NSERC On-line System
Instructions for Scholarships Liaison Officers (SLO), Liaison Officers (LO) and their Respective Assistants
Using the Institution Services Portfolio

Introduction

This document provides a brief overview of the *Institution Services* portfolio for Scholarships Liaison Officers (SLO), Liaison Officers (LO) and SLO and LO Assistants. The portfolio is a secure electronic workspace provided by the Natural Sciences and Engineering Research Council of Canada (NSERC) for each institution. It is accessible only to individuals who have the institutional authority to:

- Review grant and scholarship applications;
- Return applications with comments to applicants; and
- Approve applications and forward them to NSERC.

If you are the Master Scholarships Liaison Officer or the Master Liaison Officer at the institution ensure, before you attempt to access the NSERC On-line System on the Council's Web site, that you have read, completed, signed, scanned and e-mailed to the Council's On-line Services Helpdesk the Registration Form for Authorized Institutional Representatives available on the NSERC Web site. The form also requires the approval and signature of your institution's Vice-President, Research. If the Vice-President, Research is the Research Grants Officer at the institution, his/her administrative superior must approve and sign the registration form.

The registration form for Master SLO and Master LO, the instructions relative to the use of the Institution Services function and the data protection requirements information are available on the Web page NSERC On-line System Overview.

Institutional Roles

The table below outlines the roles recognized by NSERC as related to Scholarships Liaison Officers and Liaison Officers:

Role	Authorized Actions
Master Scholarships Liaison Officer (SLO)	- Can access; browse; comment on and return scholarship applications to applicants; approve and submit these applications to NSERC. - Can assign other Scholarships Liaison Officer (SLO) and SLO assistant roles to other individuals at the institution, or delete these roles.
Master Liaison Officer (LO) *NOTE: These are the only roles that will be pre-assigned by NSERC.*	- Can access; browse; comment on and return undergraduate scholarship applications to applicants; and approve and submit these applications to NSERC. - Can assign other Liaison Officer (LO) and LO assistant roles to other individuals at the institution, or delete these roles.
Scholarships Liaison Officer (SLO)	Can access; browse; comment on and return scholarship applications to applicants; approve and submit these applications to NSERC.
Liaison Officer (LO)	Can access; browse; comment on and return undergraduate scholarship applications to applicants; approve and submit these applications to NSERC.

SLO Assistant	• Can access, browse, comment on and return scholarship applications to applicants at the institution. • Cannot approve and submit scholarship applications to NSERC.
LO Assistant	• Can access, browse, comment on and return undergraduate scholarship applications to applicants at the institution. • Cannot approve and submit undergraduate scholarship applications to NSERC.

All the authorized representatives named above will have the opportunity to communicate with applicants once their applications are submitted. Refer to the section "How to Return Applications with your Comments to Applicants Using the Application Manager" below.

Short instructions on how to access, browse, approve and forward applications to NSERC are available on-line through a "Help" function that has been built into the NSERC on-line system.

Registration and Access Restriction

In order to access applications via the NSERC On-line System, all authorized representatives must have registered on the system and chosen their User ID and password. If you have not yet registered, please do so as soon as possible.

Master Scholarships Liaison Officers and Master Liaison Officers must **scan, attach and e-mail the completed and signed** Registration Form for Authorized Institutional Representatives to the NSERC On-line Services Helpdesk at institution@nserc-crsng.gc.ca* (do not mail or fax the signed original to NSERC). Shortly after your e-mail with the registration form has been received at the NSERC Helpdesk, your role will be activated and your privileges established.

NOTE: In order to have your privileges activated in accordance with your role, you <u>must</u> inform NSERC via e-mail at institution@nserc-crsng.gc.ca **that you are registered.**

* NSERC and SSHRC have a common Helpdesk and e-mail address.

Accessing the NSERC On-line System

1. Access the NSERC Web site (http://www.nserc-crsng.gc.ca/), choose English and then select **On-line Services** from the left-hand menu.
2. Select **Login** to the system to access the NSERC On-line System page. You will be brought to the Regulations page.
3. Enter your user ID and password and select **Submit** at the bottom of the page. If you do not have a user ID and password, you must register as a new user by selecting **Register as a New User** and following the necessary steps to register for eServices.
4. When you select **Submit**, you will access the *eConsole* page. This page displays all the eServices available to you.
5. Once your role has been activated by NSERC and your privileges established, you should select the link that appears under the **Institution Services** bar on the *eConsole* page to exercise your privileges according to the roles defined in the table above.
6. The *My Portfolio* page appears.
7. Follow the on-line instructions to continue.

