



UT RESEARCH MANAGEMENT SUITE

COI Module Frequently Asked Questions

Access

1. How do I access *UT Research Management Suite – COI (UTRMS-COI)*?

Visit <https://coi.research.utexas.edu/> to log in with your University of Texas EID and password. You will be required to complete Duo authentication to gain access.

2. What is a UT EID? How do I get the right sort of UT EID?

A UT EID is an online account at The University of Texas at Austin. Anyone who manages personal online information with the university must have one. For information on how to get a UT EID, find your existing UT EID, and more, see [UT EID Self-Service Tools](#).

Anyone accessing UTRMS must have an EID of at least Affiliate class. Affiliate is one of three total UT EID classes (Guest, Affiliate, and Member, in order of degree of University relationship). Guest class EID holders must be re-assigned to an appropriate job classification in Workday in order to receive the Affiliate class designation. To request this change, reach out to your local HR manager ([these directions](#) may be helpful to them).

3. What is Duo and how do I get it?

Duo is a Multi-Factor Authentication (MFA) service implemented by UT ITS to provide a second, secure login for sensitive information. For more information about getting started using MFA, see [this article](#) on the Multi-Factor Authentication Knowledge Base.

Anyone accessing UTRMS must do so via Duo, and so have an active registration with the service. Please note that lack of Duo authentication within a one-year period will automatically trigger deregistration—so infrequent users may need to periodically re-register with Duo.

4. I am not able to log in to the site; please help!

If you are unable to log in, visit our project's [support form](#) to request access. Please select “Report a problem/issue you are experiencing with the system” and include your EID along with a screenshot of the error message you have received. The UTRMS project team will identify the nature of your particular problem and provide instructions to resolve your access issues.

5. Is *UT Research Management Suite – COI* available on a mobile device?

Yes! Your mobile device will support access to *UT Research Management Suite* on most major browsers. Currently, there is not a mobile app for the system, but we continue to work with our development partner to provide for the best possible user experience and will work with them to implement a mobile app in the future.

6. Where do I report a problem with the system?

Use the [Support/Contact Us](#) button on the *UT Research Management Suite* project website to report system problems. You can also send an email to era@austin.utexas.edu.



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7. Where can I get more information about UTRMS?

The *UT Research Management Suite* [project website](#) is the launchpad for everything related to UTRMS. Visit our [launch page](#) to schedule training for your office with one of our experts. Our [Get Help](#) page offers immediate assistance by a team member and the [Resources and FAQs](#) page provides a selection of resources to familiarize you with whichever module you are working in.

8. How can I stay informed about updates to *UT Research Management Suite-COI*?

We offer the following points of communication regarding updates and future enhancements to the COI module:

1. [Sign up](#) for our quarterly project newsletter on the left hand side menu
2. Attend a meeting of the [Association of Research Administrators](#) to get monthly project updates