




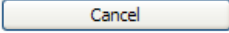


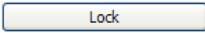
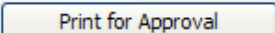
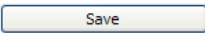
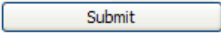
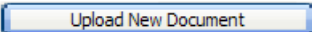
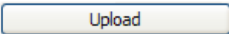
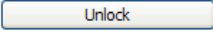


Guide to the MFSP eBusiness Centre

Edition 1.1

July 2011

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What is the MFSP eBusiness Centre?

The MFSP eBusiness Centre is a secure, web-based, funding management system that is used to facilitate the input, assessment, and allocation and reporting of financial resources by Canadian/Military Family Resource Centres at multiple locations around the world. The site contains forms, reports and resources for Annual Funding, National Youth Program Funding, SISIP FS Volunteer Recognition Program Funding, Emergency Funding and Supplemental Funding.

What does the eBusiness Centre look like?

The screenshot shows the MFSP eBusiness Centre interface. At the top right, it says 'Welcome v8SOPdate Sign Out 21/06/2011'. The breadcrumb trail is: MFSP eBusiness Centre > Community Profile > Annual Funding > Volunteer Management and Community Leadership. The left sidebar contains a navigation menu with items like 'Management and Administration', 'Volunteer Management and Community Leadership', 'Personal Development and Community Integration', etc. The main content area is titled 'Volunteer Management and Community Leadership' and contains a 'Budget' table.

Item	DMFS Allocation	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total DMFS Allocation	
Personnel	\$0	\$0	\$0	\$0	\$0	\$0	Edit
Volunteer Management Items	\$0	\$0	\$0	\$0	\$0	\$0	Edit
MPRC Board of Directors / CMFRC Advisory Committee Items	\$0	\$0	\$0	\$0	\$0	\$0	Edit
Sub-total	\$0	\$0	\$0	\$0	\$0	\$0	

Below the table, there is a 'Personnel' section with the question: 'How many full-time equivalencies (FTE) are represented by the total Personnel Costs above?' with a text input field containing '0.0'. Below that is a 'Volunteer Management Items' section with a list of checkboxes: Awards and Recognition, Child Care, Recruitment, Resources, Screening, Training and Development, and Travel.

	Name	Description
A	Sign Out	Click this link to sign out of the eBusiness Centre.
B	Language	Click this link (Français) to view the eBusiness Centre in French.
C	Breadcrumb	This navigation aid allows you to keep track of where you are currently working in the eBusiness application. You can follow this "trail" to get back to your starting point.
D	Module	Click a tab to access the various modules.
E	Change location	Users responsible for more than one location can click this link to view the Location list.

	Name	Description
F	Left-hand menu	This is the primary navigation menu that allows you to select the various funding documents, reports, categories and sub-categories. Clicking these menu items moves you through the sections of the funding documents.
G	Notice board	This box is where DMFS will post information and links.

How do I start using the eBusiness Centre?

Before you can start using the eBusiness Centre, you'll need a login user name and password. If you are an NPF employee, you may already have this information.

You can find the link to the eBusiness Centre login page on the DMFS [website](#), under the left-hand menu item "Funding Central".

How do I get a user name and password?


- 1 At the bottom of the login page, click "Request Access".
- 2 Complete and submit the user information form.
You'll receive your user name and password by email.

What are my roles and responsibilities?

The eBusiness Centre has five different user levels, each with their own roles and responsibilities.

Security – it's your responsibility!

It's important that you protect your user name and password information.

 Do not share this information with anyone!

It is your responsibility to help maintain the security of the system. User accounts that are dormant for more than 90 days will be deactivated. Users must then re-request access to the system.

User	Level	Roles and Responsibilities
C/MFRC staff	1	Input, edit and delete data for your assigned location(s)
CMFRC (Europe) Directors	1	Input, edit and delete data for your assigned location(s)
MFSP Europe Regional Manager	2	Input, edit and delete data for your assigned location(s) Lock and unlock funding documents Submit funding documents Manage Level 1 user access for your assigned location(s)
Executive Directors	2	Input, edit and delete data for your assigned location(s) Lock and unlock funding documents Submit funding documents Manage Level 1 user access for your assigned location(s)
Canadian Community Program Coordinators	2	Input, edit and delete data for your assigned location(s) Lock and unlock funding documents Submit funding documents Manage Level 1 user access for your assigned location(s)
Board of Directors Members	3	View data for your assigned location(s) Notify your DMFS Field Operations Manager when Level 2 or 3 users change
Advisory Committee Members	3	View data for your assigned location(s) Notify your Director/ Canadian Community Program Coordinator when Level 2 or 3 users change
DMFS Field Operations Managers	4	View data for all locations Cannot submit funding documents Cannot add or remove user access
DMFS System Administrators	5	View data for all locations Un-submit funding documents Cannot submit funding documents Manage user access for all locations and all levels

How do I manage Users?

MFSP Europe Regional Manager, Executive Directors, Canadian Community Program Coordinators

MFSP Europe Regional Manager, Executive Directors, and Canadian Community Program Coordinators (Level 2) are responsible for managing Level 1 user access at their assigned location(s).

When a Level 1 user submits a request for access, the Level 2 user from the same location is notified by email. The Level 2 user then grants or denies the request.

If there is no Level 2 user at that location, the request automatically goes to the DMFS System Administrators.

DMFS System Administrators

DMFS System Administrators (Level 5) are responsible for managing user access for Levels 2, 3, and 4.

