

Office of Sponsored Projects

Service Request Portal

User Guide

2017




<https://msuosp.samanage.com/>

Welcome to the Office of Sponsored Projects **SERVICE REQUEST PORTAL!**

In order to use this system, you must first create an account.

Click the “**Sign up to submit and track your service requests**” link to set up a new account.

← → ↻ Secure | <https://msuosp.samanage.com/login> ☆


 **MISSISSIPPI STATE UNIVERSITY**
OFFICE OF SPONSORED PROJECTS

MSU Office of Sponsored Projects

Sign in

Email

Password


[SIGN IN](#) 

Problems logging in?
If you've communicated with our help desk staff through email previously, you're already registered. You may however be locked out due to excessive retries (more than 10).

In case you have forgotten your password [Get a new password](#)

New to Samanage Service Desk?
[Sign up to submit and track your service requests](#)

By signing in you agree to the [Terms of Service](#) We will not share your information with anyone. See our [Privacy Policy](#) for more details.



You will be required to enter your email address and full name.

The email address will need to be your netid@msstate.edu email address in order for the system to allow the account to be created.

https://msuosp.samanage.com/portal_signup/new

MSU Office of Sponsored Projects

Sign up

Create your MSU Office of Sponsored Projects user.
An email will be sent to you to verify your email address and activate your user.

Valid email address required

Full name

SIGN UP

MSU Office of Sponsored Projects Service Desk

Already have an account? [Sign in](#)

By signing up you agree to the [Terms of Service](#) We will not share your information with anyone. See our [Privacy Policy](#) for more details.

TRUSTe
Certified Privacy



Once in the system, you will have the option to choose which type of service is needed. Click the type of service you require from the Office of Sponsored Projects.

MSU Office of Sponsored Projects Service Desk

Welcome to the MSU Office of Sponsored Projects service desk. Please submit your request, or call our office at 662-325-7404 with any questions.

Briefly describe your question or service request

How can we help you?

Popular Services

- Proposal Submission Request
- Award/Contract Review
- Award Modification Request
- Review of a Non-Financial Agreement
- Subaward Creation/Modification
- Other Request

View all

My Requests

Active Requests

You have no service requests.

View all

Service Desk by Samanage

The type of service requested will determine what type of information will need to be completed in the form.

Your **Active Requests** and **Closed Requests** will also be available to view in the yellow box labeled MY REQUESTS on the right of the screen. (Closed Requests are Resolved Requests that have been resolved for 3 days and are therefore now CLOSED.)

You can click on any active or closed request listed and view the details.

My Requests

Active Requests

Active Requests

Closed Requests

ts.

View all

For example, the **Proposal Submission Request** form is below.

 MISSISSIPPI STATE UNIVERSITY
OFFICE OF SPONSORED PROJECTS

[Home](#) [My Requests](#) [New Request](#) ..

BB

Service Request

Proposal Submission Request

Useful Links:

← USEFUL LINKS

Requester * **Becky Bassett**

Add CC

Departmental Contact

Department/Organization

Phone Number

Sponsor Type Select ▼

Sponsor

Principal Investigator (if
different from Contact Name
above)Fund Type Select ▼

Comments

Link to funding announcement (if available)

Due on

Priority None

Site Office of Sponsored Projects ▾

Department Office of Sponsored Projects ▾


Attach files

Request Item

Cancel

Service Desk by Samanage

Useful Links are also available on the Service Request page.



MISSISSIPPI STATE UNIVERSITY
OFFICE OF SPONSORED PROJECTS

[Home](#) [My Requests](#) [New Request](#) [...](#)

BB

Department/Organization

Phone Number

Sponsor Type

Select ▾

Sponsor

Principal Investigator (if
different from Contact Name
above)

Fund Type

Select ▾

Comments


Link to funding
announcement (if available)


Due on

Priority

None ▾

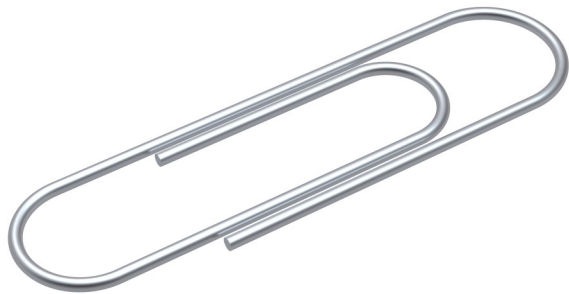
Attachments (right-click to download)Maximum allowed file size is 10 MB

 Choose from Computer

 Choose from Dropbox

Make Request

Cancel



Click **Choose from Computer** or **Choose from Dropbox**. Select appropriate file and **Attach**.

