This is a living document, updated as we get feedback from you! Please see if some of these FAQ answers help you in using the new Portal. Thank you!

FAQs

FOR THE TIME BEING:

- THE ONLY APPLICATION AVAILABLE ONLINE IS THE TRAVEL AWARD APPLICATION. MORE AWARDS WILL BE OPENED IN STAGES THROUGHOUT THE YEAR & ANNOUNCED VIA THE FGSR NEWSLETTER.
- REFERENCES CAN BE REQUESTED BY STUDENTS FOR THE TRAVEL AWARD THROUGH AN EMAILED REFERENCE/AUTHORIZATION REQUEST.
- TRAINING IS BY-REQUEST FOR AUGUST WITH PLANNED WORKSHOPS IN SEPT. Please contact grad.awards@ualberta.ca to request training in August.

Where is training material?
- There is training material within the Portal and here on our website!

How do I login?
- You’ll need to log in to the GSMS Awards portal to review applications. You can always login in one of 3 ways:
  o Navigate to the FGSR homepage and click “About” and you will see the GSMS portal option.
  o Navigate to the FGSR “Awards” main page and click “Fund your Future”, or click the link on the Resources page (there is also lots of training material there)
  o Click the link in the email. You can see that you are taken to a secure site for login:
    - The URL is https://graduate-studies-apply.ualberta.ca/urd/sits.urd/run/siw-lgn

Individual Adjudicators vs Sub-Committee Ranks
- Your Ranks are visible to you, only.
- Your subcommittee Ranks should be input by the Chair, and are visible to ranking everyone.
- Only the FGSR or Chair role can Export these Subcommittee Ranks.
- You can add Subcommittee Ranks, but your additions will *overwrite* anyone else’s - do so with caution! Typically, the Chair of the subcommittee will enter these ranks.

How do I know which applications to review?
- FGSR Staff will update the Advisor Comments section with assignments - you may be able to view all of the applications in a competition, so make sure the check the advisor comments to see which applications you are assigned to review.
Why do the downloaded documents names look strange?
- Downloaded applications are named in code - this is a known issue, we are working on it!

How do I handle these applications?
- If you download any materials, please make sure that you take all necessary precautions to protect student privacy: encrypt your device, delete files when you are done with them, do not share information, and if you are in doubt - please ask!

Do I have to use the system?
- Yes, all awards managed through FGSR must be processed through this system, once they are opened. Training is available, how-to resources are available on most pages within the portal, and Service Now (IST) is trained to help with technical issues. Please contact us at anytime for awards-related or odd questions!

How can I get help?
- If you have technical, web, or glitchy issues, please contact IST’s Service Now.
- If you have step-by-step process questions, please check training materials and/or contact Service Now.
- If you have terms of reference or complex questions about your award, please contact the FGSR Awards Team.
- If you are unsure, please contact the FGSR Awards Team or Justine at jrgill1@ualberta.ca
- Upcoming training is listed on the Resources page, or contact grad.awards or Justine to set up one-on-one training.

What are My Messages?
- These are action-based notes that are sent from the FGSR to you, or can be sent from committee members to each other. These are not emails and can generally not be replied to.
- You can hide the *Message Filter* at the bottom of the messages portal - that doesn’t have any function for you.

I see something odd - how do I know if I should report it to IST?
- Thank you for helping us improve the system! Not everything will be 100% on our go-live date, so please log any technical issues with IST.
- We do have a plan for all known issues, there is a working document that we have here. If you see a defect there, we should have listed it on this (with a planned date for its repair). If you want, check the list to see if this is a known issue!