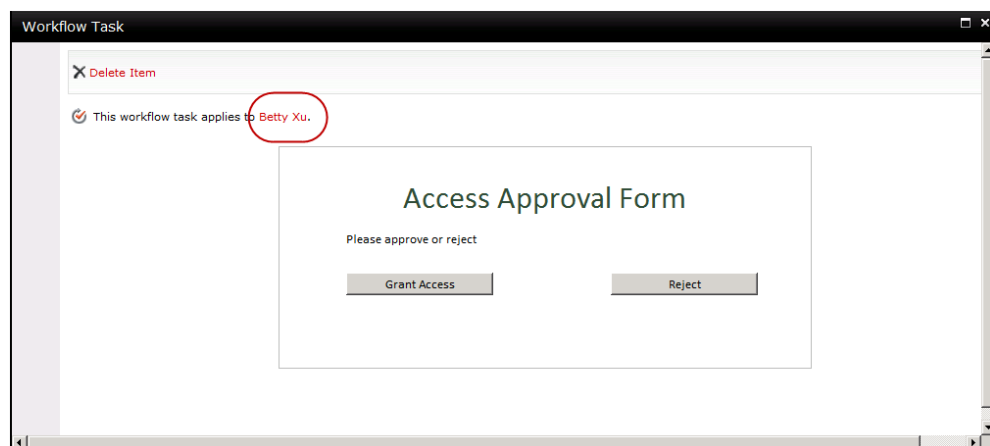
Grant or Deny Access

- 1 Log in to the eBusiness Centre using the link in the email notification.
- 2 Click “WSSO: New Approval Request”.

Note: Only requests assigned to you appears in the list.

Type	Title	Assigned To	Status	Priority	Due Date	% Complete	Predecessors	Related Content	Outcome
WSSO: New Approval Request		wsoAMElee	Not Started	(2) Normal				Betty Xu	

The Access Approval Form appears.



The screenshot shows a 'Workflow Task' window. At the top, there is a 'Delete Item' button. Below it, a message states 'This workflow task applies to Betty Xu.', with 'Betty Xu.' circled in red. The main content area is titled 'Access Approval Form' and contains the instruction 'Please approve or reject'. At the bottom of the form, there are two buttons: 'Grant Access' and 'Reject'.

- 3 To view the details of the person who requested access to your location, click the name in the top-left corner of the Access Approval Form.

4 Determine if this is a valid user with a legitimate need for access to the system by answering the following questions:

- a. Is this a C/MFRC staff member from my location?
- b. Does this person have a requirement to view, input, or edit financial and/or service data concerning the C/MFRC?

5 If:

◆ you answered “yes” to **both** questions, then you can grant access. Click **Grant Access** on the Access Approval Form to complete the process.

or

◆ you answered “no” to **either** question, then you must not grant access. Click **Reject** on the Access Approval Form to end the process.

Notes:

- If you granted the user access, their request will automatically flow through a process where their account is created and their login information is emailed to them.
- If you denied the user access, they will receive an email notification that their request has been denied and to contact the administrator.

Level 3 Users – MFRC Board of Directors

The Board of Directors chairperson must notify DMFS when Level 2 or 3 users change at their location.

The Board of Directors chairperson must notify DMFS by sending an email to their DMFS Field Operations Manager indicating:

- the user(s) whose access must be removed
- the user(s) whose access must be granted
- the effective date for the granting or removal of user access (if applicable)

Level 3 Users – CMFRC Advisory Committee

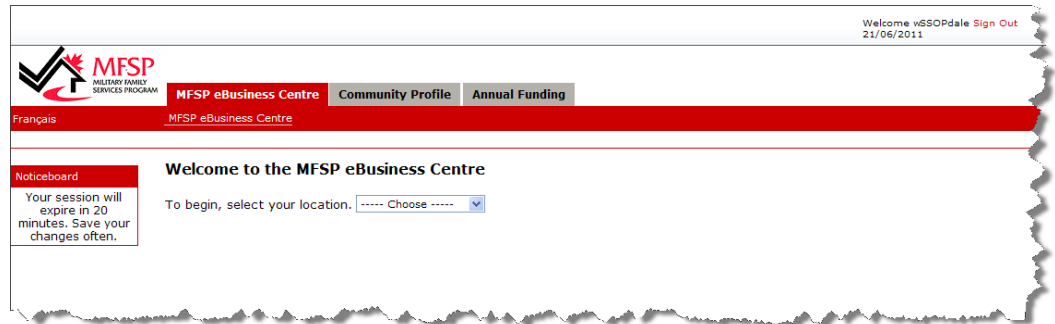
The Advisory Committee chairperson must notify their Director/Canadian Community Program Coordinator when Level 2 or 3 users change at their location.

Directors/Canadian Community Program Coordinators must then notify DMFS through the MFSP Europe Regional Manager or their DMFS Field Operations Manager indicating:

- the user(s) whose access must be removed
- the user(s) whose access must be granted
- the effective date for the granting or removal of user access (if applicable)

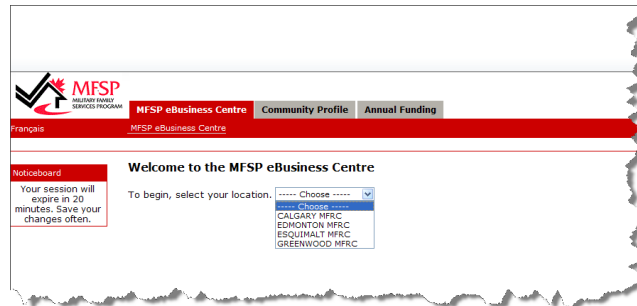
Welcome page

Each time you sign in to the application, you'll see a page similar to the one below.

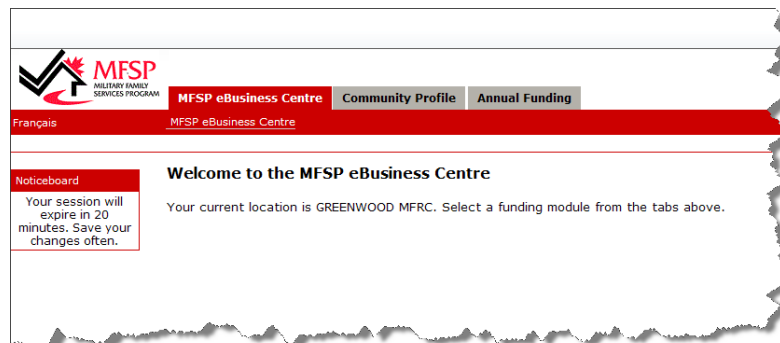


How do I select my location?

- 1 From the Welcome page, click the **Location** drop-down arrow and select your location from the list.



After you have made your selection, a confirmation message appears indicating your current location.



