

Canada Digital Adoption Program (CDAP) Boost Your Business Technology Stream

Support for Common Applicant Mistakes

Version 0.1 - Last Updated April 5th, 2022

In an effort to support clients during the application process, the CDAP team has compiled the most common mistakes clients make while applying to the Boost Your Business Technology Stream.

Quick access by type of error/client mistake:

1	Applicant is informed their business is not eligible for CDAP.....	2
1.1	Applicant is not familiar with eligibility criteria	2
1.2	Common Reasons for ineligibility:	4
1.2.1	Applicant is not an Owner/Director	4
1.2.2	Number of Full time Equivalents employees is not within eligibility range	4
1.2.3	No revenue in at least one of the past 3 years within eligibility range	5
1.3	GCKey login is not the same as CRA login.....	7
2	Applicants are not using their personal banking login for automated ID verification	8
3	Applicants are waiting a long time for the non-automated ID verification option	9
3.1	Business Number does not match business legal name.....	10
3.2	Applicant is ineligible for BDC Fast track option	10
4	Applicant is approved – what is the next step?	11

1 Applicant is informed their business is not eligible for CDAP

When an applicant submits their application, CDAP officers evaluate the application for eligibility. If the application does not meet eligibility criteria, the applicant will receive an email to that effect, and the CDAP system will display a message similar to the following

▼ Apply to the program

Ineligible

Your application does not meet the eligibility criteria for the Canada Digital Adoption Program.

You may request a review of your application.

Status: Ineligible

Contact Us: <https://www.ic.gc.ca/eic/site/152.nsf/frm-eng/JVAE-C7XKBU>

Phone: 1-800-328-6189

1.1 Applicant is not familiar with eligibility criteria

Eligibility criteria: Clients are not reviewing all of the eligibility criteria prior to applying. Several clients attempt to submit applications without understanding all of the eligibility criteria.

An overview of the Eligibility criteria is available on the entry point to the CDAP system (Stream 2 – Boost your business), located at <https://stratpre1.ic.gc.ca/eic/site/152.nsf/eng/00013.html>. The overview of eligibility criteria is present directly above the “Apply now” button:

students and recent graduates through subsidized work placements.

Eligibility:

Before applying, your business **must** meet all of the following eligibility criteria:

- Be incorporated federally or provincially, or be a Canadian resident sole proprietor
- Be a for-profit, privately owned business
- Have between 1 – 499 full time equivalent employees
- Have at least \$500,000 of annual revenues in one of the previous three tax years

Only an owner or a director (listed in the articles of incorporation) can complete the application form, and the business must meet all eligibility criteria.

Apply now

The full list of eligibility criteria are also available in the program guide, which is accessible from on a link on the same entry point page <https://stratpre1.ic.gc.ca/eic/site/152.nsf/eng/00013.html>

CDAP – Boost your Business Technology Stream – Support for Common Applicant Mistakes

3 Only an owner or a director (listed in the articles of incorporation) can complete the application form, and the business must meet all eligibility criteria.

Apply now

Application	Digital Needs Assessment (DNA)	Fast-track	BDC loan	Funded work placement
<ul style="list-style-type: none"> You will be asked to provide basic information in the initial application You will be asked to assess your business' digital readiness by completing a digital needs assessment <ul style="list-style-type: none"> The digital needs assessment tool will generate a report outlining your company's digital maturity and compare it to an industry-specific benchmark. You may share this report with your digital advisor later in the process Once you've completed your digital needs assessment, you will be able to find a digital advisor to develop your digital adoption plan <ul style="list-style-type: none"> You will access CDAP's Digital Advisor Marketplace and select a digital advisor you would like to partner with to develop your digital adoption plan. You and your digital advisor will then agree on the terms of work, and final cost for creating the digital adoption plan. When your digital advisor has completed your digital adoption plan, you will then submit it to process the grant payment. 				
<p>Consult the program guide to read through the detailed terms and conditions of the program</p>				

Section 1.2 of the program guide contains the full list of eligibility criteria. The program guide itself is located here <https://stratpre1.ic.gc.ca/eic/site/152.nsf/eng/00043.html#Toc91237796>

