



Museum Accreditation Standard 2018 Getting Started on the System

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System support:
enquiries@artscouncil.org.uk
[Click here for Live Chat](#)



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Set up a User account

To use the **Application System** you need your own personal **User** account. It is unique to each individual **User** and log on details should not be shared with anyone. You only need to set up your **User** account once.

- In the top left, click **Login**
- At the bottom of the box that pops up, click **Create User**

Please note:

You must enter your legal first and last names.

This name will be used as your **digital signature** if you accept a grant.

We cannot accept your stage/professional name or the name of an organisation.

- Fill in each box
- You can choose your own **User Name**, which can be anything you wish as - long as somebody else has not already used it
- In the bottom left, click **Save**
- You now have a **System User Account**

Access support

We can provide access support for people with access needs. Please contact your assessing organisation if you experience or expect any barrier with making your application or return or would like more information. You can contact us through our websites, by phone or email.

If you wish to make an application in the Welsh language, please contact our Accreditation colleagues at the Welsh Government for support at

MALD@gov.wales

Top tip: You will not be able to use your browser 'Back' and 'Forward' buttons whilst using the **System**. Instead, you need to navigate back and forwards only through the **System** buttons and using the menus. If you try to use your browser buttons you will get an 'unexpected error' message and may need to restart the **System**.

Set up an Applicant profile

The **Applicant profile** represents your museum or art gallery in the **Application System**. If your organisation does not yet have an **Applicant Profile**, then you will need to create one.

If you are part of a National Museum Authority, Museum Service or Local Authority then you can choose to either use one **Applicant Profile** for the main body, or you can set up an **Applicant Profile** for each individual site.

To create an **Applicant Profile**, you **must** have:

- a **bank account** in the organisation's name (see [section below](#) for why we need this) a copy of your **governing document**. [How to set up an Applicant profile](#)
- In the far-left menu click **Applicants**
- At the top-right click **New Applicant**
- At the dropdown, select **Organisation**
- Type the legal name of your **Organisation** (remembering that this must match the name on the **bank account** for your **Organisation**)
- Take a note of your **Applicant Number** – this is now the reference number for your **Applicant**
- Click **Save**

Your **Applicant** has now been created. You must fill in the rest of the **Applicant Profile** and then **Submit** it to be **Validated**.

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Important!

All new **Applicants** will go through a **validation** process by **Arts Council England**.
You cannot submit an **Application** until your **Applicant** has been **validated**.
This process takes up to 10 working days.

We check for things such as:

- **Organisation Applicants** – must have a bank account in the name of the Organisation with at least 2 signatories (for info on Organisations that are sole traders, see separate bank details guidance on our website)
- **Duplicate profiles** – we will check post codes, phone numbers, email addresses and surnames to see if a duplicate profile has been created. If we suspect a duplicate, then we will be in touch with you
- **Counter-Fraud checks** – we will check to see if any associated Applicant already has a profile that is currently suspended with us

- At the top-right click on **Manage Profile**
- **Applicant Details:**
 - Fill in the information at each question
 - Some more questions may appear, depending on your answers.
 - Once you have filled everything in, click **Save & Next**

- **Address Information:**

Please note:

This **address** should reflect your **main location** (or **main business address** if you do not have a physical presence in any one location).

It does NOT need to be your registered address (there may be instances where an **Applicant's** registered address is not the same as their **main location**, for example where they are using a solicitor's address).

- Click to tick the **Postcode Search** box (you MUST do this)
- Type in your postcode, then click **Search**

Please note:

If your internet browser is switched on to auto-fill boxes (such as your name and address etc.) then it might try to do this here.



However, the **System** is NOT able to read these suggestions. You must follow the exact instructions in this guidance to add your address to this page.