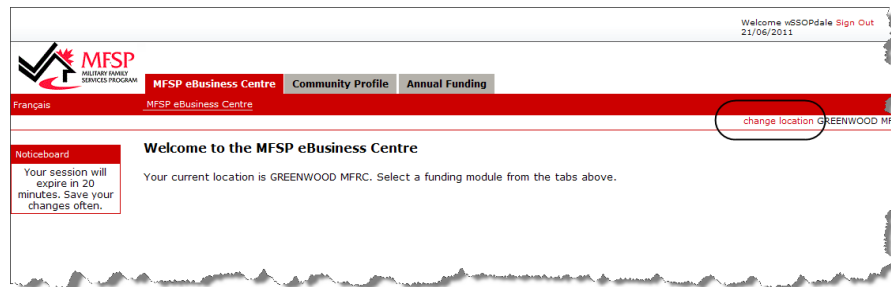
How do I change locations?

Some users, particularly those out-of-country may be responsible for more than one location. All the locations for which you have been approved access will appear in the **Location** list.

If you need to change locations, you can do so without having to sign out and then sign back in.

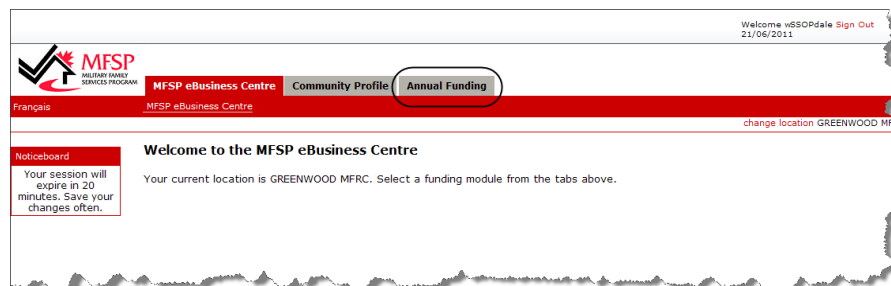
i Important: Save any changes you've made before you click the **change location** link, otherwise you'll lose those changes.

- 1 In the top-right hand corner of the page, click the **change location** link.



- 2 You are brought back to the Welcome page where you can choose a new location from the **Location** drop-down list.

How do I select the funding module I want to work in?



- 1 Click the applicable Module tab located near the top of the page (for example, **Annual Funding**).

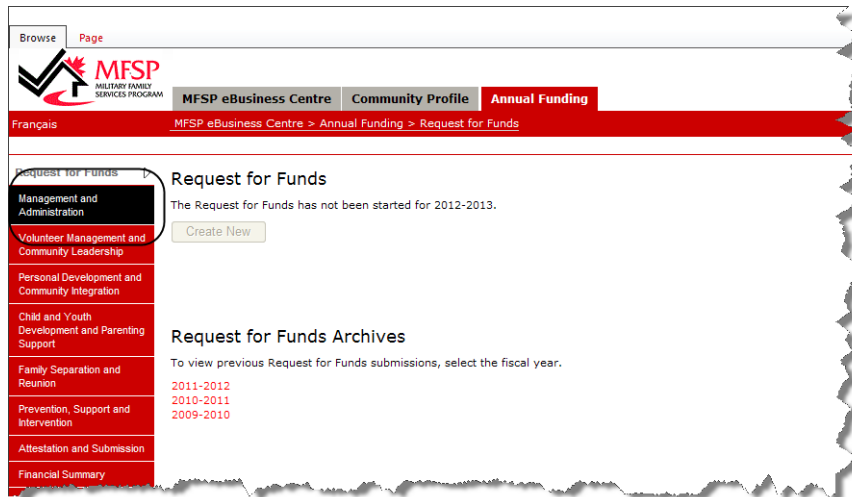
The funding documents for that module appear in the left-hand menu.

Left-hand menu

This is the primary navigation menu that allows you to select the various eBusiness categories and sub-categories.

Clicking these menu items moves you through the sections of the funding documents.

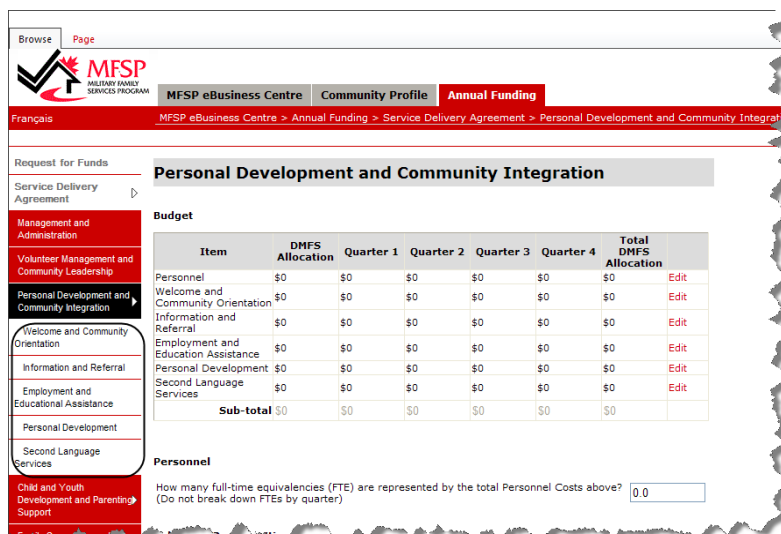
When you select an item from the left-hand menu, (for example, **Request for Funds**) it is highlighted in black.



Left-hand submenu item

Some left-hand menu items are identified with a white triangle (for example, **Personal Development and Community Leadership** in SERVICE DELIVERY AGREEMENT). This triangle indicates that this menu item contains one or more submenu items.