1.2 Who can submit an application – Eligibility criteria

1.2.1 Applicants are required to attest and certify that they meet all of the following eligibility criteria:

1. **Is** a sole proprietor whose owner is a Canadian resident
Or
Is a business incorporated under the laws of Canada or a province or territory
2. **Is** a for-profit business
3. **Has** between 1 – 499 full time equivalent employees†
4. **Has** at least \$500,000 of annual revenues but not more than \$100,000,000 in one of the previous three tax years from the date of submitting a grant application.
5. **Is** a privately owned business
6. **Is** a Canadian-controlled Private Corporation (CCPC) as defined by the Canada Revenue Agency (applicable if the business is incorporated under the laws of Canada or a province or territory)
7. **Is** a business that respects human rights codes, labour, environment and anti-corruption standards, as well as engages exclusively in legal activities
8. **Is not** a business that has a class of shares publicly traded on a stock exchange (in Canada or outside)
9. **Is not** a majority or wholly owned subsidiary or branch or sales office of a multinational corporation (MNC)
10. **Is not** a business whose revenue model is designed to be economically dependent on non-commercial sources such as direct government funding or private donations
11. **Is not** a government organization or body (other than an Indigenous entity or body) or an entity in which a government organization or body (other than indigenous entity or band) owns equity interests
12. **Is not** a not-for-profit entity such as a union, charitable, religious or fraternal organization or business owned by such organizations, nor a business that exists as a fundraising vehicle for charities
13. **Is not** a business in which equity interests are held by any current member of the Parliament of Canada or any current member of the Senate of Canada other than a business whose equity interests are publicly traded
14. **Is not** a business that promotes violence, incites hatred or discriminates on the basis of race, national or ethnic origin, color, religion, sex, age or mental or physical disability nor does it trade with countries proscribed by the government of Canada
15. **Is not** a business that directly or indirectly promotes sexual exploitation or disseminates media content that is sexually explicit
16. **Is not** a business that has been determined to have pled guilty to or been convicted of tax evasion or a criminal offence

1.2 Common Reasons for ineligibility:

1.2.1 Applicant is not an Owner/Director

If an applicant has not reviewed the eligibility criteria and proceeds to submit an application even if they are not a Director (for corporations) or owner (for sole proprietors) of the business, they will receive an email that their application does not meet CDAP eligibility criteria.

1.2.2 Number of Full time Equivalents employees is not within eligibility range

Businesses must have between 1 and 499 full-time equivalent employees. A full-time equivalent (FTE) employee is defined as receiving a T4 Statement of Remuneration Paid slip from the applicant. One FTE is defined as at least 30 hours/week of paid labour. Part-time employees must be included as fractions of 1 FTE based on average labour hours compared to typical hours for 1 FTE employee.

To ensure applicants do not submit ineligible applications, applicants are presented with immediate eligibility feedback on the application form based on their selections.

If an applicant selects an ineligible choice, they are blocked from being able to submit the application.

In addition, for all submitted applications, CDAP performs an eligibility check with CRA. If the business's information does not fit within the prescribed threshold, the applicant will receive an email that their application does not meet CDAP eligibility criteria.

Number of full-time equivalent (FTE) employees*

500 or more (ineligible if selected)

-

0 (ineligible if selected)

1-49

50-99

100-199

200-299

300-399

400-499

500 or more (ineligible if selected)


Figure 1 - The first and last option will generate the message below

Step 2 of 3: Eligibility

The information you provide will be used to confirm your eligibility.

Number of full-time equivalent (FTE) employees*

500 or more (ineligible if selected)

 To be eligible, your business must have between 1-499 FTE employees.

Indicate your most recent tax year in which your revenues were at least \$500,000 and did not exceed \$100,000,000.

Tax Year*

2021

Figure 2 - Applicant will not be able to continue with the Application process if they select the first or last option in the list above.

1.2.3 No revenue in at least one of the past 3 years within eligibility range

Business must have at least \$500,000 of annual revenues but not more than \$100,000,000 in one of the previous three tax years from the date of submitting an application.

To ensure applicants do not submit ineligible applications, applicants are presented with immediate eligibility feedback on the application form based on their selections.

If an applicant selects an ineligible choice, they are blocked from being able to submit the application.

