an asterisk, and any other relevant fields.

### ► Financial background

Financial background	
* In what year was your organisation formed?	<input type="text"/>
What is your organisation's company number? (if applicable)	<input type="text"/>

Please make sure to enter your company number if you have told us that your organisation has a status where this is relevant. We may not be able to validate your profile within our published turnaround times if you do not provide this information accurately.

### ► Governance document attachments

On this screen, you need to attach a **Governing document**. All organisations making an application to us (including unincorporated groups) must have a written governing document in place (for example a constitution, set of rules or trust deed). Please read the information sheet [Governing documents](#) for more information about what we need to see.

To add your governing document, click on [Click to add governance document](#) and upload the file.

Governance document attachment						
<p>You should use the link below to upload your governance document. Please note that the maximum file size you can upload is 10MB and we accept pdf, MS Word, MS Excel, MS PowerPoint and jpeg files.</p>						
Document Type	Required?	Description	Date attached	Attachment type	Download	Delete
<a href="#">Click to add governance document</a>	No	--	No attachment	---		
<input type="button" value="Back"/>		<input type="button" value="Next"/>				

### ► Monitoring information

This screen asks you to enter a figure for the number of members in your senior management team and on your management committee, board, governing body or council. It then asks you to enter a figure for the number of members who make up each of our monitoring sections.

We may use this information to report to the Government or to monitor the different backgrounds of people who receive grants. We will **not** use this information to assess your application. If you do not know some of the information or you would prefer not to provide it, you can fill in the 'Not known/Prefer not to answer' box.

### ► Declaration

Declaration
<p><b>* I confirm that the information provided is correct and that I am authorised to submit it on behalf of the Applicant.</b> <input type="checkbox"/></p>

Please tick the box to confirm that you are authorised by the organisation named on the applicant profile to submit the information on its behalf and to create its applicant profile.

## ► Submission summary

The submission summary displays a list of all the steps you've worked through. If you have completed a step successfully, there will be a green tick beside it. If a step is incomplete or has not been completed successfully, this will be indicated by a red tick. A hyperlinked statement will tell you what part of each step needs attention. Click on this hyperlinked statement to take you to the step and make your amendments.

Complete	Page	Last Updated	Mandatory
✓	<a href="#">Applicant details</a>	15/03/2017	Yes
✓	<a href="#">Address information</a>	15/03/2017	Yes
✓	<a href="#">Contact information</a>	15/03/2017	Yes
✓	<a href="#">Financial background</a>	15/03/2017	Yes
✓	<a href="#">Governance document attachment</a>	15/03/2017	Yes
✗	<a href="#">Monitoring information</a>	Please Complete	Yes
✗	<a href="#">Declaration</a>	Please Complete	Yes

Notes:

- [The monitoring information is incomplete. The number of members in each category must match the total management figure at the top of the screen. Management members must be at least 1.](#)

This example shows an applicant profile where there is missing information in several sections, and so the user can't proceed. They can click on either the note itself or the section names, and can go back and correct this.

## ► Clicking Complete

By clicking **Complete** on the Submission Summary screen, you are submitting your applicant profile to us for validation.

We will aim to approve your profile **within five working days**. You will receive an email notification when this has been done.

