GRANT APPLICATION SYSTEM – USER GUIDE

INSTRUCTIONS FOR APPLICANTS

Updated on 11 January 2024

TABLE OF CONTENTS

CONTENTS

City of Vantaa

1/2024

Joint services/Urban Culture and Wellbeing

1. INTRODUCTION

This user guide describes the procedure when applying for city grants or making related accounts of use using the City of Vantaa's electronic grant application system. The guide applies to associations, working and activity groups, companies, and individuals.

The instructions will be updated with system updates, so be sure to always select the latest published version of the guide.

In case of any problems, please contact Vantaa Info at vantaa.info@vantaa.fi. Questions about the application's content are best answered by those processing the applications of the grant type. Their contact information can be found on the grant type-specific websites available at **www.vantaa.fi/avustukset**.

The guide includes instructions for the use of *Suomi.fi e-Identification* and *Suomi.fi e-Authorizations* valid at the time of drafting. Please note that these services are maintained by the *Digital and Population Data Services Agency (DPDSA)*. For the most up-to-date instructions and any additional information, you should consult their support service.

Likewise, any questions about using the *Finnish Register of Associations (Register of Associations)* maintained by the *Finnish Patent and Registration Office* (*PRH*) should be directed to their support services.

2.   SUPPORTED BROWSERS

The grant application system works on all devices with a web browser, but full functionality cannot be guaranteed on all browsers and browser versions.
The system vendor has reported that the system works with the two most recent major versions of the following browsers: *Chrome, Firefox, Edge and Safari*.

The following browsers are partially supported: *IE11* and terminal device browsers (*iOS, Android, IE Mobile*, etc.).

3.   LOGGING IN TO THE SYSTEM

You can log in to the grant application system via the City of Vantaa's website at **vantaa.fi/avustukset**. The grant application system uses the *Suomi.fi e-Identification*. Choose the login option *With external ID – Suomi.fi* (see Figure 1). You cannot apply for grants anonymously, that is, without logging in. If you select the option *Continue doing business anonymously – Continue anonymously* on the login page, you will end up on the Feedback service page, where you can give feedback to the City of Vantaa.
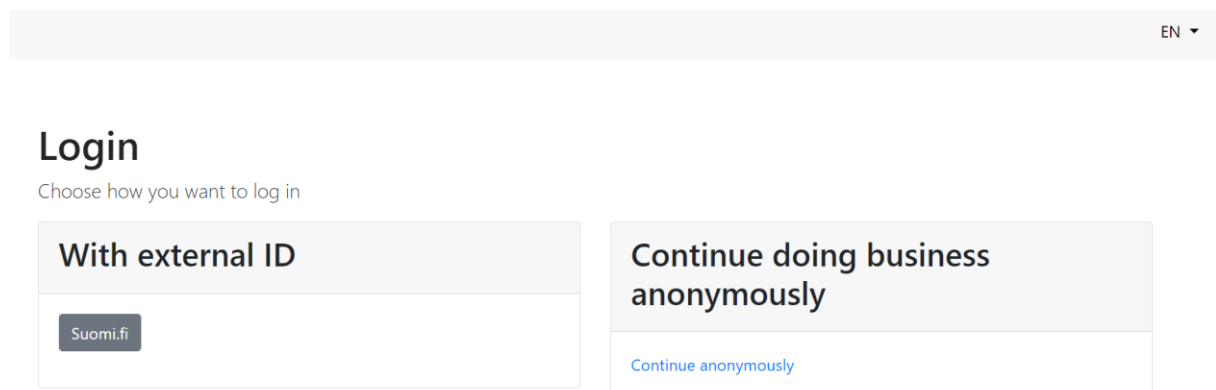

Figure 1 Logging in to the grant application system

3.1   Suomi.fi e-Identification

Suomi.fi e-Identification is a strong identification service which enables you to log in to many Finnish electronic services. e-Identification is used in all services in which the identity of the user must be verified. You can identify yourself in the grant application system using your Finnish banking credentials, mobile ID or certificate card.

Applying for grants through the grant application system always requires personal identification using *Suomi.fi e-Identification*. Select your preferred identification method from the options provided (see Figure 2).
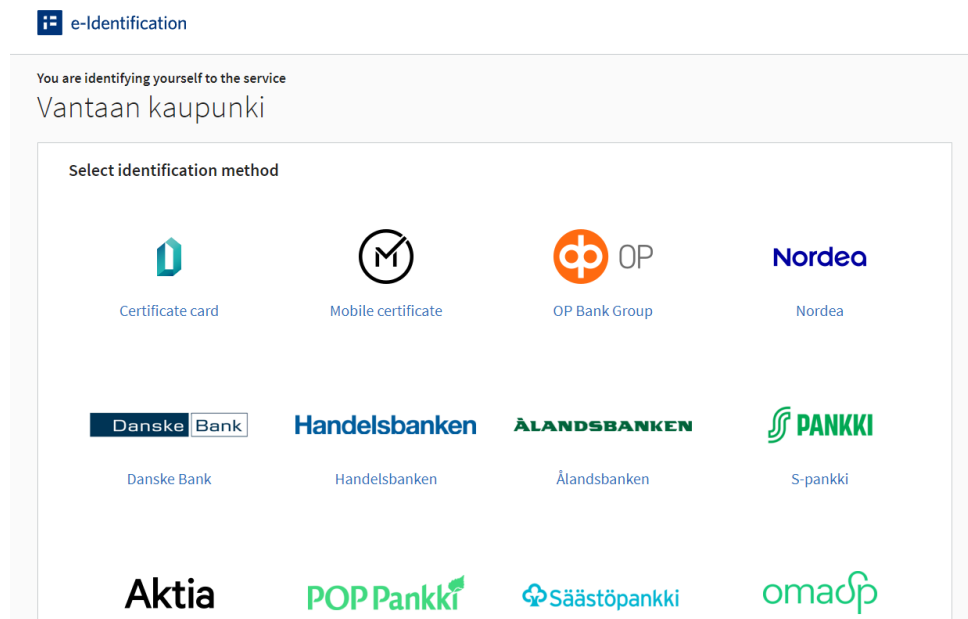