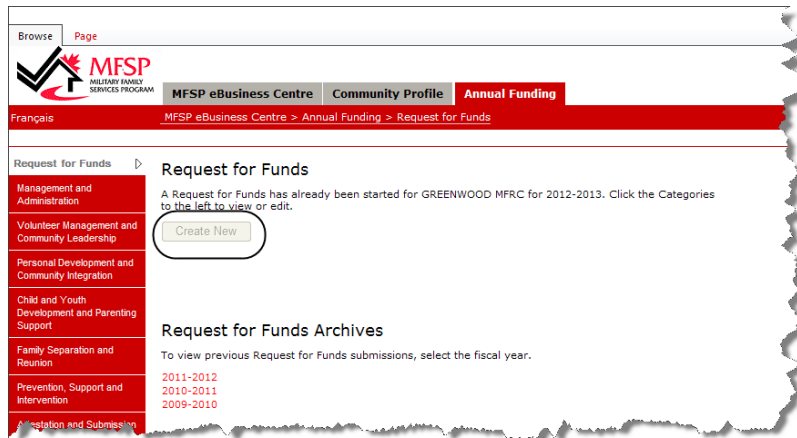
When you select the menu item, the additional submenu item(s) appear.



Why is the “Create New” button greyed out?

If the **Create New** button is greyed out, this means that you or someone else has already started the process for that module.

Click one of the categories in the left-hand menu to continue your work.



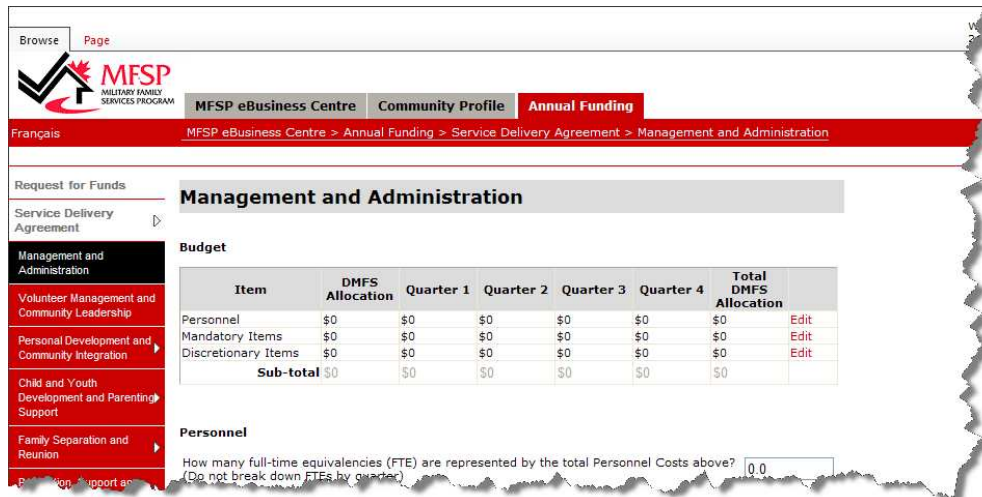
How do I enter data?

There are several types of data-entry fields in the eBusiness Centre application:

Numeric values

Enter a numerical value in this field.

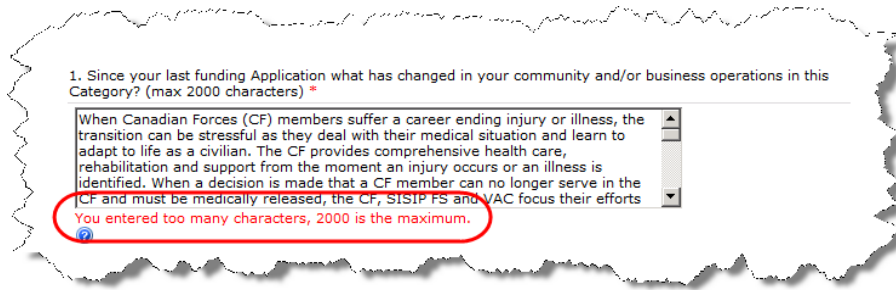
Note: Enter dollar values as digits without formatting and to the nearest dollar. Do not enter dollar signs, commas, decimal points or cents (for example, for \$550.40 enter 550). Enter negative numbers by placing a negative sign in front of the digits (for example, for -\$550 enter -550).



Text box

For each applicable question, enter all your text in the field.

If you reach the maximum allowed number of characters in a text box, a warning message appears.



Once you reach the character limit, any additional characters will be cut off. Therefore, be succinct in your responses. Point form responses are acceptable and encouraged.

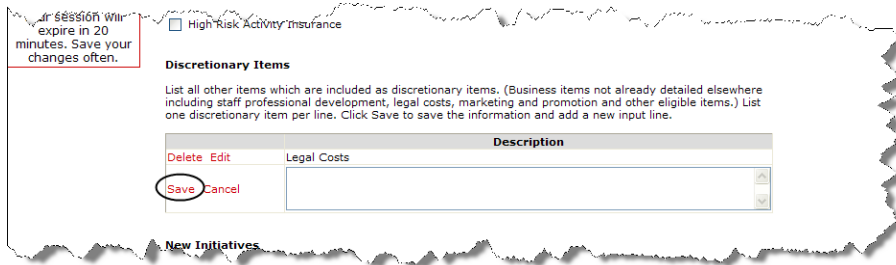
i Important: Save your changes often. For security reasons, if you leave the eBusiness Centre unattended for 20 minutes, or do not save any changes on a page for that duration, the application will “timeout” and you’ll lose any of your unsaved changes.

Lists

Lists are special text boxes where you enter only one item at a time on each line.

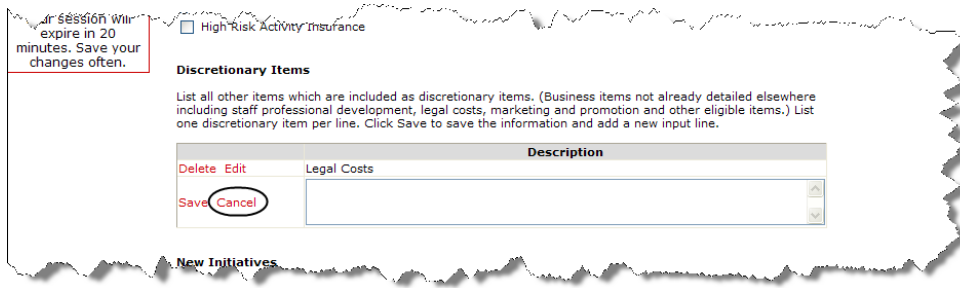
To save the information you added, click the corresponding **Save** button.

