

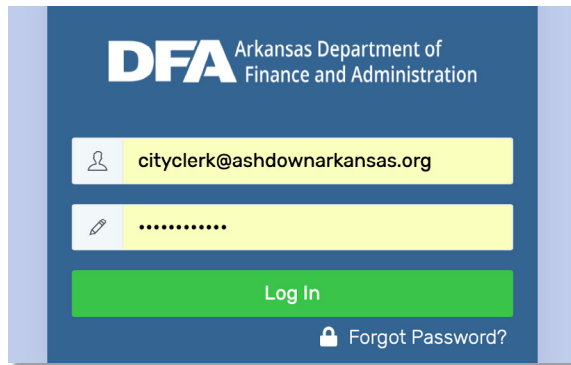


# CTC (City, Town, County) Applicant Portal Walkthrough

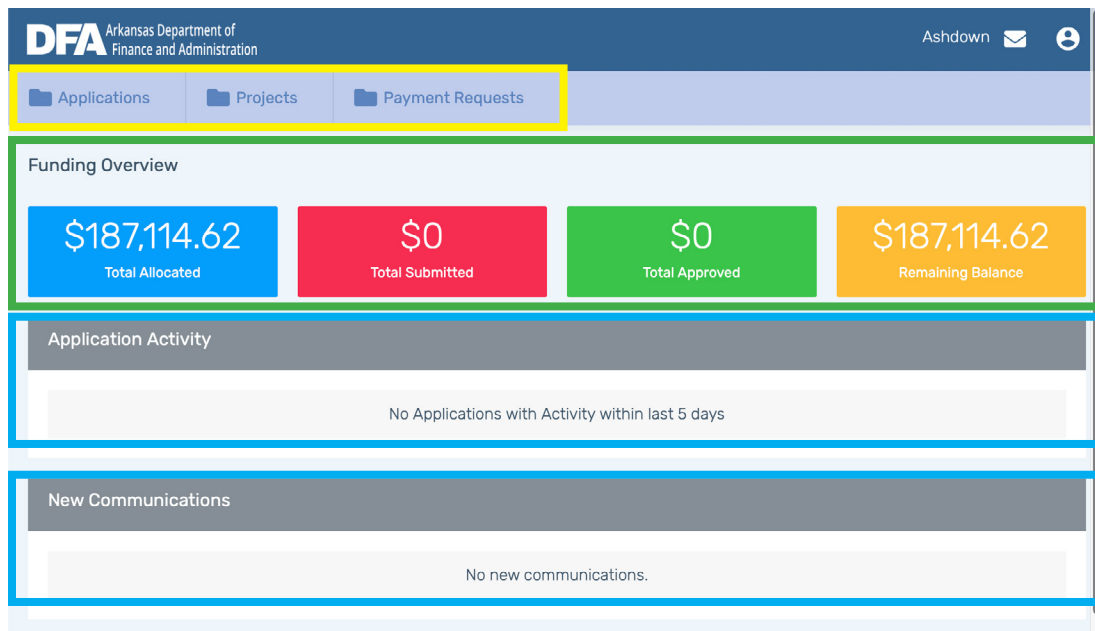
<b>Logging In / Dashboard .....</b>	<b>2</b>
<b>Creating A New Application .....</b>	<b>3</b>
<b>New Application .....</b>	<b>3</b>
Intake .....	3
Project Scope .....	4
Project Amount .....	5
Documentation .....	6
Certification .....	7
<b>Application Dashboard .....</b>	<b>8</b>
Actions .....	9
Submitting .....	10
<b>Payment Request .....</b>	<b>11</b>
Payment Types Included .....	12
Funds Data .....	13
Documentation .....	14
Save .....	15
<b>Project Dashboard .....</b>	<b>16</b>
<b>Communications .....</b>	<b>17</b>
New Ticket .....	17
New Ticket/Details .....	18
Ticket Filters .....	19
<b>Contact Information .....</b>	<b>20</b>

# Logging In / Dashboard

[www.arctcportal.com](http://www.arctcportal.com)



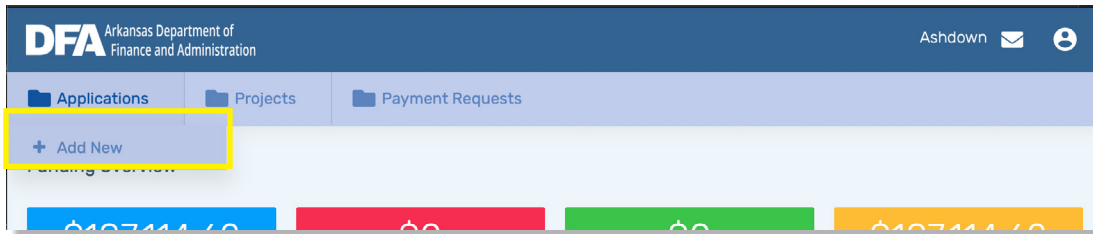
1. Enter in your email and password.
2. Click "Log In"
3. If you have forgotten your password, click on "Forgotten Password?"
4. Enter in your email.
5. Follow the instructions in the email to retrieve/reset your password.



