

How to Guide

OSP Service Request Portal



University of Idaho

Welcome to the Office of Sponsored Programs TDX Service Request Portal!

How we can help:

1 **Request assistance** from the Office of Sponsored Programs by using our ticketing system, **Click here.**

PRO TIP: You can also look for the golden “Request Service” button throughout the OSP website.

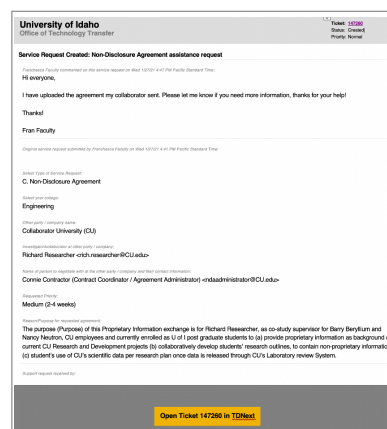
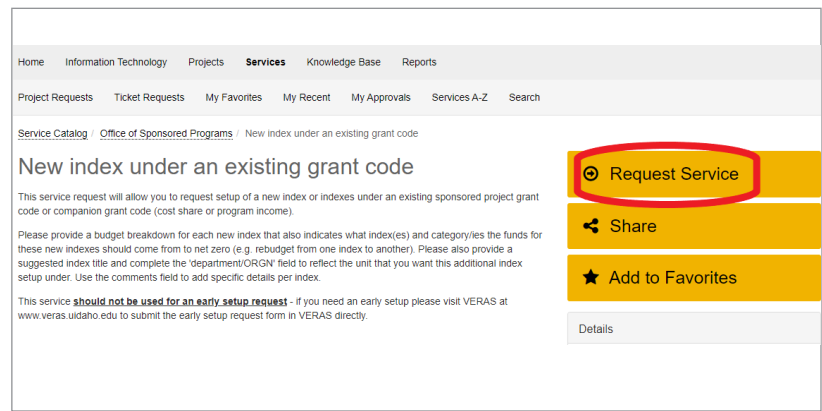
2 **Provide basic information** about your request or project using the online form.

PRO TIP: For the fastest possible service, fill in as much detail as possible.

3 **Reply to UI Support Ticket via email** to requests that come from the UI system, “University of Idaho Support” (tdx-replies@uidaho.edu).

Add tdx-replies@uidaho.edu to your Safe Senders list in Outlook to ensure the messages don’t get sent to junk mail.

PRO TIP: Follow the link at the bottom of any system email to view more detail on a current ticket, or to review past service requests.



Contacts

Pre-Award:
preaward@uidaho.edu

Post-Award:
postaward@uidaho.edu

Contract Review:
osp-contracts@uidaho.edu