



GREEN
MUNICIPAL
FUND

FONDS
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The FCM Funding Portal User Guide

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GETTING STARTED

Before accessing the FCM Funding Portal, there are a few key steps and setup tips to be aware of:

- You must receive an official invitation email from FCM, sent from PortalRegistration-EnregistrementPortail@fcm.ca . This email contains a unique registration link required to activate your account.
 - If you cannot find your invitation, please check your junk/spam/trash folders.
 - If you haven't received the invitation, contact us at gmfinfo@fcm.ca or 1-877-417-0550 or book a meeting via the [Outreach Booking Page](#) to request one.
- **Note:** To help you as quickly as possible with any technical issues with re-registering, please reach out to portalregistration@fcm.ca as a first point of contact. For the Green Municipal Fund, if you were assigned to a GMF Project Officer and have an ongoing application, someone will then be in touch with next steps in the near future. For any users looking to start a new pre-application, please reach out to [Contact us | Green Municipal Fund](#) to discuss your potential project.

Information to Prepare: During registration, you may be asked to confirm your contact details and organizational affiliation. If you are registering as a consultant, you may also be required to provide additional details about your client organization, such as its name, type, and main contact information

- **Browser Compatibility:** For the best experience, use a modern browser such as:
 - Microsoft Edge (Versions 135.x or later)
 - Google Chrome (Versions 135.x or later)
 - Mozilla Firefox (Versions 137.x or later)
 - Safari (Versions 17.4 or later)

Compatible operating systems include Windows 10 or later, and macOS 10.15 (Catalina) or later.

- **Device Recommendations:** The portal is optimized for desktop use. While accessible on tablets and mobile devices, certain features (e.g., form validation, document uploads) work best on a full browser.
 - **Account Setup Tip:** If you encounter issues with your registration Link or cannot access the portal, refer to the FAQ section or contact us at portalregistration@fcm.ca.

HOW TO REGISTER

1-New users:

For Funding Applicants only (Green Municipal Fund) : if you are a new funding user or looking to start a new application, ensure you've connected with outreach staff as detailed in [Contact us | Green Municipal Fund](#) , once your information is validated, you will receive an invitation email to register.

After receiving the invitation, follow the steps in the section **-steps for all users-**.

2-Existing users:

If you are an existing user, you will receive an automated invitation email from PortalRegistration-EnregistrementPortail@fcm.ca .

After receiving the invitation, follow the steps in the section **-steps for all users-**.

3-Steps for all users:

Receive the invitation email

○ Sent by the FCM from PortalRegistration-EnregistrementPortail@fcm.ca with the subject line "FCM Portal Invitation / Invitation au portail FCM"

○ **Didn't receive your invitation email?** If you have not received your registration invitation, please contact us at portalregistration@fcm.ca

Click the link in the email

10 Action: Click the link labeled “Access here to redeem your invitation” to begin the registration process. This will take you directly to the FCM portal’s Redeem Invitation page. Click “Register” (1) to proceed.

A program of / un programme de la
FCM FUNDATION OF MUNICIPALITIES / FONDATION DES MUNICIPALITÉS
GREEN MUNICIPAL FUND / FONDS MUNICIPAL VERT

Help | About Portal | Français | Sign In

Membership in FCM | Events | Funding Opportunities

Sign in | Register | Redeem invitation

- You can redeem your invitation code here.
- If you have previously received an invitation and created an account and password, proceed to the sign-in page by clicking the link below.
- If you do not already have an account, proceed to register a new account by clicking the link below.

* Invitation code: EpRyL-3ADYV-EwU92-Et

I have an existing account

Register **1**

View Your Redeeming Code

You will be redirected to a new page displaying your unique redeeming code.

○ Click Proceed to portal sign-in page (1)

○ If you experience issues at this step, please contact portalregistration@fcm.ca.

A program of / un programme de la
FCM FUNDATION OF MUNICIPALITIES / FONDATION DES MUNICIPALITÉS
GREEN MUNICIPAL FUND / FONDS MUNICIPAL VERT

Help | About Portal | Français | Sign In

Membership in FCM | Events | Funding Opportunities

Sign in | Register | Redeem invitation

- If you have previously received an invitation and created an account and password, proceed to the sign-in page by clicking the link below.
- If you do not already have an account, proceed to register a new account by clicking the link below.

Redeeming code:
EpRyL-3ADYV-EwU92-E8GTtqJ7uzytEGXyLvtQeumGzFZruQ05HefqBeH5A7-HQtTJssxi8MHg7JUaBrlcXaOv-CEP30CAOAQVQxK0p2anglike5mFHawHySeSJKZh8gwj-zzIGTjewj6tF9daMOWSVBbdvfEosGCICJBw4Ts8-

Proceed to portal sign-in page **1**

Create a New Account:

You will be directed to the Sign in page, Click the small blue “Sign up now” link (1) located just below the large blue “Sign in” button to begin creating your account



Sign in

Sign in with your email address

[Forgot your password?](#)

Don't have an account? [Sign up now](#) **1**

Enter User Details and Send Verification Code:

On the **User Details** page Enter your **email address** in the first field, Click the “**Send verification code**” (1) button. You will receive a verification code in your inbox.

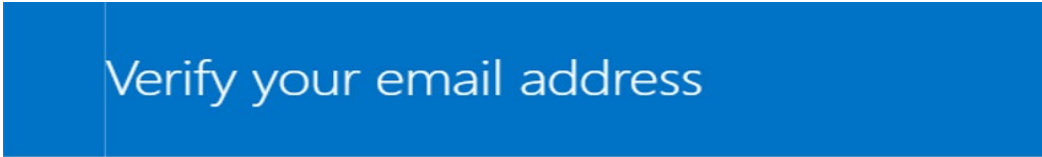
As part of FCM’s commitment to secure access, the portal uses **Two-Factor Authentication (2FA)**.

This means that after entering your password, you will be asked to verify your identity using a secondary method: **a code sent to your email.**

The 'User Details' form is displayed on a white background with a light blue header. At the top left of the form area is a '< Cancel' link. The FCM logo is centered at the top. Below the logo, the title 'User Details' is centered. The form contains several input fields: 'Email Address' (with a red asterisk to its right), 'New Password' (with a red asterisk to its right), 'Confirm New Password' (with a red asterisk to its right), 'Given Name', and 'Surname'. A large blue button labeled 'Send verification code' is positioned below the 'Email Address' field, with a circled '1' next to it. At the bottom of the form is a light blue button labeled 'Create'.

Verify Your Email:

After clicking **Send verification code**, check your inbox for an email. **The email will contain a 6-digit verification code (1)**. Copy the code (e.g., 445549) and return to the registration form to enter it in the verification field



Thanks for verifying your mrostoume@fcm.ca account!

Your code is: 445549 **1**

Sincerely,

Complete Account Setup:

Enter the **verification code (1)** you received by email into the appropriate field, Click **Verify code (2)**.


○ If your code has expired or you didn't receive one, click **Send new code** to request another.

A screenshot of the "FCM User Details" registration form. At the top left is a "< Cancel" link. The FCM logo is centered, with the text "User Details" below it. A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." Below this are several input fields: "mrostoume@fcm.ca" (with a red asterisk), "445549" (with a circled "1" and a red asterisk), "New Password" (with a red asterisk), "Confirm New Password" (with a red asterisk), "Given Name", and "Surname". Two blue buttons are present: "Verify code" (with a circled "2") and "Send new code". At the bottom is a light blue "Create" button.

Complete your account information:

Once your email verified, fill in the remaining required fields: Create and confirm your new password, enter your **Given Name** and **Surname**, click on **create (1)**.

< Cancel



User Details

E-mail address verified. You can continue now.

mrostoume@fcm.ca *

Change e-mail

..... *

..... *

ME****


ROS*****

Create **1**

Re-Verify Email:

After clicking **Create**, you may be prompted to **verify your email address again**. Click **Send verification code (1)** to receive the code in your inbox.

< Cancel



User Details

Verification is necessary. Please click Send button.

Email Address

m*****@fcm.ca *


1 Send verification code

Continue

Confirm your Email:

Enter the code in the field that appears and click verify **code (1)** to complete the verification.

