

Culture Recovery Fund: Repayable Finance

Systems guidance for borrowers

Version 1: May 2024



Department
for Culture,
Media & Sport



ARTS COUNCIL
ENGLAND

[artscouncil.org.uk](https://www.artscouncil.org.uk)

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Introduction

Introduction

Borrower portal

A borrower portal has been developed for Culture Recovery Fund borrowers to allow for the submission of regular information to DCMS and Arts Council England, which includes information required under the information provisions in borrowers' Repayable Finance Agreements.

This borrower portal will allow for the straight-forward submission of information by borrowers.

Purpose of guidance

This guidance is to provide borrowers with comprehensive instructions and support to use the borrower portal. This document is designed to show how to undertake the submissions borrowers will be required to complete.

This document includes detailed demonstration videos, alongside written guidance and screenshots.



Please note that this document contains screenshots of the borrower portal with supporting narrative. Over time, evolution of the borrower portal functionality may result in slightly different views than those presented, however the steps in this guide will remain consistent with completing the relevant activity.

If you have any questions, please email the CRF team: crf.repayablefinance@artscouncil.org.uk

Accessing the portal and uploading data

Accessing the portal and uploading data



Link to video guidance – [Accessing borrower portal and uploading data](#)

The portal can be accessed via <https://manage-culture-loan.dcms.gov.uk>



At least one user from your organisation will need access to the portal. If no one from your organisation has a login to the portal, or if you have any issues accessing the portal, contact us at crf.repayablefinance@artscouncil.org.uk.

Logging into the portal

- Log in to the borrower portal using your username and password.
- You will be taken to the home screen (shown on the right).
- This screen will show a list of monitoring reports, including whether they are due, overdue, not due or incomplete.
- You can also see when reports are **due from** (the date from which you can start completing reports) and the **due by** date (the date by which reports should be submitted).



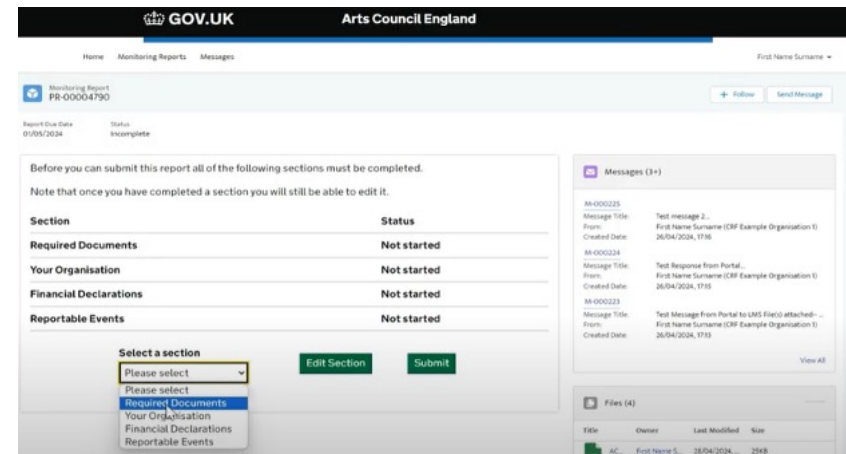
The screenshot shows the user interface of the portal. At the top, there is a navigation bar with the GOV.UK logo and 'Arts Council England'. Below this is a breadcrumb trail: Home > Monitoring Reports > Messages. The main heading reads 'Welcome to the Arts Council England Culture Recovery Fund Repayable Finance Portal'. A personalized greeting 'Hello, [redacted]' is followed by a message: 'You are logged into the Arts Council England Culture Recovery Fund (CRF) Repayable Finance portal. This is where you submit your Monitoring Reports for [redacted]'. A link 'Go to your Monitoring Report records.' is provided. Below this, a table lists outstanding submissions:

Monitoring Report	Due From	Due By	Status
PR-00004866	1/5/2024	1/6/2024	Incomplete

Below the table, there is a message: 'You can send messages to Arts Council England CRF Loans team requesting changes to your organisation's details and contacts using the button below.' A green 'Message' button is visible. At the bottom, a footer note says: 'Should you require any support please email crf.repayablefinance@artscouncil.org.uk'.