This is your dashboard. It displays the following:

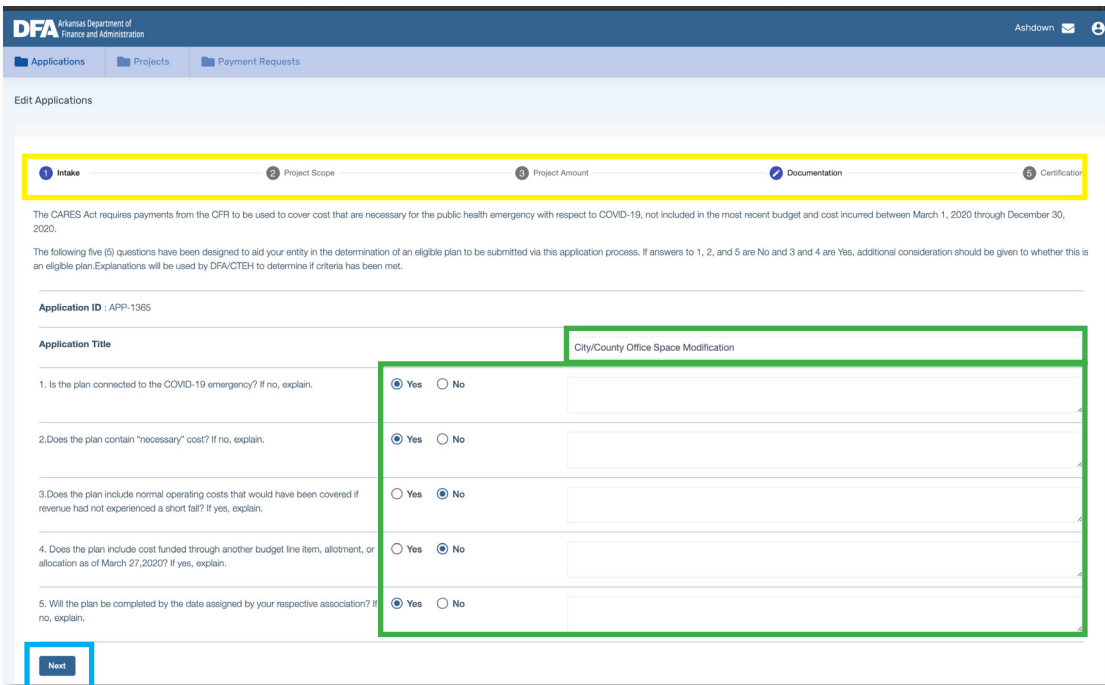
- Application Tab**  
Allows you to view and create applications.
- Projects Tab**  
Allows you to view all projects.
- Payment Requests**  
Allows you to view and create all payment requests.
- Funding Overview:**
  - Total Allocated
  - Total Submitted
  - Total Approved
  - Remaining Balance
- Application Activity**  
Tracks activity in regard to new and existing applications.
- New Communications**  
Tracks any communication held.

# Creating A New Application



1. Hover your mouse over the "Applications" tab on your dashboard.
2. Click "+ Add New"

## New Application | Intake



Once you create a new Application, you will see this page containing a step-by-step progression bar.

This progression bar shows the following:

- Intake
- Project Scope
- Project Amount
- Documentation
- Certification

All fields are required in the "Intake" page:

- Application Title
- Y/N Answers to each questions
- Explanations for each answer if prompted.

Once completed you can proceed to "Project Scope" by clicking "Next" at the bottom of the page.

### Notes

- If not all required fields are completed, the fields that need attention will turn red. Once completed, you can proceed by clicking "Next".

# New Application | Project Scope

**DFA** Arkansas Department of Finance and Administration

Ashdown

Applications Projects Payment Requests

Edit Applications

1 Intake 2 Project Scope 3 Project Amount 4 Documentation 5 Certification

**Project Definition:** Please enter a brief description of your project to be considered for action.

City/County Office Modifications due to COVID-19 Response.