- Select your address from the dropdown
- If you need to amend any of the details that the dropdown has filled into the boxes, then you can now type in those boxes
- Type in your phone number(s)
- Your **email address** has pulled through from your **User** account – if you need to amend it, then you can type in the box
- You can type your website address here if you have one
- Click **Save & Next**

- **Contact Information:**

- You must add a line to the table for each key member of staff at your **Organisation**
- At the top of the table, click **Add +**
- Make your selection at the dropdown
- If you wish to designate this person as the **Main Contact** for the **Organisation**, click to tick the box – you will need to tick this box for one of the **Contacts** that you list
- Fill in the rest of the information
- If you have another **Contact** to add, click **Save & Add Another**, then repeat the steps in this section.

- If you have finished adding **Contacts**, click **Save & Back to List**

- If you have added a **Contact** in error, you can remove them by clicking the **bin** next to their name 
- If you need to edit the details of a Contact, click the magnifying glass next to their name 

- If you have finished adding and editing your **Contacts**, click **Next Page**

Please note:

Whoever is listed as a **Contact** will only receive notifications from the **System** if they are also set up with their own **User account**.

- **Financial Background:**

- Fill in the information
- Click **Save & Next**

- **Governance Document Attachment:**

You must upload a **governance document** for your **Organisation** (for example a **constitution, set of rules** or **trust deed**).

- In the middle of the page, click where it says “**click to add governance document**”
- Type a description or title for your document
- Click to tick Governance Document
- Click **Choose file**. Navigate on your computer to the file you wish to upload and select it.
- Click **Save & Back to List**
- Click **Next Page**

- **Monitoring Information:**

- Read the information
- Type, or click to tick/select your choice at each section
- Click **Save & Next**

- **Declaration:**

- Read the declaration and if you agree click to tick the box
- Read the next section, and click to tick the box if you wish
- Click **Save & Next**

- **Submission Summary:**

- If you have **ticks** next to the items in the list, then it will allow you to click **Complete**.
- If you have any **crosses**, then you have not yet completed that page successfully – the link at the bottom of the table will tell you the reason it’s not complete and will take you back to the correct section to amend it.

You will receive an email to let you know when your **Applicant** has been **Validated**.

Top tip: The **System** will log you out after 60 minutes of inactivity. The **System** cannot tell when you are typing, only when you are clicking - so please remember to click **Save** often. You will receive a warning pop up when you are getting close to being timed out.




Linking additional Users to your Applicant profile

You can link additional **Users** to your **Applicant profile**. For example, in addition to the mandatory **User** who has the authority to accept an award (normally a chief executive or equivalent), you could have another **User** who writes and submits the application for Accreditation. You can link several **Users** if you wish. They would all then have access to the application and receive notifications through the **System**.

You could choose to add your **Accreditation Mentor** as a **User**. Remember that they would then have full access to your organisation's information, so you may wish to agree on a Non-Disclosure agreement. This could be included in your Mentor Agreement. It's optional for your **Accreditation Mentor** to be a **User**, as assessors will still copy them into correspondence.

For guidance on how to link additional Users, see the [Appendix: Linking additional Users to your Applicant profile](#)

Start an Application

- In the far-left menu, click **Programmes**
- Click **Accreditation**
- You need to choose a name for your **Application**. We suggest you use the following format to make it easier to search for in the future:
 - [Your organisation's operating name] [Accreditation Number] [Year of Submission]
 - For example: *The Museum of Galleries 123456 2019*
- Complete all fields marked with an **asterisk*** in each page
- If you need to make any changes to the details on the next two pages, then you will need to exit the **Application** and go to your **Applicant profile** to update it. Otherwise just click **Next Page** until you reach the **Contact information** page.
- Review the **Contacts** as you may need to make edits for this specific **Project**.
 - If you need to **edit** one of the contacts, click the **magnifying glass** 
 - If you need to **delete** a contact, click the **bin** 
 - If you need to **add** a different contact, click **add** 
 - Once you have finished reviewing your contacts for the project, click **Next Page**.

Please note:

The **Application** works like a flowchart. This means that the way in which you answer a question will determine what the next question/page will be, and so on.

Not all the questions/pages mentioned in this guidance document may therefore be visible to you to have to answer.

