Common Problems

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Initial trouble-shooting suggestions –

1. Make sure you are connected to the VPN whenever you are accessing iGrad
2. Always ensure you are using **Google Chrome** as your web browser when opening iGrad and links to iGrad
3. Please read any **Validation Error messages** carefully upon trying to submit an application endorsement
4. See the user guides under *Support Information for iGrad Applications* [here](#) for instructions on endorsing applications
1. **iGrad will not open – This site can’t be reached**

   1. Please ensure your **VPN is connected** and working when you log into iGrad.

      Information on how to install, start and use VPN software can be found here:

      PC: [https://utas1.service-now.com/selfservice/?id=kb_article&sys_id=f81528806f3baa0006178117eb3ee4ac](https://utas1.service-now.com/selfservice/?id=kb_article&sys_id=f81528806f3baa0006178117eb3ee4ac)

      Mac: [https://utas1.service-now.com/selfservice/?id=kb_article&sys_id=e0d1fe446f7baa0006178117eb3ee418](https://utas1.service-now.com/selfservice/?id=kb_article&sys_id=e0d1fe446f7baa0006178117eb3ee418)

      VPN software is required to connect to network drives, software license servers and some web-based systems from home.

      Most UTAS computers already have this software installed.

   2. If you cannot access the VPN using the instructions at the above links, please phone the Service Desk on **03 6226 2600**
2 Endorse button is missing

1 Please ensure you are using Google Chrome as your browser when accessing iGrad.

Google Chrome can be downloaded for Mac and Windows [here](#).

2 If you are using any other browser, the endorse button will not appear.

View when using another browser (Endorse button missing)

View when using Google Chrome (Endorse buttons shown) -

3 Cannot submit endorsement

1 iGrad will not allow endorsement if mandatory sections of the evaluation have not been completed.

For information on completing an iGrad endorsement, click on the iGrad Help link displayed at the top of the iGrad screen, or [click here](#).

Support information for iGrad Applications:

- [Supervisors](#) (PDF 1.13MB)
- [Graduate Research Coordinators](#) (PDF 1.23MB)
- [School and College Committee members](#) (PDF 602KB)
2. Upon clicking on **Endorse** a box will appear highlighting the mandatory fields that need to be completed.

3. You can click on the **View Tab** links within this pop-up box to navigate back to any tab where mandatory information is missing.

4. After you have clicked Endorse, please navigate to the dashboard to ensure the endorsement has been processed.

Once applicants have moved to the next stage of endorsement, they will no longer show on the dashboard. In the example on the right, the Supervisor still has two applicants to endorse.
### Losing data / iGrad timing out

1. iGrad will time out after **30 minutes**. Please ensure you **press save regularly**

### Cannot add co-supervisor

1. If a co-supervisor is not listed on the drop-down list (Supervisor tab) for the School-Discipline, they may not have a current registration.
<table>
<thead>
<tr>
<th></th>
<th>The supervisor registration and re-registration form can be found at this website</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td><strong>Your GRCs</strong> can view the registration status of supervisors in your school/discipline, so please contact them in the first instance with questions about supervisor registration.</td>
</tr>
<tr>
<td></td>
<td>Please contact the Graduate Research Office if you have queries about the supervisor registration process.</td>
</tr>
<tr>
<td>3</td>
<td>As an interim measure, a temporary registered co-supervisor can be added to allow the evaluation to progress.</td>
</tr>
<tr>
<td></td>
<td>Please add a comment to your endorsement to indicate this is temporary.</td>
</tr>
</tbody>
</table>

6  **Ranking requirements / Quality of applicant**

| 1 | The requirements of the academic assessment of an Applicant can vary between Schools and Colleges. Please contact your GRC, ADR or College Research Committee member for guidance on completion of this section. |

7  **Delegated Authority**

<p>| 1 | Endorsing an application at two different steps (e.g. as Primary Supervisor and GRC) is <strong>not</strong> permitted and will result in delays in |</p>
<table>
<thead>
<tr>
<th>2</th>
<th>If you receive an email to endorse an application that you have endorsed at an earlier step, please either –</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td>Contact another person with the same iGrad role access within your school to complete the endorsement (e.g. another GRC or HoS)</td>
</tr>
<tr>
<td>b)</td>
<td>If there is no other user with that iGrad role access, please nominate an alternative user and GRO will arrange temporary delegated authority for that person.</td>
</tr>
</tbody>
</table>

You have the following item to action:

Name:

Action: HoS Application Endorsement is required.
Comments: Pending completion of current Masters degree, which will also meet English requirements

View Applicant

Kind regards
The Graduate Research Office.

<table>
<thead>
<tr>
<th>8</th>
<th>Is my project an available project?</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>You will not be able to endorse without first selecting whether your project is an ‘available project’.</td>
</tr>
<tr>
<td></td>
<td>This question is referring to whether the project is (or has previously been) listed on the Available Project website.</td>
</tr>
<tr>
<td></td>
<td>Please note, projects need to be advertised for a minimum of two weeks (prior to a scholarship round closing). If your project has not yet been advertised, please select ‘No’. Some Colleges accept applications for ‘bring your own’ projects. Please check with your ADR if you...</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| 2 | Please select ‘No’ if your project has not been advertised on the website.  
Then, enter the project title. |

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 3 | If you select yes, please select your project from the dropdown menu.  
Please also change the project title if necessary.  
**Note:** It can take up to a week between submission of the HDR Project Online Advertisement form and the project appearing on this list. If you submitted the form more than a week ago and your project does not appear, please contact the Graduate Research Office. |
Cannot view dashboard

1. Please ensure you are using **Google Chrome** as your browser when accessing iGrad.

Google Chrome can be downloaded for Mac and Windows [here](#).

View when using another browser (Dashboard blank)

![Dashboard blank](image)

View when using **Google Chrome** (Dashboard shown) -

![Dashboard shown](image)

If you can see only part of the dashboard, please ensure you are ‘zoomed out’ (instructions below).

Windows – Ctrl-Minus sign
Mac – Command-Minus sign
### Why am I receiving this email?

<table>
<thead>
<tr>
<th></th>
<th>This is an automated email that will go to anyone in the School-Discipline who has the iGrad role access (e.g. GRC, HoS) for the workflow status. Please discuss endorsement expectations within your school-discipline.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>You have the following item to action:</td>
</tr>
<tr>
<td></td>
<td>Name: [REDACTED]</td>
</tr>
<tr>
<td></td>
<td>Action: GRC Application Endorsement is required. Comments:</td>
</tr>
<tr>
<td></td>
<td>[View Applicant]</td>
</tr>
<tr>
<td></td>
<td>Kind regards  The Graduate Research Office.</td>
</tr>
</tbody>
</table>
Graduate Research Office Contacts

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College of Arts, Law and Education – GraduateResearch.CALE@utas.edu.au
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