

# AWARD PORTAL – JOB AID (Campus)

## Update and Respond to a Ticket (formerly Grant Tracker “Notes”)

### Method 1: Updating Ticket From Email Notification

1. Locate the Award Portal Notification email in your inbox and click on the **View in Award Portal** button

**From:** GCA AwardPortal <gcahelp@uw.edu>  
**Sent:** Thursday, November 17, 2022 2:51 PM  
**To:** Michelle Davis <mdavis25@uw.edu>  
**Subject:** [AP #205351] GR001870 UWFRP-3239 - Response Needed

### Award Portal Notification

Grant: GR001870  
Grant Name: GR001870 CFAR INTL AWARDS - 61-4059 - 2019  
Topic: Advance Spend  
Subject: UWFRP-3239  
Status: Pending

Thank you Michelle Davis,  
Your message has been assigned a unique tracking number of [AP #205351].

Please refer to the following link for information about your request:

[View in Award Portal →](#)

2. Respond directly to the ticket by updating the **Description** fields.

Update Ticket 210645

PI Name Tatiana Toro	Name MATHEMATICS	Email toro@uw.edu
Subject	Award Contacts	Additional CC
Automatic Indirect Cost Adjustment	Submitted Date 3/13/2023 6:49:45 AM	Phone (206) 616-9995
Topic Facilities and Administration (FA)	Status	Completed Description

Format [Rich Text Editor]

Select Files

Submit Cancel

3. Click **Submit**

**Note:** All tickets are also accessible via Award Portal by searching for the associated grant, shown in the next steps.

Submit

Cancel

### Method 2: Updating Ticket Within Award Portal



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## Update and Respond to a Ticket (formerly Grant Tracker “Notes”)

1. Locate the Grant associated with the open ticket in Award Portal. Refer to the “[Create a Ticket](#)” job aid for query tips.
2. From the Grant ID column, click the **Grant ID** to view the ticket.

Award Number	Award Name	Award Lifecycle Status	Grant ID
<a href="#">AWD-004841</a>	AWD-004841: MOORE PACIFIC 4 01/14/2020 (version 0)	Open	<a href="#">GR015272</a>

3. From the **Open Tickets** dropdown, click the **Ticket ID**. If the ticket has been completed, click **All Tickets** to locate your ticket.  
  
**Note:** You may reopen a completed Ticket within 90 days of its completion date. After 90 days, you will need to create a new Ticket

Ticket ID	Status
<a href="#">211180</a>	Pending

[Submit New Ticket](#)

4. Update the **Description** and any other editable fields

Update Ticket 210645

PI Name: Tatiana Toro | Name: MATHEMATICS | Email: toro@uw.edu

Subject: Automatic Indirect Cost Adjustment | Award Contacts: | Additional CC: |

Topic: Facilities and Administration (FA) | Submitted Date: 3/13/2023 6:49:45 AM | Phone: (206) 616-9995

Status: |

Description:

Attachments:

[Submit](#) [Cancel](#)

5. Click **Submit**

[Submit](#) [Cancel](#)

End of Job Aid