**Project Description:** Please provide a detailed description as to why this plan is necessary and reasonable for your city/town or county to prevent, to prepare for, and respond to the COVID -19 public health emergency.

In response to Public Health Official guidance, the city of Ashdown has deployed a variety of actions inside the office facilities to prevent, to prepare for, and respond to the COVID-19 public health emergency:

- Instituted social distancing within all facilities;
- Required the use of PPE by facility visitors and staff.
- Installed protective plexiglass barriers and hand sanitization dispensers throughout the county facility/facilities;

Back Next

## Project Definition

A brief description of your project

## Project Description

A more detailed description of your project.

*Both fields are required before continuing.*

If needed, you can go back to the previous page by clicking "Back" at the bottom of the page.

# New Application | Project Amount

**Plan Budget:** Provide detailed information related to anticipated costs. All costs must be allocated to the Expenditure Categories issued by the U.S. Treasury. These categories are mandated for Federal Reporting for all CARES Act funding.

Expenditure Category	Cost Incurred	Estimated Costs	Cost Description
Administrative Expenses	0	0	
Personnel and Services Diverted to a Substantially Different Use	2500	3500	Authorized additional overtime for existing staff for duties related to social distanc
Facilitating Distance Learning	0	0	
Food Programs	0	0	
Housing Support	0	0	
Improve Telework Capabilities of Public Employees	2000	2000	Purchased equipment and internet for staff to telework.
Medical Expenses	0	0	
Payroll for Public Health and Safety Employees	0	0	
Personal Protective Equipment	3500	4500	Purchased PPE for staff and visitors to provide for and enforce new protocols.
Public Health Expenses	2000	1500	Purchased and installed commodities to implement social distancing.
Other Items Not Listed Above - to include other eligible expenses that are not captured in the available expenditure categories	0	0	
<b>Total</b>	<b>\$10,000.00</b>	<b>\$11,500.00</b>	

**Expenditure Category**  
Different categories of expenditures that describe the expenses you have incurred and will incur.

**Cost Incurred**  
The amount spent prior to filling out the application.

**Estimated/Future Costs**  
Estimated costs of the project.

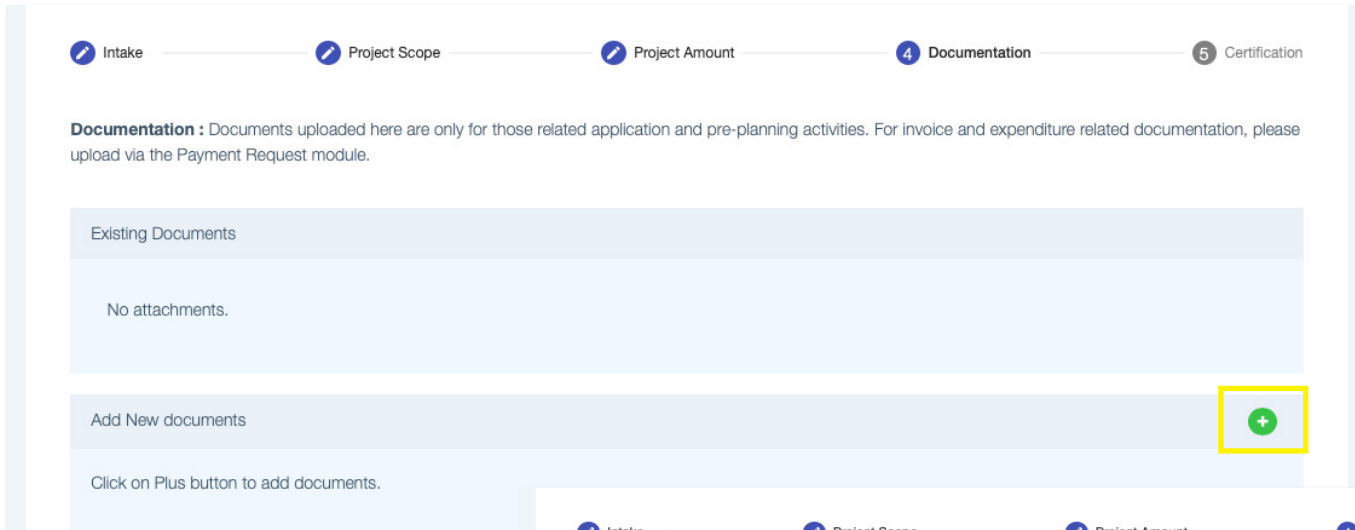
**Cost Description**  
A brief description of your expenditure costs.