**Please note, you will not be able to start your application until your applicant profile has been validated.**

## 9. Navigating your user account

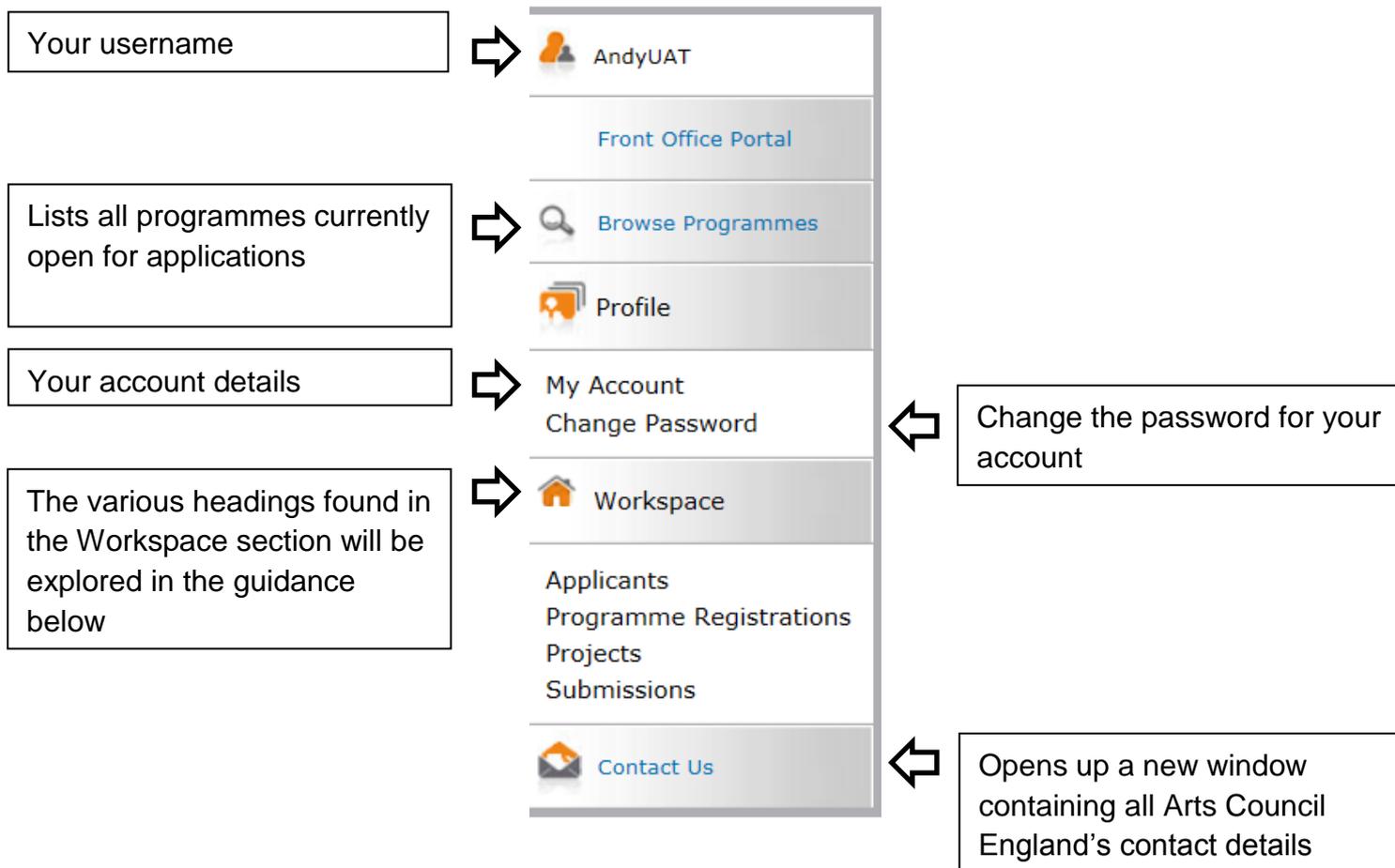
Once you have an account in Grantium, you can manage all the applications you have made with Arts Council England from that account since 27 January 2016. If you do not yet have an account, please see section 3 [Creating a user account](#).

When you log in with your account details, you will see a screen that looks like this:

The screenshot shows the Arts Council England Grants portal. At the top, the Arts Council England logo is on the left, and the tagline 'Championing, developing and investing in the arts and culture in England' is in the center. A 'Logout' link is on the right. Below the header is a navigation pane on the left with the following items: 'Andytest', 'Front Office Portal', 'Browse Programmes', 'Profile', 'My Account Change Password', 'Workspace', 'Applicants', 'Programme Registrations', 'Projects', 'Submissions', and 'Contact Us'. The main content area is titled 'Welcome to Arts Council England's Grants for the arts portal'. It contains several sections of text: 'Here you can create an applicant profile...', 'To begin an application you need to create an applicant profile...', 'To create a new applicant profile', 'Validating your applicant profile', 'If you want to link your user profile to an existing applicant', 'Making an application', and 'Throughout the application any items marked \* must be completed.' At the bottom of the page, there is a footer with 'The National Lottery' logo on the left and 'Page Generation Time: 0.135s' on the right.

This is the landing page for your account.

As well as providing you with some information, there is a navigation pane on the left of the screen. You will navigate your account via this navigation pane. This is what it looks like up close:



## The Workspace section

The headings in the Workspace section are how you will manage any projects or grants you have with Arts Council England. The headings are:

- Applicants**
- Programme registrations**
- Projects**
- Submissions**

## Applicants

**Applicants** shows all the applicants you are linked to.

Applicant:

Applicant Name	Applicant Number	Number of Projects	Last Submission	Children	Registrants	Parent	Open
<a href="#">The Group</a>	56994579	7	03-Dec-2015				

The screen will only show one applicant at a time. If you are linked to multiple applicants, you can select the one you want to view from the dropdown at the top of the screen.

For help in creating an applicant, please read section 4 [Starting to create an applicant](#).

To view a list of the other users who are linked to this applicant, click the **Registrants** icon . If you want to link another user to this applicant, please read the [How to link a user to an applicant](#) section of this guidance.

The **Parent** icon will show you a list of other applicants which are linked with your applicant. This is an internal function for Arts Council England and is only really relevant to universities and local authorities.

To view the contact details of the applicant, click the **Open** icon . If you want to amend any of the contact details within, please read section 10 [How to manage your contact details](#) of this guidance.

