

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](#) 

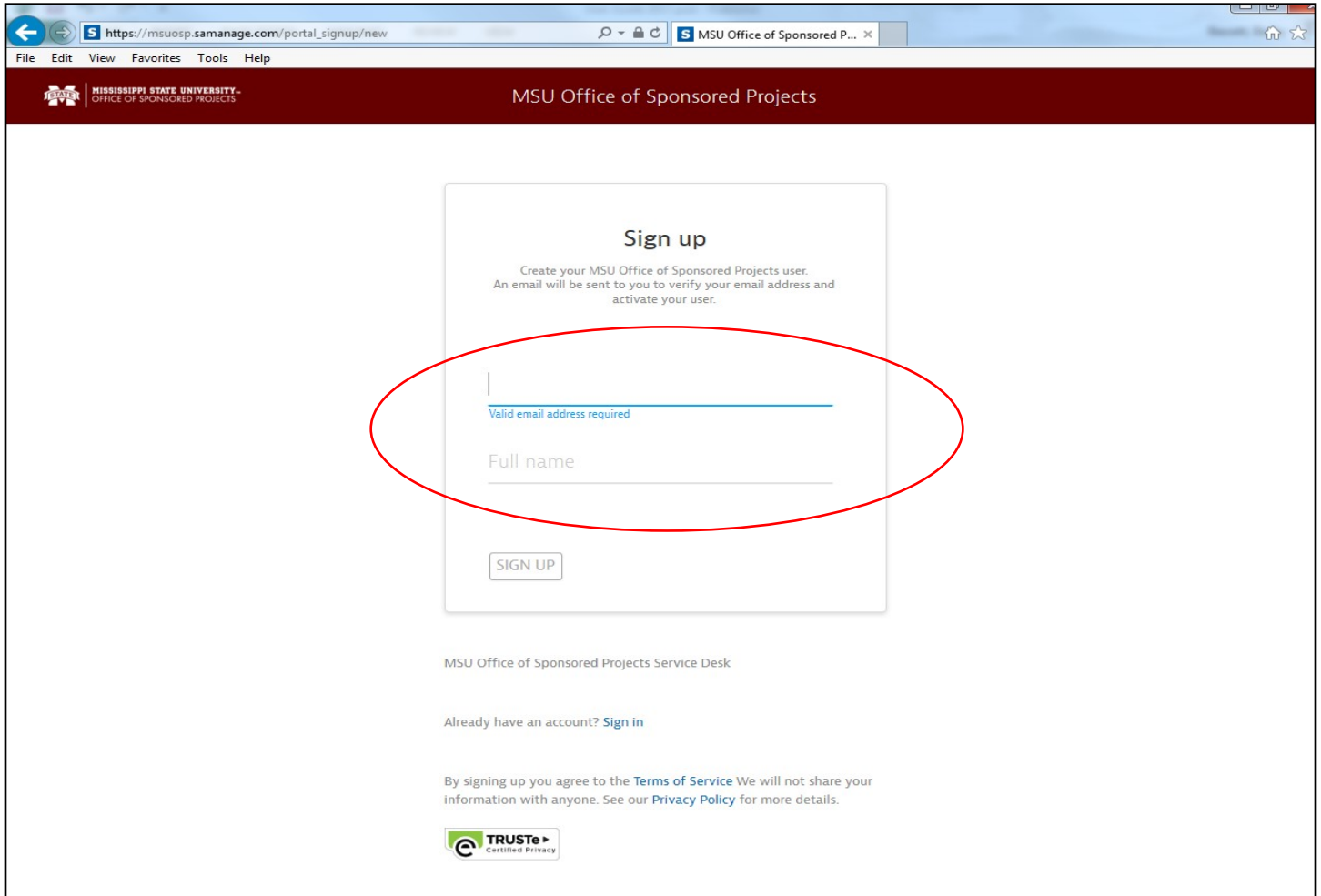
Problems logging in?  
If you've communicated with our help desk staff through email previously, you're already registered. You may however be locked out due to excessive retries (more than 10).  
In case you have forgotten your password [Get a new password](#)

**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](mailto: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 P...