Figure 2 Suomi.fi e-Identification

The information transferred in the identification process when logging in to the system includes the following:

- Personal identity code
- Last name
- First names
- Home municipality
- Street address

3.2 Selecting the transaction role at login

After *Suomi.fi e-Identification*, you must select the appropriate *Transaction role*, that is, whether you want to access the system on behalf of an organization or as an individual (see Figure 3). You can also return to the previous view by clicking the *Return to system* text.
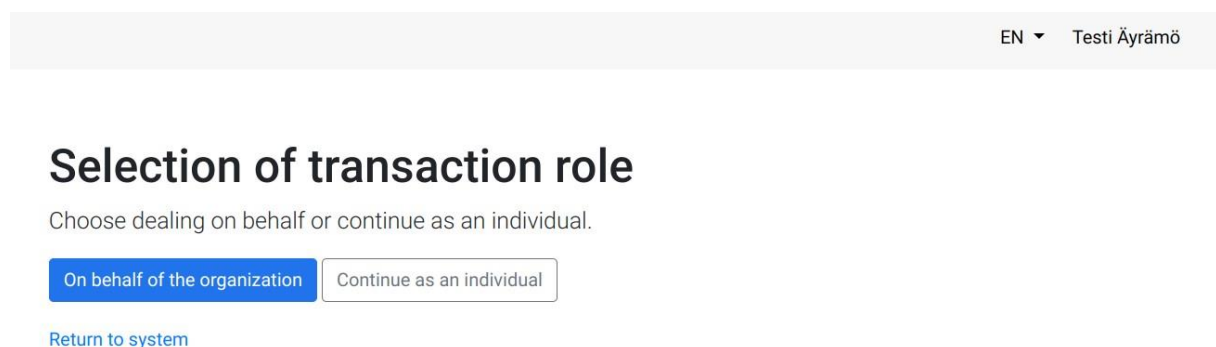

Figure 3 Selecting the transaction role

3.2.1 Access as an individual

If you want to access the system as an individual, select the *Continue as an individual* button.

When you log in as an individual, you will only see grant forms intended for individuals or activity groups in the system.

3.2.2 Access on behalf of an organization

If you want to access the system as a representative of an organization, select in the *Selection of transaction role* view the *On behalf of the organization* button.

When you log in on behalf of an organization, you will see grant forms intended for different organizations, such as associations.

After pressing the button, the system checks whether the identified person has the right to apply for grants on behalf of the organization either from the *Register of Associations* (associations) or the *Virre* service (companies) and the *Suomi.fi e-Authorizations* service.

If the person logging in to the system has the right to act on behalf of an organization, they must next select the appropriate organization and click the *Select and go to the e-service* button. If you have the right to act on behalf of multiple organizations, be sure to select the correct organization (see Figure 4).

Figure 4 Selecting the organization

If you do not see the organization on whose behalf you would like to submit a grant application here, it means that you have not been granted the right to act on behalf of that organization in the grant application system. Make sure that the association's information in the *Register of Associations* is up to date, or ask your organization for a *Suomi.fi e-Authorization*. See the instructions for applying for mandates in the *Suomi.fi e-Authorizations* section of this guide.

When you are logged in on behalf of an organization, the name of the organization will be displayed below your name next to the profile button 👤 in the upper right
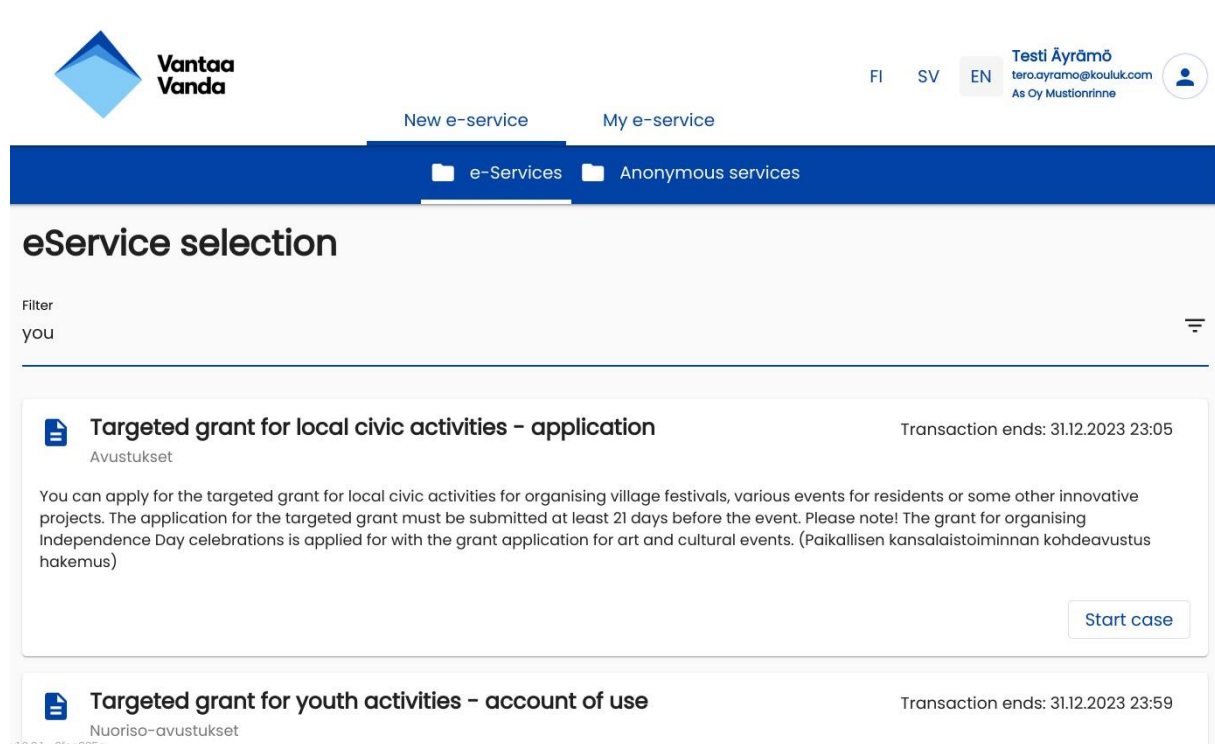
corner (see Figure 5).