## Programme Registrations

**Programme Registrations** lists all the funding opportunities that are open for applications.

Applicant:

### Programme Registrations

<a href="#">All</a> <a href="#">A</a> <a href="#">B</a> <a href="#">C</a> <a href="#">D</a> <a href="#">E</a> <a href="#">F</a> <a href="#">G</a> <a href="#">H</a> <a href="#">I</a> <a href="#">J</a> <a href="#">K</a> <a href="#">L</a> <a href="#">M</a> <a href="#">N</a> <a href="#">O</a> <a href="#">P</a> <a href="#">Q</a> <a href="#">R</a> <a href="#">S</a> <a href="#">T</a> <a href="#">U</a> <a href="#">V</a> <a href="#">W</a> <a href="#">X</a> <a href="#">Y</a> <a href="#">Z</a>	<a href="#">Programme Name</a>	<a href="#">Applicants Registered</a>	<a href="#">Start Date</a>	<a href="#">End Date</a>	<a href="#">Register</a>	<a href="#">View</a>
	Grants for the arts	5	01-Jan-2009	01-Jan-2019		

1

Again, this screen will only show details for one applicant at a time. If you are linked to multiple applicants, you can select the one you want to view from the dropdown at the top of the screen.

To register an applicant for a funding programme, first ensure you have the correct applicant selected, then click the **Register** icon . This will take you to a notification page which will let you know you have now registered your applicant for that funding programme. This means that you will be able to access the eligibility questionnaire and application form for that programme.

To find out more information about a funding programme, click the **View** icon on the relevant line. This will take you to a landing page with information about the selected funding programme. From this page, you can begin an application by clicking **Apply Now**.

## Projects

**Projects** lists all the projects you have ever created on the system.

Applicant: The Group (56994579)

Project Status: Open Projects

Programme Name: All Programmes

Project Name	Project Number	Programme Name	Applicant Name	Applicant Number	Step Status	Edit
Flight	GFTA-00003416	Grants for the arts	The Group	56994579	In Progress	
Keeping the Beat	GFTA-00002683	(UAT 4) Grants for the arts	The Group	56994579	In Progress	
Open Studio	GFTA-00002485	(UAT 4) Grants for the arts	The Group	56994579	In Progress	
The Great Exhibition	GFTA-00003417	Grants for the arts	The Group	56994579	In Progress	
The Journey	GFTA-00002930	(UAT 4) Grants for the arts	The Group	56994579	In Progress	
The Race	GFTA-00002536	(UAT 4) Grants for the arts	The Group	56994579	In Progress	
Writing the Novel	GFTA-00002535	(UAT 4) Grants for the arts	The Group	56994579	In Progress	

Again, this screen will only show details for one applicant at a time. If you are linked to multiple applicants, you can select the one you want to view from the dropdown at the top of the screen.

Use the filters to filter by open or closed projects, or by different programmes.

### A note on naming your projects

The **Projects** screen can start to look confusing if you have a number of projects with similar names. If you request funding for an annual event which always has the same name, or if you have to resubmit an application for a project, please make sure the projects are named in a clear way that allows you to see the project you want to work on.

## Submissions

**Submissions** lists everything you have submitted to us for each of your projects. This includes **eligibility questionnaires, application forms, offer acceptances, payment requests and reports.**

Project Name	Project Number	Programme Name	Step Name	Start Date	End Date	Associate Type	Version	Date Submitted	Actions
Flight	GFTA-00003416	Grants for the arts	Eligibility questionnaire	01-Jan-2009	01-Jan-2019	Primary Applicant	1		
GMO Session (Over 15k) 004 - Activity Report #1 (Interim)	GFTA-00002930 - Activity Report #1 (Interim)	(UAT 4) Grants for the arts	Post-award submission	22-Sep-2015	21-Oct-2019	Primary Applicant	1		
GMO Session (Over 15k) 004 - Activity Report #2 (Final)	GFTA-00002930 - Activity Report #2 (Final)	(UAT 4) Grants for the arts	Post-award submission	22-Sep-2015	21-Oct-2019	Primary Applicant	1		
GMO Session (Over 15k) 004 - Payment Request #1 (Initial)	GFTA-00002930 - Payment Request #1 (Initial)	(UAT 4) Grants for the arts	Post-award submission	22-Sep-2015	21-Oct-2019	Primary Applicant	1	21-Oct-2015 12:25:34	
GMO Session (Over 15k) 004 - Payment Request #2 (Interim)	GFTA-00002930 - Payment Request #2 (Interim)	(UAT 4) Grants for the arts	Post-award submission	22-Sep-2015	21-Oct-2019	Primary Applicant	1		

Again, this screen will only show details for one applicant at a time. If you are linked to multiple applicants, you can select the one you want to view from the dropdown at the top of the screen.

If you have a number of projects, it might be useful to use the filters to show the submissions relating to one specific project. To do this, select the relevant project from the dropdown and click **Filter**.

