

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!

*****For the time being, there are only a few award applications being run online. More award competitions will be opened throughout the year and announced via the FGSR Newsletter. Any award which you currently hold can be managed through the Portal.*****

What can I do on the GSMS Awards Portal?

- The new portal will let you manage your awards online, with a simple ccid login process (accept, decline, renew, defer, or request an interruption).
- You can apply for new awards online, track your application status, renew your award, and view old applications.
- You will receive reminders straight to your email inbox from this system if something is needed - like to accept an award offer - and you can log in to do that from your home or mobile platform.
- You can message the FGSR about awards that you hold directly from the portal. This does **not** replace your UA email account.
- You can download a list of your awards to use for other apps or your records.
- You can view or download old application materials that you have made, like CVs, research proposals or other uploaded docs.

Why do my awards have no documents attached to them?

- Old awards that you already hold did not have their documents imported into the new system (old offer letters, old application forms). Any Actions that you need to take (i.e. to accept, renew or send a message about an award) will be visible & functional for all awards, old or new. You can access your old documents via the email sent by FGSR Awards, or contact us if you require an old document.
- “Net new” awards, ones that have been started or offered since the go-live date, will have their documents visible on the Portal for you to download or view.

Why am I getting emails about my award? How do I know which email links are safe to click?

- From now on, you will be sent “action” emails to your inbox from the FGSR when there is something you need to do to manage your awards (accept an offer, renew an award...). You’ll need to log in to the GSMS Awards portal to do these things. You can always login in one of 3 ways:
 - Navigate to the FGSR homepage and click “[About](#)” and you will see the GSMS portal option.
 - 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)
 - 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>

I won an award - how do I accept/decline my award, or request a renewal/interruption or deferral?

- Congratulations! You can fully manage your award through the portal, where you will find training material to guide/assist you. **There is training material available here.**
- When you login, you will see your “My Awards” list - simply select the “Action” that matches your needs. With a few clicks, you can accept or decline an offer, request a renewal of your active award, ask your supervisor to sign off to authorize your renewal, or communicate with the Awards Team about special circumstances.
- **Please make sure to click the Agreement at the bottom of the acceptance/renewal form before submission.** You may experience an error, if you do not. If you make this mistake, please close your browser and re-access the page you are attempting to submit.

Do I always have access to my awards/documents?

- You can always download a Record of your Awards from the Portal. This will list up to seven years of award history from FGSR.
- If you need to keep documents for a longer time, or you need a record of all of your award letters, please download or print those from the “View My Documents” Action. Only the most recent award status letters will be visible on the Portal.

Does requesting a renewal, deferral or interruption online mean that it is automatically approved?

- You may request a renewal, but your supervisor will need to authorize it before the Awards Team verifies that you are eligible and if the value and level of your award will change. Once they do that, you will see your renewal status updated in the portal.
- If you request a deferral or interruption, the Awards Team will need time to review your request (and sometimes they need to liaise with external funding agencies) before that is authorized.
- Please note that the value of your award may change year-on-year for reasons outlined in the SAM.
- This may take a bit of time, so please be patient when waiting for a request to be processed. Do not be concerned if your status stays at “pending” for a period of time. If you have not heard from the Team as your request date approaches, please email or call them.

How do I learn about awards that have been opened? How do I receive communication about changes?

- The current public FGSR awards search will stay the same - you can always see all of the awards that FGSR manages by searching on our [website](#).

- We are doing a tiered launch of this portal, which means that we are slowly making awards available as soon as their budgets are confirmed. You will have access to awards sooner than in the past.
- This process also means that you will slowly see more “Open Awards” appear when you search. You can search these by names, department(s) and other options.
- To keep this from being confusing during the launch, we will remind you in FGSR’s Grad News e-bulletin that awards are being opened, and the Awards Team and the GSA will be sending out updates. Please stay tuned!

I can’t find an award in the Award Search - why?