File Edit View Favorites Tools Help

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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

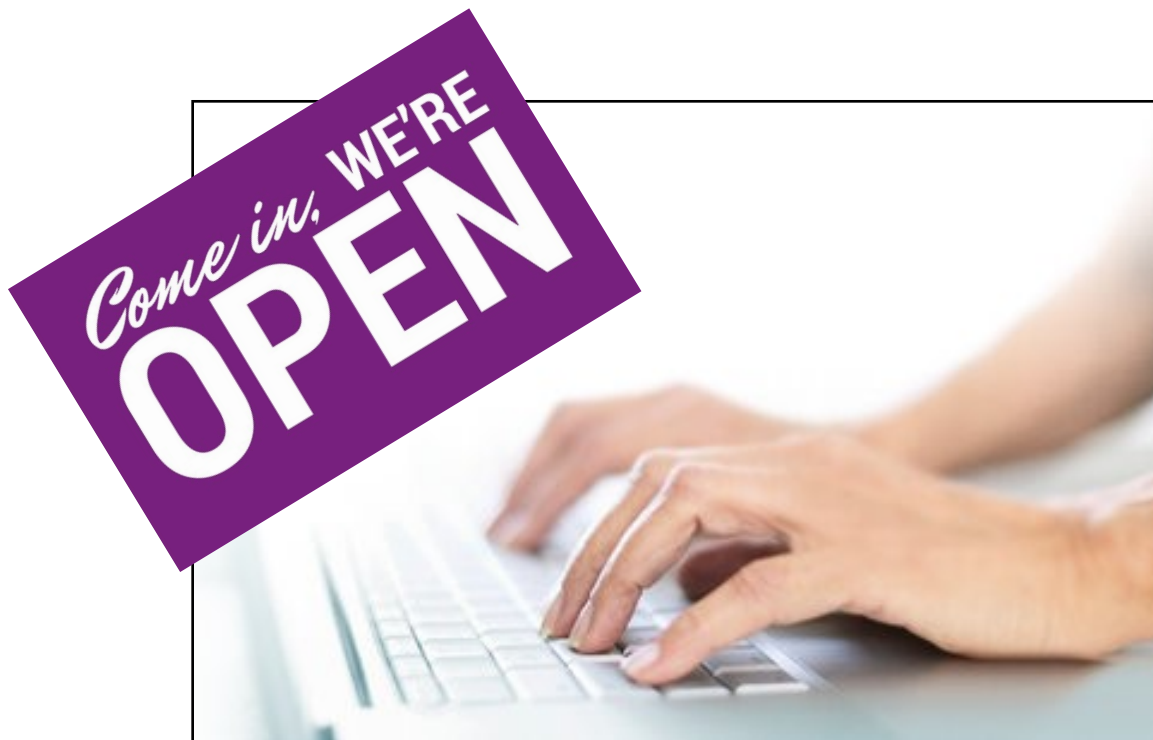
SIGN UP

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

Once you have chosen a type of service, you will need to complete a [Service Request](#). For example, the [Proposal Submission Request](#) form is below.

Complete as much of the form as possible. Any field marked with an (\*) asterisk is required. In addition to the requested fields, each type allows attachments to be uploaded along with the request.

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Home My Requests New Request

Search

BB

[← Back to New Request](#)

## Service Request

Proposals

### Proposal Submission Request

Request assistance with a proposal submission.

Useful Links:

[Internal Approval Sheet](#) ← **USEFUL LINKS**

Select Options

Requester \*   
[Add CC](#)

Departmental Contact

Department/Organization

Phone Number

Sponsor Type

Sponsor

Principal Investigator (if different from Contact Name above)

Fund Type

Comments

Link to funding announcement (if available)

Due on

Priority

Site

Department

**Attach files**

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Click **Attach Files**.

[Useful Links](#) are also available on the Service Request page.

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Home My Requests New Request

Department/Organization

Phone Number

Sponsor Type

Sponsor

Principal Investigator (if different from Contact Name above)

Fund Type

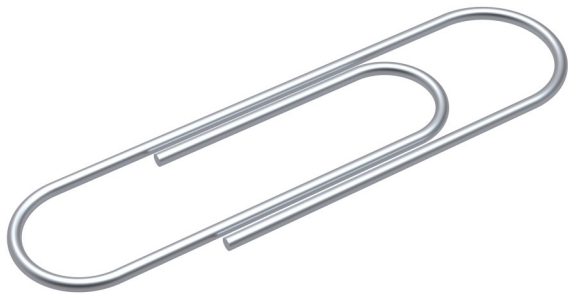
Comments

Link to funding announcement (if available)