< Cancel



User Details

Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

 *

Verification code

1

Email Verified – Proceed:

Once the verification is successful, you will see a message stating: “E-mail address verified. You can now continue.” (1) Click the **Continue (2)** button to proceed

< Cancel



User Details

E-mail address verified. You can now continue. **1**

Email Address

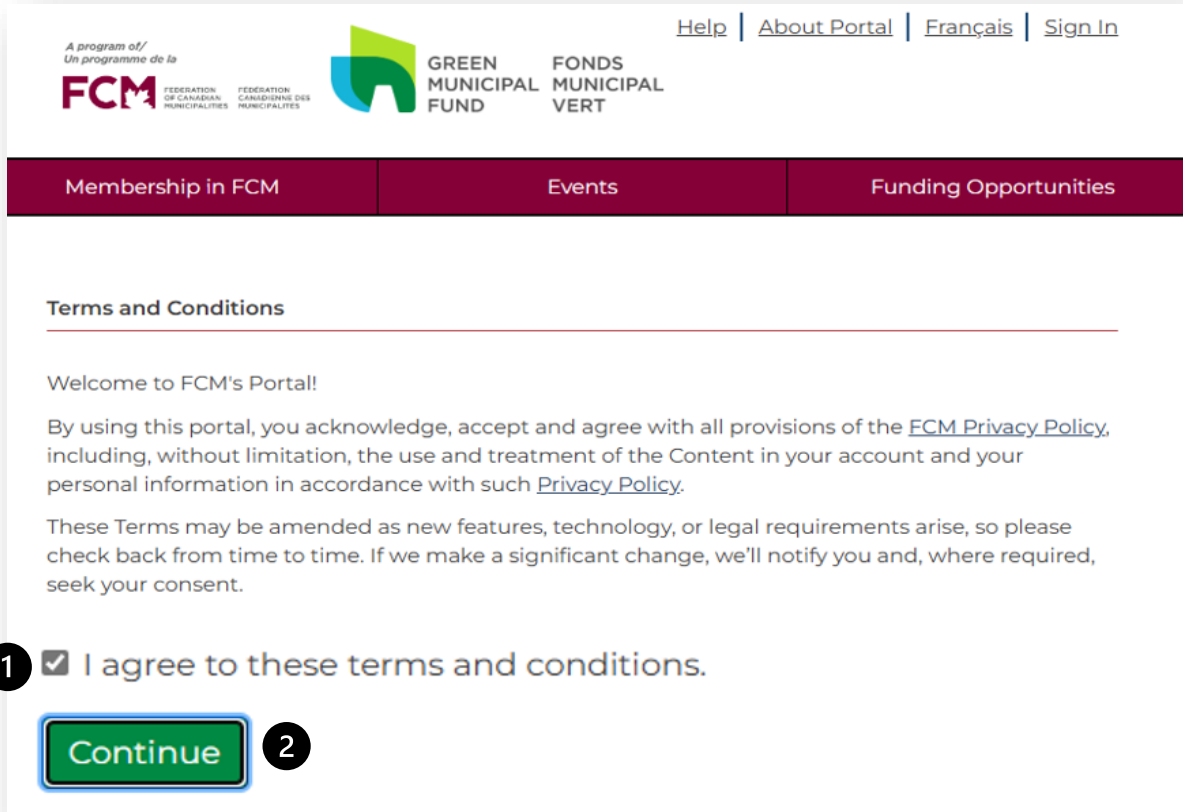
 *

2

Email address that can be u

Accept Terms and Conditions:

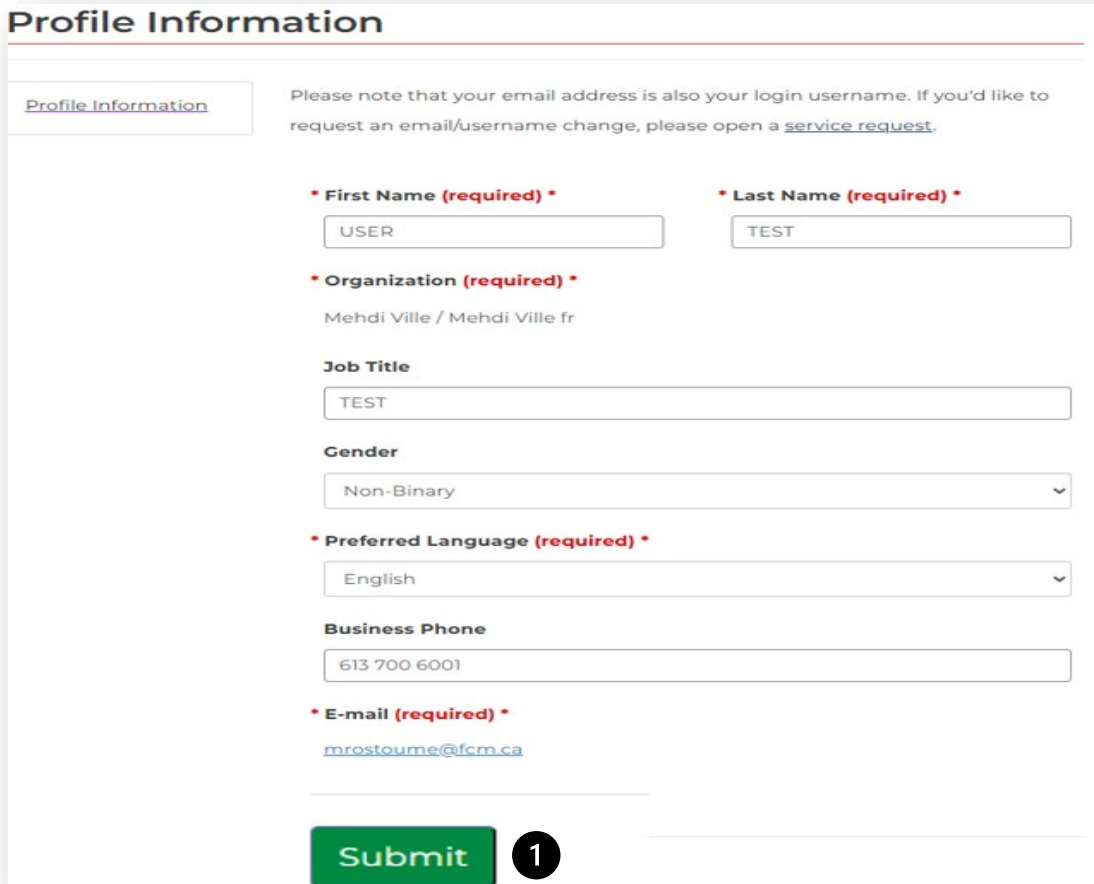
After email verification, you will be redirected to the **Terms and Conditions** page. Read the terms and privacy policy carefully. Check the box **“I agree to these terms and conditions”** (1), Click **Continue** (2) to complete registration and access the portal.



The screenshot shows the top navigation bar of the FCM portal. On the left, it says "A program of/ Un programme de la" above the FCM logo and the text "FEDERATION OF CANADIAN MUNICIPALITIES" and "FÉDÉRATION CANADIENNE DES MUNICIPALITÉS". In the center is the Green Municipal Fund logo with the text "GREEN MUNICIPAL FUND" and "FONDS MUNICIPAL VERT". On the right, there are links for "Help", "About Portal", "Français", and "Sign In". Below the navigation bar is a dark red menu with three items: "Membership in FCM", "Events", and "Funding Opportunities". The main content area is titled "Terms and Conditions" and contains the following text: "Welcome to FCM's Portal! By using this portal, you acknowledge, accept and agree with all provisions of the [FCM Privacy Policy](#), including, without limitation, the use and treatment of the Content in your account and your personal information in accordance with such [Privacy Policy](#). These Terms may be amended as new features, technology, or legal requirements arise, so please check back from time to time. If we make a significant change, we'll notify you and, where required, seek your consent." Below this text is a checkbox labeled "1" that is checked, with the text "I agree to these terms and conditions." To the right of the checkbox is a green button labeled "Continue" with a "2" next to it.

Verify and Update Information:

Review and complete all required fields marked with a red asterisk (*), click the green **Submit (1)** button at the bottom of the page.