Once you click **Save** a new line appears directly below the previous one. If you have no more information to add, you can leave that line empty.



Cancel

Click the corresponding **Cancel** button when you want to quickly remove unsaved information that you’ve entered in a line.



Delete

To delete a line in your list, click the corresponding **Delete** button. Click **Yes** after the confirmation message appears.

Discretionary Items

List all other items which are included as discretionary items. (Business items not already detailed elsewhere including staff professional development, legal costs, marketing and promotion and other eligible items.) List one discretionary item per line. Click Save to save the information and add a new input line.

	Description
Delete Edit	Legal Costs
Save Cancel	

New Initiatives

Edit

To edit any items in your list, click the corresponding **Edit** button.

Discretionary Items

List all other items which are included as discretionary items. (Business items not already detailed elsewhere including staff professional development, legal costs, marketing and promotion and other eligible items.) List one discretionary item per line. Click Save to save the information and add a new input line.

	Description
Delete Edit	Legal Costs
Save Cancel	

New Initiatives

The fields become active. Make changes to any one of the values in that list. Click the **Update** link to save your changes.

Drop-down list

Drop-down lists allow you to select pre-defined items

- 1 To choose an item, click the drop-down arrow.

Partnerships

Select those partners that will be engaged in delivering services in this category. Check if the selected partner is new. (Note that further information on identified partnerships will be solicited during the formal site visit.)

	Partner	New
Save Cancel	----- Choose -----	<input type="checkbox"/>

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The list expands revealing all the possible items.

Browse Page

MFSP eBusiness Centre Community Profile Annual Funding

Français MFSP eBusiness Centre > Annual Funding > Service Delivery Agreement > Family Separation and Reunion

Request for Funds

Service Delivery Agreement

Management and Administration

Volunteer Management and Community Leadership

Personal Development and Community Integration

Child and Youth Development and Parenting Support

Family Separation and Reunion

Outreach, Information, Support and Assistance

Prevention, Support and Intervention

Board of Directors

Attestation and Submission

Financial Summary

Submission Report

Quarterly Report

Noticeboard

Your session will expire in 20 minutes. Save your changes often.

Family Separation and Reunion

Budget

Item	DMFS Allocation	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total DMFS Allocation
Personnel	\$0	\$0	\$0	\$0	\$0	\$0
Outreach, Information, Support and Assistance	\$0	\$0	\$0	\$0	\$0	\$0

Sub-note: ----- Choose -----

Personnel

How many full-time employees (Do not break down)

Volunteer Opportunities

How many volunteer opportunities will be available in this category

How many volunteer opportunities accumulated for these categories

How many volunteer opportunities to fill these opportunities

Partnerships

Select those partners that will be engaged in delivering services in this category. Check if the selected partner is new. (Note that further information on identified partnerships will be solicited during the formal site visit.)

Save Cancel

----- Choose -----

Base Social Workers

Canadian Forces Housing Authority (CFHA)

Canadian Forces Member Assistance Program (CFMAP)

CANEX

Community Council

Corporate Partners

Cultural/ Language Services Support Organizations

Dependent Education Management (DEM)

DND Chaplain Services

DND Medical Branch/ Health Clinic

Faith Based Organizations

Foreign Military

Foreign Military Family Services Organizations

Foundations

Integrated Personnel Support Centre (IPSC)

Local schools/ School Boards

Local Service Clubs

Local/municipal government

Local/Provincial Volunteer Centre

Military Families Fund (MFF)

Military Police (MP)

Non-profit Health Organizations - Medical

Non-profit Health Organizations - Mental Health

Not applicable

Operational Stress Injury Social Support (OSISS)

Other Federal Government Departments (non-DND)

Other not-for-profit community service providers

Personnel Support Programs (PSP) - Fitness, Sports and Recreation

Personnel Support Programs (PSP) - Health Promotion

----- Choose -----

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2 Click the applicable item and then click **Save**.

If you wish to add more than one item, select another one and click **Save** again. Repeat as many times as necessary.

Checkboxes

Checkboxes are used to indicate a particular status or condition. To select one, click inside the box. To deselect it, click inside the box again.

Noticeboard

Your session will expire in 20 minutes. Save your changes often.

Partnerships

Select those partners that will be engaged in delivering services in this category. Check if the selected partner is new. (Note that further information on identified partnerships will be solicited during the formal site visit.)

Save Cancel

----- Choose -----

Partner

New

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Buttons

Browse

Use this button when you want to browse for the required document that you want to upload to the eBusiness Centre.

Cancel

Use this button when you want to cancel the changes (and remove unsaved content) from a page.

Cancel Upload

Use this button to cancel a document upload.

Create

Use this button the first time you create a funding document.

Lock

Use this button to lock your document from further editing.

Print for Approval

Use this button to print your document for signature and approval by the local authority.

Save

Use this button when you want to save content or changes that you have made to a page.

i Important: Save your changes often. For security reasons, if you leave the eBusiness Centre unattended for 20 minutes, or do not save any changes on a page for that duration, the application will “timeout” and you’ll lose any of your unsaved changes. Save also before you change locations or move to a different page, otherwise your changes will be lost.

Submit

Use this button to submit a funding document.

Important: Once submitted, you cannot make any more changes to the document.

Upload New Document

Use this button to upload a new document to the eBusiness Centre.

Upload

Use this button to upload a document to the eBusiness Centre.

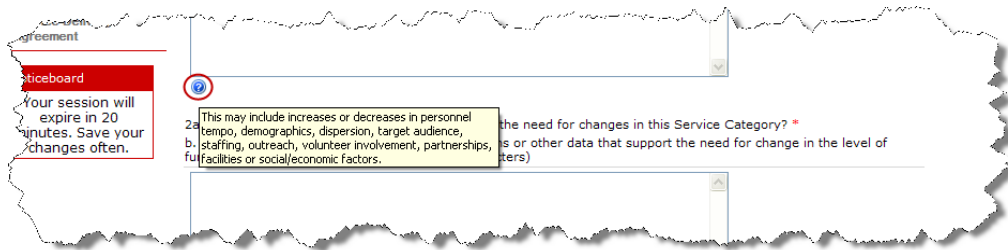
Unlock

Use this button if you need to make changes to a document once you have started the submission process.