Figure 5 View when logged in on behalf of an organization

3.2.3 Changing the transaction role

If you log in to the system by mistake in the wrong transaction role, you can change the role. To change the transaction role, click the profile button 👤 in the upper right corner and select *Change role* in the menu that opens (see Figure 6).
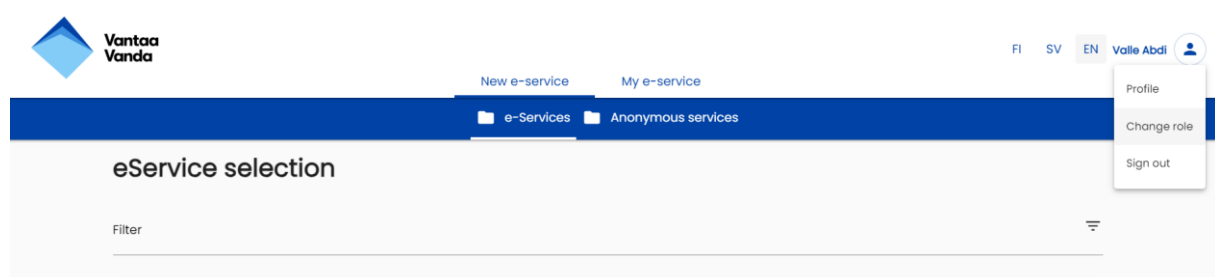

Figure 6 Changing the transaction role

4. REGISTER OF ASSOCIATIONS AND SUOMI.FI E-AUTHORIZATIONS

When logging in, the grant application system checks from the *Register of Associations* (associations) and the *Suomi.fi e-Authorizations* service whether the identified person has the right to apply for grants on behalf of the association.

4.1 Information obtained from the Register of Associations

The *Finnish Register of Associations* is a *Register of Associations* maintained by the *Finnish Patent and Registration Office*, containing information on registered associations. The *Register of Associations* contains, for example, the rules of the association and signatories of the association, that is, persons entitled to act on behalf of the association.

The grant application system searches the *Register of Associations* for information on the signatories of the association. Therefore, the organisation's information must be up to date in the *Register of Associations* when accessing the system. If the association's chairperson, board member or other signatory is entered in the *Register of Associations* with the right to represent the association alone, the system does not require separate Suomi.fi e-Authorizations.

You can check the information in the *Register of Associations* via the *Information Service of the Register of Associations* at **https://yhdistysrekisteri.prh.fi/**.

4.2 Using Suomi.fi e-Authorizations

Suomi.fi e-Authorizations allow you to act on behalf of another person or organization in e-services that utilise *Suomi.fi e-Authorizations* to verify the right to access the service. A *mandate* is an electronic power of attorney, the details of which are entered in the *authorisation register*.

Suomi.fi e-Authorizations are required if the association must always be represented by at least two signatories together. *Suomi.fi e-Authorizations* are also required if the signatory wants to enable the use of the grant application system for another person.

The grant application system uses the *Suomi.fi e-Authorizations* **mandate theme Applying for grants**.

If a person already has some mandates for the organization in question, they must request additional mandates themselves. The organization's representative must then approve the new mandate application received.

4.2.1 Procedure when one person can represent the association alone

A signatory for the association may authorise another person to represent the association in the **Suomi.fi e-Authorizations** service.

1. Go to the *Suomi.fi e-Authorizations* home page.
2. Identify yourself to the *Suomi.fi e-Authorizations* service.
3. On the right side of the page, select: Vaihda käyttäjäroolia (Change the user role).
4. In the menu that opens, select: Asioi yrityksen puolesta (Act on behalf of a company).
5. From the list, select the company or organization on whose behalf you are acting.
6. Select: Vahvista ja jatka asiointipalveluun (Confirm and continue to the e-service).
7. After confirming, click the Lisää uusi valtuutus (Add new mandate) button on the right side of the page.
8. Select: Anna valtuus (Grant a mandate).
9. Select as the mandate type: Asiointivaltuus (Mandate for transactions).
10. On the next page, select: Lisää henkilö (Add a person).
11. Enter the name and personal identity code of the assignee.
12. Select the validity period for the mandate.
13. From the list that opens to the left, select: **Applying for grants**.
14. Check that the information you have entered is correct and select: Vahvista valtuus (Validate the mandate).
15. You will be notified of the mandate validation.

After that, the assignee can represent the association in the grant application system.

4.2.2 Procedure when no one can represent the association alone

If the rules of the association specify that no one can represent the association alone, you must submit a mandate application to the *Digital and Population Data Services Agency (DPDSA)*. Authorisation with an application requires processing by *DPDSA*, so be sure to submit the mandate application well in advance.

Select the mandate type required for the mandate application: **Applying for grants**.

After that, the assignee can represent the association in the grant application system.

