AUGUST 2019

TEXAS
The University of Texas at Austin

ERA HELP TICKETS APPLICATION

A new tool that will help you track and manage your electronic research administration (ERA) systems related requests!

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ERA Help Tickets Application

- What is it? It is a centralized tool in which campus staff and faculty can submit and track ERA system related requests to The Office of Sponsored Projects. Some example of requests you would submit within this tool are:
  - PI Exceptions requests
  - Unit Code requests
  - System access requests
  - Requests for guidance on how to pull RMS reports

ERA Help Tickets Application

- Who is this for? This tool is for campus research administration staff and faculty at The University of Texas at Austin.
- Where can I find it? It will be available on the quick-links menu bar of the OSP Website beginning Monday - August 12, 2019

The University of Texas at Austin
Office of Sponsored Projects
Office of the Vice President for Research

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WPR 3.340
512-471-6424
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- Indirect Cost (F&A) Rate

WELCOME

The Office of Sponsored Projects (OSP) serves as the coordinating office for externally funded research and sponsored projects at The University of Texas at Austin. The goal of the OSP is to assist faculty and professional research staff in their efforts to secure and ensure proper stewardship of external funding. We do that by assisting research faculty and staff with the following: proposal review, authorization, and submission; award negotiations and acceptance; account management; close-out, reports, audits, collection; professional development and education; export control, and research compliance.

News and Alerts

New ERA Help Ticket Application

Events

AUG ERA Help Ticket Demo
10:00 am - 11:00 am

ERA Help Tickets Application

- Submit a request here: ERA Help Ticket

ERA Help Tickets Application

- During the transition to this new tool, OSP will be available to help address questions. If you need assistance with submitting your first request, please email the osp@austin.utexas.edu inbox with “ERA Help Tickets” in the subject line for expedited support.