In addition, for all submitted applications, CDAP performs an eligibility check with CRA. If the business's information does not fit within the prescribed threshold, the applicant will receive an email that their application does not meet CDAP eligibility criteria.

Indicate your most recent tax year in which your revenues were at least \$500,000 and did not exceed \$100,000,000.

Tax Year*

None of the above

-

2021

2020

2019

2018

None of the above

Figure 3 - Applicant must select an option from the list below. Valid options are the 4 years listed.

CDAP – Boost your Business Technology Stream – Support for Common Applicant Mistakes

Indicate your most recent tax year in which your revenues were at least \$500,000 and did not exceed \$100,000,000.

Tax Year*

None of the above ▼


 Your business is not eligible for this program.

Figure 4 - Applicant will receive an error if the last option is selected and will not be eligible for the program.

1.3 GCKey login is not the same as CRA login

GCKey: Applicants are trying to log-in using their Canada Revenue Agency (CRA) Log-in information, which used to be called My GCKey.

Note: The GCKey option used for CDAP is unrelated to the CRA Log-in.

Applicants can choose GCKey or use the Trusted Sign-in Partner option. For the Trusted Sign-in Partner options, no banking information is shared with CDAP or ISSED.

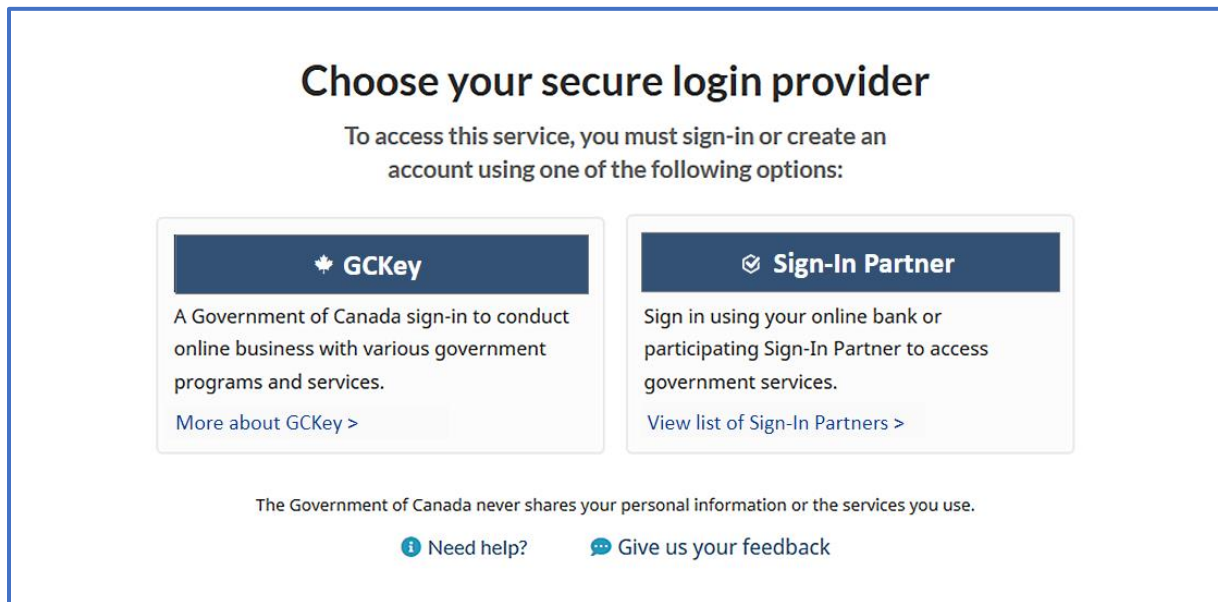


Figure 5 – Applicant presented with 2 login options

Applicants can easily and immediately create a new GCKey if they do not already have one.