Profile Information

[Profile Information](#)

Please note that your email address is also your login username. If you'd like to request an email/username change, please open a [service request](#).

*** First Name (required) ***

*** Last Name (required) ***

*** Organization (required) ***
Mehdi Ville / Mehdi Ville fr

Job Title

Gender

*** Preferred Language (required) ***

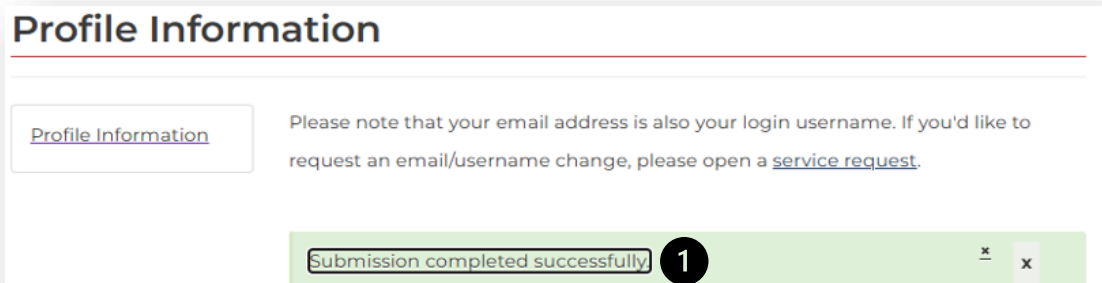
Business Phone

*** E-mail (required) ***
mrostourme@fcm.ca

Submit (1)

Confirmation:

After clicking **Submit**, a green confirmation message will appear at the top of the screen stating, “**Submission completed successfully.**” (1)



Profile Information

[Profile Information](#)

Please note that your email address is also your login username. If you'd like to request an email/username change, please open a [service request](#).

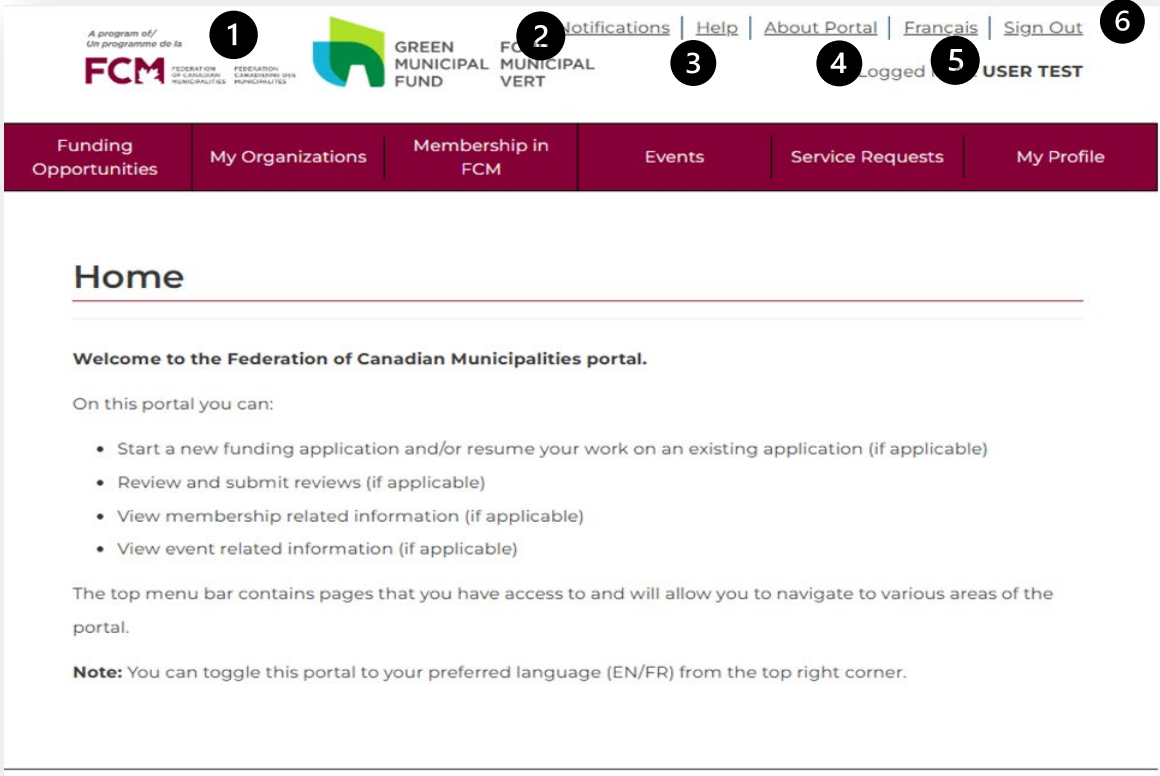
Submission completed successfully (1)

HOME PAGE

Once you log in to the FCM Funding Portal, you will land on the Home page by default.

This page serves as your main entry point and provides a summary of key actions.

To return to the Home page at any time, click the **FCM / Green Municipal Fund** logo (1) located at the top-left corner of the screen.



At the top right of the screen, you'll find the following tools:

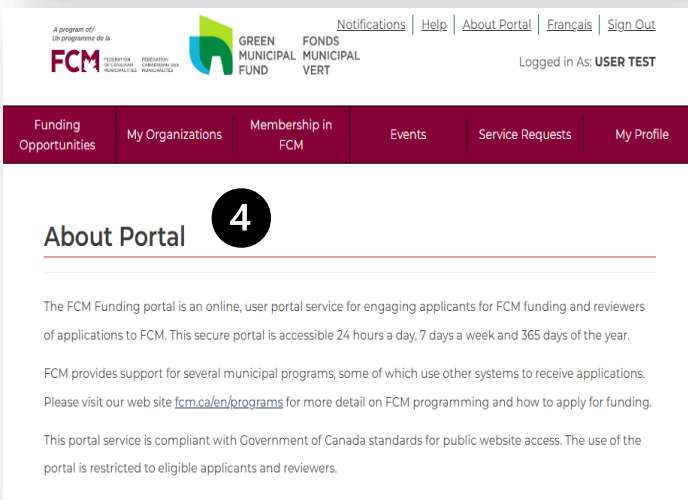
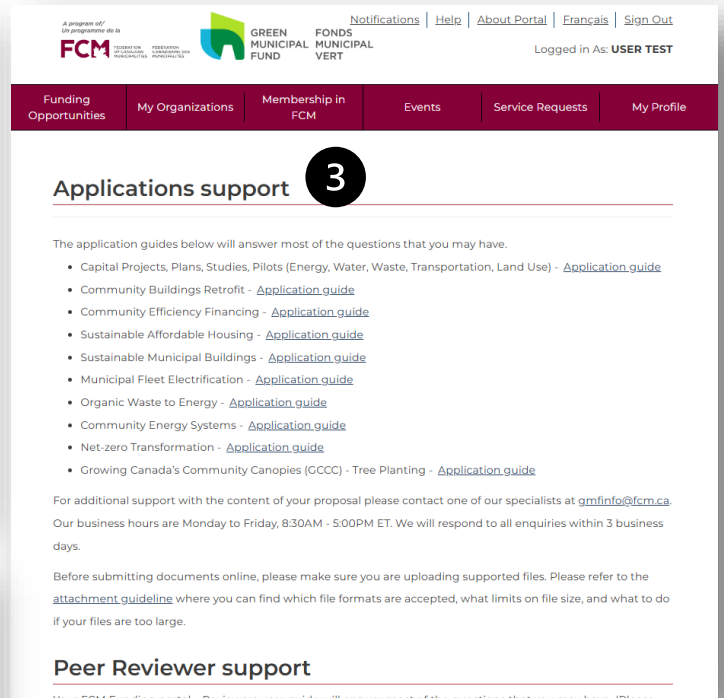
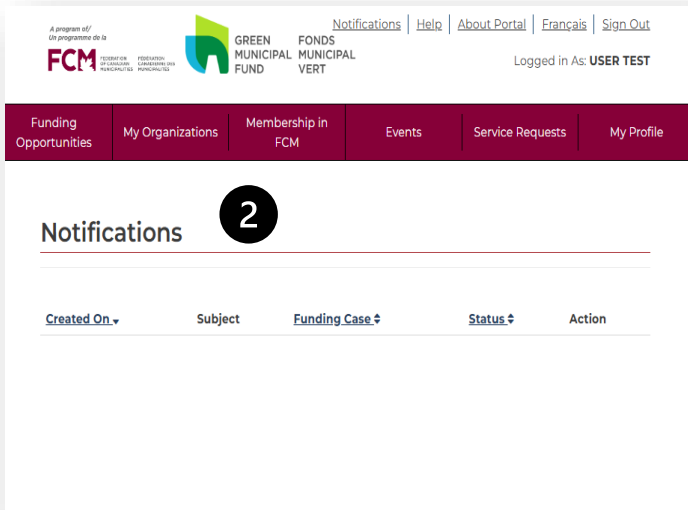
Notifications (2): Displays system-generated alerts relevant to your submissions, reviews, or upcoming deadlines. This area helps you stay informed of updates that may require action.