Note that you can sort the applications that appear on the My Portfolio page by selecting the column title (Applicant Name/Application Title; Department; Aboriginal; Status, Updated and Rank). You can also rank applications by selecting one of the following rankings available in the drop-down box shown in the Action column:

A list = Application approved and submitted to NSERC
B list = Application approved but not submitted to NSERC
C list = Application NOT approved and NOT submitted to NSERC

This drop-down box also contains the function "Return". You should select Return and **Save** to return applications with your comments to applicants (refer to step 5 below).

How to Return Applications with your Comments to Applicants Using the My Portfolio function

Through the **My Portfolio** function, Master SLO's and Master LO's, SLO's, LO's, SLO Assistants and LO Assistants at the institution will be able to access and browse applications and communicate with applicants about missing information or other pertinent documents that should accompany the grant applications before these are approved and forwarded (submitted) to NSERC. If the application requires changes, proceed as follows:

1. On the *My Portfolio* page, select the application you want to view by clicking on its title. You will be brought to the *Preview Application* page. This page allows you to view and print individual sections of the application. View an individual section by selecting it.
2. To provide comments to the applicant, select the document icon under the **Comments** column.

   Note: You can comment only on applications with the status *Submitted* and *In Progress*. In the case of submitted applications, in order to return these to the applicants with your comments you must select Return in the drop-down box in the **Action** column that is available only for applications with the status *Submitted*. For the applications *In Progress*, step 5 below do not apply since you do not need to return the applications; applicants will be able to retrieve your comments by accessing their applications.

3. A **Comments** box will appear that will allow you to enter comments related to incomplete or missing information on the application(s).
4. Select **Send** to save your comments to the application. This action triggers an e-mail that will be sent to the applicant(s) informing that comments have been made to the application(s). An X will appear in the small box besides the document icon showing that comments have been made.
5. Select **Return** in the drop-down box in the **Action** column and then select **Save**. You'll notice that the status of the application will change to *Returned* under the **Status** column.

When the application is returned to the applicant, he or she will be able to view the comments and take corrective action. Officials may choose to contact the applicant(s) to discuss shortcomings or missing information; however, they must return the application to the applicant via the My Portfolio function so that changes can be made to it by the applicant.

Changes to Application Status

The comments you make to an application and the changes made by applicant to his/her application as a follow-up to your comments will trigger changes to the application's status that both you and the applicant will be able to see under the **Status** column of the *My Portfolio* page. The statuses are:

1. *In Progress:* application is created (or is being updated by the applicant on the basis of your comments). You will be able to view and comment on it at this stage.

2. *Submitted:* application is submitted by the applicant. The authorized official can view the application and return it to the applicant with comments, or forward it to NSERC if the application is complete and nothing is missing.

3. *Returned:* application requires changes and is returned to the applicant by the authorized official with comments. The applicant receives a system-generated e-mail and accesses the application to retrieve the comments. The authorized official can no longer view the application.

4. *Completed:* application is complete and validated by the applicant.

Note: The cycle 1 to 4 above repeats itself as long as you make further comments on the application and return it to the applicant. This process is a one-way functionality. Authorized officials and applicants cannot engage in a dialogue via the "Return" function.)

5. *Approved:* application is approved and submitted to NSERC by the institution. The authorized official can view the complete application.

6. *Received:* application has been received by NSERC and is ready for processing.

Note that *Not Forwarded* is not a status per se, but it refers to application forms that are not yet part of the A, B and C lists.

The Save and Submit Buttons

In the **My Portfolio** functionality of the eSubmission system, the *Submit* button is equivalent to the user's signature on the application. Directly above the *Submit* button, users will see a short message alerting them to this rule and a hyperlink that will display the document *Electronic Submission of Applications*, which is the same document as the one attached to these instructions. The following actions describe when the use of the *Submit* button is equivalent to signing the application:

1. When the applicant submits his or her application to the institutional representative, she or he will also select *Submit*. This is the equivalent of the applicant's signature on the application.
2. When the Master SLO or Master LO, the SLO or the LO submits the approved application(s) electronically to NSERC, the *Submit* button must also be selected. This is the equivalent of the authorized representative's signature on the application on behalf of the institution.

NOTE: This process does not negate, or in any way impact, the institution's internal routing and approval process.