The **Start Date** and **End Date** shown on this screen relate to the programme itself and are not specific to your project so you can ignore these.

The **Date Submitted** shows you when a particular submission was completed and submitted to Arts Council England. If there is no date shown in this column, this means the submission still needs to be worked on and submitted.

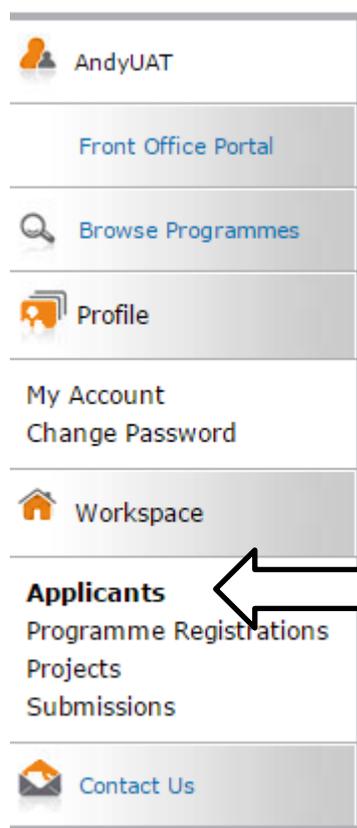
To continue working on a submission, click the **Open** icon . This will take you directly into the submission where you can continue to work on it.

To view a submission that has already been completed, click the Open icon . This will take you directly into the submission. You will not be able to amend anything, but you will be able to click through it and review everything within it.

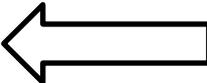
## 10. How to manage your contact details

By using the system to make an applicant profile and/or make an application, you are agreeing to keep your own contact details up to date by maintaining your **Applicant profile**. What you enter into the system is Arts Council England's only record of your contact details so you need to update any changes yourself.

To make changes, log in to the system. Click **Applicants** in the navigation bar on the left side of the screen.



On the next screen, select the relevant applicant from the dropdown at the top of the screen:

Applicant:  

Applicants							
Applicant Name	Applicant Number	Number of Projects	Last Submission	Children	Registrants	Parent	Open
<a href="#">The Group</a>	56994579	7	03-Dec-2015				



Next, click the **Open** icon .

The next screen is titled **Applicant Details** and is the first screen of your applicant profile. To make changes, you will first need to go to the **Submission summary** by clicking the link in the navigation bar on the left of the screen.

Please note, the sections listed in the navigation bar for organisation applicants will be different to the list for individual applicants, as shown below:

### Organisation

 AndyUAT

Applicant profile

**Applicant details**  
 Address information  
 Contact information  
 Financial background  
 Financial attachments  
 Other attachments  
 Monitoring information  
 Declaration  
**Submission summary**

Export to PDF  
 Get PDF Viewer

Back to Applicants List

### Individual

 AndyUAT

Applicant profile

**Applicant details**  
 Address information  
 Monitoring information  
 Declaration  
**Submission summary**

Export to PDF  
 Get PDF Viewer

Back to Applicants List

On the **Submission summary** screen, click **Edit**. This opens up all the sections of the applicant profile for editing:

Submission summary

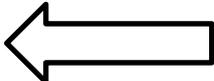
Complete	Page	Last Updated	Last Updated By	Mandatory
✓	<a href="#">Applicant details</a>	28/09/2015		Yes
✓	<a href="#">Address information</a>	28/09/2015		Yes
✓	<a href="#">Contact information</a>	28/09/2015		Yes
✓	<a href="#">Financial background</a>	28/09/2015		Yes
--	<a href="#">Financial attachments</a>	No Input Required		No
✓	<a href="#">Other attachments</a>	28/09/2015		Yes
✓	<a href="#">Monitoring information</a>	28/09/2015		Yes
✓	<a href="#">Declaration</a>	28/09/2015		Yes

Back
Next

Export to PDF

[Get PDF Viewer](#)

Edit



This e.Form has been marked as complete

You will now be able to go into each section of the **Applicant profile** and make any changes you need to.

When you have finished making changes, return to the **Submission summary**:

**Submission summary**

Complete	Page	Last Updated	Last Updated By	Mandatory
✓	<a href="#">Applicant details</a>	28/09/2015		Yes
✓	<a href="#">Address information</a>	28/09/2015		Yes
✓	<a href="#">Contact information</a>	28/09/2015		Yes
✓	<a href="#">Financial background</a>	28/09/2015		Yes
--	<a href="#">Financial attachments</a>	No Input Required		No
✓	<a href="#">Other attachments</a>	28/09/2015		Yes
✓	<a href="#">Monitoring information</a>	28/09/2015		Yes
✓	<a href="#">Declaration</a>	28/09/2015		Yes

[Get PDF Viewer](#)

←

This time, click **Complete** to close off all sections of the form again and save any changes you have made.