**Verify**  
You must click "Verify" in order to proceed. If there are errors after you click "verify" you must correct them.

## Notes

- 17 Categories (+ "Other") available to the state based on Treasury's guidance.
- 10 categories (+ "Other") will be available for Cities, Towns, and Counties.
- "Cost Incurred" and "Estimated Costs" are required fields if you enter in a "Cost Description" in an expenditure category. "Costs Incurred" and "Estimated Costs" do not allow commas, only periods.
- If total of "Estimated Costs" is:
  - **less than** \$50,000, and fits within the 10 expenditure categories, the application will be reviewed by DFA and will not go to the Arkansas CARES Act Steering Committee for approval.
  - **more than** \$50,000, and fits within the 10 expenditure categories, the application will be reviewed by DFA but the Arkansas CARES Act Steering Committee will be the final authority.
  - **less than** \$50,000, but includes the "Other" expenditure category, the application will be reviewed by DFA but the Arkansas CARES Act Steering Committee will be the final authority.
  - If the application includes **ONLY** personnel costs and is more than \$50,000, the application will be reviewed by DFA for approval.

# New Application | Documentation



## Adding Documents

Click the “+” button to add documents. You can add up to 5.

## Categorize

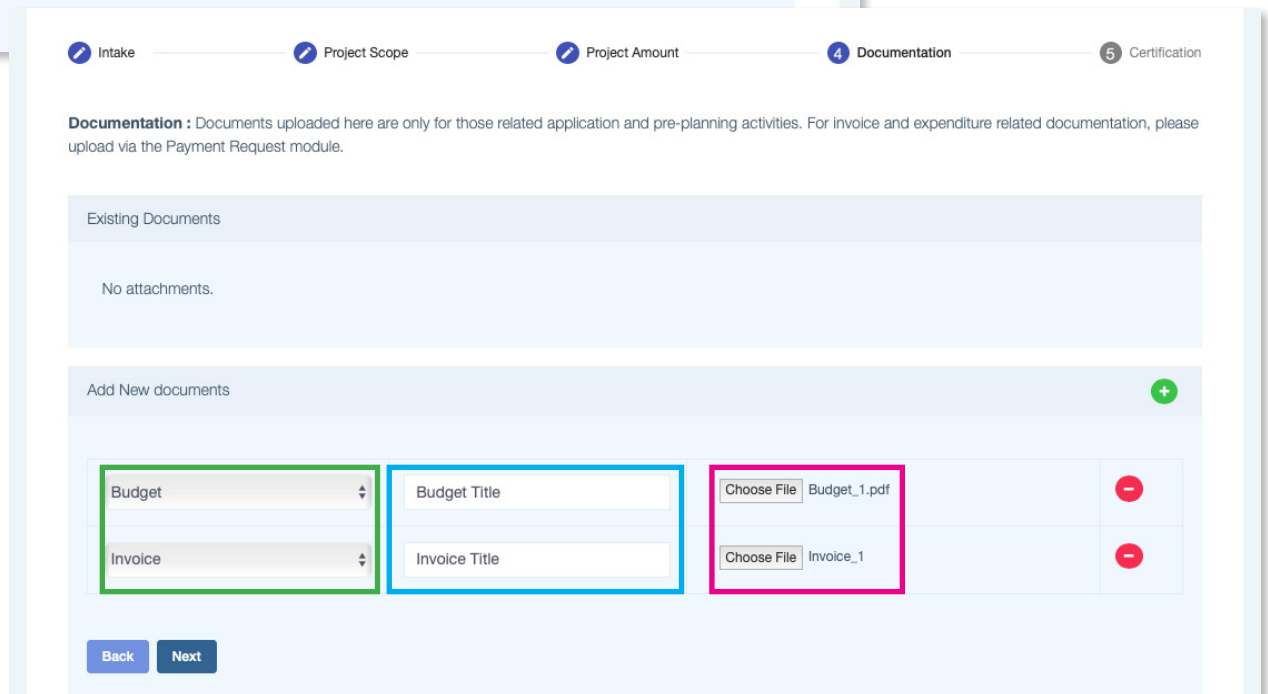
Use the drop down menu to select the type of document you are uploading.

## Name

Enter in the title of the document.

## Upload

Click “Choose File” to upload the appropriate document.