Once you have completed the form and attached any necessary files, click **Make Request** to submit the Service Request to the Office of Sponsored Projects.

Once the request has been submitted through the Portal, a **REQUEST** will be created in the Service Request Portal.

Assigning Requests

When an request is received by the Office of Sponsored Projects, the request will need to be reviewed to determine the appropriate Grants & Contracts Administrator (assignee) based on the data that is given in the request.

When an request has been assigned, the requester and the OSP administrator will receive an email, and the status of the request will change from “New” to “Assigned”. If upon reviewing the request, the assignee realizes the request should be assigned to someone else, he/she can make that change to assign to the new person. That new administrator will then receive an email.

The screenshot displays a web browser window with the URL https://msuosp.samanage.com/incidents/12030810-proposal-submission-request?report_id=9003344. The page header includes the MSU logo and navigation links: Home, My Requests, New Request, and a search bar. The main content area shows a request titled "114. Proposal Submission Request" with the description "Request assistance with a proposal submission." The request was made by "JT Jennifer Test" 20 days ago (Mar 10, 2017 - 2:42PM). A red arrow points to a button labeled "State New", which is circled in red. Above this button, the text "CHANGE OF STATUS" is written in red. A link "Back to My Requests" is visible in the top left of the content area.

Tracking a Request

Each time an action happens with the request, a comment will be added to the request and/or the state will change. State changes will not generate an email to the requestor unless the state is **RESOLVED**. You can login to the portal to see a list of your active requests and the state of each. Each request will have one of the following states:

New – The request has not been assigned to anyone at OSP yet.

Assigned – The request has been assigned, and no action has been taken on it yet.

Waiting on PI/Department – OSP is waiting on input, forms, or something else from the PI or departmental administrator. A comment will be added to describe what is needed.

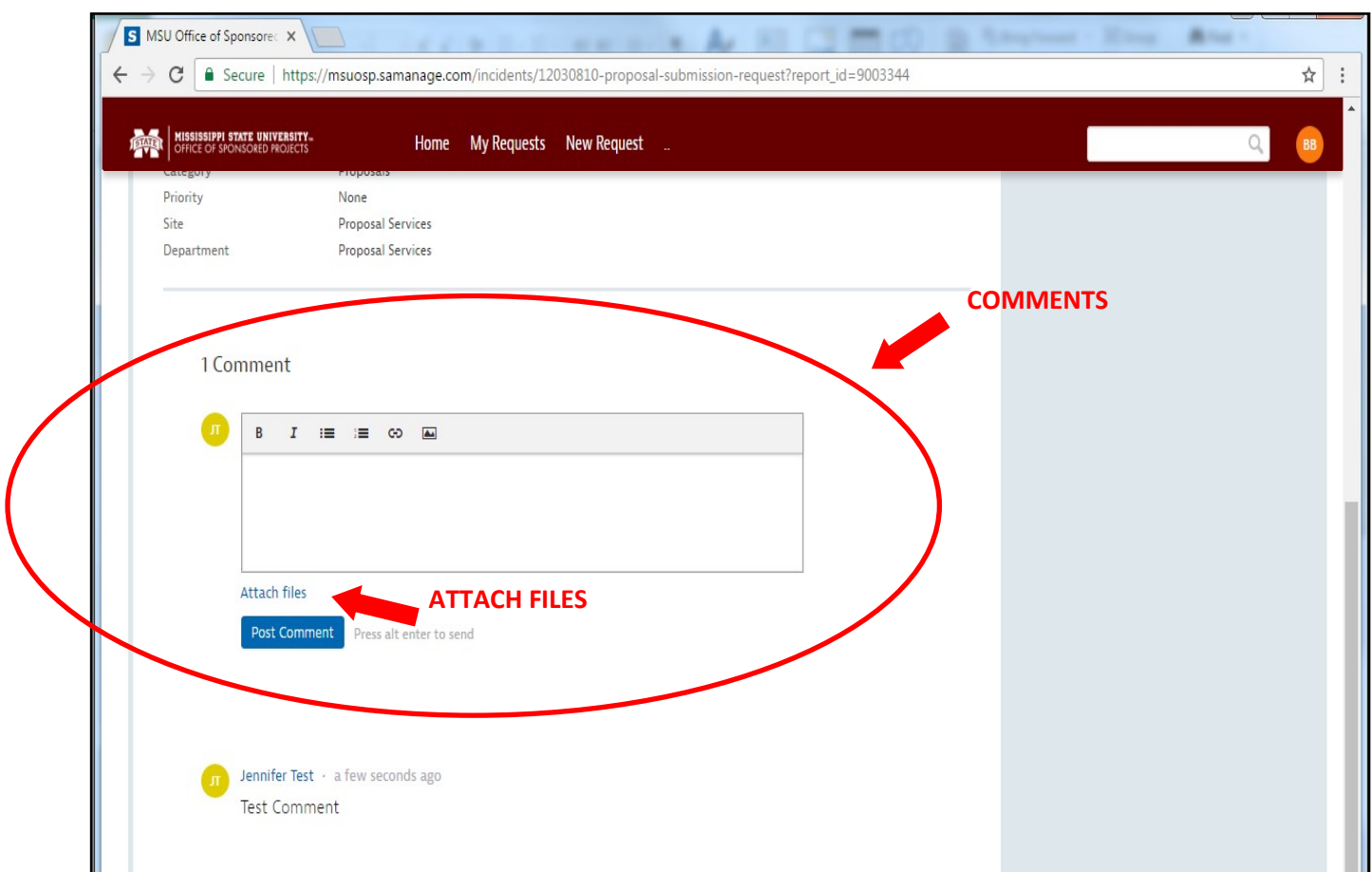
Out for Review – OSP has requested a review from other MSU departments, such as Legal Counsel, the Office of Technology Management, the Office of Research Compliance. A comment will be added to describe which offices are reviewing.