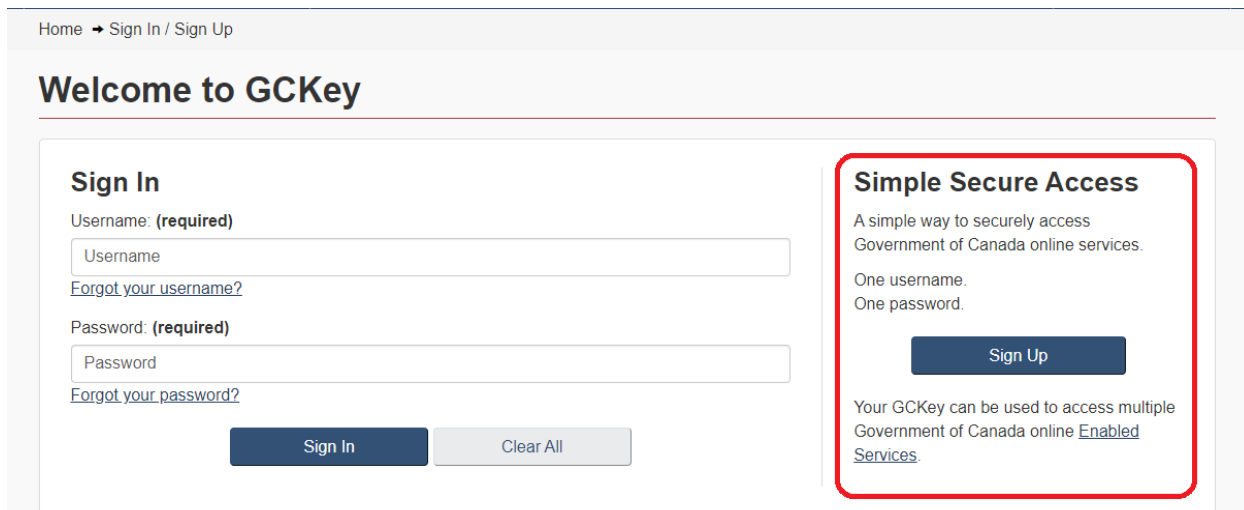


Figure 6 – Applicant can easily & immediately create a new GCKey if needed.

2 Applicants are not using their personal banking login for automated ID verification

Incorrect banking info: Some applicants are using their business banking information when they should be using their **personal banking information** when passing through the automated ID validation system. Business accounts are not eligible for the automated ID verification process.

Note: Applicants are presented within an instructional page, prior to entering the verification system, emphasizing the need to use their personal banking login.



Government
of Canada

Gouvernement
du Canada

Verify your identity using your **personal** banking login

Using Verified.Me will allow you to register for the Canada Digital Adoption Program in a quick and safe way. To use this option, please log into your **personal banking** financial institution where we will request that you share your name, date of birth and postal code with Innovation, Science and Economic Development Canada. You will only have to do this once during the application process.



You do have the option to skip the identity validation at this point but, once you decide to apply to the program, you will need to complete this verification process either online, or you can request manual verification from a CDAP representative. Pending the manual verification you will not be able to complete your CDAP application but, you will still have access to all CDAP services not requiring a verified identify.

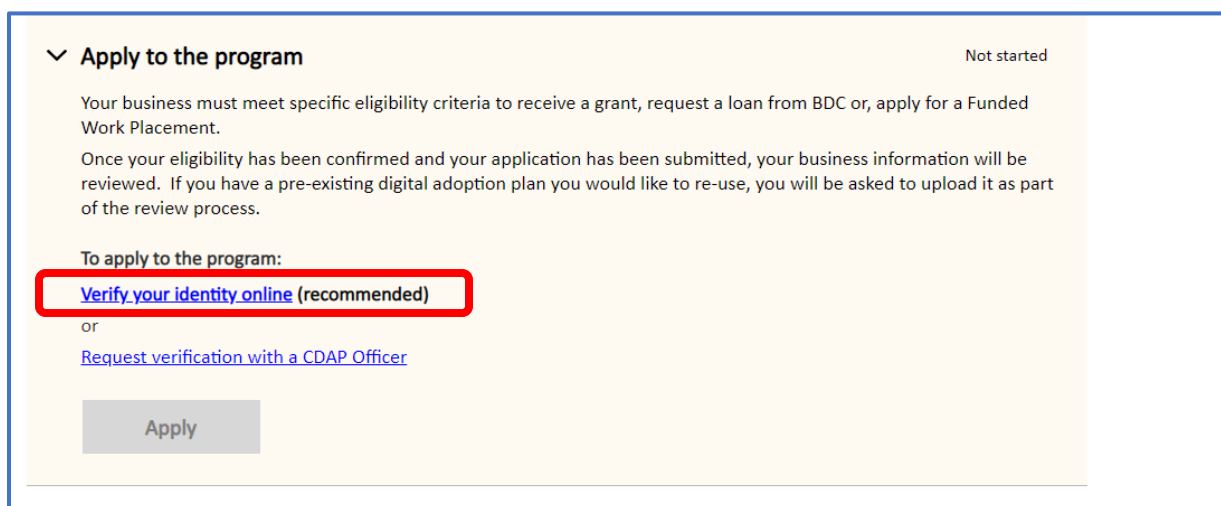
The following financial institutions are available:

- BMO
- Desjardins
- Scotiabank
- CIBC
- RBC Royal Bank
- TD Canada Trust

3 Applicants are waiting a long time for the non-automated ID verification option

Tip for applicants: To accelerate their application journey, applicants should choose the automated ID validation option through **Verify.me** by selecting the recommended option to “Verify your identity online”.

If applicants select “Request verification with a CDAP officer”, which is the non-automated ID validation option, it **could take up to 10 business days** to arrange a video call with a CDAP officer to validate their identity.



The screenshot shows a web form titled "Apply to the program" with a "Not started" status. The form contains the following text:

✓ **Apply to the program** Not started

Your business must meet specific eligibility criteria to receive a grant, request a loan from BDC or, apply for a Funded Work Placement.

Once your eligibility has been confirmed and your application has been submitted, your business information will be reviewed. If you have a pre-existing digital adoption plan you would like to re-use, you will be asked to upload it as part of the review process.

To apply to the program:

[Verify your identity online \(recommended\)](#)

or

[Request verification with a CDAP Officer](#)

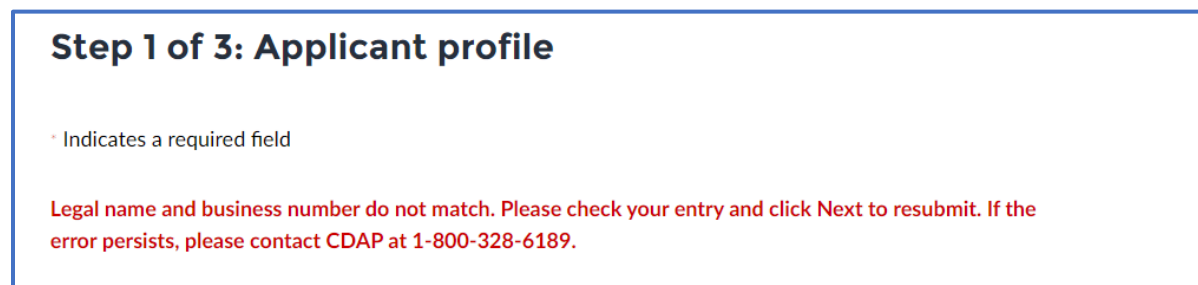
Figure 7- Only applicants with validated identity can apply for the program. They can choose online or manual.

Applicants who are not able to use the automated solution may choose the non-automated ID validation option “Request verification with a CDAP officer”. Applicants must then provide information as per the following instructions to help CDAP officers process their request:

Once we receive your request, you will be contacted to arrange a video call for manual ID verification. ISED is available from Monday to Friday from 8:30 a.m. to 4:30 p.m. EST. Please indicate in the textbox below your preferred meeting time(s), business number, company legal name, and company postal code.

3.1 Business Number does not match business legal name

Spelling: Clients do not spell their legal business name as it appears on their CRA Notice of Assessment (NOA). For example, the client omits the period at the end of “Inc.” or the client spells out “incorporated” when they should write “Inc.”