Opening a monitoring report

- To open a monitoring report to begin completing it, click on the blue monitoring report reference number (begins PR-0000), which will take you to the next screen shown on the right.
- The overview screen for a monitoring report will display a list of webforms and sections for borrowers to complete, and their respective statuses (*Not started, Incomplete, Completed*).
- Under the **Select a Section** dropdown list, select the webform or required documents to work on and click on the **Edit Section** green button.

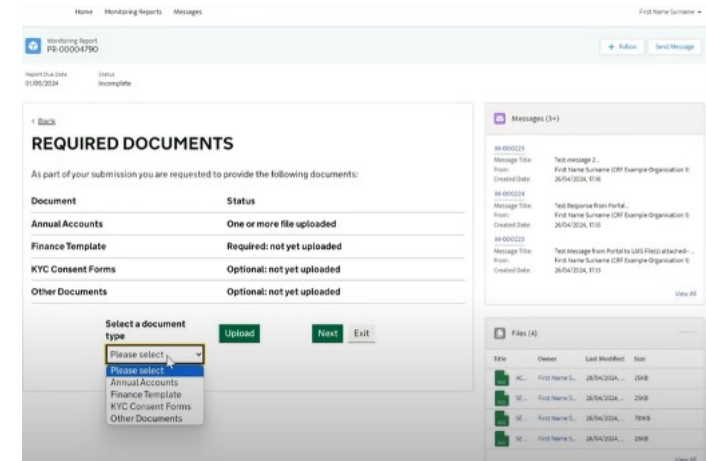


Uploading documents

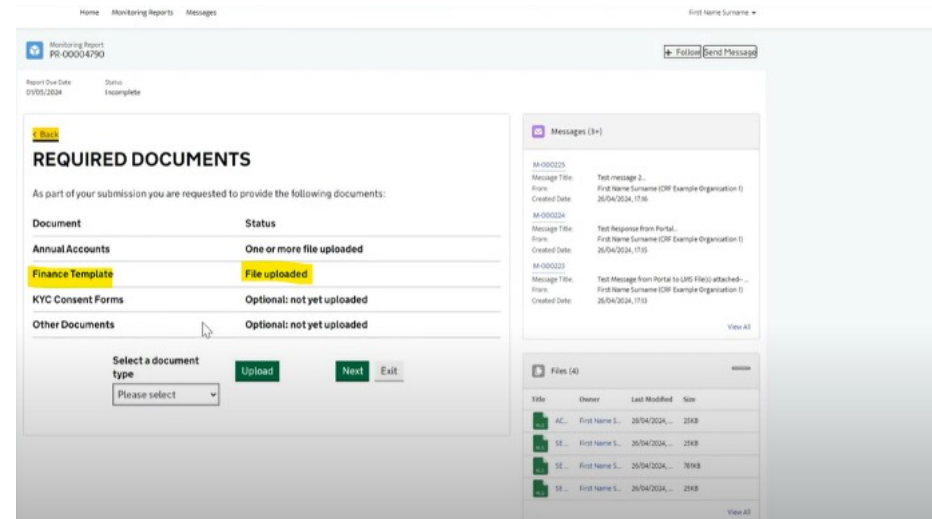
- On the overview screen for a monitoring report, select **Required Documents** from the drop-down menu, followed by Edit Section in green.
- The next page will be displayed with a list of required and optional documents to upload (shown on the right).
- Select a document from the type list and click on the green 'upload' box. For example, the **Finance template**.
- Click on 'upload file', then select your completed finance template.



The finance template will have been sent to you by email for you to complete.



- A dialogue box will open, telling you how many records will be created during the upload process. If there are any errors in the spreadsheet, a dialogue box will tell you which cells contain errors. This generally refers to formatting, so please do not overwrite formulae in any cells.
- If there are any errors, please correct the spreadsheet and try the upload again.
- In the dialogue box, click 'start upload'.
- Once uploaded, the status of the finance template on the screen will change to 'file uploaded' (shown on the right).



