



By the end of this document you will:

1. Be able to sign up to the Fáilte Ireland Trade Portal.
2. Understand what is the 'The Trade Portal'.
3. Be able to Login to the Trade Portal using your Username and Password and make an application for the COVID Safety Charter (Step 6-19).
4. Be able to make an application for the Fáilte Ireland Adaptation Fund (Step 20-22)

Step 1: Visit <https://tradeportal.failteireland.ie> & sign up for the Fáilte Ireland Trade Portal

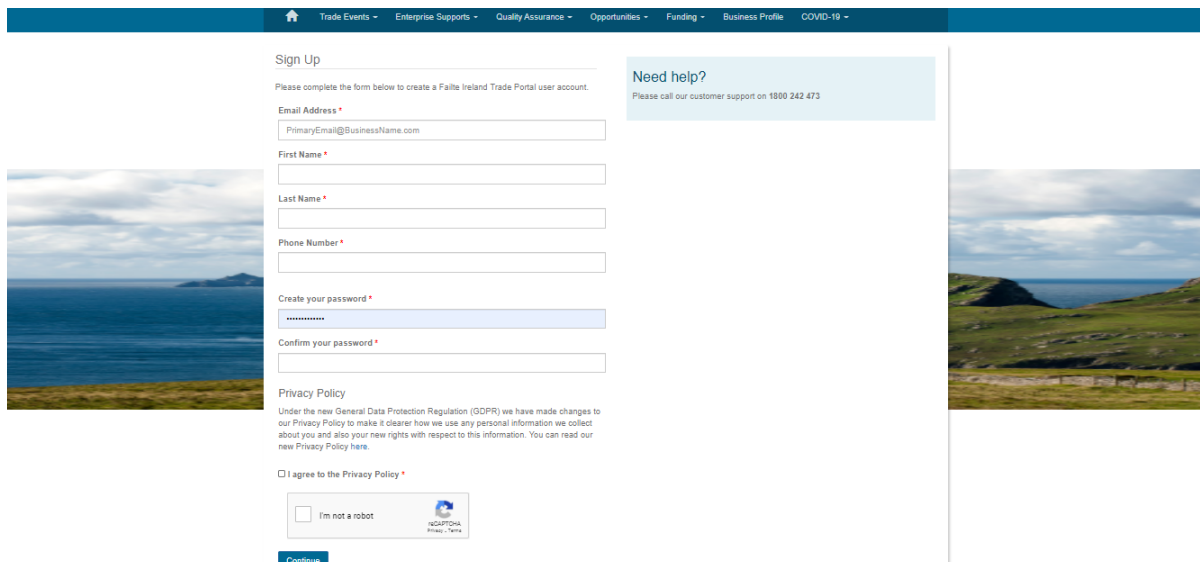


What is the 'The Trade Portal?'

The Trade Portal is Fáilte Ireland's online self-service portal. Tourism providers can use this facility to access a range of business supports including:

- quality assurance programmes
- trade events
- business opportunities
- financial supports
- trade events calendar

Step 2: Complete Sign up form and ensure to use primary email address



Sign Up

Please complete the form below to create a Fáilte Ireland Trade Portal user account.

Email Address *
PrimaryEmail@BusinessName.com

First Name *

Last Name *


Phone Number *

Create your password *

Confirm your password *

Privacy Policy
Under the new General Data Protection Regulation (GDPR) we have made changes to our Privacy Policy to make it clearer how we use any personal information we collect about you and also your new rights with respect to this information. You can read our new Privacy Policy [here](#).

