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**

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

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

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

7. Click **Submit**

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End of Job Aid