- To view the details of an external award (Tri-Council, Vanier, Trudeau), please search for it by name (or partial name). You cannot apply to those on the Portal, because external agencies use their own portals. Please follow the instructions found on our website or through the award search.
- The current public FGSR awards search will stay the same - you can always see all of the awards that FGSR manages by searching on the FGSR Awards Database.
- We are doing a tiered launch of this portal, which means that we are slowly making awards available as soon as their budgets are confirmed. You will have access to awards sooner than in the past.
- This process also means that you will slowly see more “Open Awards” appear when you search. You can search these by names, department(s) and other options.

When is my application due?

- When you search for an award, you will see a deadline on front page/search page. This is the FGSR’s deadline. If you select the department to which you are applying, the date will refresh, and you will see an earlier department deadline, if there is one. This is the deadline that you should first consider. Please contact your department if you have questions about their internal process or deadlines.
- Please read your messages carefully and check back on your application before the due date, in case FGSR has sent you important information about it!

I know an award exists, but I can’t apply for it! Why?

- There are a few reasons that you might not be able to apply for an award:
 - The award might not be open yet. You can check by searching for FGSR deadlines on our [website](#).
 - The award might be a “nomination” award. You can’t apply directly for these, you must be nominated by your department. When you “View” an award’s details, you will see these are identified in the section called “Application Process”. There is no “Apply” button on these records. You’ll need to contact your department!
 - The award might not be open to you - please take a look in the details for eligibility requirements.

Who is responsible for completing my application and contacting my references?

- The short answer is - you! From this portal, you can manage your own reference requests while you are applying for an award.
- There is [training material](#) available on how to invite, cancel and remind your references to complete their references for you, it's all online and they will simply need to fill out a short form before you can apply.
- Your reference completing the form does *not* mean that you have submitted to FGSR. You must wait for the reference status to read "complete", check the Declaration box on the Checklist page, and then submit your application to FGSR.

My supervisor or reference declined to complete my reference letter - how can I add a new reference request?

- If someone is unable to complete your reference, they will decline your email request. Log back into your award application, click "References/Authorizations" and *Cancel the Request*.
- Once you have cancelled the request: overwrite the old data and add a new reference/authorization name and email, save & send your request to the new person via email.
- There is [training material](#) available!

I cannot view my old award documents or application - why?

- You will have a record of the awards that you have won before this system went live, and you can renew or send requests to the Awards Team about these, but the old applications and associated documents are not available to view in the portal.
- You likely received those offers as emails, please check your emails to see old award information, or contact FGSR Awards for information.

Who can give me technical help?! Who can I call for help with an award?

- If the award you are applying for is not acting like it should, please contact [Service Now](#) (this is the IST helpdesk). They've been specially trained on how to help with technical issues and the application process.
- If you have questions about award details, terms of reference, or complex issues, contact [FGSR Award Services](#).
- If you have questions about internal deadlines or adjudication, please contact your department graduate administrator.
- There are [help/training materials](#) available throughout the portal - take a look while you are applying!

I have two departments/am in a dual degree program - how do I apply/search?

- If you are an interdisciplinary student, you might be eligible for awards in two departments.
- When you log in, you will see your default value is your “home” department. If applying to a department, make sure to submit your application to the department that you want to review and support your application. This may or may not be your “default” department.

How do I apply for travel awards?

- Travel awards can be complex and vary a lot. To make it simpler for you, you will only need to upload a PDF application form into GSMS and seek your supervisor’s authorization. More info is on our [Travel](#) website.
- Remember - your supervisor/reference completing the form does *not* mean that you have submitted to FGSR. You must wait for the reference status to read “complete”, check the Declaration box on the Checklist page, and then submit your application to FGSR.

My citizenship status has changed - do I need to do anything at FGSR?

- This is a reminder to bring your new documents to FGSR (and let them know you that you hold a scholarship), if you receive a change in citizenship status!