Help (3): Opens the support section, where you can find guidance on applications, peer reviews, and portal navigation, along with contact information for assistance.

About Portal (4): Offers a general overview of the FCM Funding Portal, including its purpose, who it's for, and compliance with Government of Canada accessibility standards.

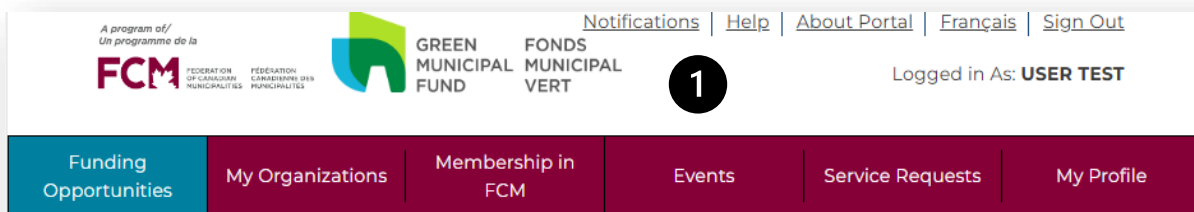
Language Selector (5) (English/Français): Allows you to switch between English and French user interfaces at any time.

Sign Out (6): Securely logs you out of your session when you're done using the portal.



Below the top navigation bar, you'll find access to the **main functional areas of the portal (1)**: Funding Opportunities, My Organizations, My Applications, My Reviews (if applicable), Membership in FCM, , Service Requests, My Profile.

Each of these areas (applicable for funding) is explained in detail in the sections that follow.



MY PROFILE

The My Profile section is in the **right-hand navigation menu of the portal**; it allows users to view and update their personal information associated with their portal account. It contains three tabs:

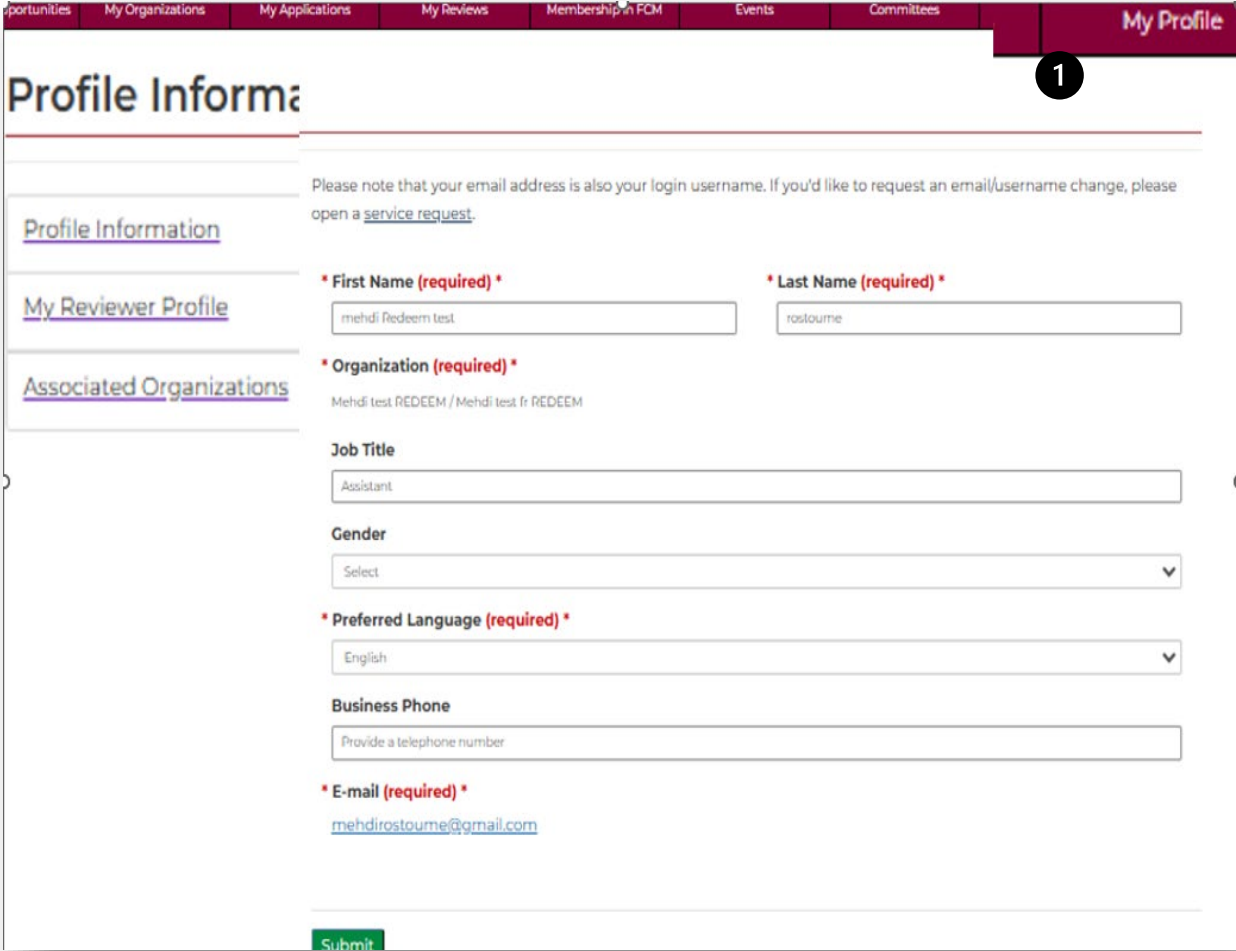
Profile Information (1):

This tab displays your contact details and organization information.

First and Last Name, Preferred Language, Email Address, Organization Name, Optional fields include Job Title, Gender, and Business Phone.

Action: After updating any field, **click Submit** to save changes.

If you need to request a change to your email/username, a service request must be submitted (Instructions for submitting this request are provided in – service request section – later in this guide.)



My Reviewer Profile:

This tab is only relevant to users assigned as external peer reviewers.

If you are a reviewer, details such as reviewer credentials, assignment type, and areas of expertise will appear in this section.

Note: Peer reviewers will receive a separate, dedicated portal guide tailored to their role.

Associated Organizations

This tab displays a list of projects or applications that the user is linked to, either through their organization or as an individual. It is divided into two sections: Project Participants, which shows organization-level roles, and Project Team Members, which highlights individual roles. Each entry provides key details such as the participating organization, the user's role, the submission they are linked to, and the associated application. This section helps users quickly identify how they are connected to active projects within the portal (view-only; auto-filled once roles are assigned).

Associated Organizations

[Profile Information](#)

[My Reviewer Profile](#)

[Associated Organizations](#)

Project Participants

Participating Organization	Participant Role	Submission	Funding Case
----------------------------	------------------	------------	--------------

Project Team Members

Participating Organization	Team Member Role	Submission	Funding Case
----------------------------	------------------	------------	--------------

SERVICE REQUEST

The **Service Requests** page allows users to submit requests for administrative, membership, funding, or technical support directly within the portal. Each request is associated with a specific organization and is tracked through a unique request ID.

These requests help streamline support for:

- New user account creation
- Profile updates
- Membership-related issues
- Funding-related questions
- Technical/system problems
- Any other support needs

Requests are typically reviewed **within 2 to 5 business days**. You will receive email notifications when your request is received and when it is updated or completed.