Tooltips

Place your cursor over any blue question mark to see the yellow information box that contains extra details about the corresponding field.

You'll find these icons directly underneath the data-entry boxes.



Required fields *

The red asterisk indicates a required field. You must enter information in all required fields. If a required field is left blank, you will not be able to save the page. Any missing information will be identified in red at the top of the page.

No data to enter for a required field?

If you have no data to enter for a required field, enter 'N/A' for text fields and '0' for numeric fields.

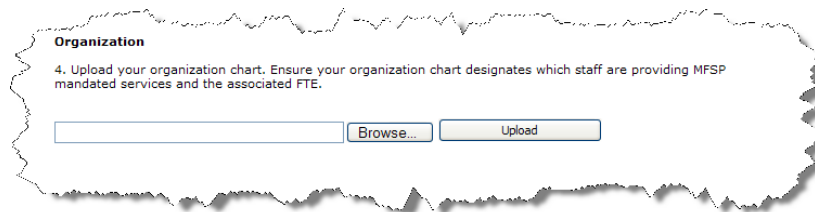
How do I upload a document?

Before you upload a document (for example, an organization chart), here's a couple of tips that will simplify the process:

- Save a copy of your document where it will be easy to find, either on your desktop or in a folder with an easy to remember name.
 - You can only upload documents with the following valid file extensions:
 - ◆ .pdf
 - ◆ .jpg
 - ◆ .gif
 - ◆ .png
- These three file types are image files.

- 1 Click the **Upload New Document** button.

An empty field, a **Browse** and an **Upload** button appear on your page.

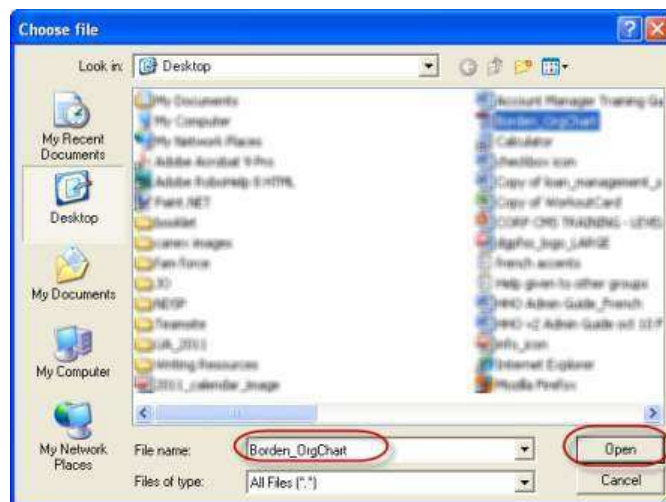


- 2 Click the **Browse** button.

A Choose File window appears.

- 3 Browse for your file and click it once you find it.

The file you clicked appears in the **File name** field.



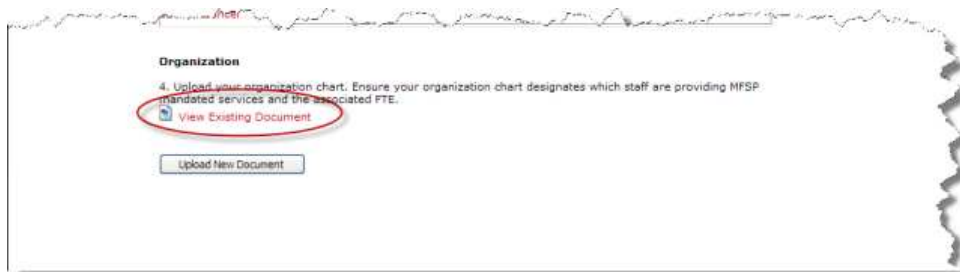
- 4 Click the **Open** button.

The Choose File window disappears and the location of the file appears in the previously blank field next to the **Browse** button.



- 5 Click the **Upload** button to save the org chart.

The **View Existing Document** link appears at the bottom of your page.



How do I replace an uploaded document?

If you've already uploaded a document but you need to replace it with a different document, follow the steps in [How do I upload a document.](#)

How do I submit my funding document to DMFS?

i Important: Only the Executive Director, Canadian Community Program Coordinator, or MFSP Europe Regional Manager can perform this task.

Other users cannot submit funding documents.

This is a five-step process. You can make changes at any time during steps 1 to 4.

Once a funding document (for example, a Request for Funds) is locked, users cannot make any changes to its contents.

Step 1 – Complete the Signature Blocks

- 1 Click the **Attestation and Submission** menu item and enter the information that will appear in the signature blocks of the final document.

Browse Page

MFSP
MILITARY FAMILY SERVICES PROGRAM

MFSP eBusiness Centre Community Profile Annual Funding

Fransais MFSP eBusiness Centre > Annual Funding > Request for Funds > Attestation and Submission

Request for Funds ATTESTATION AND SUBMISSION

Management and Administration

Volunteer Management and Community Leadership

Personal Development and Community Integration

Child and Youth Development and Parenting Support

Family Separation and Reunion

Prevention, Support and Intervention

Attestation and Submission

Financial Summary

Submission Report

Service Delivery Agreement

Quarterly Report

Noticeboard

Your session will expire in 20 minutes. Save your changes often.

Fiscal Year: 2012-2013

Attestation

Step 1/5: Complete each of the blocks below for those who will sign the Request for Funds submission.

EXECUTIVE DIRECTOR SIGNATURE BLOCK

Name:

Position:

BOARD OF DIRECTORS SIGNATURE BLOCK

Name:

Position:

COMMANDING OFFICER SIGNATURE BLOCK

Name:

Rank:

Position:

Submission

Step 2/5: Once you have completed your Request for Funds, lock your submission from further editing.

2 Click the **Save** button.

Step 2 – Lock the document to prevent further editing

1 Click the **Lock** button located at the bottom of the page.

Note: Once a funding document is locked, users cannot make any changes to its contents.

