

CCV's New User Support Model

Canadian Common CV (CCV) has a new user support model to improve CCV operations by providing a centralized support service which will be within the CIHR Contact Center. The Center will receive and respond to all CCV user technical issues, while the subscribing organizations (i.e. SHRF) will continue to be responsible for inquiries related to agency specific competitions, funding opportunities or CCV templates.

With the new centralization of the CCV Helpdesk within the CIHR Contact Center, users will be provided with consistent, coordinated and timely service delivery. A small group of internal staff will focus specifically on the CCV, which will reduce data mismanagement risks and allow for the tracking of common inquiries and issues to better inform future enhancement and decisions.

So what does that mean for you when it comes to applying for SHRF Funding Opportunities?

When applying to SHRF, you will complete the appropriate SHRF CCV template for the funding opportunity.

Sometimes, when you're working on your template, something might come up and you'd like further support for that.

But who do I contact?



Help |

Is my problem regarding the function of the CCV site or is it related to the content of the template?

Technical Issue!

A technical issue could be as simple as a password change or something more complicated when the CCV website itself is not functioning as it should. When this occurs, you would send your issue to CCV.

Example: It's been a few years since you last signed in and you can't remember the answer to your question, let alone your password. This is a technical issue that CCV Support can help you with.

Contact: support@ccv-cvc.ca

Content Issue!

A content issue is when you're filling in a SHRF template and you have questions about the fields to be filled in, mandatory content and limitations. When this occurs, you would send your issue to SHRF.

Example: You're inputting students that you've supervised, but there's no where to input the years that you supervised them. This is a content issue that the SHRF Funding team can help you with.

Contact: helpdesk@shrf.ca