

GATE Front Office Frequently Asked Questions

Please download the newly revised Front Office User Guide from the [Help and Resources](#) page of the AFA website. If you have saved a copy of an old user guide, please delete it.

What's new in Front Office

We're very excited with the new look and feel of Front Office, as some new features will allow you to more easily start and submit an application and track your progress, including:

A **RECENT SUBMISSIONS** bar on the home page that tracks whether your application is still "In Progress" or if it is "Complete" and submitted for consideration. Simply click on your project tile to either continue working on an application or to view your completed applications.

If you received a grant and your project is not complete, your Final Report will also be under **RECENT SUBMISSIONS**. It will be listed as "In Progress" until you're ready to complete it – just click on the "In Progress" tile to start the Final Report process.

A new **FUNDING OPPORTUNITIES** menu item lists all current grant programs available through Front Office (including grants from both the AFA and the Alberta Media Fund). Please review your program guidelines for eligibility requirements and information about when you can apply. If you need further assistance, contact the Arts Development Consultant responsible for your AFA grant program. If you are applying to the Alberta Media Fund, please contact their program staff directly at 780-422-8584.

Questions? We anticipate some users will have questions... we have answers! Here are some anticipated frequently asked questions:

Has the URL for GATE/Front Office changed?

No. The URL for Front Office remains the same, and can be located in the Front Office User Guide or by clicking the "Apply Now" button on the program guidelines page for your grant.

I already submitted an application for the next program deadline. Will I need to resubmit my application?

No. The AFA has received and will review all applications submitted prior to the upgrade.

I started an application for the September 1 deadline for Individual Project Grants. Will I need to restart my application?

No. You can continue your application from where you left off. Log into Front Office and you will find your application listed "In Progress" under your RECENT SUBMISSIONS. Click on the tile to open your application and continue working. Remember, you must "Submit" your application for it to be considered for funding. If you have successfully submitted your application, the status will change to "Complete".

Does my Username or Password expire?

Your username does not expire, but your password does after six months. Email registrationafa@gov.ab.ca to have a password reset completed.

What browser should I use to access the Front Office portal?

The following browsers are recommended: Chrome 65.0.3325.181; Firefox 59.0.2; Safari; Internet Explorer 11.0 (Compatibility View turned off)

What help desk support is available for Front Office?

Information and other helpful tips and tricks for completing your application is available under the [Help and Resources](#) page of the AFA's website. If you have questions about your accessing or changing your username or password, please contact registrationafa@gov.ab.ca for assistance.

Can I submit my music or video files through Front Office?

No. Front Office does not currently allow submission of music or video files. Applicants must submit any such support materials in the manner outlined in the "How to Apply" section of your program guidelines. You can find your program guidelines at www.affta.ab.ca/funding/find-funding and view for more information.

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I am having technical difficulties with Front Office. Will you still accept my application after the program deadline?

No. All applications must be received by 11:59 p.m. on the application deadline. Please view your program guidelines to ensure you are aware of the next deadline for submissions.

It is the applicant's responsibility to ensure their application is "Complete" in the Front Office portal before the deadline expires. No exceptions are made for late applications. If you are applying close to the deadline, please ensure you give yourself enough time to submit so the system can process your application well before the 11:59 p.m. deadline.

We strongly encourage applicants begin their applications several weeks in advance, and to complete them at least 3-5 days before a deadline. This allows adequate time to reach out to an Arts Development Consultant or registrationafa@gov.ab.ca if you run into technical difficulties or require consultation on submitting your application.

Can I submit my Final Report through Front Office?

Yes. Final Reports are ready for completion under the RECENT SUBMISSIONS bar on your main home page. Your Final Report will be listed as "In Progress" until it has been completed and submitted for review.

Can I delete an application after I started it?

No. You cannot delete an application once it has been started. However, your Arts Development Consultant can delete an "In Progress" application on your behalf. If you have already completed and submitted your application, your Arts Development Consultant can withdraw it for you, if you wish to cancel your request for funding.

I work for an arts organization, and we have multiple staff that need to access our application. Can I have multiple log-ins?

Arts organizations often have several people involved in the creation and submission of an application. If you have multiple people that require access to your organization's information, you must request a separate and unique username and password for each of them. Registration requests should be sent directly to registrationafa@gov.ab.ca. To register, the email request must come from your organization's senior management team (i.e. Executive Director, Artistic Director, or Board Chair) indicating approval for you to access all application and final report data.

I used to work for an arts organization, but I am no longer there. What do I need to do?

Please contact registrationafa@gov.ab.ca to notify us that you are no longer with an organization.

I moved after I submitted my application. Can I update my contact information?

Once an application has been completed and submitted, you cannot make any changes to your submission directly. You must contact the Arts Development Consultant responsible for your program to ensure address, email, and phone numbers are up-to-date with our office. If your application is still "In Progress" you can update the information before you submit. However, please remember to also update your profile information in Front Office, using the instructions included in the user guide.

If you have specific questions about the content of your grant application, please contact the Arts Development Consultant responsible for your grant (contact info available on the [program guidelines](#) for your grant.)

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