Step-by-Step: How to Submit a Service Request

1. Access the Service Requests Page

From the top menu bar, click on Service Requests.

2. Select an “Organization”

Use the Participating Organization dropdown to select the correct organization, especially if you’re associated with multiple entities.

3. Click “Create”

On the right-hand side, click the green Create button to open the request form.

4. Fill Out the Request Form In the popup window:

In the popup window:

- Select a **Request Reason (1)** from the dropdown: New user account request, Update existing user profile, Membership, Funding, System Queries, Other
- Provide clear **details (2)** of your request in the text field. Briefly describe what help you need (e.g., "Please update my email to, "Link me to [Organization Name]", or "Unable to access my application.)

5. Submit request (3):

6.View and Track Your Request:

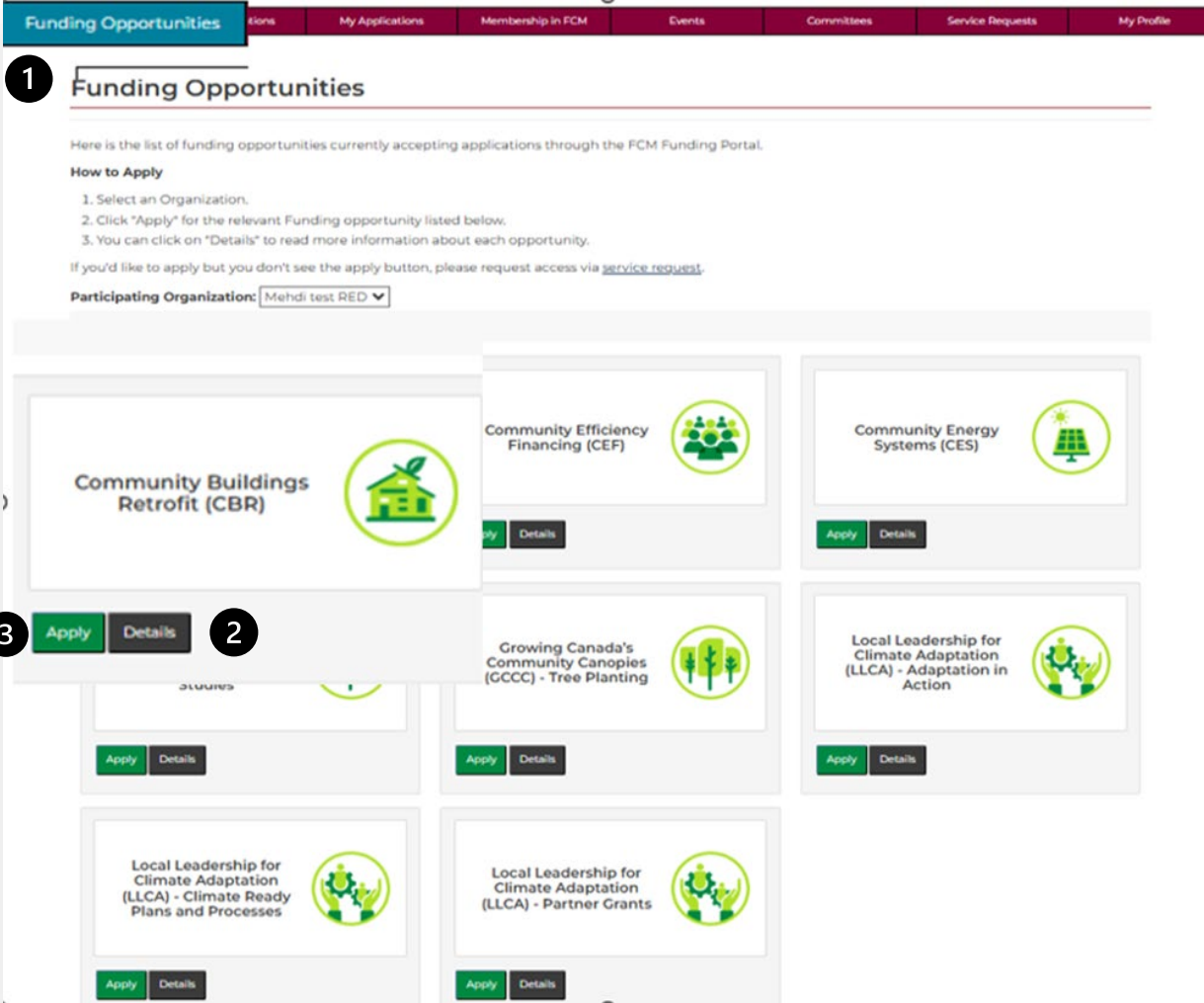
- Once submitted, your service request will appear in a table at the bottom of the page.
- You can filter the **list using the dropdown (1)** to display either: New or In Progress Service Requests, or Completed Service Requests
- For each request, the following details will be shown: **Request ID, Request Reason, Status Reason, Request Date (2)**, Click the **View (3)** button next to a request to open and review its details at any time.

FUNDING OPPORTUNITIES

The **Funding Opportunities (1)** page lets users explore available funding programs and submit new applications through a guided process. It provides full access to eligibility details, application links, and supporting materials. You can use this page to:

Explore available funding programs.

- o Access application guides, criteria, and submission tools by clicking **Details (2)**.
- o Start a new application by clicking **Apply (3)**.