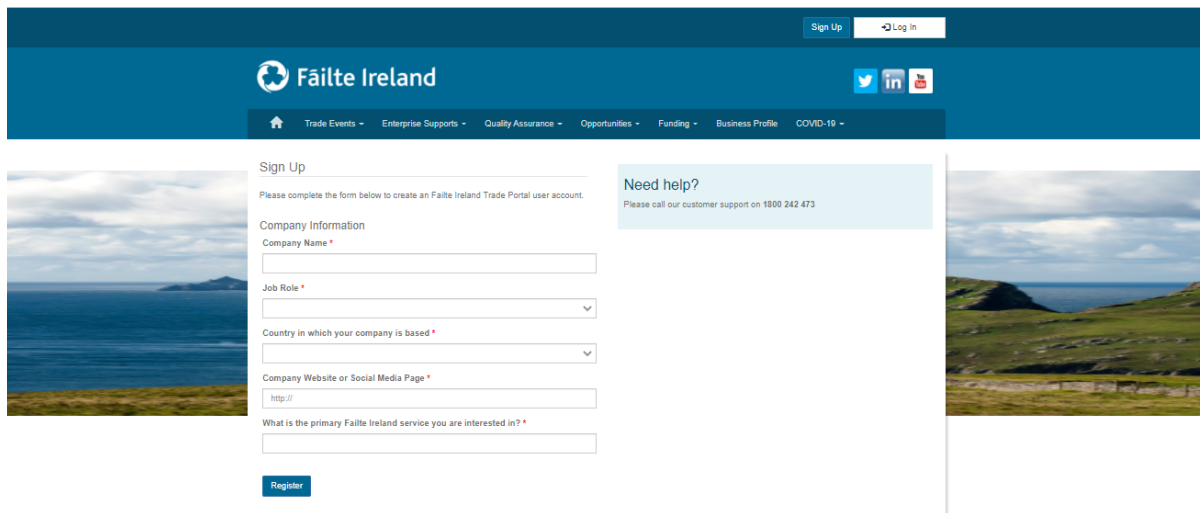
☐ I agree to the Privacy Policy *

☐ I'm not a robot 

[Continue](#)

Need help?
Please call our customer support on 1800 242 473

Step 3: Enter your business information.



Sign Up

Please complete the form below to create a Fáilte Ireland Trade Portal user account.

Company Information

Company Name *

Job Role *

Country in which your company is based *

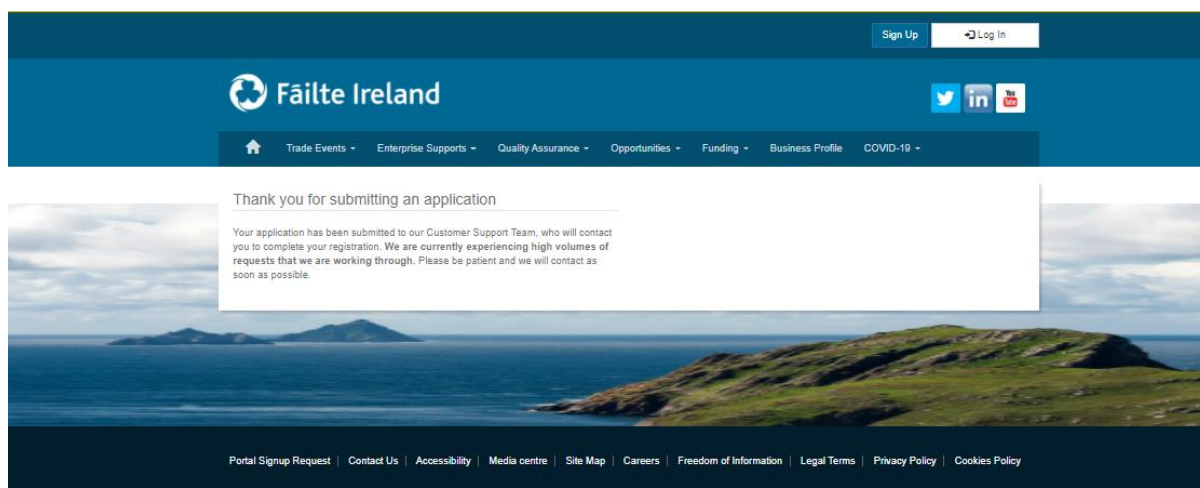
Company Website or Social Media Page *
http://

What is the primary Fáilte Ireland service you are interested in? *

[Register](#)

