

## How to register

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To access the benefits of eTelefilm, you must first complete the form below.

You will then receive documents to complete and return, in order to create your account and obtain a PIN number.

The PIN will allow you to activate your ePass at Government On-line.

[Go to registration form >>](#)

## Common questions

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### Who can register for eTelefilm?

All Telefilm Canada clients wishing to submit an application in feature film, digital media, and television, or for co-production certification, can register to eTelefilm. Clients can also register if they simply want "one-stop-shopping" access to follow up on the status of their Telefilm file, or to register to markets or to festival calls for entries.

### Which programs are accessible via eTelefilm?

Applications can be submitted online, and subsequently followed up, for the following funds and programs:

- Canada Feature Film Fund (development and production)
- Canada Media Fund
- Official co-production certification
- Mini-treaties
- Writer's First
- Low Budget Independent Feature Film Assistance Program

### What are the benefits of eTelefilm?

Whether you're using a Mac or a PC, our online services are secure, easy to use, quick and accessible from anywhere and at any time. eTelefilm enables you to submit an application online, follow up on its status and progress, and keep track of your current projects. You can also obtain information about drawdown schedules, exploitation reports and defaults relative to all your Telefilm files.

In addition, you can use eTelefilm to submit electronic copies of documents related to drawdown conditions and update your company's contact information.

Furthermore, by submitting your applications via eTelefilm, your drawdowns will be issued through direct deposit, and thus more quickly.

### **In which programs can drawdowns be made via direct deposit?**

Direct deposit is available for the Canada Feature Film Fund and the Canada Media Fund.

### **As a new user, will I have access to previous applications or applications that were not submitted online?**

Absolutely. Information regarding drawdown schedules, defaults relative to your file and exploitation reports for all your applications will be accessible via eTelefilm.

### **What kind of technical support is Telefilm providing?**

Information and technical support is provided by qualified staff in all regions by means of a Help Centre, which can be reached at 1-800-567-0890 #3911 or at [services@telefilm.gc.ca](mailto:services@telefilm.gc.ca). The Help Centre is available from 8 a.m. to 8 p.m. EST.

## **Configuration requirements**

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To access our on-line services, you must have the following minimum configurations:

### **Browser**

Microsoft Internet Explorer 6.0, 7.0 and 8.0;  
Firefox 3.0.11 or higher; or  
Safari 3.x and 4.x

### **128-bit encoding**

For security reasons, your browser must be equipped with 128-bit encoding. Encoding makes it possible to protect personal information that is sent over the Internet, and 128-bit encoding is also the most reliable standard currently offered on the market.

In addition, all browsers must:

- have SSL 3.0 enabled;
- have Cookies enabled;
- have JavaScript enabled; and

### **Compatible operating systems**

MAC OS X 10.3 and higher  
Windows XP Home Edition  
Windows XP Professional Edition  
Windows Vista  
Windows 7

### **Minimum monitor resolution**

800 X 600 pixels