This completes the process.

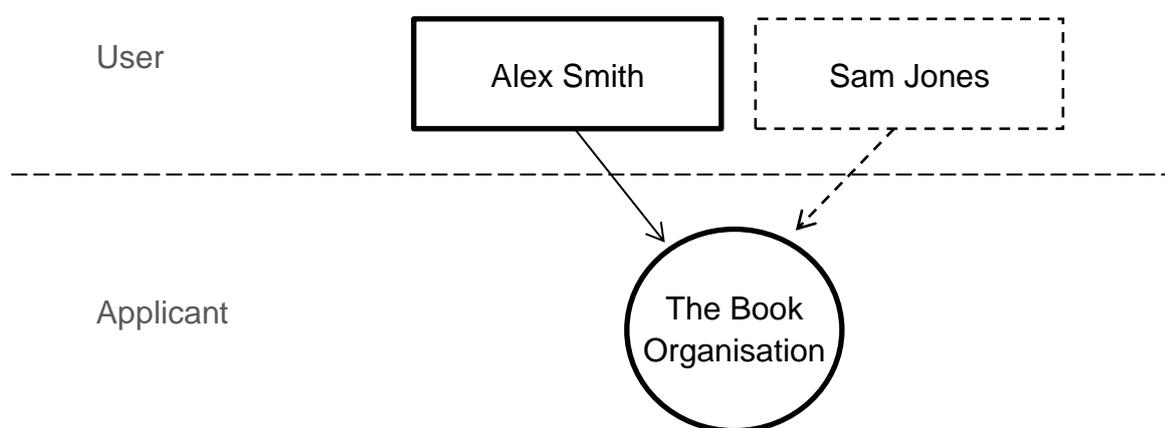
## 11. How to link or unlink a user to an applicant

Once you have created an applicant profile, you may want other users to have access to that applicant. There are a number of reasons why you would want to do this:

1. you work on behalf of an organisation and there are several people within your organisation who want to be able to submit applications on its behalf
2. you work at an organisation and are not authorised to accept grant offers. As such, your chief executive officer (or equivalent) would need an account and to be linked to the organisation profile
3. you are working with a support worker and want the support worker to be able to work on your applications
4. you are working with a consultant and want the consultant to be able to work on applications and to see all the information relating to your applicant

Each of these people would need to create an account for themselves. As the person who created the applicant in the first place, you would then have to find these users on Grantium and create a link between them and the applicant.

### Example



In this example Alex Smith creates an account. Alex then creates an applicant, The Book Organisation. Sam Jones is the CEO of The Book Organisation. Alex asks Sam to create an account. Once this is done, Alex finds Sam on the system and links Sam to The Book Organisation.

For an organisation, we would recommend that two members of staff have user accounts. One should be the person who writes applications and manages grants. The other should be the person with the authority to accept a grant offer, normally a chief executive or equivalent.

## 11.1 How to link a user to an applicant

Log in with your account details. You will land here:

Arts Council England  
Championing, developing and investing in the arts and culture in England

AndyUAT  
Front Office Portal  
Browse Programmes  
Profile  
My Account  
Change Password  
Workspace  
Applicants  
Programme Registrations  
Contact Us

### Welcome to Arts Council England's Grants for the arts portal

Here you can create an applicant profile, update your contact information and make applications to Grants for the arts. There is fuller guidance on how to do this in the [how to apply guidance](#).

To begin an application you need to create an applicant profile. The applicant is the person or organisation to whom we will make a grant if your application is successful. An 'applicant' can be the name of the organisation you work for, your artist name (for example, a stage name) or the name under which you practice your artform, or even just the same name as the one you used to create your user profile if you are an individual that only uses one name.

**To create a new applicant profile**

If your applicant does not yet have an applicant profile, you should create one by clicking [browse programmes](#) here or in the left menu bar. On the next screen click the register icon next to the funding opportunity you would like to apply for (Grants for the arts).

(If you are in the process of creating an applicant profile and are returning to continue working on it, select [applicants](#) here or in the left menu bar. On the next screen click the open icon beside the relevant applicant name.)

**Validating your applicant profile**

Once you have submitted your applicant profile it will need to be validated by us before you can begin your application. This can take up to **ten working days** so please bear this in mind when you think about applying. Once your applicant profile has been validated we will send you a confirmation email.

**If you want to link your user profile to an existing applicant**

If the organisation or individual you are applying on behalf of already has an applicant profile (which has been created by another user) you will need to get your user account linked to this existing applicant before you can make an application on their behalf. Please read our [guidance](#) on doing this or contact us using the [contact us](#) link here or in the left menu bar.

**Making an application**

Once your applicant profile has been validated, you can begin an application. Click [browse programmes](#) here or in the left menu bar. Click **View** on the far right of the screen next to Grants for the arts. This will take you to the Apply for Funding screen. Click **Apply Now** at the bottom of the screen to begin your application.