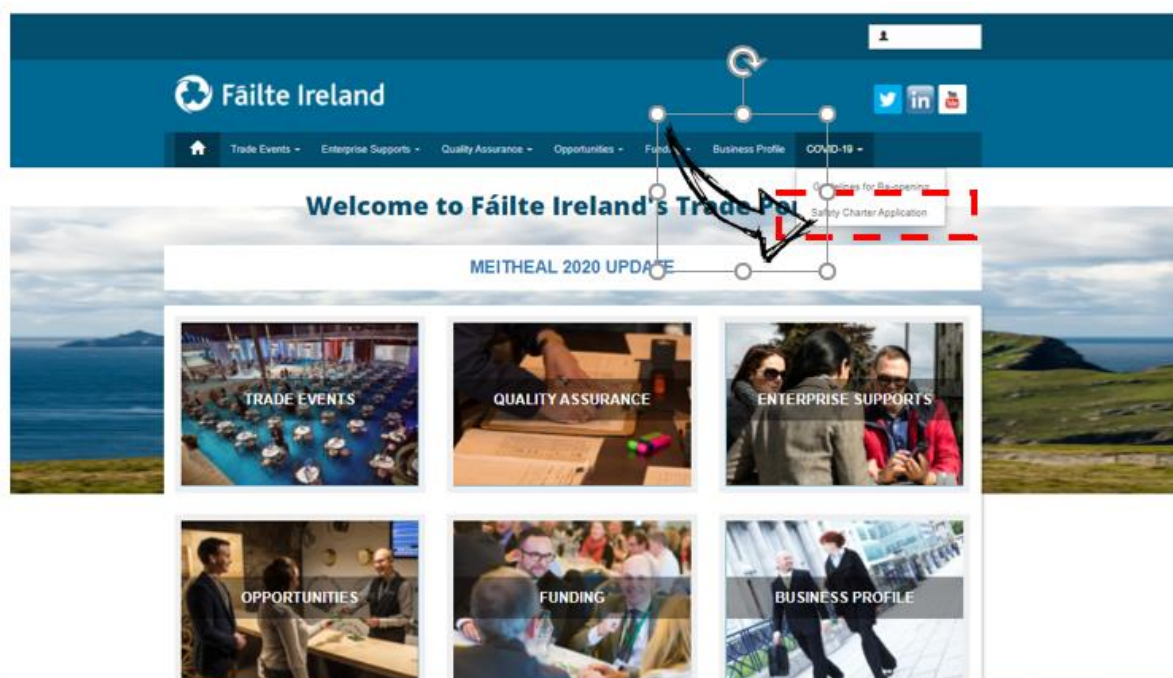
Need help?
Please call our customer support on 1800 242 473

STEP 4: Your application has been submitted to our Customer Support Team who will contact you to complete your registration



Step 5: Login to the Trade Portal using your Username and Password

1. Select Covid-19 from Navigation Bar
2. Select Safety Charter from drop down menu.



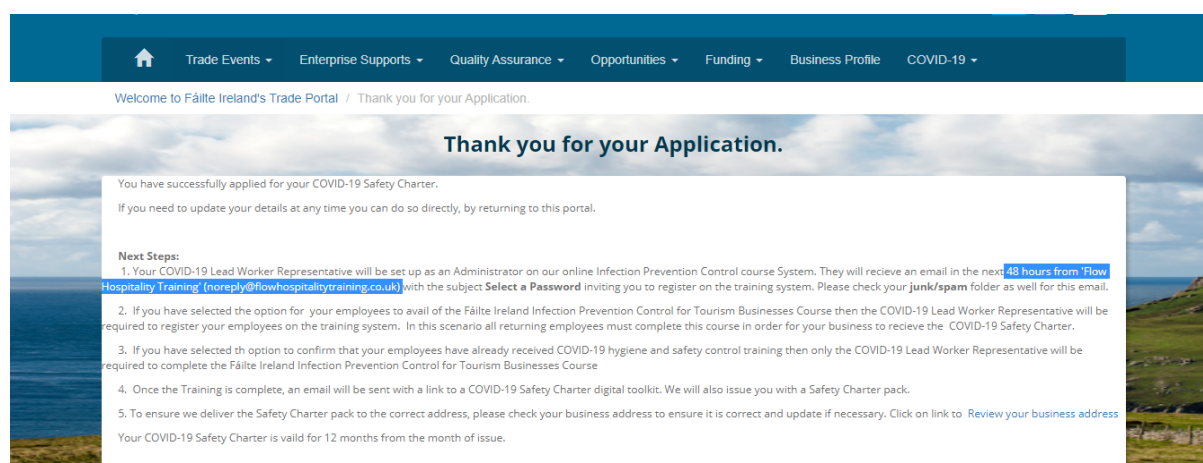
STEP 6: Scroll down the page to find your listing and select.