For more information and detailed instructions, see **https://www.suomi.fi/e-authorizations/authorisation-with-an-application**

5. FILLING IN THE PROFILE INFORMATION

You can save basic information about yourself or the organization you represent in the system. If you fill in and save the profile information before filling in the actual grant form, the basic information filled in the profile will appear automatically on the grant form. This way, you do not have to fill in the same basic information on each separate form.

Filling in the profile information is **not required**, but it will make filling in the forms faster and is especially worth doing if you submit several forms over the year.

You can fill in the profile information in the upper right corner by clicking the 👤 profile button (see Figure 7).

Figure 7 Profiles for organization representatives

The profiles available depend on whether you are acting on behalf of an organization or as an individual. When representing an organization, you can fill in two separate profiles: a general *Organization profile* (see Figure 8) and an *Organization user profile*, which is the organization representative's personal profile. When accessing the system as an individual, you can only fill in a personal *Profile*. The information filled in the *Organization profile* is also visible to other persons authorised to represent the organization. Remember to save the data by clicking the *Save* button at the end.
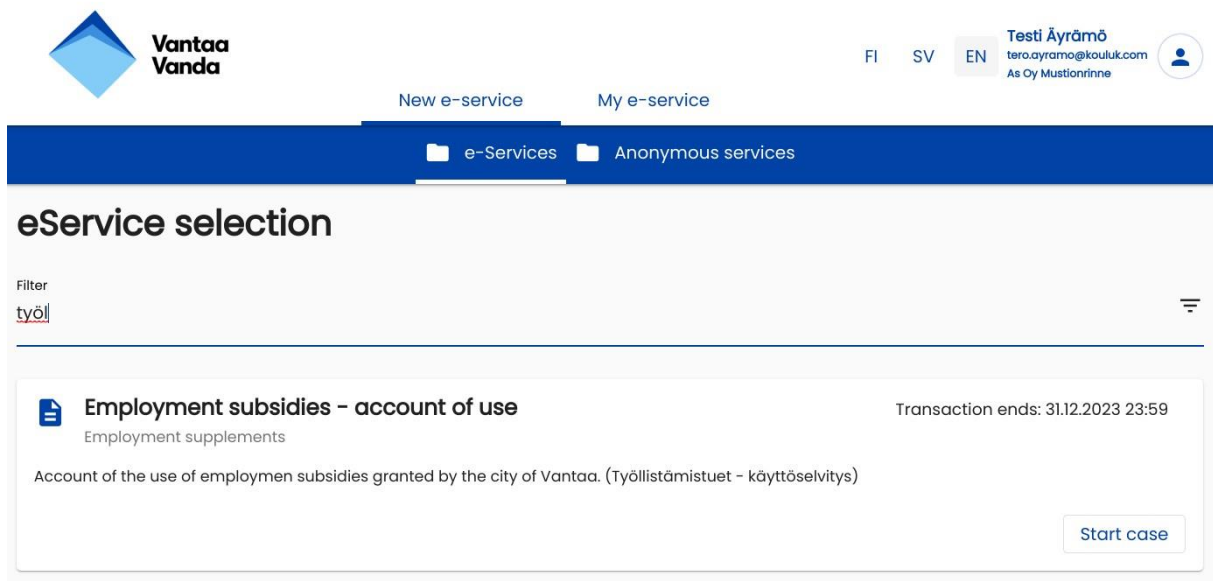
Figure 8 Organization profile filled in by an organization representative

6. FILLING IN THE GRANT FORM

6.1 Selecting the grant form

Grant forms can be found under the *New e-service* top menu, in the *e-Services* folder. Select the desired form by scrolling the sidebar or typing part of the form name in the *Filter* search field. Use the *Start case* button to start filling in the form (see Figure 9).

If the desired form is not on the list, the application period for the grant is not in progress.

If the *Start case* button is inactive (the button is grey and cannot be clicked), the form is unavailable because the transaction role cannot be used to apply for the grant type. As an individual, you can only apply for grants intended for individuals or activity groups. As a representative of an organization, you can only apply for grants intended for associations or companies. Read more about the transaction roles in the 'Changing the transaction role' section of this guide.

After selecting the form, you may see previously created drafts that have not been submitted. You can continue filling them by clicking the *Continue draft* button or start a new version by clicking the *Start new* button (see Figure 10).

Figure 10 How to start filling in the form

6.2 Filling in the form

Fill in the application form carefully. Note that the fields marked with an asterisk *
are required. You cannot proceed with filling in the form if they are left blank. At the
bottom of the form, you will find the *Validate, Save, Previous* and *Next* buttons (see
Figure 11). Use the *Previous* and *Next* buttons to navigate the application. The *Next*
button only becomes active after correctly filling in all the mandatory items on the
previous page. By clicking the *Validate* button, the system will tell you what
mandatory information is missing from the form for you to provide and proceed with
filling in the application. Use the *Save* button to save the form as a draft.

Figure 11 Buttons at the bottom of the form

6.3 Saving the form as a draft

If you want to continue filling in the form later, you can save it as a draft by clicking the *Save* button at the bottom of the form. The saved draft can be found under the *My e-service* top menu, in the *Drafts* folder. For more information, see the 'My e-service' section of the guide.