If you want to continue working on an existing application click [submissions](#) in the left menu bar. On the next screen, click the open icon in the Actions column next to the relevant document.

Throughout the application any items marked \* must be completed.

Any free text boxes have a strict word limit. Please stick to this word limit as any additional text will be automatically deleted.

There is fuller guidance on making an application in the [how to apply guidance](#).

If you would like to contact us, click [contact us](#) here or in the left menu bar of the Front Office home screen for contact information.

Assisting funds from The National Lottery

Page Generation Time: 0.476s

Click **Applicants** in the left menu bar. This screen will then appear:

AndyUAT

Front Office Portal

Browse Programmes

Profile

My Account  
Change Password

Workspace

**Applicants**  
Programme Registrations  
Projects  
Submissions

Contact Us

Applicant: Andy Solo (54871838)

**Applicants**

Applicant Name	Applicant Number	Number of Projects	Last Submission	Children	Registrants	Parent	Open
<a href="#">Andy Solo</a>	54871838	83	11-Dec-2015				

If your user account is already linked to a number of different applicants, you will need to select the right one from the dropdown at the top of the screen. If you only have one applicant so far, it will automatically be shown.

Click the **Registrants** icon

(A registrant is a name for users who have access to an applicant.)

The next screen to appear is this **Applicant Details** screen:

AndyUAT

Front Office Portal

Browse Programmes

Profile

My Account  
Change Password

Workspace

Applicants  
Programme Registrations  
Projects  
Submissions

Contact Us

Applicant: Andy Solo (54871838)

**Applicant Details**

**Applicant Name:** Andy Solo  
**Applicant Number:** 54871838

**Registrants**

Name	User Name	Email	Group	Delete	Open
UAT, Andy	AndyUAT	<a href="mailto:andy@uat.cam">andy@uat.cam</a>	Administrator		

1

Back to List

This screen shows you all the users who are linked the applicant, listed in a section called **Registrants**. At first, you should be the only one. To link another user, click the **Link** icon .

AndyUAT

Front Office Portal

Browse Programmes

Profile

My Account  
Change Password

Workspace

Applicants  
Programme Registrations  
Projects  
Submissions

Contact Us

Applicant: Andy Solo (54871838)

Applicant Details	
<b>Applicant Name:</b>	Andy Solo
<b>Applicant Number:</b>	54871838
Add a Registrant	
* <b>User Name:</b>	<input type="text"/>
* <b>Email Address:</b>	<input type="text"/>
* <b>Group</b>	Administrator
<input type="button" value="Add Registrant"/> <input type="button" value="Back to List"/>	

This opens a search function. Enter the user name and email address of the user you want to add. Under **Group**, you have two options available from the dropdown: **Administrator** and **Standard User**.

The functions of the two roles are the same except that an **Administrator** can link and unlink other users to an applicant and a **Standard User** cannot.

You should decide which role to give any registrants. These can be amended at any time. Guidance for this can be found in section 11.3 [Amending user rights](#).

Applicant: Andy Solo (54871838)

Applicant Details	
<b>Applicant Name:</b>	Andy Solo
<b>Applicant Number:</b>	54871838
Add a Registrant	
* <b>User Name:</b>	andytest
* <b>Email Address:</b>	andy@test.cam
* <b>Group</b>	Administrator
<input type="button" value="Add Registrant"/> <input type="button" value="Back to List"/>	

When you have entered the details of the user you want to add (who **must** have their own user account), click **Add Registrant**.

The screenshot shows a user management interface. On the left is a sidebar with navigation options: AndyUAT, Front Office Portal, Browse Programmes, Profile, My Account (Change Password), Workspace, Applicants, Programme Registrations, Projects, Submissions, and Contact Us. The main content area is divided into two sections. The top section, 'Applicant Details', shows the selected applicant as 'Andy Solo (54871838)'. Below this, the details are: Applicant Name: Andy Solo, Applicant Number: 54871838. The bottom section, 'Registrants', contains a table with the following data:

Name	User Name	Email	Group	Delete	Open
UAT, Andy	AndyUAT	<a href="mailto:andy@uat.cam">andy@uat.cam</a>	Administrator		
Test, Andy	Andytest	<a href="mailto:andy@test.cam">andy@test.cam</a>	Administrator		

Below the table, a summary row shows '1' registrant. A 'Back to List' button is located at the bottom of the Registrants section.

On the **Applicant Details** screen, you will now see the person you have just added listed as a registrant alongside yourself.

This completes the process.

