

The Canadian Heritage Funding Portal (CHFP) – Frequently Asked Questions

October 2025

The Canadian Heritage Funding Portal (CHFP) is a secure platform for Canadians to access various grants and contributions programs within the Department and apply for funding online.

This online system was developed as part of the Department's ongoing efforts to modernize the delivery of its grants and contributions programs and was designed to make the process of applying for funding, reporting and interacting with programs faster and easier.

With the CHFP, you will be able to perform online transactions easily, such as:

- Managing your organization's information;
- Submitting your funding application; and
- Tracking the status of your application.

The CHFP has been designed with your needs in mind and, ultimately, will help speed up the application process. For example, information that has traditionally been requested every year, such as contact information/address, organizational by-laws and documents of incorporation, will only need to be submitted once, during the initial application process. This means that your information will be saved and accessible for subsequent applications. Not only will this help you save time, it will also eliminate the need for hard copy applications with original signatures.

In order to apply through the portal, you will need to complete a two-step online application process (an Applicant Profile and an online application form) and upload the required documents prior to the deadline.

You should only create one profile per organization. This profile will be used to generate a separate application form for each periodical you wish to submit.

The portal can be accessed through your internet browser using the following link:

<https://pch-financement-funding.canada.ca/en-CA>.

Note: *At any point in the application process, you can toggle between French and English by clicking the link in the top right corner.*

Our support team will be able to assist you should you have any questions or if you encounter any technical difficulty.

Q1. I cannot access the portal. / I am experiencing issues with my browser. What should I do?

The use of Internet Explorer is not recommended as users are likely to experience issues; Safari users working on a Mac platform may also encounter issues. The use of a recent version of Microsoft Edge, Google Chrome, or Firefox is recommended. It is recommended to install the latest version of the browser you wish to use from the list provided above for the best user experience.

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Q2. How do I sign on to the portal?

There are two ways to sign into the Canadian Heritage Funding Portal: through a Sign-In Partner or with a GCKey.

- You can access the CHFP through a Sign-In Partner site. Sign-In Partners are companies and organizations (such as financial institutions) that have partnered with SecureKey Technologies to enable their customers to use their online credentials (e.g., card numbers or user names and passwords for an existing Canadian bank account) to access Government of Canada services. Using a sign-in partner is convenient because you don't have to remember a different user ID and password; you already know your login information because you likely use it on a regular basis.
- You can also access the CHFP with a GCKey. GCKey is a service that issues credentials (a username and password) for accessing government services online. This is a unique electronic credential that allows you to communicate securely with online-enabled government programs and services. GCKey is a good option if you don't have a sign-in partner or prefer not to use one.

Q3. Who should set up the applicant profile and register the organization?

The individual that sets up the applicant profile and registers the organization should be the Authorized Representative, someone with the authority to bind and apply on behalf of your organization. The Authorized Representative will be considered the signatory on the application form.

Q4. What documents do I need to complete my Applicant Profile?

To complete your Applicant Profile, you will need the following documents:

- **Proof of your organization's legal status** (letters patent/incorporation documents, partnership agreements, constitution or bylaws or other recognized documentation); if your organization is an unincorporated association, ad hoc committee or trust without any by-laws or a constitution, you can attach a copy of meeting minutes or a list of your controlling members.
- **Direct Deposit Enrollment Form**, stamped by a financial institution or accompanied by one supporting document (a void cheque, banking letter, or management letter). Direct Deposit Enrollment Forms can be downloaded from the portal.

While you may have already submitted these documents in the past, you will need to upload them to your Applicant Profile the first time you apply online.

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Q5. Can I change the email address associated with my user account?

Once you have created an account, the email address associated with your user account cannot be changed.

You will have to contact the Client Support to obtain assistance:

- **Email:** info@PCH.gc.ca
- **Telephone:** 1-866-811-0055 (toll-free)
- Call toll-free from all regions, Monday to Friday, 7:30 a.m. to 6:30 p.m. (Eastern time)
- **TTY:** 1-888-997-3123 (for people who are deaf, hard of hearing or speech impaired) 3

Note: Please avoid creating a new account with a different email address, as you will lose all draft application forms and organization profiles previously saved with another account.