If you have not submitted the form you have saved, the system will suggest the draft for you the next time you access the site (see Figure 12).
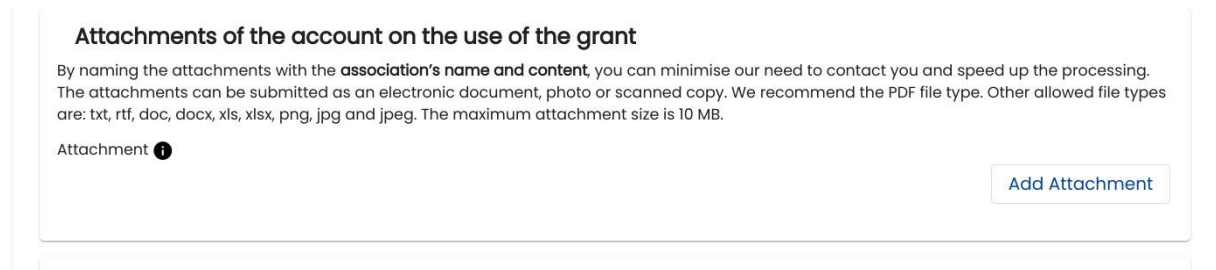
Figure 12 Continuing a draft when starting a new session

6.4 Adding attachments

16

Add the necessary attachments to the form by clicking the *Add attachment* button found on the form (see Figure 13). Name the attachments with the association's name and content, e.g. Vantaanry_action_plan. We recommend using the PDF file type.
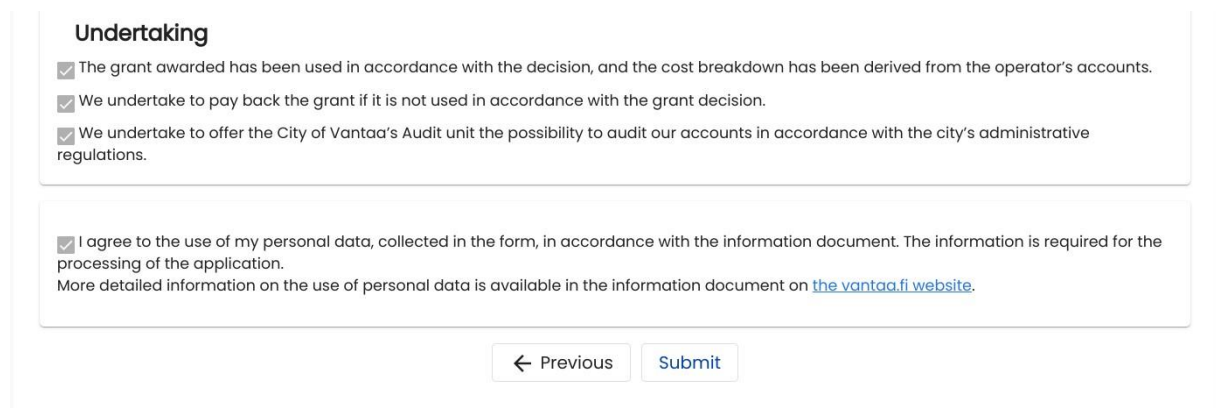

Figure 13 Adding an attachment

6.4.1 Maximum attachment size

The maximum attachment size is limited to a maximum total of 10 MB per form. For example, while you can typically add more than one attachment in the *Vapaavalintainen liite (Optional attachment)* section, the total file size of the attachments must not exceed 10 MB.

Since the system uses strong login authentication and *Suomi.fi e-Authorizations*, you do not need to attach the signatures of the organization's signatories.

6.5 Submitting the form

When completed, submit the form by clicking the *Submit* button at the bottom of the final tab (see Figure 14). After submitting the form, the system will inform you that the form has been sent successfully. The system will automatically send a confirmation message of receiving the application to the sender's email and, when representing an organization, to the organization's official email.

Figure 14 Submit button at the end of the form

6.6 Supplementing a previously submitted form

After submitting the form, you can no longer edit the information in it. However, the processor of the form can send you a *Lisätietopyyntö (Request for additional information)* to reopen the form in an editable format. If you wish to edit a form, please contact the processors of the grant type or Vantaa Info (vantaa.fi/vantaa-info).

6.7 Submitting an account of use with a pre-filled form

The system automatically creates a pre-filled draft account of use for some grant applications after the application is processed. The pre-filled form makes filling in the account of use form easier, as certain information from the application form is automatically imported into it, including *Hakemuksen Vd-numero (VD number of the application)* or *Päätöspäivä (Decision date)*.

If an automatically pre-filled draft account of use is created for an application you have submitted, you will receive a notification message to the sender's email and, in the case of organizations, also to the organization's official email address. The email contains a direct link to the form to be completed. You can also find the pre-filled account of use forms under the *My e-service* top menu, in the *Drafts* folder.
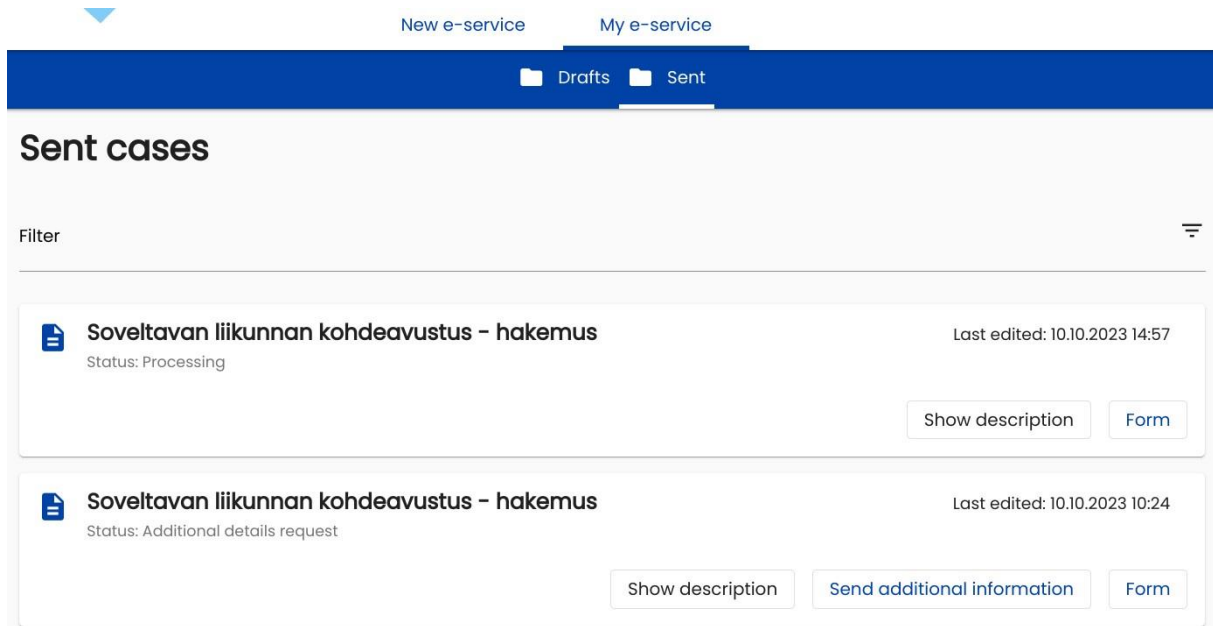
Using the pre-filled draft form is not mandatory: you can always use the empty account of use forms available under the *New e-service* top menu, in the *e-Services* folder.