Due on

Priority

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



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

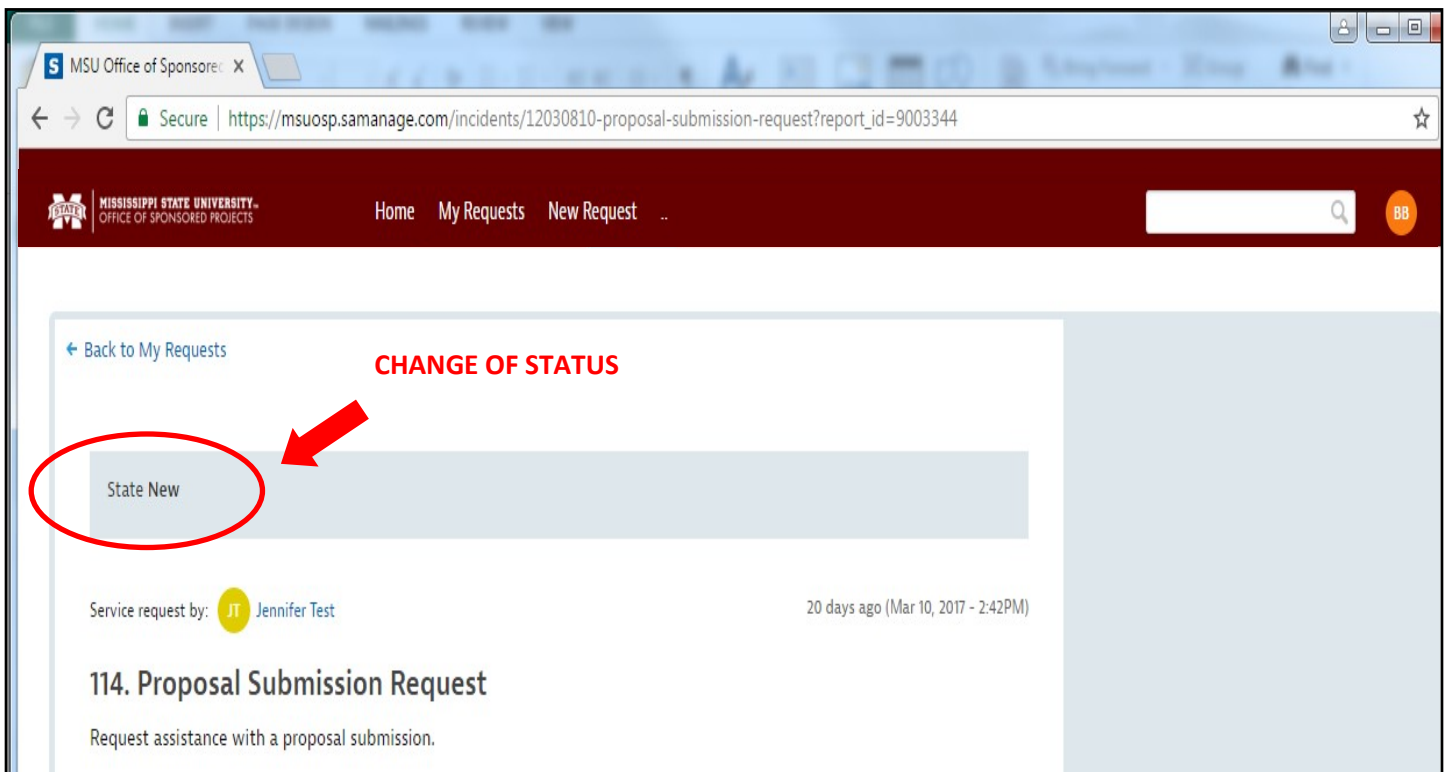
Once you have completed the form and attached any necessary files, click **Make Request** to submit the Service Request to the Office of Sponsored Projects.

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.