Submission Report

Service Delivery Agreement

Quarterly Report

Noticeboard

Your session will expire in 20 minutes. Save your changes often.

SENIOR CANADIAN OFFICER SIGNATURE BLOCK

Name:

Rank:

Position:

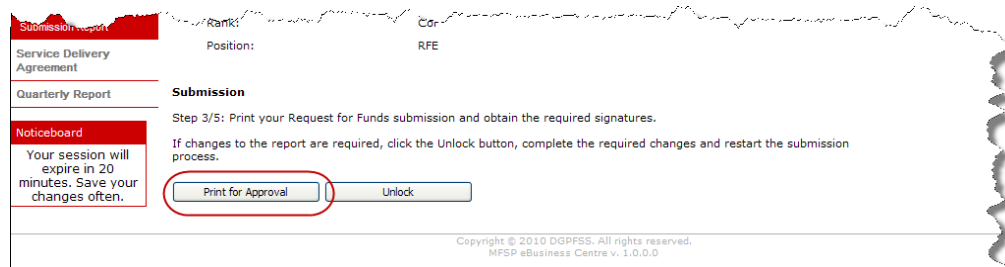
Submission

Step 2/5: Once you have completed your Request for Funds, lock your submission from further editing.

The **Print for Approval** and the **Unlock** buttons appear at the bottom of the page.

Step 3 – Print your document and obtain the required signatures

1 Click the **Print for Approval** button.



The document appears in a new window.

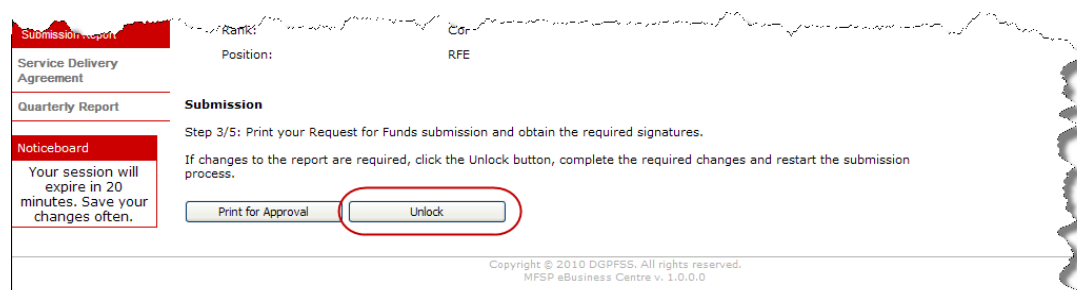
- 2 Print and review the document for accuracy before getting it signed by the required parties.

What if changes are required?

i Important: Only the Executive Director, Canadian Community Program Coordinator, or MFSP Europe Regional Manager can perform this task.

Other users cannot unlock funding documents.

Go to the Attestation and Submission page, and click the **Unlock** button located at the bottom of the page. This will unlock all the fields so you can make changes. Once you have made the necessary changes, start the submission process from Step 1- Complete the Signature Blocks.



Below is an example of a REQUEST FOR FUNDS that is locked. Notice how the fields have a different look from unlocked fields.

Browse Page

MFS
MILITARY FAMILY
SERVICES PROGRAM

MFSP eBusiness Centre Annual Funding

Français MFSP eBusiness Centre > Annual Funding > Request for Funds > Volunteer Management and Community Leadership

Quarterly Report **Volunteer Management and Community Leadership**

Request for Funds > Fiscal Year: 2012-2013

Management and Administration

Volunteer Management and Community Leadership

Personal Development and Community Integration

Child and Youth Development and Parenting Support

Family Separation and Reunion

Prevention, Support and Intervention

Attestation and Submission

Financial Summary

Submission Report

Service Delivery Agreement

Noticeboard

Historical Allocation

Amount of DMFS Funds Allocated Last Year
\$3,000

DMFS Funding Requested

For Personnel	For Volunteer Management Items	For MFRC Board of Directors/CMFRC Advisory Committee Items	Total DMFS Funding Requested	Amount Variance from Last Year's Total DMFS Allocation	Percent Variance from Last Year's Total DMFS Allocation
\$100	\$2,200	\$1,100	\$3,400	\$400	0.0%

Rationalization

1. Since your last funding Application, what has changed in your volunteer management and/or community leadership? (max 2000 characters)

Our volunteer team has lost two people.

2a. What tools or processes did you use to identify the need for changes in this Service Category?
b. Summarize any specific results, recommendations or other data that support the need for change in the level of funding in this Service Category. (max 2000 characters)

No tools were used.

Step 4 – Scan and upload the Submission Report

- Once the printed Submission Report has been signed, scan the entire document, and then upload it to the eBusiness Centre by clicking the **Browse** button.

Submission Report

Service Delivery Agreement

Quarterly Report

Noticeboard

Your session will expire in 20 minutes. Save your changes often.

Position: RFE

Submission

Step 4/5: If your Request for Funds has been approved and signed, scan the entire Request for Funds submission report. Click "Browse" to select the scanned document. Upload by clicking the "Upload" button.

If changes to the report are required, click the Unlock button, complete the required changes and restart the submission process.

Unlock

We do not have the capacity to scan a document. A signed hard-copy has been mailed to DMFS.

Note: Only the following file types are permitted: .pdf, .jpg, .png, .gif

Browse...

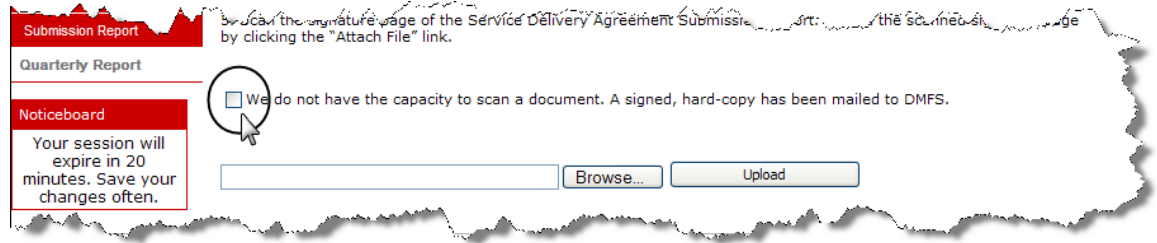
Upload Cancel Upload

- Once you've selected the scanned document, click the **Upload** button.