- For the rest of the Application, answer the questions on each page and click **Save & Next**

- You may come to a page where you need to add lines in a tables:
 - To add a line, click **add +**
 - Fill in the page
 - If you have more lines to add, click **Save & Add Another**
 - Otherwise click **Save & Back to List** and then click **Next Page**

- The **Governance document** and **Monitoring Information** automatically pull through from your **Applicant profile**. If you need to change the document, then you will need to exit the **Application** and go to your **Applicant profile** to update it.

- On all the various **attachments** pages that are visible to you to you as part of the **Application**:
 - Please read all the information carefully
 - You should then upload your documents one by one
 - To do this, click on the first blue hyperlink under **Document Type**
 - Type a name for your document, and then click **Choose file** to select the document you wish to upload from your computer. Click **Save & Back to List**
 - Repeat as necessary for each document you need to upload

- When you have finished uploading attachments on that page, click **Next Page**

- The last page is the **Submission summary**. If you have **ticks** next to the items in the list, then it will allow you to click **Submit**.

If you have any **crosses**, then you have not yet completed that page successfully – the link at the bottom of the table will tell you the reason it's not complete and will take you back to the correct section to amend it.

What happens next?

Request for information

If the **Assessor** needs to get in touch to ask you for more information, then you would receive an email notification about this. It would be another step to complete through the **System**.

Work through the pages in the same way as you did in your **Application**.

Notification: Application has been processed

Once your **Application** has been assessed and moderated you will receive a notification. If it is felt that your application needs further work, then this will be communicated to you. However, if it is felt that your application is suitable to proceed to panel for a decision then this will be communicated to you.

Acknowledging the decision

Once the **Panel** has made a decision on your **Application** then you will receive an email notification that you have step waiting for you in the **System**.

If your **Application** has been unsuccessful then you will receive advice on how to proceed.


If your **Application** has been successful you will have a step waiting for you to accept the award and its associated terms and conditions.

Top tip: The **Acknowledgement** of award step needs to be completed by the organisation's senior contact. They need to have their own User account set up and be linked to the Applicant profile. See **Museum Accreditation Standard 2018: Getting Started on Grantium** for guidance on this.

Appendix: Editing your Applicant profile

Please note that some fields within your **Applicant Profile** are locked after validation. If you wish to amend your applicant name, organisation legal name, legal status, governing document, company number or charity number please email grant.management@artscouncil.org.uk

If you need to edit anything else in your **Applicant profile**, go to your Grantium homepage and click **Applicants** in the left-hand menu.


You need to ensure that the correct option is selected in the dropdown in the top left-hand corner for the **Applicant** that you wish to edit. Then click into the orange folder icon on the far right-hand side: 

On the left-hand side of the page, you will now see a list of the screens within the Applicant profile. Before the system will allow you to make any changes, you need to go to **Submission Summary** and click the **Edit** button. This opens your Applicant profile back up for editing. Make the necessary changes, and then click **Complete** on the **Submission Summary** to close all sections of the form again and save any changes you have made.

Appendix: Linking additional Users to your Applicant profile

You may wish to link other **Users** to your **Applicant Profile** after you have set it up. This would allow more than one person to work on the **System** to share the workload. Please note however that only one **User** at a time can work on the **Application**.

Each **User** must set up their own **User account** themselves. Once they have done this, the original **User** who set up the **Applicant Profile** must link them to the organisation. They will need the **Username** and email address for the person they want to link.

- In the far-left menu click **Applicants** 
- Click on the tile of the **Applicant** you wish to link a **User** to
- At the top-right click **Manage Registrants**

Please note:

Registrants means the same as **Users**.

- At the top-right click **Add Registrant**
- Type in the **User Name** and **email address** that the person used to create their **User** account

Please note:

You must type these details in EXACTLY to match the **User** account.

If there are any different characters, or extra spaces then the process will not work.

- Click **Save**

Top tip: All **Users** linked to the **Applicant Profile** will be able to access ALL information about ALL projects for the **Applicant**.

For example, if your organisation has a funding project as well as an Accreditation application, all linked **Users** will be able to see all the information about both the funding project and Accreditation.

All **Users** receive all notifications about any **Project** that the **Applicant** has in the **System**. Please bear this in mind when you link **Users**.