

## G. Where to Get Help & Request Changes

Support for all UAlbany Coeus users is provided by the Office for Sponsored Programs (OSP). OSP has created a website dedicated to providing answers to Coeus questions and links to many different helpful resources. The OSP staff and Research Administrators are well-trained to assist campus faculty and staff to use Coeus efficiently.

### G.1. Coeus@UAlbany Website

The website created by OSP can be found at <http://coeus.albany.edu>.



Figure G.1. Coeus@UAlbany website

This webpage contains links to:

- Training class schedules
- Links to both of the Coeus platforms (Training & Production)
- A link to the [Coeus Helpdesk](#), if further assistance is needed
- Useful forms for adding Sponsors & People to the Coeus database
- CoeusHelp Notes, which provide abbreviated instructions for targeted topics
- User manuals
- An online do-it-yourself training tool called OnDemand



### **G.1.1. Modify / Add Rolodex Entries**

This form is available on the [Coeus@UAlbany](mailto:Coeus@UAlbany) website and is used to provide contact information for people who may be included in proposals, but who are not listed as UAlbany employees. Examples would include consultants, undergraduate students, or subcontractors. After completion, the form can be submitted by email to the [Coeus Helpdesk](#). Requests will be processed within 24 hours.

### **G.1.2. Modify / Add Sponsor Entries**

This form is available on the [Coeus@UAlbany](mailto:Coeus@UAlbany) website and is used to add new Sponsors to the Coeus database, or to modify information of existing Sponsors. There are over 5300 Sponsors listed in Coeus. Requests to add Sponsors should be made before a proposal is created, as the proposal cannot be saved until the Sponsor is identified on the General Information page. When the form is completed it can be submitted by email to the [Coeus Helpdesk](#). Requests will be processed within 24 hours.

### **G.1.3. Modify Authorized Signatories**

Each School and College provided a list of individuals who are authorized to review and approve applications on behalf of their Departments, Centers, and Institutes. A [complete list of these authorized individuals](#) can be found on the [Coeus@UAlbany](mailto:Coeus@UAlbany) website. As academic assignments change, or employees leave the University, it is the responsibility of each School and College to keep their list of authorized signatories accurate and up to date. Use this form, also found on the [Coeus@UAlbany](mailto:Coeus@UAlbany) website, to identify changes to the list of approvers. Email the completed form to the [Coeus Helpdesk](#). Requests will be processed within 24 hours.

## **G.2. Coeus Helpdesk**

The [Coeus Helpdesk](#) (email address: [coeushelp@albany.edu](mailto:coeushelp@albany.edu)) is staffed by OSP personnel continually during normal business hours (8:00am-5:00pm, Monday through Friday), and is monitored periodically during nights, weekends and holidays. UAlbany Coeus users are encouraged to use this as their primary means of support. Helpdesk personnel commit to respond to all issues by the next business day, but they strive to respond to most inquiries within 2 hours. If the issue is urgent, contact a Research Administrator or call the OSP office at 437-4550 for assistance.

## **G.3. Modify Employee Personnel Information**

Coeus is populated with UAlbany and Research Foundation employee data and is refreshed every 24 hours. If the personnel information presented in Coeus is incorrect, changes must be made in the appropriate personnel system (University or Research Foundation) in order to correct the data in Coeus. Many employee contact fields (email address, phone numbers, addresses, etc.) may be self-



modified by using the [MyUAlbany](#) online tool. Other fields that include appointment information, i.e. position titles, departmental assignments, or appointment types, must be modified in the University ([Human Resources Management](#) 437-4700) or Research Foundation ([Sponsored Funds Personnel](#) 437-4500) personnel offices. Once these changes are made in the systems-of-record (IAS or Oracle), they will be copied to the Coeus system within 24 hours. Please contact a Research Administrator or the [Coeus Helpdesk](#) for assistance.

## G.4. Training

UAlbany OSP offers a wide variety of training tools for its Coeus users including: hands-on training in the classroom, an online self-service training tool called OnDemand, and comprehensive user manuals. Links to all of these tools are available on the [Coeus@UAlbany](#) website.

### G.4.1. OnDemand – An Online Resource

OSP now provides an on-line, self-service training tool for all of its Coeus users. This system can be entered from the [Coeus@UAlbany](#) website and does not require any special software to be installed on the viewer's computer. There are different modes available that let the user watch a demonstration of Coeus, or to actively participate in on-line exercises. The "classes" are broken down into topics that correspond to the navigation screens in CoeusLite, and make it easy to find help on a specific issue.

### G.4.2. Classroom

UAlbany OSP offers four different classes for the UAlbany Coeus community.

- **CoeusLite Navigation** - This course is for all current and potential Principal Investigators and support staff. CoeusLite will be used for all UAlbany applications whether through Grants.gov, another electronic means or paper submissions. Orientation on CoeusLite is mandatory before proposals can be submitted. The course is comprised of an overview of CoeusLite with hands-on exercises, including: navigating a proposal, creating a proposal, assigning proposal roles, uploading the narrative, creating detailed and modular budgets, and routing proposals for approvals and submission.
- **CoeusLite Budgeting** - This course is for all current and potential Principal Investigators and support staff who prepare or review detailed budgets. CoeusLite Budgeting will address how to create detailed and modular budgets in CoeusLite.
- **Coeus Premium Budgeting** - This course is for all individuals who need to create detailed budgets in proposals that are prepared in Coeus Premium. Coeus Premium may be required for proposals with detailed subcontractor budgets, multiple IDC rates, or for collaborative proposals. The course will include topics such as: personnel costs (salaries and



fringe benefits), academic and financial crediting, revision of F&A and inflation rates, equipment purchases, travel, proposal hierarchies and subawards requiring detailed budgets loaded in Coeus.

- **Coeus Routing and Approval** - This course is for all Deans, Chairs and other authorized signatories. Electronic routing of proposals and approval has replaced the hardcopy Campus Impact Statement. Proposals will not be submitted to the funding sponsor without completion of the electronic approval process. Once the Principal Investigator submits a completed proposal for routing, the approval process begins. This gives the signatories at each level an opportunity to review and approve, or reject, the submission. The Office for Sponsored Programs provides final approval before the Investigator's Research Administrator submits the proposal.

Classes are offered continually, throughout the calendar year. Schedules for training classes can be found on the [Coeus@UAlbany](#) website or on the [ITS training webpage](#). Special arrangements may be made to schedule additional classes for departments who can put together a group of faculty and staff. Please contact the [Coeus Helpdesk](#) or call the OSP office (437-4550) to ask about these options.