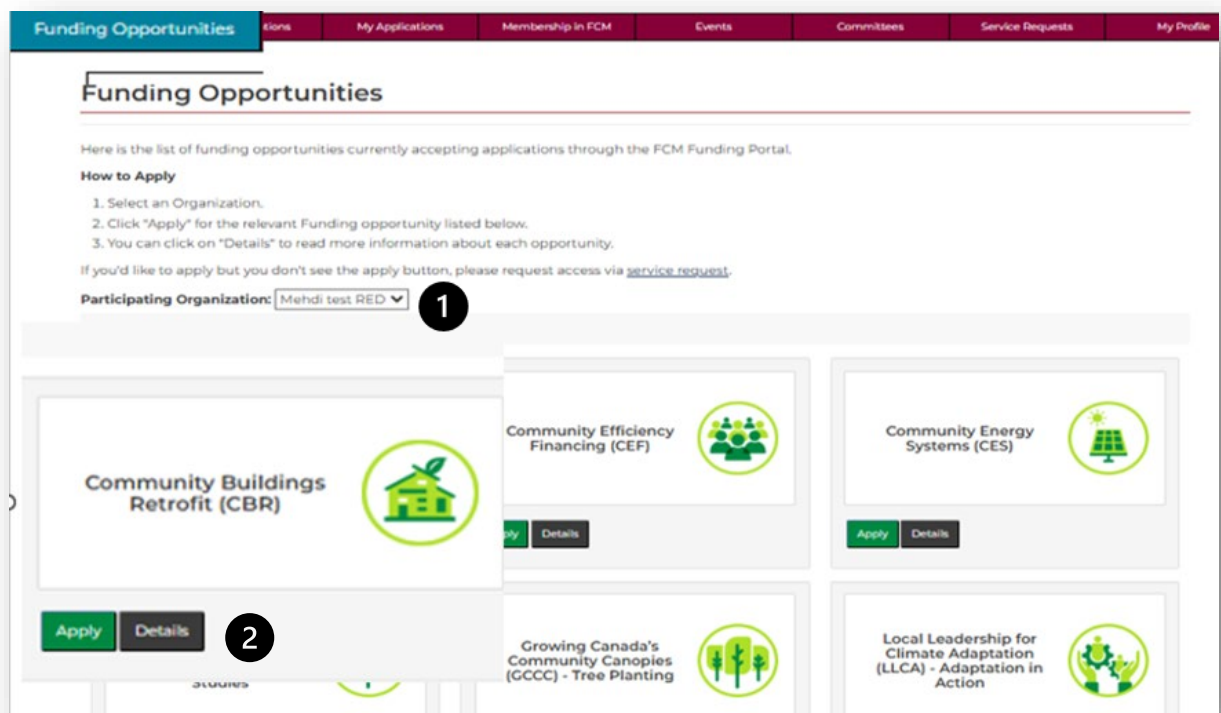


How to Explore Available Opportunities

1. Navigate to Funding Opportunities from the main menu

2. Choose your Participating Organization from the dropdown (1)

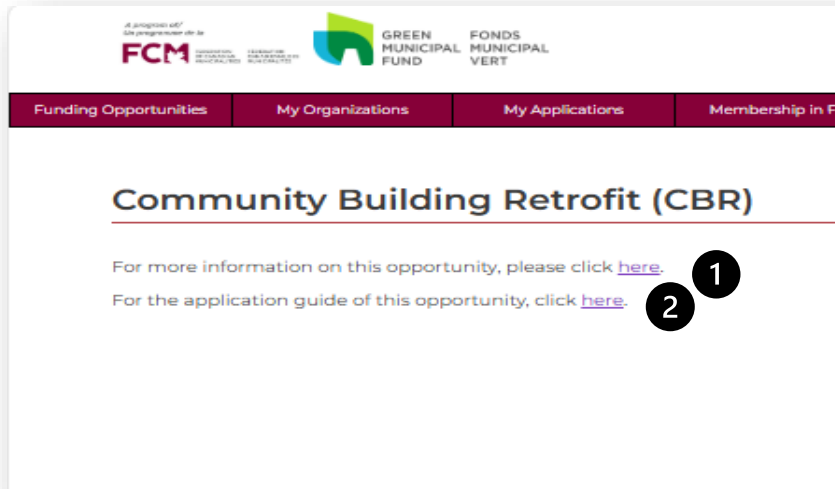
- Important: This step ensures that any application a user begins is linked to the correct entity, Click Details (2) to see full program info
- Note: There may be multiple pages of funding opportunities. Be sure to navigate through all pages to view the full list of available programs.



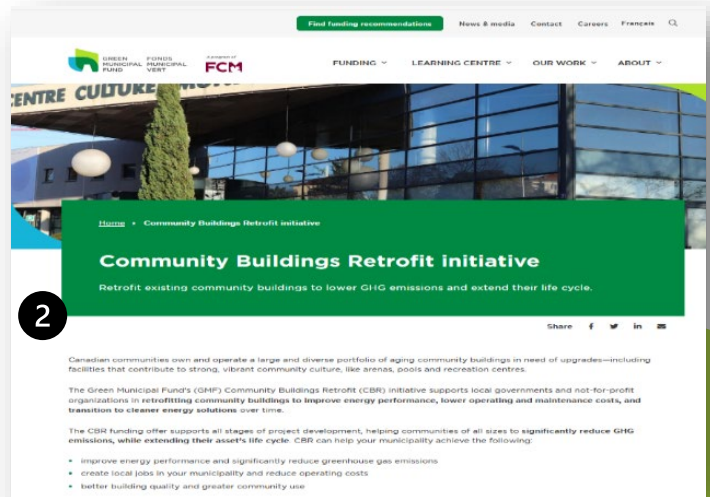
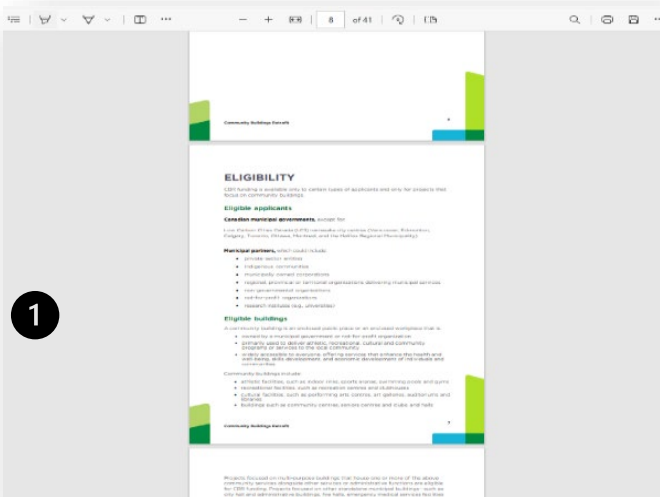
3. Access to resources:

When you click Details on any funding opportunity, a new page will open with more information about that opportunity. From this page, you will also have access to two key resources:

- A “Click here” (1) links that opens additional information about the opportunity in a new tab.
- A “Click here” (2) links to open “application guide” in a new tab



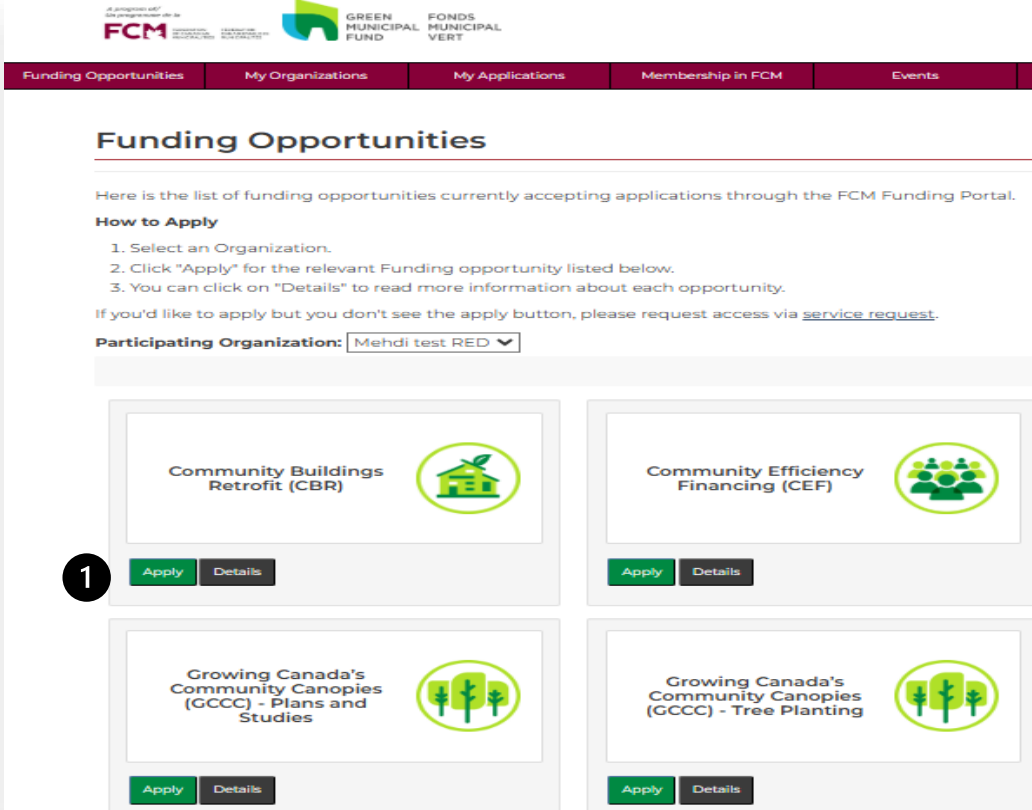
- These may include detailed criteria, templates, or examples



How to apply for funding:

1. Click the Apply (1) button:

next to the program you're interested in, this opens a guided pre-application form specific to that program.



The screenshot displays the FCM Funding Portal interface. At the top, there is a navigation bar with tabs for "Funding Opportunities", "My Organizations", "My Applications", "Membership in FCM", and "Events". The main heading is "Funding Opportunities". Below this, a brief introduction states: "Here is the list of funding opportunities currently accepting applications through the FCM Funding Portal." A section titled "How to Apply" provides three steps: 1. Select an Organization, 2. Click "Apply" for the relevant Funding opportunity listed below, and 3. You can click on "Details" to read more information about each opportunity. A note mentions that if the "Apply" button is not visible, users should request access via a service request. A dropdown menu for "Participating Organization" is set to "Mehdi test RED".

The main content area features four funding opportunity cards, each with an "Apply" button and a "Details" button. A red circle with the number "1" highlights the "Apply" button for the "Community Buildings Retrofit (CBR)" program. The programs listed are:

- Community Buildings Retrofit (CBR)
- Community Efficiency Financing (CEF)
- Growing Canada's Community Canopies (GCCC) - Plans and Studies
- Growing Canada's Community Canopies (GCCC) - Tree Planting

2. Select Your Project Type: Click the dropdown under Project Type (required) (1).

- Select the applicable category from the list (e.g.: Feasibility Study, Pilot Project, Capital Project...); **Choosing the correct project type at this stage is critical. An incorrect selection may result in delays**
- Click the green **Validate and Save (2)** button to continue to the next step.

