

MyResearch Support Model

A guide for MyResearch users to submit certifications for research funding proposals and to manage research agreements.

HIGH-LEVEL SUPPORT PROCESS

Academics and
Researchers

UQ Professional Staff

MyResearch Help Desk

Help Desk
Resolves

Escalated to
business

Where a UQ Academic, Researcher or Professional Staff member has a question about using MyResearch, they should email MyResearch Help Desk: my-research-help@uq.edu.au.

The MyResearch Help Desk supports MyResearch users by investigating and resolving system issues. The Help Desk will resolve all technical system requests.

The MyResearch Help Desk provides resolutions via email. If your request pertains to a local process, you will be informed via email to contact your local research support professional for assistance.

KEY CONTACTS

System Support Help

Email my-research-help@uq.edu.au

MyResearch Project Updates

Email myresearchprojects@uq.edu.au

HOW WE CAN HELP

- System access and workflows
- Troubleshooting errors
- Variations
- Milestones
- Submitting, editing, sharing or withdrawing an application

For updates on project implementation and feedback on communication ideas and needs, email the MyResearch Project Mailbox myresearchprojects@uq.edu.au.

TRAINING SUPPORT



MyResearch Training Hub

The [MyResearch Training Hub](#) has Online User Guides, Demonstration Videos and Quick Reference Guides on MyResearch for UQ Academics and Researchers, Finance professionals, Research Management professionals, Head of Unit Advisors and Head of Unit. Research Office professionals can access Function Guides on their SharePoint site here - [Research Office - Function Guides](#)



Frequently Asked Questions

You will find answers to some of the most frequently asked questions relating to MyResearch at [MyResearch Frequently Asked Questions](#). If you do not find an answer to your question, please email MyResearch Help Desk: my-research-help@uq.edu.au.



Demonstration Videos

Short videos on how to use MyResearch are available [here](#). Quick access to videos below.