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.

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