How to Assign or Delete SLO, LO, SLO Assistant and LO Assistant roles

This task can be carried out only by the Master SLO or Master LO. Before you begin, ensure that the individual to whom you intend to assign a role is registered with the NSERC On-line System and has an account.

Assigning a role
1. From the *My Portfolio* screen, select **Assign a Role** from either the top or bottom menu bar. The *Role Assignment Authority* screen appears.
2. Select the **Add user** link. The *Add user* popup window appears.
3. Enter the individual's valid e-mail address in the *Primary E-mail* field. NOTE: This e-mail address must be the same as the one the individual used when registering as a user of the NSERC on-line system. If the user is not registered, an error message will appear.
4. Select one of the roles from the drop down list. The choices are:

   - Scholarships Liaison Officer (SLO)
   - Liaison Officer
   - SLO Assistant
   - Liaison Officer (assistant)

5. Select **Save**. Repeat steps 3 to 5 to add other SLO, LO and assistants from your office. NOTE: Once the e-mail address and role of a user are saved, the On-line System will generate an automatic e-mail which will be sent to the user.
6. Select the **Close** icon to exit the *Add user* window.

Deleting a role

Whenever an SLO, LO, SLO or LO Assistant leaves the position or the institution or is replaced, the individual's role must be deactivated immediately by either the Master SLO or the Master LO. Proceed as follows:

1. From the *My Portfolio* screen, select **Assign a Role** from either the top or bottom menu bar. The *Role Assignment Authority* screen appears.
2. From this screen, select the name of the SLO, LO or assistant you want to remove from the list.
3. Select **Clear entry**. A confirmation message appears.

Select **OK** to remove the individual from the *Role Assignment Authority* list. The screen is refreshed and the user information disappears.

Changes to the Institution's Authorized Representatives

The Council's Helpdesk must be informed by the institution (see the e-mail address below) as soon as the Master SLO or the Master LO leaves the position or the institution, or is replaced. The Helpdesk will then immediately deactivate the individual's NSERC On-line System privileges.

Contact Person

Should you need help, do not hesitate to contact the Council's On-line Services Helpdesk by telephone at 613-995-4273 or by e-mail at institution@nserc-crsng.gc.ca

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Electronic Submission of Applications and Electronic Signatures

The NSERC On-line System enables authorized institutional representatives to access, browse, comment on, approve and forward electronically applications to NSERC while respecting the confidential nature of the information provided. User ID/password-based "electronic signatures" also allow the authorized representatives of the institution's Research Grants Office to "sign" and forward the applications and other documents to the Council. All information entered in the system is managed and protected in accordance with applicable federal laws and policies.

Even if the electronic submission process includes appropriate controls and checkpoints to ensure validation of the information by the institutions' Research Grants Office before it is submitted to NSERC, it is important to mention that applicants will have to follow the internal approval process in place at their institution, as specified by the relevant authorities.

The electronic signatures of authorized institutional representatives on applications certify that:

- the institution will abide by the roles and responsibilities as set out in the Memorandum of Understanding with the three Federal Granting Agencies;
- the applicant has met or will meet the eligibility requirements;
- the institution agrees to comply with NSERC's data protection requirements and has adequate safeguards in place to protect sensitive information entrusted to it by NSERC for the purpose of administering applications and awards; and
- if the applicant discloses any potential intellectual property arising from the research, he or she and the institution will endeavour to obtain the greatest possible economic benefit to Canada from the resulting commercial activity.

For more details about what the signatures on the application mean click on *eSubmission and Electronic Signatures*.

NSERC Data Protection Requirements

NSERC is subject to federal information laws and policies that govern the ways in which sensitive data may be managed, used and disclosed. In particular, the federal *Access to Information Act* and the *Privacy Act* protect virtually all information about identifiable individuals. Because research institutions are directly involved in the administration of applications and awards, officials and employees of these institutions are entrusted with information that would not be disclosed to the public. This information must be managed by the institution in a secure manner. In general, this means that it must be maintained in a secure environment, disclosed to employees on a strict "need-to-know" basis, and used only for the purposes NSERC intended. Institutional employees to whom such sensitive information is disclosed must be made aware of these requirements.

Because institutions are already subject to provincial freedom of information and privacy laws and to local confidentiality policies, NSERC does not expect that this will create any new or undue administrative burden.

Click on *Access to Information and Privacy Act* for more details on NSERC's Data Protection Requirements.

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