7. RESPONDING TO A REQUEST FOR ADDITIONAL INFORMATION

The processor of the grant form may ask you for additional details or for you to supplement the details you submitted on the form. An email notification informing of the request for additional information will be sent to the email of the sender of the form and, in the case of organizations, also the organization's official email address.

The email notification contains a direct link to the form to be supplemented. You will also see the request for additional information under the *My e-service* top menu, in the *Sent* folder. To open the form and the request for additional information added
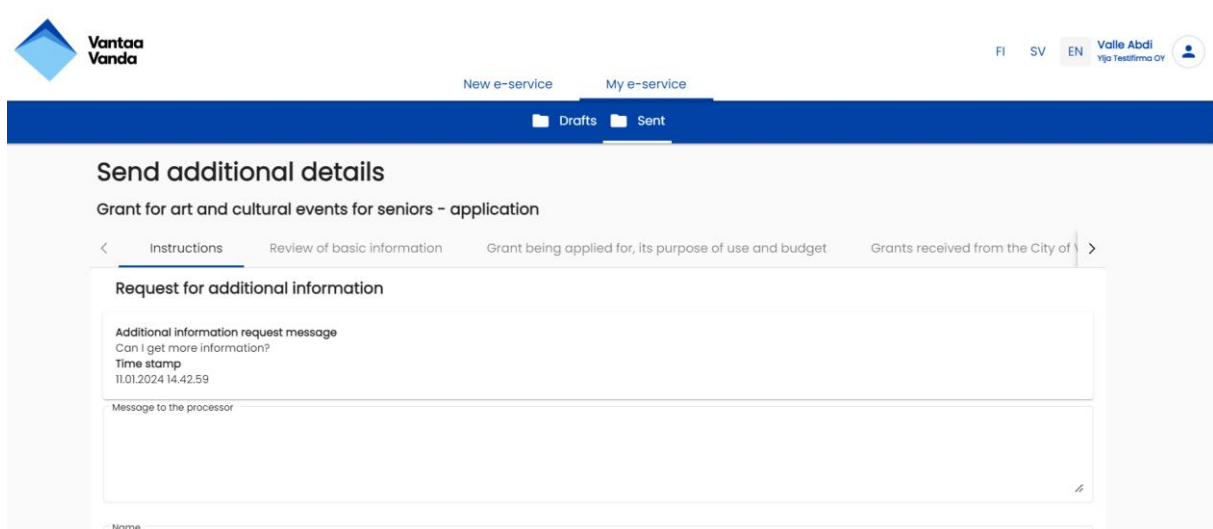
to it, click the *Send additional information* button (see Figure 15).

Figure 15 Request for additional information on a submitted form

You will see any request for additional information added by the processor at the beginning of the form, explaining what additional details should be supplemented (see Figure 16). With a request for additional information, the entire form will reopen in editable format for you to, for example, edit the requested form fields or add a missing attachment. Describe the changes you have made in the *Viesti käsittelijälle (Message to the processor)* field. After completing the changes, submit the form normally by clicking the *Submit* button. After that, you will no longer be able to supplement the information on the form.

Figure 16 Example of a request for additional information

8. USING THE 'MY E-SERVICE' TOP MENU

The *My e-service* top menu is located at the top of the page with the *New e-service* top menu. Under the menu, you will find the *Drafts* and *Sent* folders (see Figure 17). Any cases sent after submitting the form will appear in the *Sent* folder. Saved draft applications can be found in the *Drafts* folder.
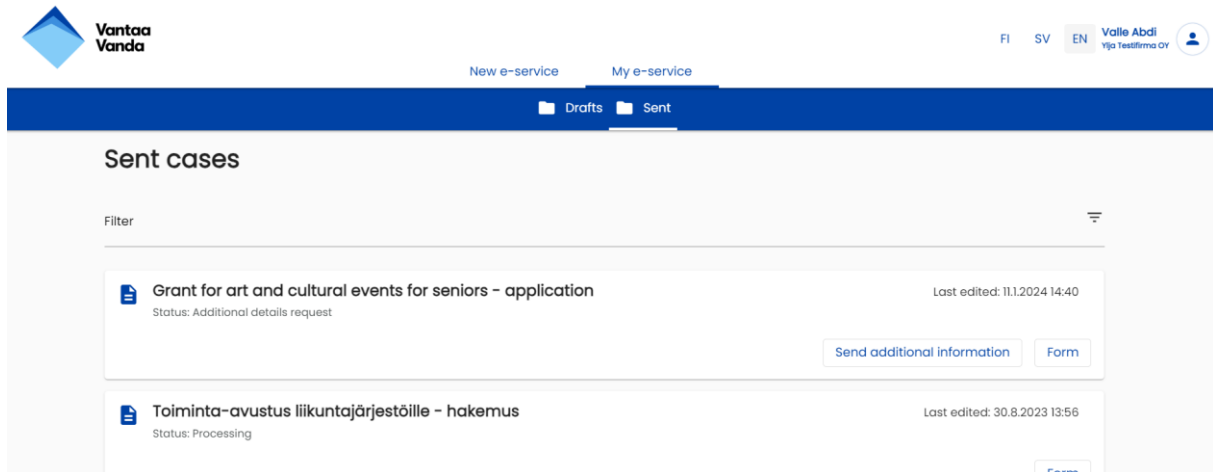
Figure 17 My e-services view

