

## Awards Training Session

### Basic Troubleshooting of Researcher Portal (AWDRP3)

#### Lesson Plan

Length: 30 minutes

- 1) Where to go for help!
  - TRAQ Helpdesk
  - All contacts listed on website
  - Phone, Email
  - Webform
  - Training manuals and videos available on website
- 2) Sign-on issues
  - Forgetting password for Post Registration Sign-on
- 3) Issues finding a file
  - Likely have not been added to it as a team member/PI
  - Team member transferred PI but didn't add themselves as a team member
- 4) Issues accessing a file to edit it
  - File has been submitted and no longer available to be edited
  - File is locked by a team member
  - Importance of Save, Close and Logout buttons!
- 5) Issues submitting a file
  - Have all required data fields been completed, check Errors tab
- 6) Lost work
  - Did researcher hit Save frequently
  - Did they close the file properly

End of training session. Questions?