Requests Sent to Sponsor – MSU's requested edits have been sent to the sponsor, and we are awaiting the sponsor's response to this request.

Waiting on Fully Executed – MSU has signed the agreement, and we are awaiting the fully signed agreement from the sponsor.

Resolved – The request has been resolved, and no further action needed from OSP.

On Hold – The request has been put on hold, and OSP has been asked to keep it active but not closed out.



You can also **Attach Files** in the comment section.

An email notification will be sent to the requester and everyone cc'd on the Service Request each time a **COMMENT** is added.



Replying to the Email from the Service Request Portal

Each time an action happens with the request, a comment will be added to the request and/or the status will change. Only comments will generate an email to the requester. Below is an example email.

You can access the Service Request Portal by clicking the blue **VIEW DETAILS** button in the body of the email. Once in the Service Request Portal, comment on your request.

#209 Proposal Submission Request - Message (HTML) (Read-Only)

FILE MESSAGE

Ignore Delete Reply Reply Forward Meeting IM More

Proposal Services To Manager

Team Email Done

Reply & Delete Create New

Quick Steps

Move Rules OneNote

Mark Categorize Follow

Unread Tags Up

Translate Find

Select Related

Zoom

Tue 4/11/2017 8:44 AM

OSP-Admin

#209 Proposal Submission Request

To: Easley, Jennifer

If there are problems with how this message is displayed, click here to view it in a web browser.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Reply above this line to add a comment

OA OSP Admin updated #209

State changed from new to assigned


Assignee changed to Kevin Enroth

VIEW DETAILS

JT Jennifer Test created this incident on Apr 11, 2017 - 8:38am

Handling an Request

Click on the title of the request to view it.







MISSISSIPPI STATE UNIVERSITY
OFFICE OF SPONSORED PROJECTS

[Home](#) [My Requests](#) [New Request](#) ...

BB

My Requests

Select Report ▾

#	STATE	TITLE	CATEGORY	SUBCATEGORY	ASSIGNED TO	PRIORITY	DUE DATE
114	New	<div> Proposal Submission Request Q1</div> <div>Office of Sponsored Projects</div>	Proposals		<div> Proposal Services</div> None	None	
64	Waiting on PI/Department	<div> Review of a Non-Financial Agreement Q1 1</div> <div>Office of Sponsored Projects</div>	Non-Financial Agreements		<div> Jennifer Easley</div> None	None	

Displaying all 2

Results 25 per page ▾

[Service Desk](#) by Samanage

All correspondence regarding this request should be handled through the Service Request Portal. By adding a comment to the ticket, that comment will be sent as an email to the assigned Grants & Contracts Administrator. Any comments or responses sent through the Service Request Portal will be added to the request’s comment history.