8.1 Draft forms

In the *Drafts* folder, you will find any unfinished grant forms you have started and saved but not yet submitted. If more than one person can represent the same organization, you can also see their draft forms in the *Drafts* folder. For each draft, you will see the name of the unfinished form and the date and time when the form was last modified (see Figure 18).
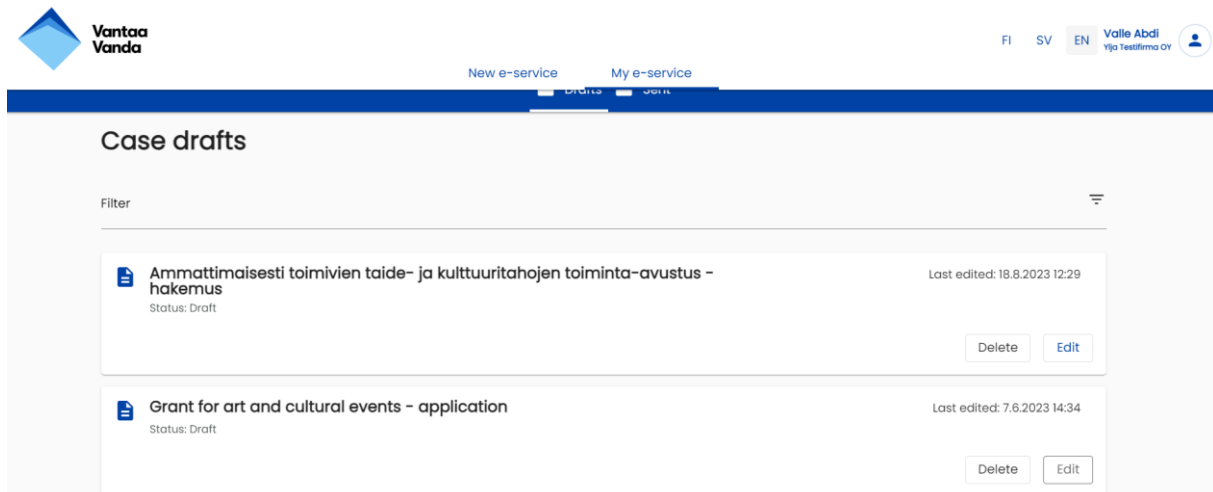

Figure 18 Draft forms

You can continue with a draft form created by yourself or started by another representative of the same organization by clicking the *Edit* button on the form in question. If the form's validity period has expired (e.g., the application period has ended), you can no longer edit and submit the form. Use the *Show description* button to see a more detailed description of the form. Use the *Delete* button to delete any unnecessary drafts. Note: draft accounts of use created automatically by the system cannot be deleted.

8.2 Submitted forms

The submitted forms will appear in the *Sent* folder. If more than one person can represent the same organization, you can also see the forms they have submitted in the *Sent* folder.

For each submitted form, you will see the form's name and the date and time when the form was last modified. You can also see the processing status of each form under the form's title (see Figure 19). If the status is *Processing*, the form has been received. If the status is *Päätetty (Closed)*, the processing of the form has been closed. If the status is *Additional details request*, the form includes a request for additional information, waiting for a response.
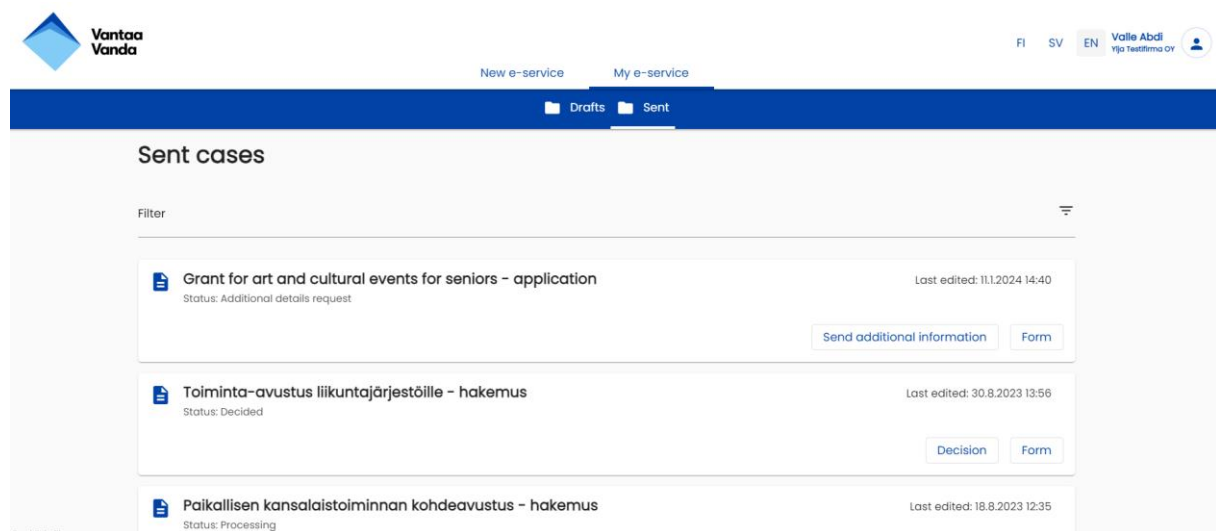

Figure 19 The processing status of the submitted cases

Click the *Form* button to review the form details. The *Send additional information* button will be visible if the processor has sent you a request for additional information regarding the content of the form. Read more about the request for additional information in the 'Responding to a request for additional information' of this guide. The *Päätös (Decision)* button will only be visible when the status of the

form has changed to Päätetty (Closed). Use the *Päätös (Decision)* button to view the details related to the decision on the form in question.

