Grants Module Frequently Asked Questions

General

1. How do I access UT Research Management Suite – Grants (UTRMS-Grants)?
   Visit https://grants.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 reassigned 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 short description 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 – Grants 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.

7. Where can I get more information about submitting a proposal in the Grants module?
   The UT Research Management Suite project website is the launchpad for everything related to the Grants module. Visit our launch page to schedule training for your office with one of our experts. Our Get Help Now page offers immediate assistance by a team member and the Resources and FAQs page provides a selection of resources to familiarize you with the process of creating and submitting a new study.

8. How can I stay informed about updates to UT Research Management Suite – Grants?
   We offer several points of communication regarding updates and future enhancements to the Grants module:
   a. Sign up for our quarterly project newsletter
   b. Join our listserv
   c. Attend a meeting of the Association of Research Administrators to get monthly project updates