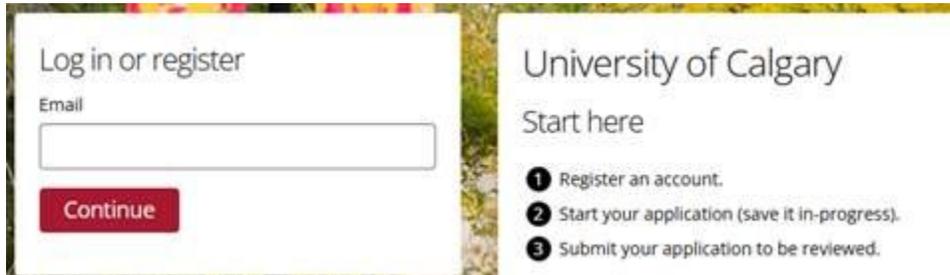# Instructions for Applicants – Application form

Step 1: To access the application form, click universityofcalgary.grantplatform.com.

Step 2: Navigate to the general page, scroll down to the captured section and enter your email:

Step 3: After entering your email, you'll be directed to a page where you need to enter the security verification code sent to your inbox.

If the 6-digit code is not working or you took too much time to enter it, please click on "Resend code." If the issue persists, please contact Good Grants directly at **help@goodgrants.com**. The Good Grants team typically responds within three hours.

Step 4: You will have to set up a multi-factor authenticator. You can use one of these applications:

- Microsoft Authenticator ***Recommended option*** used by the University of Calgary. If you select that option, you can open the app and scan the QR code directly from it.

- Google Authenticator

- Okta

- OneLogin Support

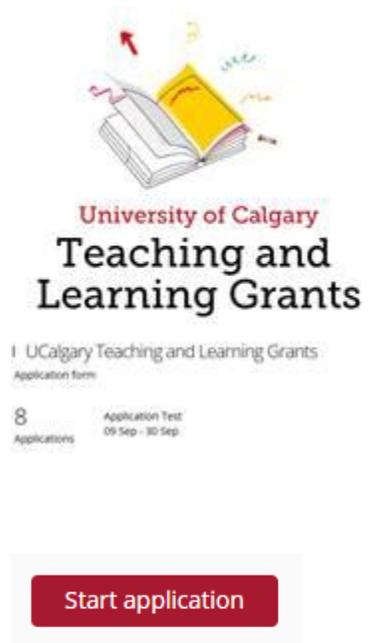**If you have issues with the multi-factor authenticator (MFA):**

There are many MFA tools available, each slightly different, but all prone to the same types of issues. Including lost backup codes, syncing problems, authenticator app glitches, or even network connection snags.

Check out the links below to help troubleshoot:

- [Google Authenticator support](#)

- [Okta end user support](#)

- [Microsoft Authenticator FAQ](#)

- [OneLogin support](#)

If issues persist, please contact the Good Grants support team at **help@goodgrants.com**

Step 5: Once you reach the main page, click "Start Application."

Step 6: Complete the application form and be sure to click **"submit application"** at the end or your application will not be received.

You can modify your application until the deadline by logging in to Good Grants

Having issues navigating the Multi-factor Authenticator?

Please contact the Teaching and Learning Grants program directly via tlgrants@ucalgary.ca so we can reset your MFA. Once it's been reset, please follow the instructions below:

GoodGrants Application Platform - universityofcalgary.grantplatform.com

Setting up Multifactor Authentication – Microsoft Authenticator

Mobile app (primary)

Time-based One-Time Password (TOTP) using Google Authenticator or another mobile app.

Register your account with a TOTP app, such as Google Authenticator (Android & iOS), to generate secure one-time passwords to use when logging into your account.

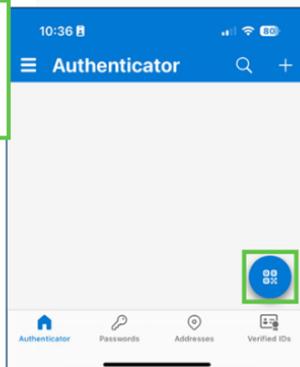Scan this code with your authenticator app, or manually type the key, to set up TOTP authentication and provide a code below to verify it is working correctly.

3 Scan the QR code on your computer screen

Can't scan the QR code?

Authentication code

[ ]

Verify code

Additional questions? Please contact the Teaching and Learning Grants program directly via tlgrants@ucalgary.ca