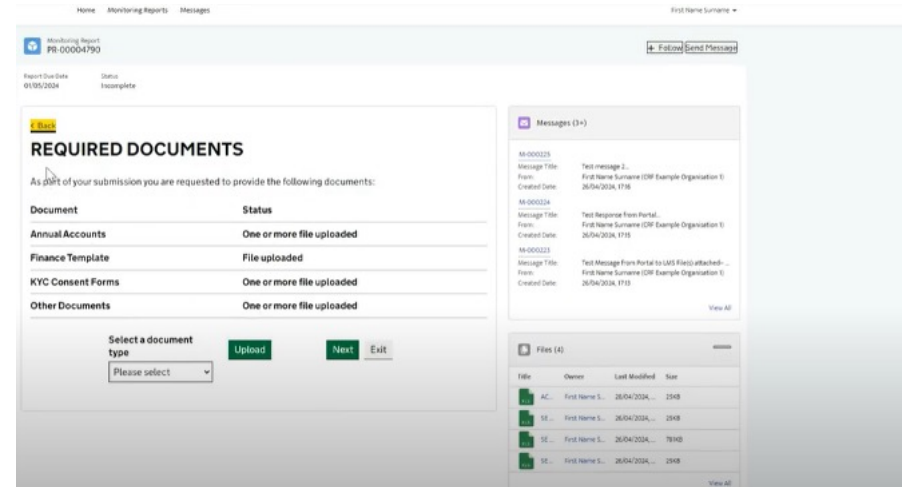
- Repeat the steps above to upload all **required documents** and any **optional documents** you wish to include.



Only the finance template will include checking for errors when uploading.

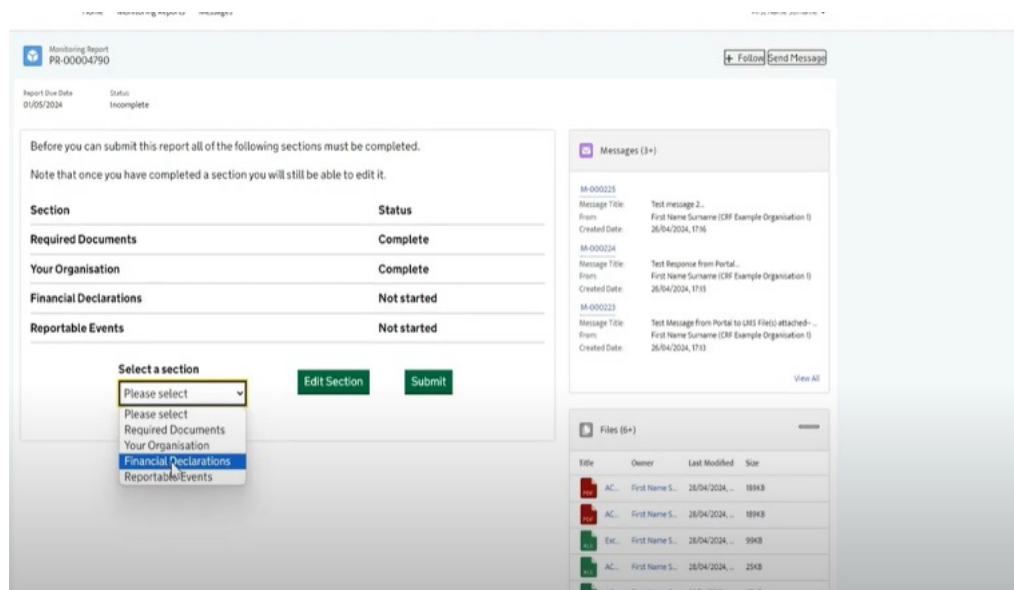
- Once all documents have been uploaded, click on the green 'next' button:

- On the next screen, click on the green 'complete' button.
- You will then be returned to the monitoring report overview screen, and next to 'required documents' the status should now say 'complete'.



Completing webforms

- On the overview screen for a monitoring report, select a webform to complete from the drop-down menu, followed by Edit Section in green. For example, **Financial declarations**.
- This will take you to a number of questions to respond through, working through the screens. Once you have answered all the questions on a screen, click 'next' to move to the next screen.