The screenshot shows a web interface with a dark red navigation bar at the top containing the following menu items: Funding Opportunities, My Organizations, My Applications, Membership in FCM, Events, Committees, Service Requests, and My Profile. Below the navigation bar is a white content area with the heading "Project Type" underlined. On the left side of the content area is a blue button labeled "Project Type". To the right of this button is instructional text: "All instructions on filling out this pre-application form may be found in the CBR [application guide](#). Please follow this guide carefully as you fill out the necessary information and attach the required supporting documentation." Below this text is a red asterisk followed by the text "* Project Type (required) *". Underneath is a dropdown menu with a black circle containing the number "1" to its left. The dropdown menu is currently set to "Feasibility Study" and has a downward arrow on the right. At the bottom of the form is a green button labeled "Validate and save" with a black circle containing the number "2" to its right.

3. Complete your application

Use the navigation menu on the left to complete each section of the application form. Depending on the **funding offer** you are applying to, the sections may vary slightly. The list below reflects a common structure, using the [Community Buildings Retrofit CBR] as an example:

- Project Type
- Applicant Information
- Project Information
- Environmental Benefits

- Required Documents
- Declaration and Signature
- Summary and Submission
- Some sections may require you to upload supporting documents (e.g., PDFs, Word, or Excel files).

At each step:

- Fill in the required fields marked with a red asterisk (*), You will not be able to move to the next step unless these fields are completed. If you do not have an answer yet, you may enter a placeholder word or letter and return to update it later.
- Include as much optional information as possible
- Click **Validate and Save (2)** before clicking **Next (3)** to continue, you'll be returned to the top of the same page after saving.
- Reminder (1): A banner at the top of the screen will show how many days you have left to submit your application ("61 days remaining"). If the deadline passes, you will no longer be able to submit your application. **Contact us** using one of the previously mentioned methods if you need support or have missed the deadline.
- Once all sections are completed and validated, you can return to the Summary and Submission tab to officially submit your application:

Project Type

Name: SM-25-017295 Ver: 1

Please note that you have 61 days remaining to submit the application.

Project Type **!**

[Applicant Information **!**](#)

[Project Information **!**](#)

[Environmental benefits **!**](#)

[Required Documents **!**](#)

[Declaration and signature **!**](#)

[Summary and Submission](#)

All instructions on filling out this pre-application form may be found in the CBR [application guide](#). Please follow this guide carefully as you fill out the necessary information and attach the required supporting documentation.

*** Project Type (required) ***

Feasibility Study

Please select an item in this list

Please click validate and save before clicking next

1

Validate and save

2

Next

3

4. Review the checklist on the right

- Ensure each section is marked COMPLETE (in green)
- Any section marked INCOMPLETE (in red) must be revisited and validated

5. Scroll to the Attestation section

- Carefully read the agreement terms

Check the box (1):

- “I agree (required)” to confirm your organization authorizes submission and accepts FCM’s conditions

Click Submit (2) (button appears for the Project Team Member with the role of Application Contact in the Project Team Members section once all sections are valid)

- o Submission will only be enabled after all required fields are filled and validated

Project Information ✓

Declaration and signature ✓

Summary and Submission

Project Information

Declaration and signature

Use this checklist to confirm that you have completed all relevant sections of the for material.

Attestation

I agree that the organization for which I am submitting this application will be required to enter into a legally binding agreement with the **Federation of Canadian Municipalities** under the conditions of the approved funding, including the obligation to:

- Obtain the required authorizations to enter into the agreements with FCM;
- Carry out the initiative in compliance with all applicable laws and regulations; and
- Hold the copyright in all reports related to the initiative that the organization will produce.

1 I Agree (required) *

The organization for which I am submitting this application has authorized me to

2 Submit form

Previous

MY APPLICATIONS PAGE

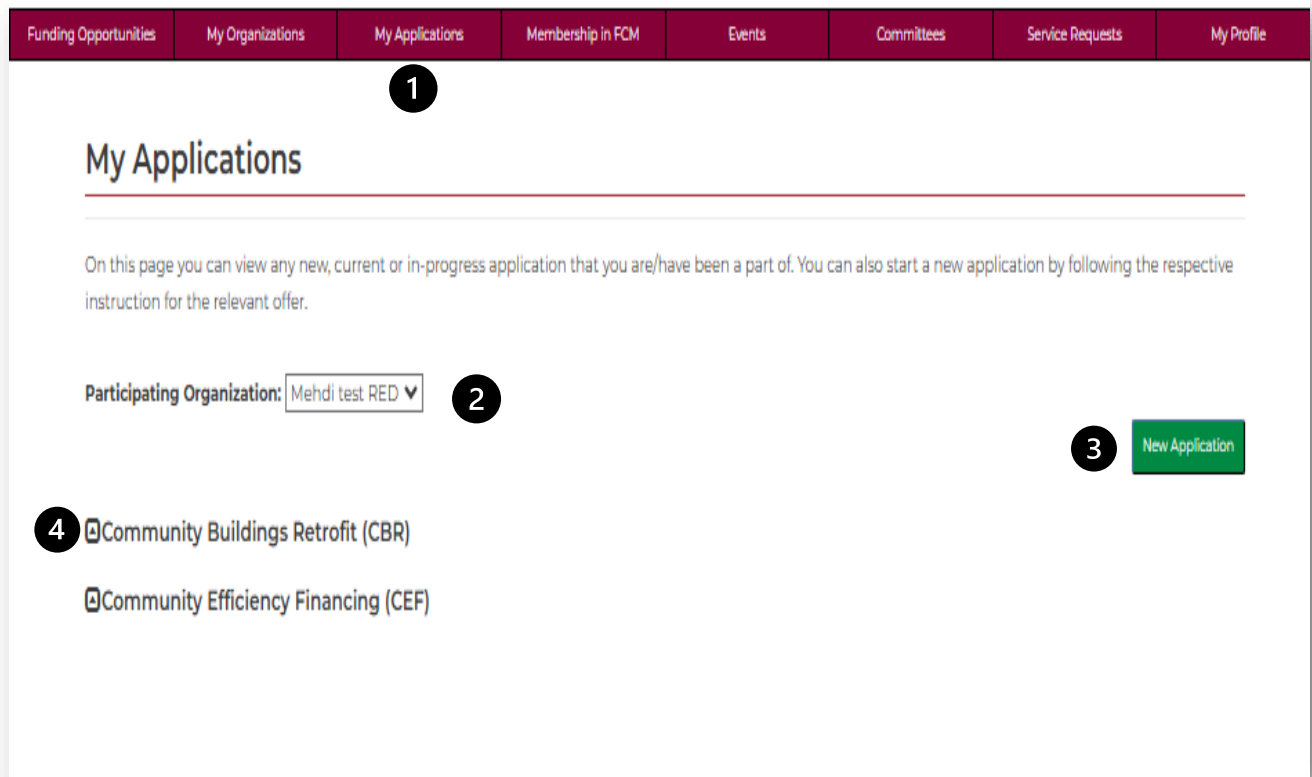
The **My Applications (1)** page allows you to view and manage all funding applications associated with your **organization (2)**—whether they are new, in progress, or already submitted. From this page, you can also **start a new application (3)**, filter by program, and track each application’s progress, status, and submission deadlines

You can also **download your application** at any stage, whether blank, partially completed, or finalized. Instructions on how to do this are provided further below under the **“Download Document”** option in the Collapsing Tiles and Program View section below.

Collapsing Tiles and Program View (4)

Applications are grouped under funding streams such as:

- o Community Buildings Retrofit (CBR)
- o Community Efficiency Financing (CEF)



Each program section is collapsible. Click the **small arrow** ▶ (1) to expand or collapse section. Inside each, you'll find tabs like:

- o **Unsubmitted** – applications that are in progress
- o **Submitted** – applications that have been completed and Submitted

Funding Opportunities | My Organizations | My Applications | Membership in FCM | Events | Committees | Service Requests | My Profile

My Applications

On this page you can view any new, current or in-progress application that you are/have been a part of. You can also start a new application by following the respective instruction for the relevant offer.

