

AWARD PORTAL – JOB AID

(Campus)

Create a New Ticket (formerly Grant Tracker “Notes”)

1. Click the Award Portal button on the Grant & Contract Accounting website
2. From the **Home** tab, Search for the grant.

Notes:

- Refer to [this guide](#) to cross-reference old Grant Tracker fields to new ones.
- To narrow your search results, use the **Grant ID** or **Budget Number**

The screenshot shows the 'Award Portal Search' interface. It includes several input fields: 'Grant ID', 'Grant Name', 'Award Name', 'Invoice Number', 'Institutional ID (SAC Cycle)', 'Sponsor Award Number', 'Sponsor Name', 'PI Name', 'Cost Center', and 'Budget Number'. The 'Grant ID' and 'Budget Number' fields are highlighted with yellow boxes to indicate they are key search criteria.

3. From the Search Results window, click the **Grant ID** hyperlink

Note: The legacy budget number from Grant Tracker is now a part of the Grant Name

The screenshot shows a table with the following columns: Award Number, Award Name, Award Lifecycle Status, and Grant ID. The 'Grant ID' column contains the value 'GR015272', which is highlighted with a yellow box. The table also includes navigation controls like 'Export to Excel', 'Refresh Results', and '100 items per page'.

Award Number	Award Name	Award Lifecycle Status	Grant ID
AWD-004841	AWD-004841: MOORE PACIFIC 4 01/14/2020 (version 0)	Open	GR015272

4. Expand the **Open Tickets** option by clicking anywhere on the bar.

Note: The **Submit New Ticket** option is accessible from the Open Tickets bar for convenience. You may also scroll down to the bottom of the screen to access the button.

The screenshot shows a navigation bar with several options: 'Grant Information', 'Open Tickets', 'Award Line Financial Information', 'All Tasks', and 'All Tickets'. The 'Open Tickets' option is highlighted with a yellow box.

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5. Scroll down and click **Submit New Ticket**

The screenshot shows the 'Grant Information' page. At the top, there is a link for 'Grant Information'. Below that is a section for 'Open Tickets' with a table containing columns for 'Ticket ID', 'Status', and 'Topic'. A dropdown menu is set to '0'. A purple button labeled 'Submit New Ticket' is highlighted with a yellow box. Below this are links for 'Award Line Financial Information', 'All Tasks', and 'All Tickets'.

6. Enter information into the *required* fields (**Subject**, **Topic**, and **Description**)

Notes:

- Topic field: Use [this guide to cross-reference old Grant Tracker topics to new ones](#).
- Required fields are denoted by asterisks

The screenshot shows the 'Create a New Ticket' form. It includes fields for 'PI Name' (Daniel J Moore), 'Name' (am48023), 'Email' (am48023@uw.edu), 'Subject', 'Award Contacts', 'Additional CC', 'Topic' (with a dropdown menu), and 'Phone'. A large text area for the description is highlighted with a yellow box. At the bottom, there are 'Submit' and 'Cancel' buttons.

7. Click **Submit**

A close-up of the 'Submit' and 'Cancel' buttons. The 'Submit' button is purple with white text, and the 'Cancel' button is white with a purple border and purple text.

End of Job Aid