## 11.2 How to unlink a user from an applicant

Log in with your account details. You will see this screen:

Arts Council England  
Championing, developing and investing in the arts and culture in England

AndyUAT  
Front Office Portal  
Browse Programmes  
Profile  
My Account  
Change Password  
Workspace  
Applicants  
Programme Registrations  
Projects  
Submissions  
Contact Us

### Welcome to Arts Council England's Grants for the arts portal

Here you can create an applicant profile, update your contact information and make applications to Grants for the arts. There is fuller guidance on how to do this in the [how to apply guidance](#).

To begin an application you need to create an applicant profile. The applicant is the person or organisation to whom we will make a grant if your application is successful. An 'applicant' can be the name of the organisation you work for, your artist name (for example, a stage name) or the name under which you practice your artform, or even just the same name as the one you used to create your user profile if you are an individual that only uses one name.

**To create a new applicant profile**

If your applicant does not yet have an applicant profile, you should create one by clicking [browse programmes](#) here or in the left menu bar. On the next screen click the register icon next to the funding opportunity you would like to apply for (Grants for the arts).

(If you are in the process of creating an applicant profile and are returning to continue working on it, select [applicants](#) here or in the left menu bar. On the next screen click the open icon beside the relevant applicant name.)

**Validating your applicant profile**

Once you have submitted your applicant profile it will need to be validated by us before you can begin your application. This can take up to **ten working days** so please bear this in mind when you think about applying. Once your applicant profile has been validated we will send you a confirmation email.

**If you want to link your user profile to an existing applicant**

If the organisation or individual you are applying on behalf of already has an applicant profile (which has been created by another user) you will need to get your user account linked to this existing applicant before you can make an application on their behalf. Please read our [guidance](#) on doing this or contact us using the [contact us](#) link here or in the left menu bar.

**Making an application**

Once your applicant profile has been validated, you can begin an application. Click [browse programmes](#) here or in the left menu bar. Click [View](#) on the far right of the screen next to Grants for the arts. This will take you to the Apply for funding screen. Click **Apply Now** at the bottom of the screen to begin your application.

If you want to continue working on an existing application click [submissions](#) in the left menu bar. On the next screen, click the open icon in the Actions column next to the relevant document.

Throughout the application any items marked \* must be completed.

Any free text boxes have a strict word limit. Please stick to this word limit as any additional text will be automatically deleted.

There is fuller guidance on making an application in the [how to apply guidance](#).

If you would like to contact us, click [contact us](#) here or in the left menu bar of the Front Office home screen for contact information.

Click **Applicants** in the left menu bar. This screen will then appear:

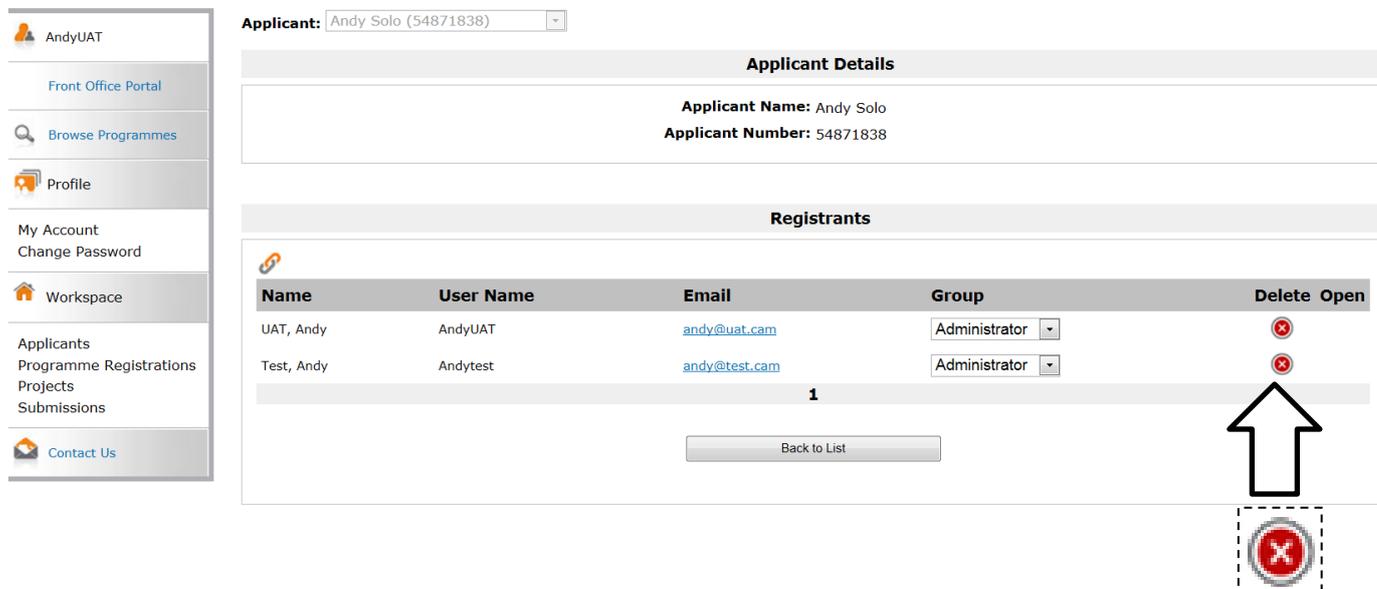
AndyUAT  
Front Office Portal  
Browse Programmes  
Profile  
My Account  
Change Password  
Workspace  
Applicants  
Programme Registrations  
Projects  
Submissions  
Contact Us