# New Application | Certification

**DFA** Arkansas Department of Finance and Administration

Applications Projects Payment Requests

Add Applications

Intake Project Scope Project Amount Documentation **5 Certification**

I certify the City/Town or County submitting this application requires funding in advance of the project. I understand any unused portion of CFR or submitted expenditure deemed ineligible will require the City/Town or County to return these funds to the Department of Finance and Administration for return to the Federal Government at the end of the project.

I certify the submitted application meets the requirements issued by the US Treasury for Coronavirus Relief Funds (CRF).

**Certifier Name**  
Certifier Name

**Certifier Title**  
Certifier Title

**DUNS Number**  
DUNS Number Please make sure that the DUNS Number you enter is correct. You will not be able to modify it once you enter Save.

Back Save Cancel

## Required Statements

Both statements MUST be check-marked in order to proceed.

## Certifier Information

Enter in Certifier's name and Title.

## DUNS Number

Enter in your Data Universal Number System number.

*Verify it is correct before saving the application, for it cannot be modified after.*

*Each CTC must apply for a DUNS number. If you do not have a DUNS number, or unsure if you have one, contact D&B's toll-free hotline: 1-866-705-5711.*

*You then must register your DUNS number at [www.sam.gov](http://www.sam.gov) in order for the State of Arkansas to report to the Treasury accurately.*

## Save

Once all information for "Intake", "Project Scope", "Project Amount", "Documentation", and "Certification" are complete, click "Save" at the bottom.

## Notes

- **All fields are required to be completed before saving.**
- Once you hit save, **this does not** submit the application. It only saves the application.
- If an applications total contains no costs incurred or less than 25% of the costs incurred, once submitted, the application will go to the CTC Review Portal. Once the application is approved, a project will be created in the CTC Applicant Portal allowing the applicant the option to generate a payment request as well.
- If an applications total contains more than 25% of the costs incurred, an open project is created at the time of the application submission allowing the applicant the OPTION to submit a Payment Request prior to Application approval.

# Application Dashboard

Applications

+ Application Filter

Show 10 entries Search:

Actions	App #	Title	Total Request	Applicant	Status
	APP-1350	Application Title Test	\$1,500.00	Ashdown	Approved
	APP-1356	admin expenses	\$2,000.00	Ashdown	Submitted
	APP-1357	admin expenses	\$2,000.00	Ashdown	Open
	APP-1358	admin expenses	\$2,000.00	Ashdown	Open
	APP-1360	Open to Approved	\$68,500.00	Ashdown	In Review
	APP-1361	Open to Approved	\$68,500.00	Ashdown	Open
	APP-1362	Open to Approved Small	\$4,075.00	Ashdown	Approved
	APP-1363	Open to Approved Small	\$4,075.00	Ashdown	Open
	APP-1364	City/County Office Space Modification	\$21,500.00	Ashdown	Open
	APP-1365	City/County Office Space Modification	\$21,500.00	Ashdown	Open

Showing 1 to 10 of 11 entries

First Previous 1 2 Next Last

After saving your application, it will bring you to the Application Dashboard. Your application will show a status of "Open"

This is your application you just saved.  
It shows: Actions, Application Number, Title, Total Requested, Applicant, and Status.

## Filter

You can filter the Application Dashboard by clicking "Filter", make your selections, then click "Apply".

Filters

Open x

Apply Cancel

City/County Office Space Modification \$21,500



# Application Dashboard | Actions

















**DFA** Arkansas Department of Finance and Administration

Applications | Projects | Payment Requests

Applications

+ Application | Filter

Show 10 entries

Actions	App #	Title	Total Re
	APP-1350	Application Title Test	\$1,500
	APP-1356	admin expenses	\$2,000
 	APP-1357	admin expenses	\$2,000
 	APP-1358	admin expenses	\$2,000
	APP-1360	Open to Approved	\$68,500
 	APP-1361	Open to Approved	\$68,500
	APP-1362	Open to Approved Small	\$4,075
 	APP-1363	Open to Approved Small	\$4,075
 	APP-1364	City/County Office Space Modification	\$21,500
 	APP-1365	City/County Office Space Modification	\$21,500

Showing 1 to 10 of 11 entries

In the Application dashboard, you will see an Action's column containing different icons for each application:

**Edit**  
Click this icon to edit the application after saving.

**Submit**  
Once ready to submit, click the green check-mark icon to submit the application.

*You cannot edit the application after submitting.*

**Request Payment**  
After submitting, you may request payment for the application if the appropriate conditions are met.