## 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.

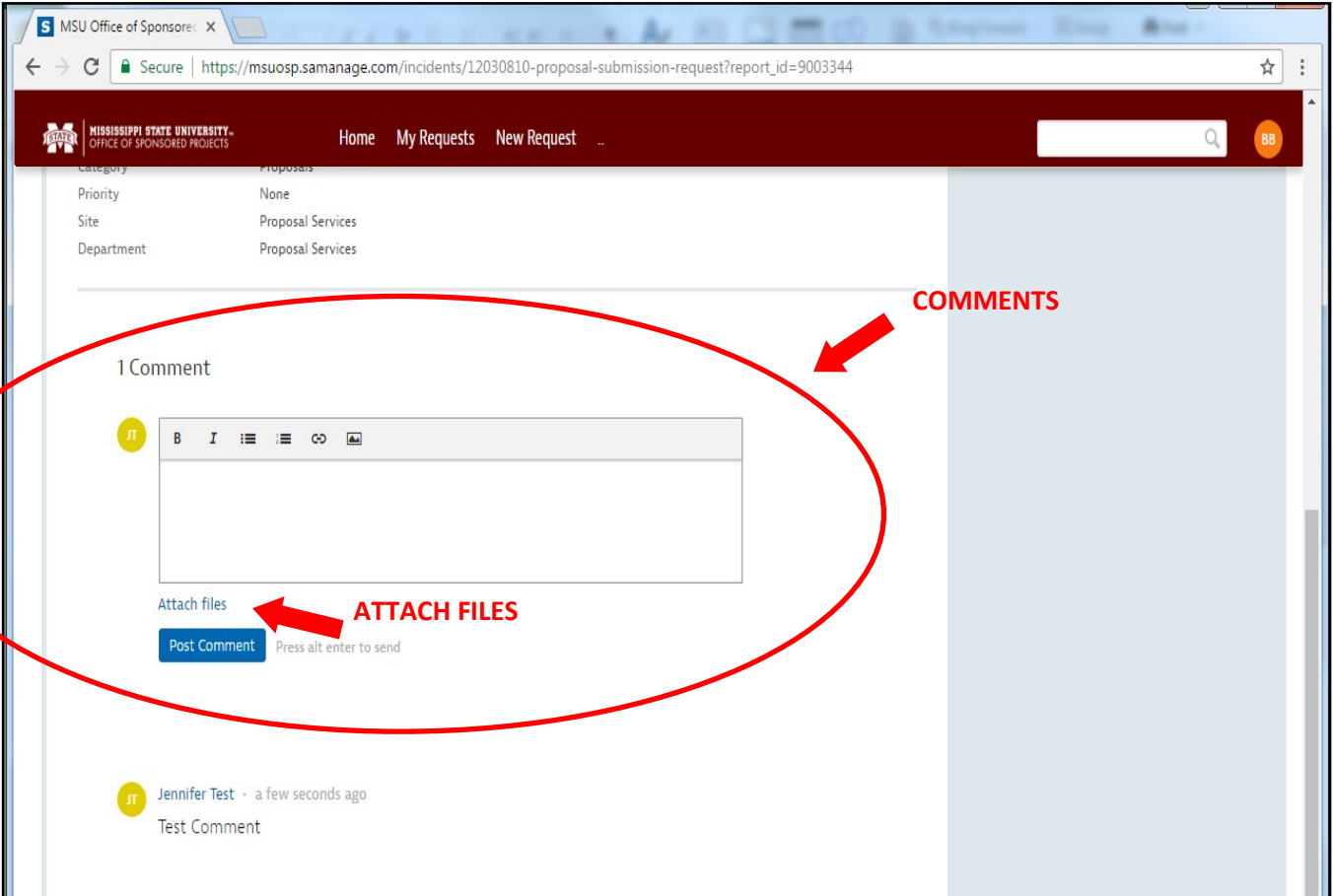
**Out for Review** – OSP has requested a review from other MSU departments, such as Legal Counsel, the Office of Technology Management, the Office of Research Compliance. A comment will be added to describe which offices are reviewing.

**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.



The screenshot shows the MSU Office of Sponsored Projects portal. The browser address bar displays the URL: [https://msuosp.samanage.com/incidents/12030810-proposal-submission-request?report\\_id=9003344](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, and New Request. A search bar and a user profile icon (BB) are also visible. The main content area shows a list of request details with columns for Category, Priority, Site, and Department. Below this, a comment section is displayed, featuring a red circle that highlights the 'Attach files' and 'Post Comment' buttons. A red arrow points to the 'COMMENTS' section, and another red arrow points to the 'ATTACH FILES' button. The comment section shows a single comment from 'Jennifer Test' posted 'a few seconds ago' with the text 'Test Comment'.

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.

The screenshot shows an Outlook window titled "#209 Proposal Submission Request - Message (HTML) (Read-Only)". The interface includes a ribbon with various actions like Ignore, Delete, Reply, Forward, Meeting, and more. The email content is as follows:

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.

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Home My Requests New Request ...

Select Report

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

Displaying all 2 Results 25 per page

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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.