NOTE: You will be required to complete the Safety Charter within 3 months of receiving a grant from the Adaptation Fund. Grantees who do not complete the Charter within this timeframe will be required to pay back any funding received.



STEP 7: Once you apply for the Covid-19 Safety Charter – you will receive below.

NOTE: It can take up to 72 hours to receive the email from Flow Hospitality Training. This may have been caught in Spam so please ensure to look and whitelist the sender in your browser settings.



STEP 8: Below is a copy of the email which you will receive from 'Flow Hospitality Training'



Welcome to the Fáilte Ireland Learning Hub for your business teams' online training, provided by Fáilte Ireland in conjunction with Flow Hospitality. Please read this email carefully as it provides all of the instructions you need to follow...

Below, you will find a **"Choose password" link- please click on this to activate your eLearning account from Fáilte Ireland.** This allows you to access the training platform and register your employee learners and assign the selected training modules for them to complete from the learner credits allocated to your business from Fáilte Ireland, as confirmed to you by Fáilte Ireland.

If your business has previously registered with Fáilte Ireland and Flow Hospitality for online learning and you are an existing Training Manager (such as on the Accredited Service Excellence module), please use the **"forgotten password" option** on the management system login page to reset your password to access our new suite of programmes.

You can then login to MS_LOGIN_URL with your email address and your new password at any time to add trainees and assign modules.

This page will expire after 2 hours, you can however request another password reset at any time using the forgotten password option on the Management System login page.

[Choose password](#)

Once logged in you will need to

1. Register employees by adding them as trainees (unless you are an existing business user and have already done this, where you will need to change the selected employee/trainee job title to "Fáilte Ireland eLearning" to assign the new suite of programmes).

2. Assign your chosen training modules to registered employees.

To add employees as trainees

- a) Click on the 'Trainees' tab
- b) Click on 'Add Trainee'
- c) Enter your employees details (the only mandatory information required is **Firstname, Surname and Job title** (PLEASE NOTE: If you have registered for the COVID Safety Charter Programme please select the job title called 'COVID Safety Charter' when assigning training for your staff so that the Infection Control Programme is pushed out immediately to them).

Otherwise, please select **Fáilte Ireland eLearning** as a job title. Please do not select 'Other'. **Add email address for your employee** as this is how your employees will receive their log in details.

- d) Once you have added all details, please **click 'Save'**

To assign relevant training modules to each staff member

- a) Click on the **Training tab** and **Create a Course** tool, to choose your modules from the list available to assign them to your staff.

Once module(s) are assigned to staff, an automatic email will be generated to your relevant employees with log in instructions and inviting them to complete the training modules you assigned to them.


Notes:


The credit allocation has been calculated on the basis of an allowance of up to 3 credits per staff member, but the overall distribution of these can be weighted differently among staff members based on where you consider they are most needed/beneficial.

If you require additional credits please e-mail learningsupports@failteireland.ie and the words "Additional Credits" as the subject line.

STEP 10: Once you create your password, you will receive the below email.

Faile Ireland- Tourism and Hospitality Suite - Welcome to your Training Platform

 **Flow Hospitality Training** <noreply@flowhospitalitytraining.co.uk>
Wed 09/09/2020 15:35
To: You



Hi Donegal 4 Sam

Welcome to your new Learning and Development Platform

Everything that you need to get started is in this email. Simply copy your Access Code below and select this link <http://www.flowmodulemanager.co.uk/FaileIrelandHotels/>

You can create an account by using your Access Code: **XXXX XXXXX XXXX**

You will be asked to create a password for your account which will, in future, allow you to log in using your email address and password details.

Logging In

Logging In

We recommend that you copy and paste your Access Code from this email instead of typing it out. If you have a personal email address registered with your employer, when you first log into your Module Manager you will be given the option to create an account. Going forward, you may use your email address and password of choice to log in. Why not save this to your favourites to allow you to easily log in next time?

Further Assistance

We are delighted that your employer has chosen to work in partnership with us. Flow is a versatile platform that can be tailored to meet the needs of any organisation in a number of ways. For immediate assistance, please speak with your line manager or Learning and Development team who will be able to advise you on how your system has been created.