What if I don't have a scanner?

If you don't have access to a scanner, you can send a signed hardcopy of the Submission Report to DMFS.

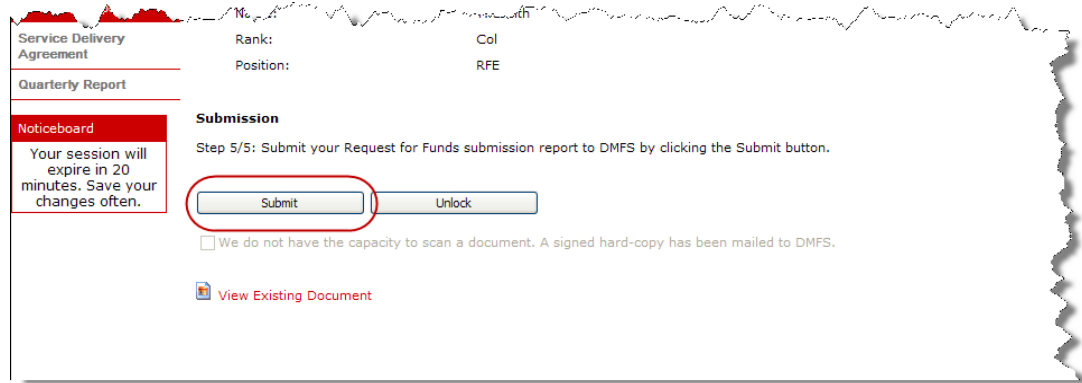
- 1 On the Attestation and Submission page, select the **“We do not have the capacity to scan a document. A signed hard-copy has been mailed to DMFS.”** checkbox.



Step 5 – Submit the document to DMFS

Important: Make sure that you’ve properly reviewed your document. Once submitted, you cannot make any more changes to the document.

- 1 Once you’ve uploaded document, click the **Submit** button located at the bottom of the Attestation and Submission page to send the document to DMFS.



A message appears telling you that your report is pending approval.



Note: Once a C/FMRC member begins the SERVICE DELIVERY AGREEMENT process, all report pages are read-only.

How do I un-submit a document?

If, for some reason, you need to make changes after a document has been submitted to DMFS, contact your DMFS Field Operations Manager.

How do I view the Financial Summary report?

The Financial Summary Report is a view-only report that allows you to get a quick look at the information that was entered.

- 1 Click the **Financial Summary** report from the left-hand menu.
A new window appears and you can view the details of the report.
- 2 To print a copy, scroll to the bottom of the window, and then click the **Print** button.
- 3 A Print window appears. Select your printer (if necessary), and then click **Print**.
- 4 Click the **Close** button to close the window and return to the Attestation and Submission page.

How do I view the Submission Report?

The Submission Report is a view-only report that you can access while you are working on your funding document.

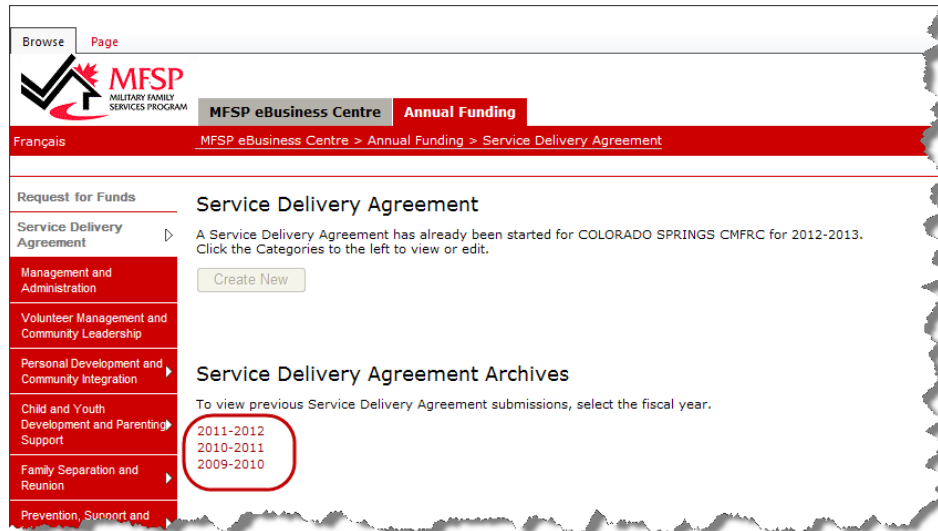
- 1 Click the **Submission Report** from the left-hand menu.
A new window appears and you can view the details of the report.
- 2 To print a copy, scroll to the bottom of the window and click the **Print** button.
A Print window appears.
- 3 Select your printer (if necessary), and then click **Print**.
- 4 Click the **Close** button to close the window.

Note: The Submission Report does not contain the Signature Blocks and cannot be submitted to DMFS. Go to “How do I submit my funding document to DMFS?” for information on printing the official submission report including the Signature Blocks.

If you need to review or make an update to the Community Profile category, click the **Annual Funding** tab at the top of the page. The Community Profile category will reappear in the left-hand menu.

How do I view previous years' submissions (documents)?

All users can view the previous three submissions by selecting a link from the Archives section.



Note: Until there are three years of data using the “new” eBusiness Centre, clicking any one of these links will take you to the “old” eBusiness Centre. From there, you can log in and see historical funding documents using the same user name and password.

Things to watch out for

Timeout period

i Important: Save your changes often. For security reasons, if you leave the eBusiness Centre unattended for 20 minutes, or do not save any changes on a page for that duration, the application will “timeout” and you’ll lose any of your unsaved changes.

Esc button

Pressing the **Esc** button accidentally before you save information in a field or checkbox has the undesired effect of removing that information.

Help!

If you experience technical difficulties when using the eBusiness Centre, contact Canadian Forces Personnel and Family Support Services (CFPFSS) IT Customer Care Centre at ccc@cfpsa.com or 1-866-615-9284.

For all other questions, guidance and support please contact your DMFS Field Operations Manager.