Participating Organization: Mehdi test RED New Application

1 Community Buildings Retrofit (CBR)

1 Unsubmitted

Name	Form	Version Number	Project Title	Due Date	Days Remaining	Status	Actions
SM-25-017295	CBR Pre-Application	1		7/22/2025 23:59:59 PM EST	60	New	<div style="display: flex; flex-direction: column; gap: 5px;"> Edit 2 Download Document 3 Delete </div>
SM-25-017288	CBR Pre-Application	1		7/22/2025 23:59:59 PM EST	60	New	<div style="display: flex; flex-direction: column; gap: 5px;"> Edit Download Document Delete 4 </div>

Community Efficiency Financing (CEF)

Unsubmitted

Name	Form	Version Number	Project Title	Due Date	Days Remaining	Status	Actions
SM-25-017298	FCM GMF Pre-Application Form - CEF	1		7/23/2025 23:59:59 PM EST	61	New	<div style="display: flex; flex-direction: column; gap: 5px;"> Edit Download Document Delete </div>

Take action on Your Applications

Once you expand a program tile (e.g., Community Buildings Retrofit or Community Efficiency Financing), a table will display all related applications. From this view, you can take specific actions for each listed application:

O Edit (2) – Click to return to the form and continue filling out or modifying details before submission, The progress wheel visually shows how much of the application is complete

O Download Document (3) – Save summary of the application as a document for review or offline use.

O Delete (4) – Permanently remove an unsubmitted application if it's no longer needed.

Once submitted, an application becomes read-only for review purposes.

FCM GMF Pre-application Feasibility Study - CBR

Project Type

All instructions on filling out this pre-application form may be found in the CBR application guide. Please follow this guide carefully as you fill out the necessary information and attach the required supporting documentation.

IMPORTANT! Please note that the project types "Community building monitoring and analysis projects" and "Community building re-commissioning projects" are currently closed.

Project Type: Feasibility Study

Applicant Information

The lead applicant is the entity that:

- Signs the contract with FCM
- Oversees the initiative (even if it has a third party complete this work)
- Bears the cost of the initiative
- Submits the required reporting to FCM

There are two lead applicant categories:

- Municipal governments
- Municipal government partners: These organizations must apply in partnership with a municipal government and demonstrate the government's commitment to the initiative.

Participating Organizations

Organization Name	Organization Role
Mehdi test REDCEM / Mehdi test fr REDCEM	Application Creator

If you are NOT a municipal organization, please answer the question below.
If you are a municipal organization, please enter N/A in the text box.

Tell us about your organization: How long have you been operating, and how are you involved in community buildings? If your organization is a not-for-profit, provide a brief history of your organization and indicate whether you own a single community building or a portfolio of community buildings.

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MY ORGANIZATIONS PAGE

The **My Organizations (1)** page displays all organizations that a user is connected to—either directly as an internal staff member or as a consultant. This section serves as the entry point for managing applications linked to those organizations, this page allows you to easily toggle between them and manage applications separately under each.

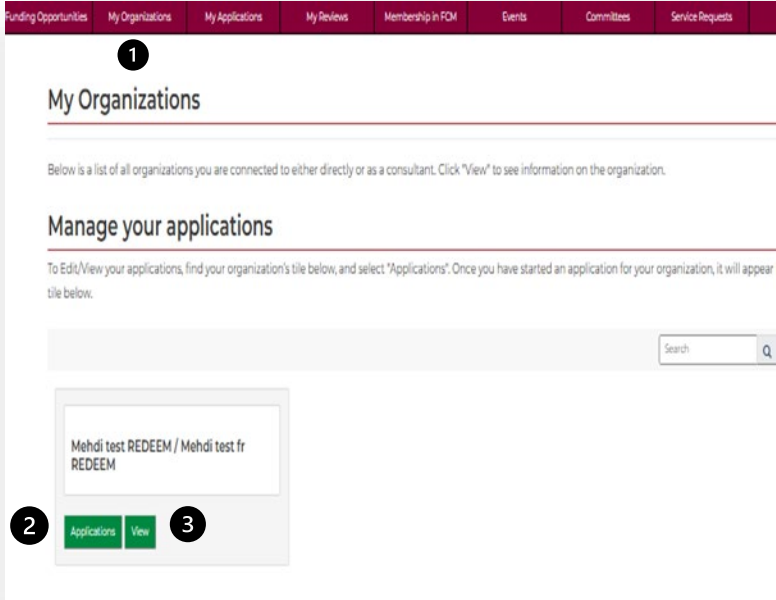
Access and Display

After logging in, users will see a list of organizations they are affiliated with. Each organization is presented in a box with two action buttons:

○ **Applications (2)** – opens the list of applications submitted or in progress for the selected organization.

○ **View (3)** – displays the organization’s profile information including name, address, and contact details.

Users will only see organizations they are officially linked to in FCM’s CRM system. Consultants must be registered and associated with an organization to access its information. To register, please contact gmfinfo@fcm.ca.



Viewing Organization Details

Clicking **View** opens a profile page showing:

- o Legal organization name
- o Primary address
- o Contact information

This view is typically read-only and serves for reference only. If you need to update any of this information, please contact us using the methods mentioned earlier (email, phone, or service request).

Organization

[Details](#) ✓

Organization's Name

Name

Mehdi Ville / Mehdi Ville fr

Organization's Primary Address

Street Address Line 1

—

Street Address Line 2

—

City

—

Province/Territory

FAQ – GREEN MUNICIPAL FUND

Q: How long will it take for me to receive my login information?

A: Once you've connect with the outreach team via [Contact us | Green Municipal Fund](#), the Green Municipal Fund team will review your request within 72 hours. Once your contact record is created, you'll receive a system-generated email. For technical support, please contact us a portalregistration@fcm.ca

Q: I'm a consultant. What do I need to help my clients apply?

A: Consultants must:

- Have a contact record under their consulting firm
- Be linked to the applicant organization as a consultant
- Provide the applicant's legally incorporated name, and at least one representative's full name, email, title, and phone number to allow a GMF representative to confirm their request to link you to their organization.

Please note:

- New non-municipal contacts or team members (such as consultants) can only be added **at the request of the municipality**.

Q: Who can submit the application and complete the Declaration & Signature section?

- **Only lead applicant organization representatives** can submit applications.
- The **Declaration & Signature section** must be completed by a representative of the lead applicant organization.

Q: Why can't I submit my application?

A: Make sure your application is 100% complete.

The **Summary** tab highlights any missing or incorrect fields that must be addressed before submission.

A common issue is selecting the incorrect **Contact Role**. Make sure the selected role is **"Lead Municipality and Applicant"**, as selecting only **"Lead Municipality"** may prevent submission.

Q: Why can't I see the 'Start Submit' button even though my application says complete?

A: The **Start Submit** button only appears to the user assigned the **Application Contact** role. This must be a lead applicant organization representative, not a partner or consultant.

Q: Why can't I find the organization I want to add?

A: It must first be created in GMF's system. Contact gmfinfo@fcm.ca or 1-877-417-0550 for support in adding new organizations.

Q: Why can't I find a contact to add as a project team member?

A: If the person isn't appearing in the dropdown, their contact record likely hasn't been created. Please email gmfinfo@fcm.ca or 1-877-417-0550 to request support.

Q: I'm seeing an error message. What should I do?

A: To help you as quickly as possible with any technical issues with re-registering, please reach out to portalregistration@fcm.ca as a first point of contact.

Q: How can I reset my password?

A: Click **Forgot password**, then enter:

- Your username (your email)
- Your last name
- Your email again

Then follow the prompts to reset. To help you as quickly as possible with any technical issues with re-registering, please reach out to portalregistration@fcm.ca as a first point of contact.

Q: How do I request an invitation to the funding portal?

A: Contact gmfinfo@fcm.ca or book a meeting with an advisor using [Contact us | Green Municipal Fund](#), an advisor will help validate your information and initiate your portal registration.

Q: What should I double-check when starting a new application?

A: To avoid issues later on, make sure to:

- **Select the correct organization** when creating your pre-application
- **Choose the correct project type** from the dropdown