**Download PDF**  
After submitting, you may download a PDF of your application.

*Due to processing, the PDF icon may not appear immediately.*

# Application Dashboard | Submitting

Applications

+ Application Filter

Show 10 entries Search:

Actions	App #	Title	Total Request	Applicant	Status
<input checked="" type="checkbox"/>	APP-1420	Application Test_202	\$18,700.00	Ashdown	Open

Showing 1 to 1 of 1 entries

Submit Application

Are you sure you want to submit ?

Submit Close

Submit Application

Are you sure you want to submit ?

Submitting... Close

**Submit**  
Once ready to submit, click the green check-mark icon to submit the application.  
*You cannot edit the application after submitting.*

**Submitting**  
A window will appear asking if you want to submit. Click "Submit".

**Submitted**  
After submitting, your application will show as "Submitted" in the "status" column.

Applications

+ Application Filter

Show 10 entries Search:

Actions	App #	Title	Total Request	Applicant	Status
	APP-1420	Application Test_202	\$18,700.00	Ashdown	Submitted

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

# Payment Request

The screenshot shows the 'Payment Request' form in the DFA system. At the top, there are navigation tabs for 'Applications', 'Projects', and 'Payment Requests'. Below this, there are four steps: 1. Request Amounts, 2. Payments Made, 3. Documentation, and 4. Save. The 'Request Amounts' step is active. The form includes a 'Project' dropdown menu with the value 'City/County Office Space Modification - APP-1364' and a 'Milestone' dropdown menu with the value '25%'. Below these are several rows for 'Expenditure Category' with corresponding 'Project Budget', 'Prior Payment Requests', and 'Requested Payment' fields. A 'Total' row at the bottom shows a total requested payment of \$2,875.00. A 'Verify' button is located at the bottom left of the form.

Expenditure Category	Project Budget	Prior Payment Requests	Requested Payment
Administrative Expenses			0
Personnel and Services Diverted to a Substantially Different Use	875		875
Facilitating Distance Learning			0
Food Programs			0
Housing Support			0
Improve Telework Capabilities of Public Employees	500		500
Personal Protective Equipment	1125		1125
Public Health Expenses	375		375
Other Items Not Listed Above - to include other eligible expenses that are not captured in the available expenditure categories			0
<b>Total</b>			<b>\$2,875.00</b>

**Project**  
Should be the application you are requesting payment for.

**Milestone**  
Request 25%, 75%, or 100% of your budget total.

**Expenditure Category**  
Same list of expenditures you saw during creating a new application.

**Project Budget**  
These values shown reflect the original application amount.

**Requested Payment**  
Enter in amount you want payment for. This should reflect the milestone percentage in your application.

**Verify**  
You must click verify before proceeding.

## Notes

- An applicant can submit a payment request if: 1) the application has been approved, 2) the application has more than 25% costs incurred as well as no open payment requests exist on the application and no payment requests of 100% exist.
- An applicant is eligible to request a payment for the milestones of 25%, 75%, and 100%. An applicant can request less than selected milestone as well.
- The applicant cannot request more than the application/project total for the approved line items.
- The applicant CANNOT submit the payment request if the sum of the parts do not equal the whole. Meaning, the summary payment request must match the sum of the line items that support it. There is a screen at the end of the submission to help guide whether or not the math lines up—this will help ensure accurate reporting

# Payment Request | *Payment Types Included*

Arkansas Department of Finance and Administration

Applications Projects Payment Requests

Ashdown

Add Payments

1 Request Amounts 2 Payments Made 3 Grants 4 Documentation 5 Save

Select Yes if any payments include the following

Contracts:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Grants:	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Loans:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Transfers to other Government Entities:	<input type="radio"/> Yes	<input checked="" type="radio"/> No
Direct Payments:	<input type="radio"/> Yes	<input checked="" type="radio"/> No

Back Next

You **must select at least one** category that your payment includes.

As you click on each "yes", a new step will show in your progression bar at the top.

## Notes

- Forced account labor would use Direct Payment for payment type.

# Payment Request | Funds Data

Request Amounts | Payments Made | **3 Grants** | Documentation | Save

**Grants** Delete All rows + ⌵

NOTE: The U.S. Treasury requires all funding be mapped to COVID-related Expenditure Categories. DFA further requests that each Applicant provide line item detail for each payment made. All line item data must match the summary information entered on the previous screen. Please download the Excel template, found to the right, to guide the format needed for entry. Applicants are encouraged to fill out the line items on the Excel sheet, copy the data from the worksheet without headers, and paste it in the area below for each Expenditure type.