Step 1 of 3: Applicant profile

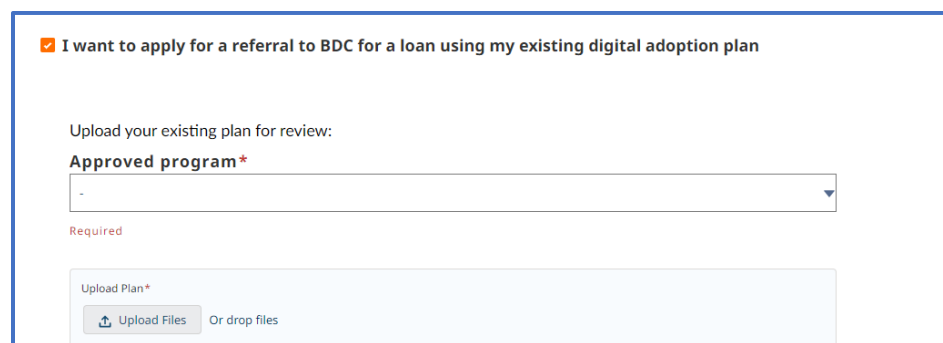
* Indicates a required field

Legal name and business number do not match. Please check your entry and click Next to resubmit. If the error persists, please contact CDAP at 1-800-328-6189.

Figure 8 - If Legal business name is not spelled exactly according to CRA information, it creates a mismatch error message.

3.2 Applicant is ineligible for BDC Fast track option

Uploading the wrong documents: Applicants must upload a copy of the Digital Adoption Plan that they created via an eligible provincial or territorial program. Applicants that upload the results of their Digital Needs Assessment (CDA) or any other unrelated document instead of their Digital Adoption Plan produced by a recognized provincial/territorial program will not be admitted into the Fast Track process.



☒ I want to apply for a referral to BDC for a loan using my existing digital adoption plan

Upload your existing plan for review:

Approved program*

-

Required

Upload Plan*

Upload Files Or drop files

Figure 9 - Applicant must upload valid document from one of the approved programs.

CDAP recognizes Digital Adoption Plans not older than 1 year from the following programs:

- Programme Audit Industrie 4.0 (in French only)
- Digital Boost 2.0
- Atlantic Canada Opportunities Agency: Digital Acceleration Pilot
- BDC Advisory Services

☒ I want to apply for a referral to BDC for a loan using my existing digital adoption plan

Upload your existing plan for review:

Approved program *

-

-

Audit 4.0

Digital Boost 2.0

Atlantic Canada Opportunities Agency: Digital Acceleration Pilot

s32-34Process.pdf

Figure 10 - SME must upload a plan that is less than a year old and from one of the approved programs from the list

4 Applicant is approved – what is the next step?

A common question is from approved applicants enquiring what the next steps are or where to find the grant agreement for signature.

The Applicant should log back into the CDAP system. On the landing page, they will find the option to accept the grant agreement (and subsequently provide banking details).

Part 2: Create your digital adoption plan

Once we confirm your eligibility you can get started by signing a Grant Agreement and finding a Digital Advisor to help you develop your Digital Adoption Plan. If you have an existing plan from an approved program you can skip directly to Step 3.

✓ **Accept agreement & provide banking details** Not started

Please review the grant agreement, you will be asked to accept the terms and conditions and, you will need to provide your banking details and upload a void cheque.

[View & accept agreement](#)

Figure 11 - Once applicants receives confirmation of eligibility, they can log into the portal to Accept their agreement and provide banking details.

The applicant may then proceed to type in their name, and proceed to indicate, by checking the appropriate checkbox, that they have read and accept the terms of the agreement, then select the “I accept this agreement” button. Note that the button does not become activated until after the checkbox has been checked.

View & accept agreement

The Company Name here (referred to as the "Applicant"), acting through its authorized representative:

Your full name*

represents, acknowledges, and agrees that:

1. The Applicant represents that:

- It meets all the eligibility requirements to receive grant funding from the Government of Canada as set out in the Program Guide*.
- The information submitted in the Application is true, accurate and complete.
- It has the necessary authority to undertake the procurement of a Digital Adoption Plan from a registered Canada Digital Adoption Program (CDAP) approved Digital

Figure 12 - SME must provide their name at the top of the agreement

23. This agreement including the funding confirmation (see clause 7) will constitute the entire agreement between the Applicant and ISED.

[* View the program guide for the Canada Digital Adoption Program](#)

☒ **I have read and accept the terms stated in this agreement**

[Cancel](#)

Figure 13 - Applicant must attest and click the button to accept the terms of the Grant agreement