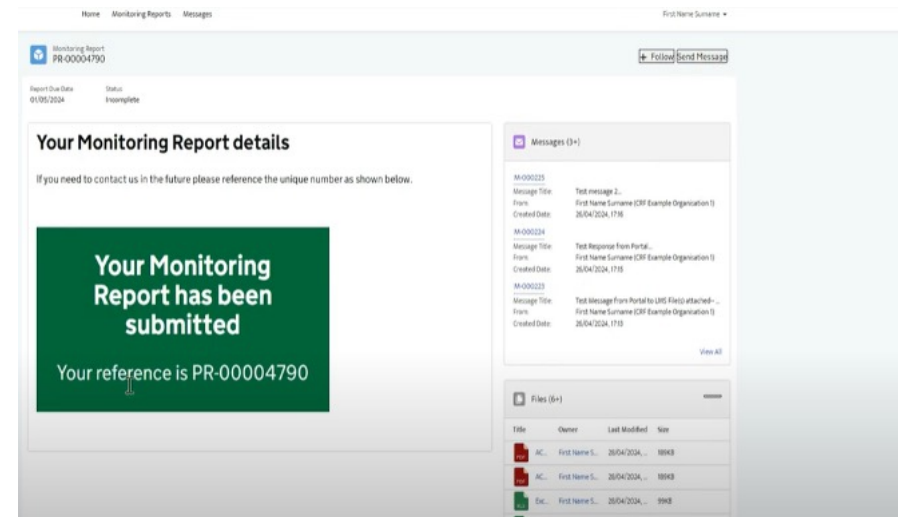


As you work through the screens, you can click on 'save and exit' if you need to come back to the report at a later time.

- Once all questions have been answered in a webform, a summary of your responses will be displayed for you to check and edit if needed.
- Once the webform is complete, click on 'submit'. This will take you back to the monitoring report overview screen. The status of the webform you have completed should now say 'complete'.
- Repeat the steps above until all webforms have been completed.

Submitting monitoring reports

- On the monitoring report overview screen, once all sections have been completed, click on 'submit'.
- A final confirmation message will show prior to information being submitted. Click on 'submit' on this screen.
- A confirmation message will appear to show that the report has been submitted (shown on the right):



- The completed submission can be accessed by clicking on the **Monitoring Reports** link at the top of the home screen, followed by **Submitted / Completed Monitoring Reports**, which shows reports that have been submitted.

Sending messages via the portal

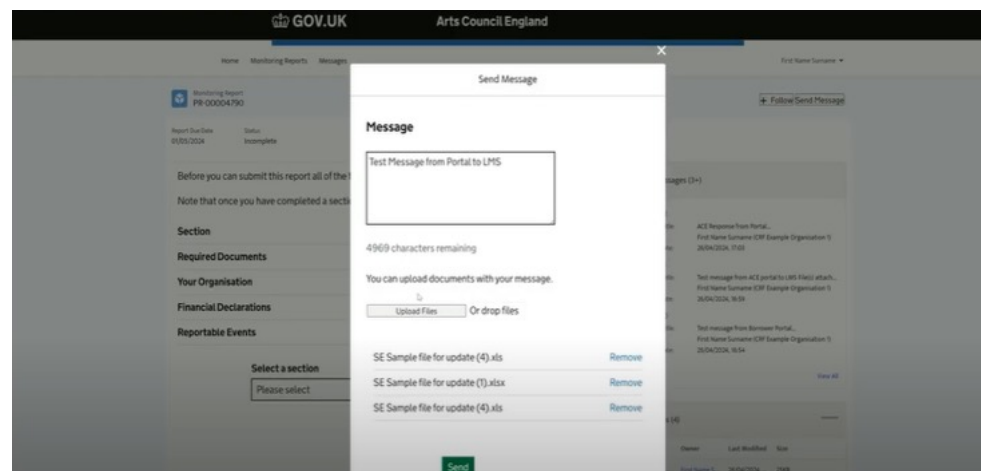
Sending messages via the portal



Link to video guidance: [Sending and responding to messages](#)

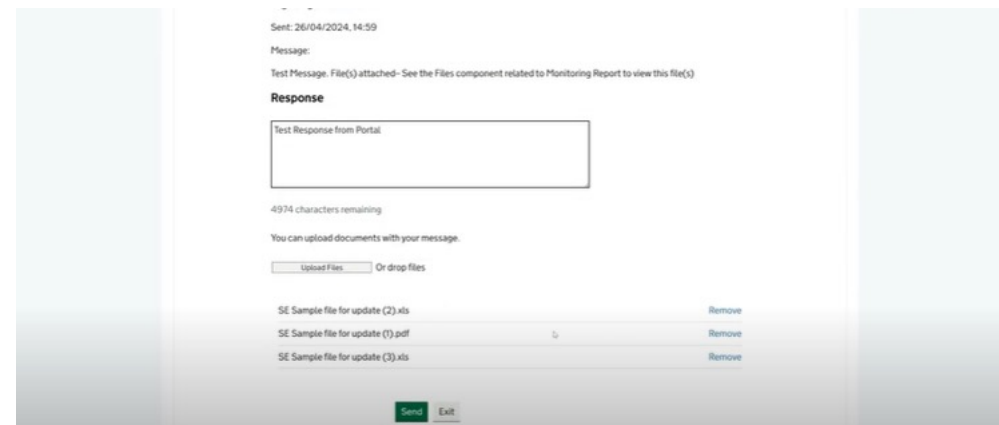
Sending a message about a monitoring report