Public Health Expenses John Donson 123457 2 09/22/20 200.00 Thermometers Visa

Type of Expenditure	Expenditure Category	Subrecipient Name	Subrecipient Identifying No.	Award Number	Award Date	Award Amount	Award Description	Award Payment Method	Action
Grants	Personal Protectiv	Don Johnson	123456	1	09/22/2020	1250	Goggles	Visa	-
Grants	Public Health Exp	John Donson	123457	2	09/22/20	375	Thermometers	Visa	-
Grants	Improve Telework	Ron Swanson	123458	3	9/22/2020	500	Desk Chairs	Visa	-
Grants	Personnel and Ser	Phil Baker	123459	4	9/22/2020	875	Misc. Items	Master Card	-

Back Verify **Next**

There are two ways to enter in data.

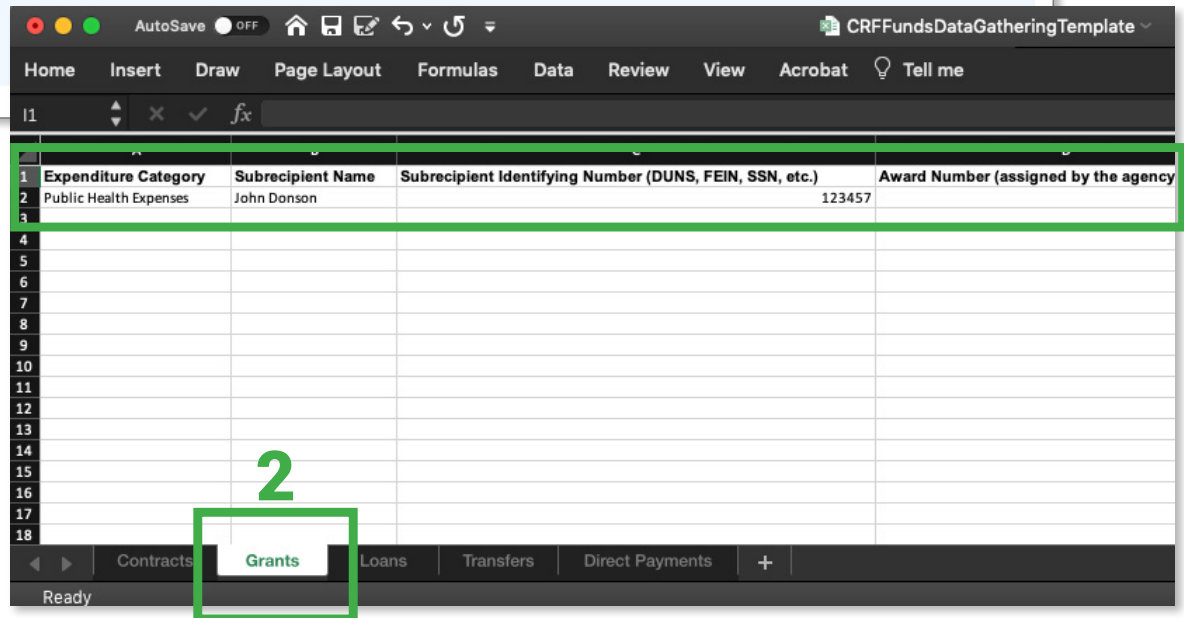
### Option 1

Manually input information in each field.

### Option 2

1. Download a preformatted Microsoft Excel Document.
2. Select the appropriate tab at the bottom of the excel sheet.
3. Input information into the cells.
4. Copy & paste information into the box. This automatically fills in each field.

3



2

### Adding Rows

Click on the (+) icon to add more rows.

### Verify

Click on "Verify" and complete any errors in order in order to click "Next"

# Payment Request | Documentation

The image displays two screenshots of the DFA Arkansas Department of Finance and Administration 'Add Payments' interface. The top screenshot shows the 'Add New documents' button highlighted in yellow. The bottom screenshot shows the 'Expenditure Selection' dropdown menu highlighted in blue, with the 'Choose File' buttons highlighted in pink.

**Adding Documents**  
Use the drop down menu to select the number of documents you want to upload.

**Title**  
Enter in the title of the document.

**Expenditure Selection**  
Use the drop down menu to select the expenditure this document is categorized in.

**Upload**  
Click "Choose File" to upload the appropriate document.

# Payment Request | Save

Arkansas Department of Finance and Administration

Applications Projects **Payment Requests**

Add Payments

Request Amounts Payments Made Grants Documentation **5 Save**

✖ Expenditures must match request in order to Submit Payment Request. Save for now, or make additional changes as needed.