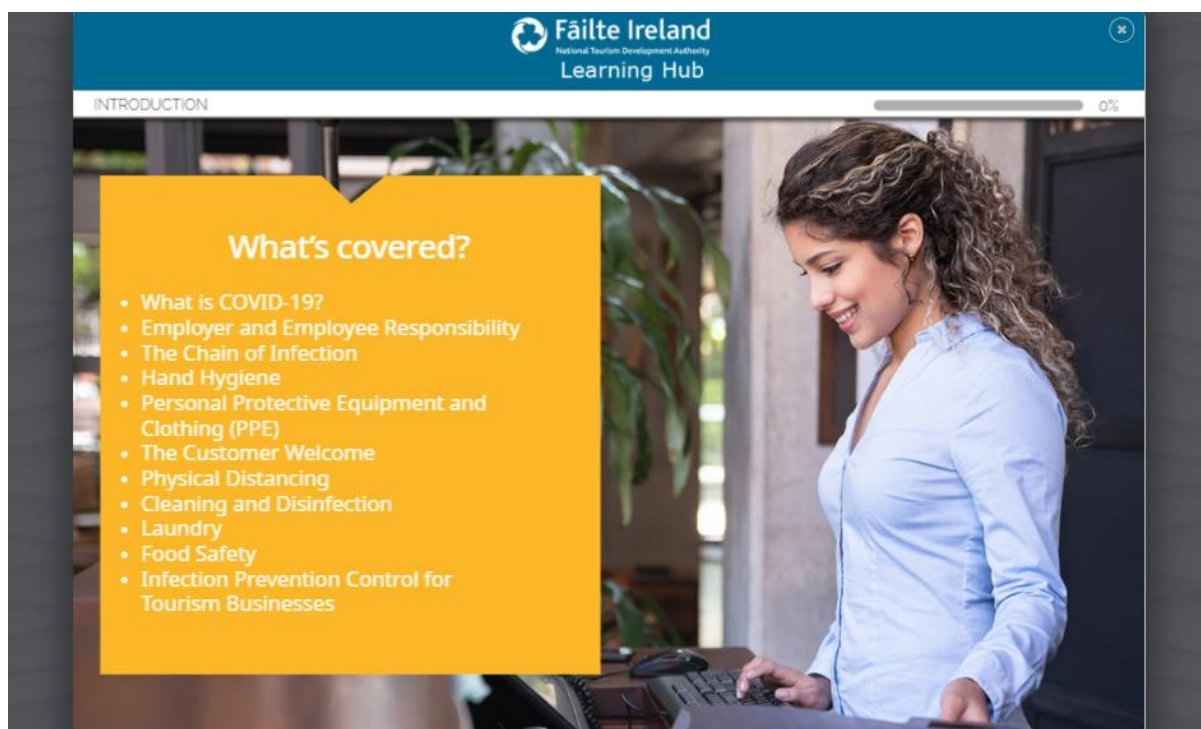
If you experience technical difficulties accessing the Module Manager, please take a moment to run our System Checker. This will tell you if your system is compatible.

[System Checker](#)

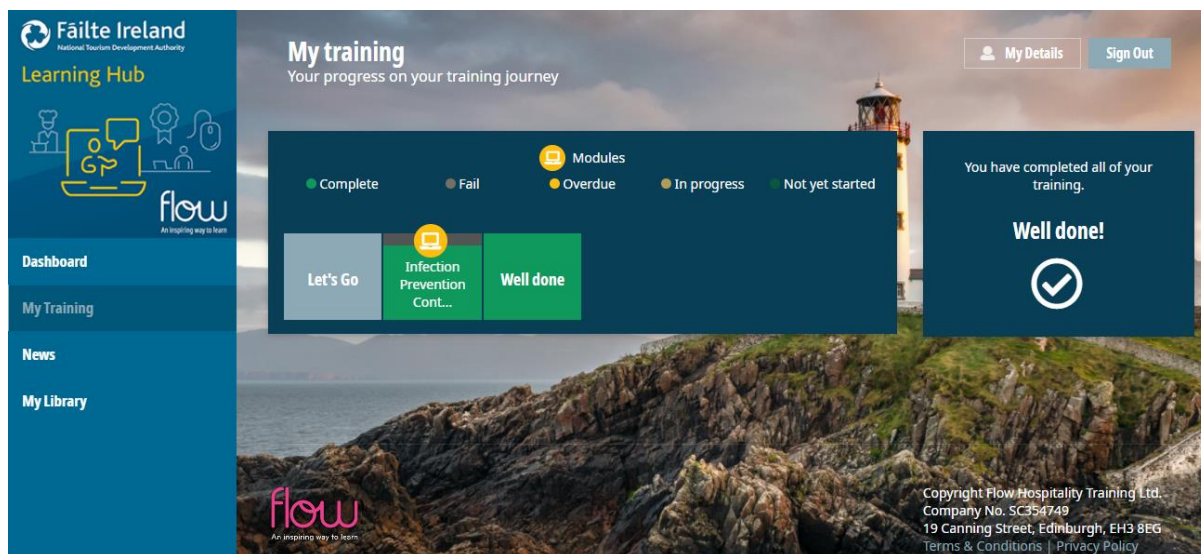
STEP 11: Visit <https://www.flowmodulemanager.co.uk/FailteIrelandHotels/> Sign in with Email & Password Created