- From the home screen, click on the monitoring report you would like to send a message about. You can do this via the links directly on the home screen, or by clicking on 'monitoring reports' at the top of the screen and selecting a report from one of the sections there (due, submitted/completed, future).
- Click on 'send message' on the top right of the screen. A dialogue box will open. Enter your message you wish to send to your loan agent (Arts Council England), and click on the green 'send' button. You can also upload files to your message before you send it, if necessary.
- A confirmation message will then appear, with a message reference number.



Reading and replying to messages

- You will receive an email notification advising you that a message has been sent to you.
- Log in to the borrower portal, and click on 'messages' at the top of the screen.
- This will take you to a list of messages. Click on the message reference number for the message you wish to read. You can also access the message by clicking into the monitoring report it relates to. The list of messages is on the right-hand of the screen.
- If you wish to respond to the message, please type your reply into the 'response' box in the centre of the screen. You can also upload files via this screen if necessary.
- Click on the green 'send' button to send the message to your loan agent.



Requesting a change to contact information



Link to video guidance: Sending and responding to messages

- Log in to the borrower portal. On the home screen, click on the green 'message' button at the bottom of the screen.
- Select the type of change request applicable to you (**New Contact, Update Contact, or Update Organisation**).
- Click **Next**.
- Enter the details of the new contact / updated contact / updated organisation details as applicable.
- Click on the green 'send' button at the bottom of the screen.

Welcome to the Arts Council England Culture Recovery Fund Repayable Finance Portal

[< Back](#)

Select the type of change request

- New Contact
- Update Contact
- Update Organisation

[Next](#)

Help and support

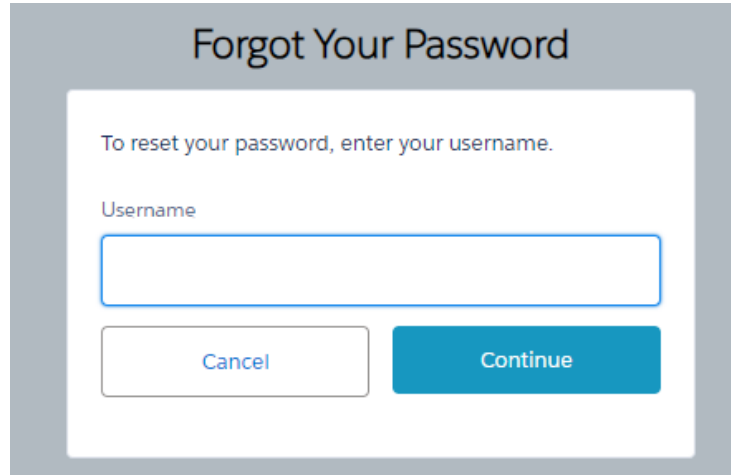
Help and support

If you need any help using the portal or have any queries regarding your loan, please contact us:

crf.repayablefinance@artscouncil.org.uk

Forgotten password

- Open the login page for the borrower portal, and click on 'forgotten password'. This will open a new screen:



Forgot Your Password

To reset your password, enter your username.

Username

Cancel Continue

- On the new screen, enter your username, then click 'continue'.
- As long as you have entered a correct username, a new screen will open. Click 'reset password'. A confirmation message will appear to say that a password link has been sent to you by email.

- You should receive an email from CRF Loan Portal, which contains a link to reset your password. If you have not received the link within a few minutes (please also check spam folders), then click on 'resend the email' on the confirmation screen.
- Click on the link in your email to reset your password. It will open a screen in your web browser, asking you to create a new password, and setting out the parameters for doing so:

Change Your Password

Enter a new password for
uk_lms_testing_queries@pwc.com. Make sure to
include at least:

- 12 characters

Also include at least 3 of the following:

- 1 uppercase letter
- 1 lowercase letter
- 1 number
- 1 special character

* New Password

* Confirm New Password

Change Password

- Enter your new password, then click 'change password'. This will then open the login screen for the borrower portal, where you can login using your new password.