Expenditure Category	Requested Payment	Contracts	Grants	Loans	Transfers	Direct Payments	Status
Administrative Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Personnel and Services Diverted to a Substantially Different Use	\$875.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✖
Facilitating Distance Learning	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Food Programs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Housing Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Improve Telework Capabilities of Public Employees	\$500.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✖
Medical Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Payroll for Public Health and Safety Employees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Personal Protective Equipment	\$1,250.00	\$0.00	\$500.00	\$0.00	\$0.00	\$0.00	✖
Public Health Expenses	\$375.00	\$0.00	\$200.00	\$0.00	\$0.00	\$0.00	✖
Other Items Not Listed Above - to include other eligible expenses that are not captured in the available expenditure categories	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
<b>Total</b>	<b>\$3,000.00</b>						

Back Save Cancel

**Errors**  
Check for any error that prevent you from saving your payment request.

*Correct the mistakes and proceed.*

**Save**  
Once all errors are fixed, click "Save."

Arkansas Department of Finance and Administration

Applications Projects **Payment Requests**

Add Payments

Request Amounts Payments Made Grants Documentation **5 Save**

✓ Expenditures match. Save and then Submit from Payment Request listing.

Expenditure Category	Requested Payment	Contracts	Grants	Loans	Transfers	Direct Payments	Status
Administrative Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Personnel and Services Diverted to a Substantially Different Use	\$875.00	\$0.00	\$875.00	\$0.00	\$0.00	\$0.00	✓
Facilitating Distance Learning	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Food Programs	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Housing Support	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Improve Telework Capabilities of Public Employees	\$500.00	\$0.00	\$500.00	\$0.00	\$0.00	\$0.00	✓
Medical Expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Payroll for Public Health and Safety Employees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
Personal Protective Equipment	\$1,250.00	\$0.00	\$1,250.00	\$0.00	\$0.00	\$0.00	✓
Public Health Expenses	\$375.00	\$0.00	\$375.00	\$0.00	\$0.00	\$0.00	✓
Other Items Not Listed Above - to include other eligible expenses that are not captured in the available expenditure categories	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	✓
<b>Total</b>	<b>\$3,000.00</b>						

Back **Save** Cancel

# Project Dashboard

These examples are from an application with different information.

**Project Dashboard**  
You can view all projects on the "Projects Dashboard."

**View Details**  
You can click on the eye icon under the "Actions" column to view details on the selected applications.

**Project Details**  
The dashboard shows details on the applications such as; Total Budget, Total Payment Requests, Payment Received, Remaining Balance, Applicant Information, Project Budget and Payment Requests.



# Communications | New Ticket

**Communication Dashboard**  
Click the icon on the top right hand side of your screen.

**New Ticket**  
Create a new ticket.

**Information of Ticket**  
Use the drop down menu to select the application, fill in the subject, and enter the details of the communication.

**Save**  
Click "Save" to save the ticket into the Communication Dashboard.

## Notes

- Tickets are related to an application. Call center personnel will respond to the tickets.

# Communications | *New Ticket/Details*

**Saved Ticket**  
After saving, the ticket will appear in the Communication Dashboard.

**Ticket Details**  
You can click on the ticket to view more details.

# Communications | Ticket Filters

DFA Arkansas Department of Finance and Administration

Applications Projects Payment Requests

Communications

+ Ticket Filter

Show 10 entries

Applicant	App #	Application Title	Type
Ashdown	APP-1364		

**Ticket Filters**  
You can filter your tickets by the "Filter" button next to the "+ Ticket" button.

**Select Your Filters**  
Check mark the filters you would like to see.

**RFIs (Requests For Information)**  
RFI's are generated in the CTC Review Portal and related to an application.

**New Communication**  
When a red dot appears on the envelope icon, you have received a new communication.

Filters

Select Type

Select All

Ticket

RFI

Ashdown

Search:

Subject	Status
---------	--------

## FOR MORE INFORMATION

CTC Applicant Portal Call Center

**1.800.268.7907**

**[arcrfsupport@cteh.com](mailto:arcrfsupport@cteh.com)**

*Monday - Friday*

*7AM to 5PM CST*

*After hour calls will be able to leave a voicemail.*

**DFA** Arkansas Department of  
Finance and Administration