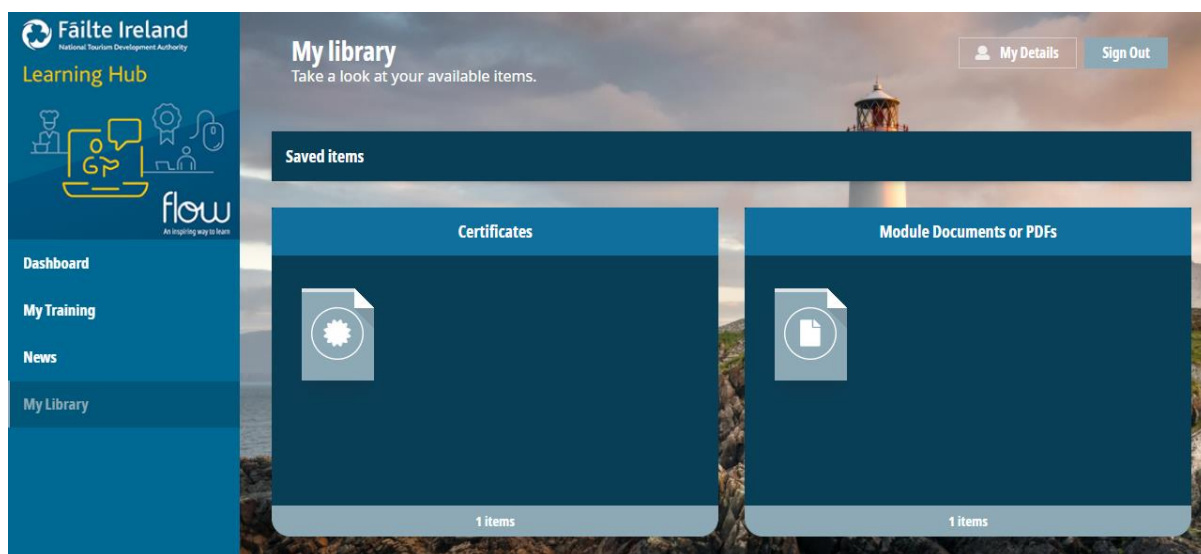
STEP 12: Select the Module 'Infection Prevention Control' – Time to complete 30-40 minutes.



STEP 13: Once you successfully complete you will be notified immediately.



STEP 14: Enter 'My Library' to download your certificates.



STEP 15: Enter 'My Library' to download your certificates. You will also receive collateral by post.



STEP 16: Visit <https://www.failteireland.ie/COVID-19-adaptation-fund.aspx>

NOTE: You must complete the pre-eligibility checklist to ensure you receive the correct application form on the trade portal.



The screenshot shows the 'COVID-19 ADAPTATION FUND' website. A green box on the left points to the 'Adaptation Fund Guidelines' link under the 'In this section' menu, with the text: **STEP 1: Read Fund Guidelines by clicking here**. A green box on the right points to the 'CHECK YOUR ELIGIBILITY USING THE PRE-ELIGIBILITY CHECKLIST' link in the 'HOW TO APPLY' section, with the text: **STEP 2: Check your eligibility using the pre-eligibility checklist by clicking here.**

STEP 17: Visit <https://www.failteireland.ie/COVID-19-adaptation-fund.aspx>

As you have already completed the Safety Charter you will be able to access the funding scheme via the Trade Portal as illustrated below once the pre-eligibility checklist has been completed and reviewed. Please allow 48-72 hours to appear in your Trade Portal, however it could be sooner so advised to check daily.