9. CHANGING THE LANGUAGE

You can change the system language using the *FI, SV* and *EN* language buttons in the upper right corner. The language options include Finnish, Swedish and English (see Figure 20).
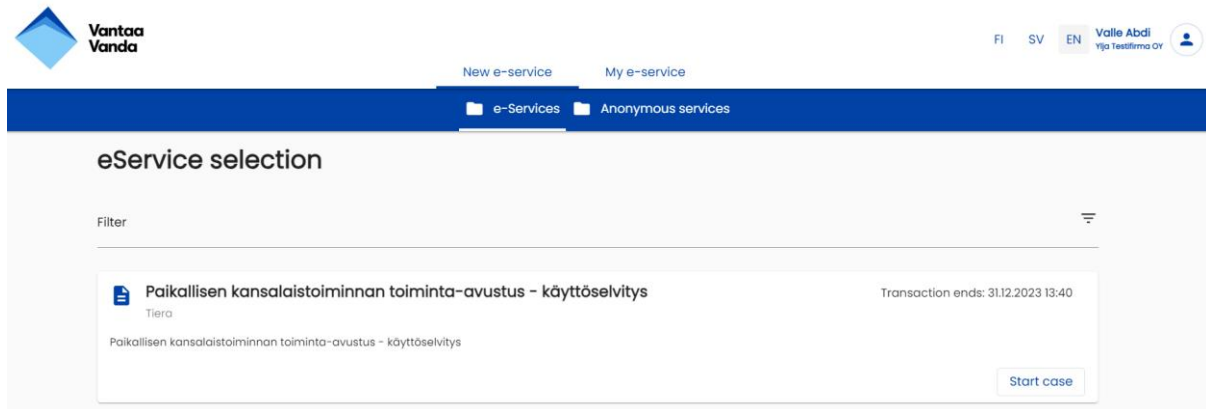

Figure 20 Changing the system language

10. SIGN OUT

To sign out of the system, click the profile button 👤 in the upper right corner and select *Sign out* in the menu that opens (see Figure 21).
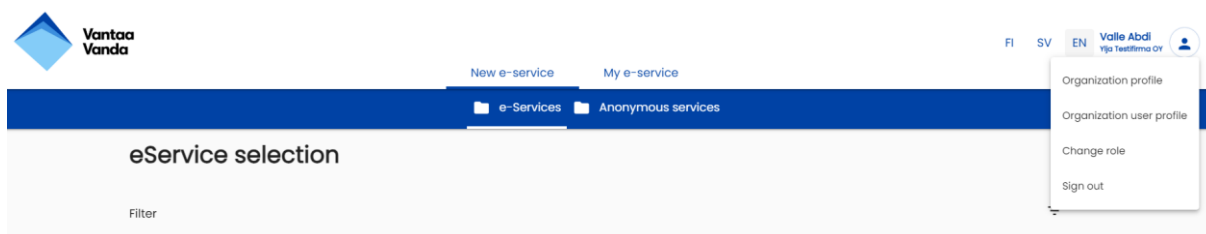

Figure 21 Signing out

The system will ask you to verify whether you want to sign out or return to the system. Select *Yes* to sign out of the system. When you exit the site, remember to also close all browser windows.

11. TERMS OF USE, ACCESSIBILITY STATEMENT AND DATA PROTECTION

Documents related to the system's terms of use, accessibility statement and data protection-related documents, including links to the information document, can be found at the website's footer (see Figure 22).
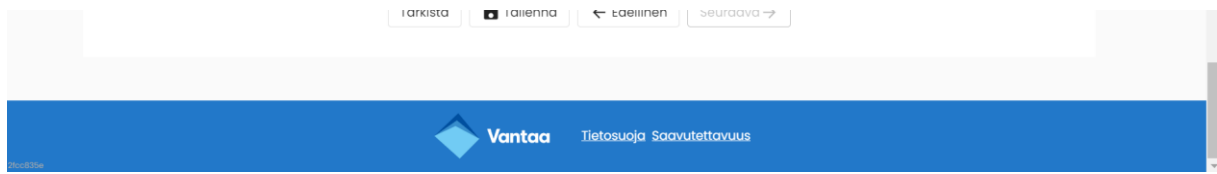
Figure 22 Documents available at the footer of the website

12. WHAT TO DO IN CASE OF TROU-BLES

12.1 I do not know what information to fill in the form

If you do not know what information you should fill in the application or account of use form, see the instructions on the **vantaa.fi/Grants and scholarships** site for the grant type in question. You can also contact the processors of the grant type.

12.2 I have technical problems

Please note that the system works best with the latest browsers and devices. It is advisable to update an old browser to a newer version for security reasons alone.

The service works with the latest official versions of the most common browsers. The supported browsers include *Chrome, Safari, Edge and Firefox*. Using the *Internet Explorer* browser is not recommended.

If you are experiencing technical problems or struggling to use the grant application system, please contact Vantaa residents' digital support provided by *Vantaa Info* via chat, email (vantaa.info@vantaa.fi), phone (+358 9 83911) and face-to-face (**https://www.vantaa.fi/en/services/service/vantaa-info**). Support in matters related to the *Suomi.fi e-Identification* or *Suomi.fi e-Authorizations* is available from *DPDSA's* customer service. Support in matters related to the *Register of Associations* is available from *PRH's* customer service.