Q6. Where can I find the glossary?

A [link to the glossary](#) with definitions of business terms can be found on the “**My Organizations**” page under the How to access “**Final Reports**” section..

Q7. How can I know if I am eligible to apply for funding?

Consult the webpage of the program you are interested in applying for. A list of Canadian Heritage’s funding programs can be found at [Funding - Culture, history and sport - Canada.ca](#).

Q8. How can I find my application ID?

Once you have submitted an application, you will receive a confirmation email. Your application ID will be in that email. You can also find your application ID under “**My Applications.**”

Q9. I do not have access to a scanner. Can I take a picture with my phone?

If the image is clear and readable, a photo of the signed documents will be accepted (in jpeg format).

Q10. I do not have access to a printer. Are electronic signatures accepted?

Electronic signatures are accepted for most documents (except the Unincorporated Responsibility Form which require wet signatures).

Q11. How can I see the applications I have started or submitted? How do I know if my application was submitted successfully?

Started and completed applications are found under “**My Applications**”. Here, a list of all in-progress and submitted application details can be found; the status of the application is displayed.

Those who submit an application will receive an automatic acknowledgement message confirming receipt of their application. Remember to check your junk mail folder, then contact us if necessary.

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Q12. I submitted an application form and I realized I made a mistake. Can I make changes or submit another application?

Once the application has been submitted, no changes can be made on the portal. To make a change, select Help Centre under the Menu. On the "Help Centre" page, select "Create". You will be able to select an application and send a request to change or withdraw your funding application.... Please enter the reason for your request in the Comment box. A program officer will follow up with you regarding your request.

You can also get in touch with PCH:

- **Email:** info@PCH.gc.ca
- **Telephone:** 1-866-811-0055 (toll-free)
- Call toll-free from all regions, Monday to Friday, 7:30 a.m. to 6:30 p.m. (Eastern time)
- **TTY:** 1-888-997-3123 (for people who are deaf, hard of hearing or speech impaired)

Note: Please do not submit another application.

Q13. How can I share my organization and/or application with other people in my organization?

1. Invite the individual to create a User Profile in the portal if they haven't already. The email address you enter for an individual to give them share access must be the same email address that they have entered for themselves in their User Profile.
2. Go to the "My Organizations" page.
3. Find your organization's Applicant Profile in the table at the bottom of the page.
4. Click the icon under the "Actions" column associated with your organization's Applicant Profile.
5. Select the "Share" option from the dropdown actions that appear.
6. Click the "Add collaborator" button at the bottom of the page.

You must assign each collaborator either the role of 'Contributor' or 'Administrator':

- A user with a 'Contributor' role has partial access. They can create and edit funding applications.
- A user with an 'Administrator' role has full access. They can create, edit, sign and submit applications, as well as make changes to the Applicant Profile.

Note: The user who creates an Applicant Profile, is automatically assigned the role of 'Administrator' for the organization.

Each organization can only have one Applicant Profile. If someone has already registered an Applicant Profile for your organization, you will need someone in your organization with the Administrator role to share access with you to your organization's Applicant Profile. If you are unable to reach an Administrator or are unsure if your organization already has an Applicant Profile, contact us at info@PCH.gc.ca

Once you have shared your organization with someone, you and your new collaborator will receive a confirmation email from the system (with instructions on how to access the organization and any applications associated with the account).

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Q14. I cannot use the online portal. How else can I apply?

Should you be unable to access the new system or apply online for any reason, please contact our support team.

Our support team is available from Monday to Friday from 7:30 a.m. to 6:30 p.m. (Eastern Time) to assist you with any technical issues or questions related to the online application and can put you in touch with program staff who will be able to guide you as to other methods of application as required (telephone, email, mail). Here is how you can reach us:

Telephone: 1-866-811-0055

TTY (Teletype for the hearing impaired): 1-888-997-3123

Email : info@pch.gc.ca