Applicant: Andy Solo (54871838)

Applicants							
Applicant Name	Applicant Number	Number of Projects	Last Submission	Children	Registrants	Parent	Open
<a href="#">Andy Solo</a>	54871838	83	11-Dec-2015				

If your user account is already linked to a number of different applicants, you will need to select the right one from the dropdown at the top of the screen. If you only have one applicant so far, it will automatically be shown.

Click the **Registrants** icon  .



**Applicant:** Andy Solo (54871838)

**Applicant Details**

**Applicant Name:** Andy Solo  
**Applicant Number:** 54871838

**Registrants**

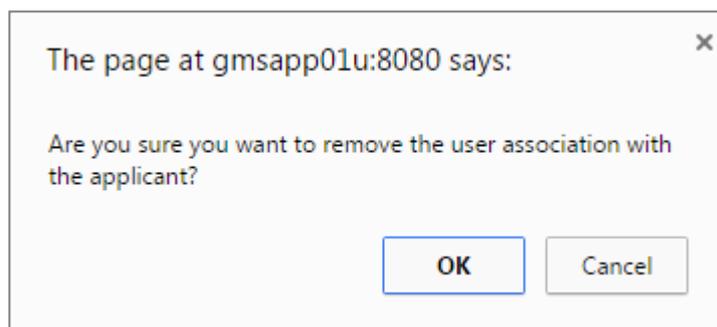
Name	User Name	Email	Group	Delete	Open
UAT, Andy	AndyUAT	<a href="mailto:andy@uat.cam">andy@uat.cam</a>	Administrator		
Test, Andy	Andytest	<a href="mailto:andy@test.cam">andy@test.cam</a>	Administrator		

1

[Back to List](#)

On the **Applicant Details** screen, you will now see all the users linked as registrants. To remove one, click the **Delete** icon .

A question box will come up.



Click **OK**.

This completes the process.

## 11.3 Amending user rights

Log in with your user account details. You will land here:

Click **Applicants** in the left menu bar. This screen will then appear:

Applicant Name	Applicant Number	Number of Projects	Last Submission	Children	Registrants	Parent	Open
<a href="#">Andy Solo</a>	54871838	83	11-Dec-2015				

Click the **Registrants** icon

The next screen to appear is this **Applicant Details** screen:

Applicant:

---

**Applicant Details**

**Applicant Name:** Andy Solo  
**Applicant Number:** 54871838

---

**Registrants**



Name	User Name	Email	Group	Delete	Open
UAT, Andy	AndyUAT	<a href="mailto:andy@uat.cam">andy@uat.cam</a>	Administrator <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test, Andy	Andytest	<a href="mailto:andy@test.cam">andy@test.cam</a>	Administrator <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1**

In the **Group** column, choose the relevant role from the dropdown, beside the relevant user.

A question box will come up.

Applicant:

---

**Applicant Details**

**Applicant Name:** Andy Solo  
**Applicant Number:** 54871838

---

**Message from webpage**

? Are you sure you want to change the group?

---



Name	User Name	Email	Group	Delete	Open
UAT, Andy	AndyUAT	<a href="mailto:andy@uat.cam">andy@uat.cam</a>	Administrator <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
Test, Andy	Andytest	<a href="mailto:andy@test.cam">andy@test.cam</a>	Standard User <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

**1**

Click **OK**.

This completes the process.

## 12. FAQs

I forgot my user name – what can I do to get it?	Please contact Customer Services (details below)
I forgot my password – what can I do to get it?	Click on ‘Forgot your password?’ on the log on screen. You will be prompted to enter your email address. Details will be emailed to you about how to access your account.
What are the implications of giving another user access to my applicant profile?	Any user given access to an applicant profile will have access to all information stored there. This includes contact details, any previous applications and any previously submitted conditions. They will also be able to write and submit applications, and request payments and submit conditions due on any open grant (though we may not be able to accept these submissions if the user is not authorised to submit them). For more information please see our webpage <a href="#">Before you begin</a> .

## 13. Further information and support

If you have any questions about the information contained in this document or require some assistance, please contact our Customer Services team on:

**Phone:** 0845 300 6200, 0161 934 4317

**Textphone:** 020 7973 6564

**Email:** [enquiries@artscouncil.org.uk](mailto:enquiries@artscouncil.org.uk)

**Website:** [www.artscouncil.org.uk](http://www.artscouncil.org.uk)