



# UT RESEARCH MANAGEMENT SUITE

## Agreements Module Frequently Asked Questions

### General

#### 1. How do I access *UT Research Management Suite – Agreements*?

Visit <https://agreements.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. If you are unable to log in, submit a [Support Ticket](#) to request access. Please select “Report a problem” and include 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.

#### 2. What is a UT EID? How do I get a 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. An upgraded UT EID means that The University of Texas at Austin has seen physical proof of your identity (such as a driver's license or passport) and that you have signed a form giving your UT EID legal signature authority. For information on how to get a UT EID, find your existing UT EID, or manage your UT EID account, see [UT EID Self-Service Tools](#).

#### 3. What is DUO and how do I use it?

Refer to the frequently asked questions and help videos on the [ITS Duo Self Help](#) page for more information. You can also contact the [UT Service Desk](#) or call 512-475-9400.

#### 4. Is *UT Research Management Suite – Agreements* 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.

#### 5. Where do I report a problem with the system?

Submit a [Support Ticket](#) via 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](mailto:era@austin.utexas.edu).

#### 6. Where can I get more information about creating and submitting an agreement request?

The [UT Research Management Suite Project website](#) is the launchpad for everything related to the Agreements module. Our [Get Help](#) page offers immediate assistance by a team member and the [Resources and FAQs](#) page offers a selection of walkthroughs and reference guides to familiarize you with the process of creating and submitting an agreement request.

#### 7. How can I stay informed about updates to *UT Research Management Suite – Agreements*?

We offer several points of communication regarding updates and future enhancements to the Agreements module:

- a. [Sign up](#) for the quarterly project newsletter on the left-hand side menu of our website
- b. Attend a [training event](#)
- c. Attend a meeting of the [Association of Research Administrators](#) to get monthly project updates