Select Funding Scheme

Please select a Funding Scheme below and click "Next" to begin or continue your application.

✓ Grant Name	Details	Accepting Applications ↑	Application Deadline	Maximum Award
Adaptation Fund - Tourism Wellness Centre	Application form for the Adaptation Fund - please note your business must have completed the Fáilte Ireland COVID-19 Safety Charter before submitting the application form.	03 August 2020 09:00	08 October 2020 12:00	€1,000

Application form for the Adaptation Fund -

STEP 18: Complete the Adaptation Form which takes approx. 30 minutes.

Evidence of work completed: As part of the application, applicants must provide Fáilte Ireland with evidence of work completed in respect of eligible costs under the Fund before funding can be granted. Typically, this is photographic evidence of the completed work. For clarification, Fáilte Ireland will also accept evidence that the costs have been incurred, even though the work may not yet have been completed. The evidence must be in the form of a binding commitment to undertake the work, e.g. sales order, proforma invoice, contractual commitment, proof of deposit payment etc. A quotation is not sufficient evidence.

***General Declaration**

1.1 I / We are an eligible business and have read and understood the Guidelines, Terms & Conditions applicable to the Adaptation Fund and agree to comply in full therewith.

Tick to confirm ☒

***Guidelines, Terms & Conditions**

1.2 I / We hereby confirm that if I / we are approved for receipt of a grant under the Adaptation Fund that we accept and agree to be bound by the Terms & Conditions which can be accessed at www.failteireland.ie

Tick to confirm ☒

***Re-opening Date**

1.3 What date did the business or premises reopen as part of the government's Roadmap for Reopening Society and Business in 2020? Businesses must be open at the time of application to be eligible.

***COVID-19 Safety Charter Completion**

1.4 I / We confirm I / we have completed the Fáilte Ireland COVID-19 Safety Charter. Businesses must confirm they have completed the Charter before submitting the Application Form.

Tick to confirm ☒

Status at time of application: The Guidelines state that businesses must be open at the time of application to be eligible for this Fund, in line with the Government's Roadmap for Re-opening Society and Business. For clarification, there are 2 exceptions:

1. Where a business was open and has been obliged to close again due to an increase in the restriction level under the Government's Resilience and Recovery 2020-2021: Plan for Living with Covid-19. In this case, the business may apply for the Adaptation Fund.
2. Where a business has already met the minimum opening requirement of 70 days (see Point 8, under Q15 Qualifying Criteria in the Guidelines). Due to the extended deadline of 31 October 2020, if a business has been open for 70 days since 29 June 2020 and has since closed, it may apply for the Adaptation Fund

Process Complete:

Further instructions and next steps will issue once submitted. The fund is open until the 31st October 2020 and all capital expenditure should have been completed prior to making an application. Should you have any questions or queries please do not hesitate to the Customer Support Team on 1800 242473 or +35318847101

Business eligibility for the Adaptation Fund

B&Bs

- B&Bs on Fáilte Ireland's National Quality Assurance Framework are eligible to apply for up to €500 to contribute towards the costs of capital adaptations to their businesses through Fáilte Ireland's COVID-19 Adaptation Fund. This includes B&Bs approved through B&B Ireland. B&Bs are not eligible to apply for any consumable's expenditure they may have incurred. The closing date for this Fund is noon on 31 October 2020.
- B&Bs on Fáilte Ireland's National Quality Assurance Framework are also eligible to apply for €4,000 through the Department of Business Enterprise and Innovation's Restart Plus Scheme, which is administered by Fáilte Ireland. This includes B&Bs approved through B&B Ireland. The closing date for this Scheme is 28 October 2020.
- B&Bs which are not on Fáilte Ireland's National Quality Assurance Framework will also be eligible to apply for €4,000 through the Department of Business Enterprise and Innovation's Restart Plus Scheme, which is administered by Fáilte Ireland. Details of this Scheme will be announced shortly