My Research Funds (MRF) /
University of Toronto Research Account (UTRAC)

Using UTRAC's Built-in Support Features
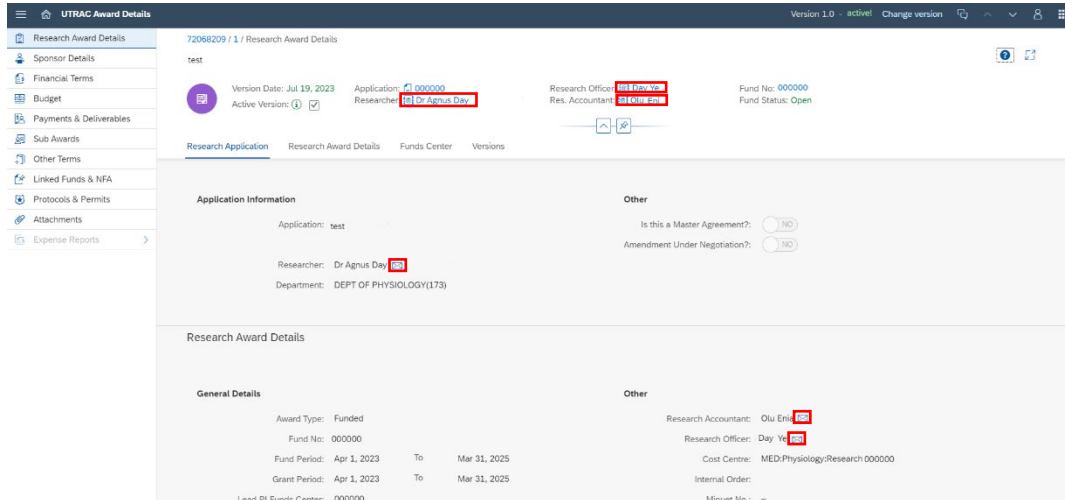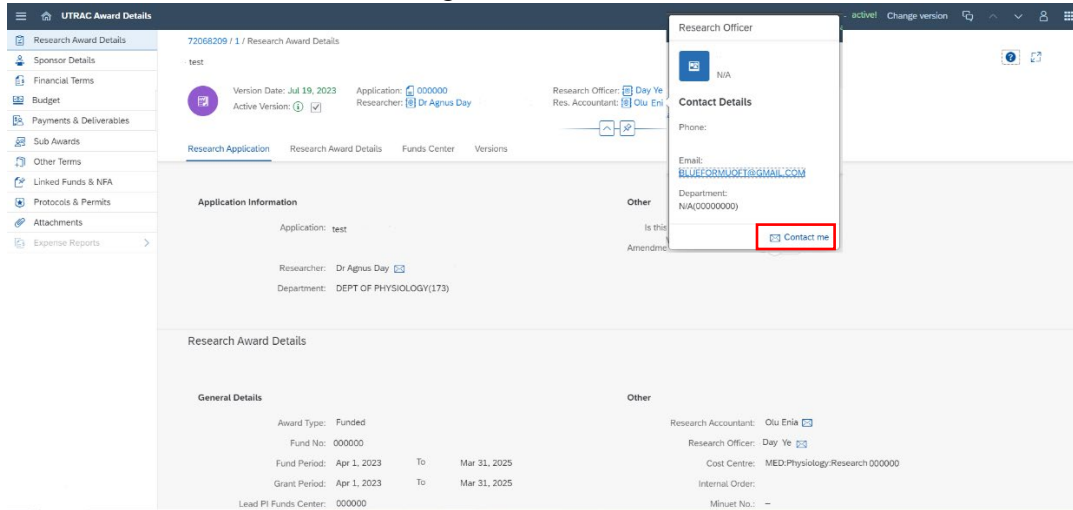
Contents

How do I use UTRAC's built-in contact forms?

Users can contact the primary Researcher, VPRI Research Officer, and/or VPRI Research Accountant directly within UTRAC using the built-in contact forms.
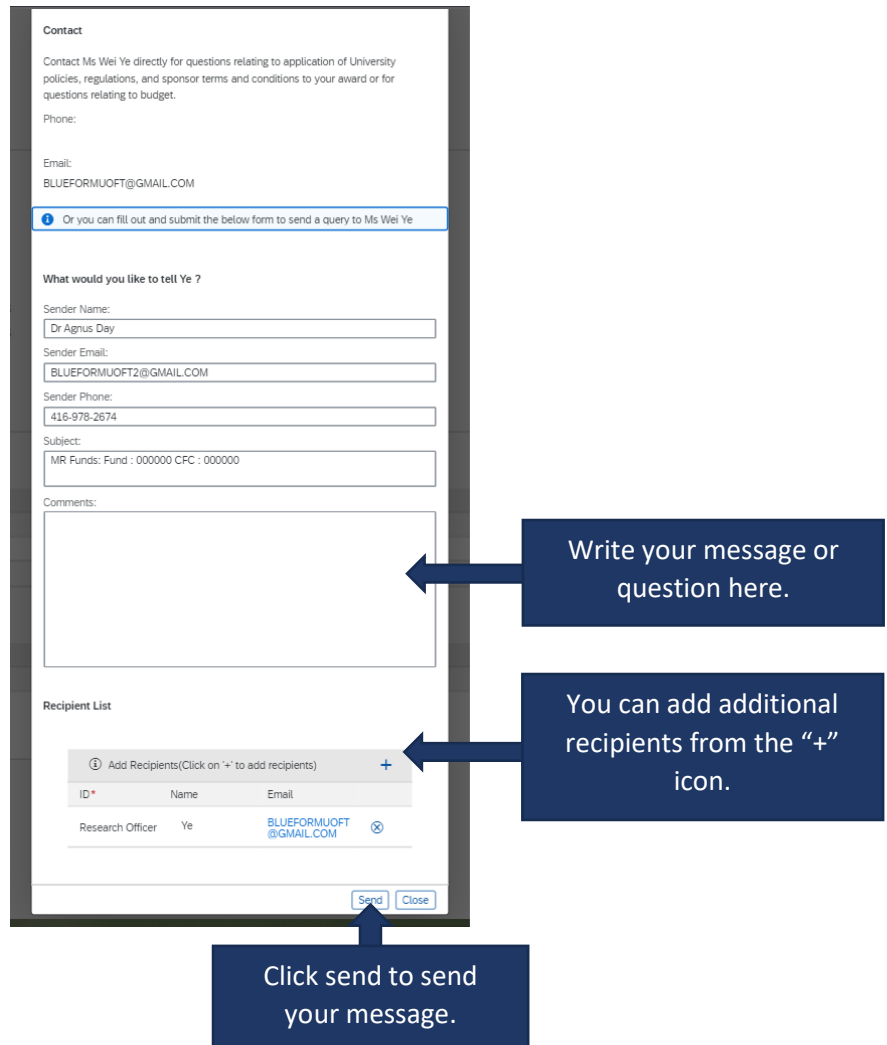
1. To access the forms and contact a specific role, you can click on any of the highlighted sections in the image below.

2. A box with the contact details (phone number, email, department) will appear. Click the "Contact me" button in the right corner.


3. A contact form will appear with certain details pre-filled. Fill out the form and click Send.

Write your message or question here.

You can add additional recipients from the "+" icon.

Click send to send your message.

## Where can I access support documentation within UTRAC?

Each page in UTRAC has a section help button that links to online help documentation. You can access the documentation from the ❓ button.
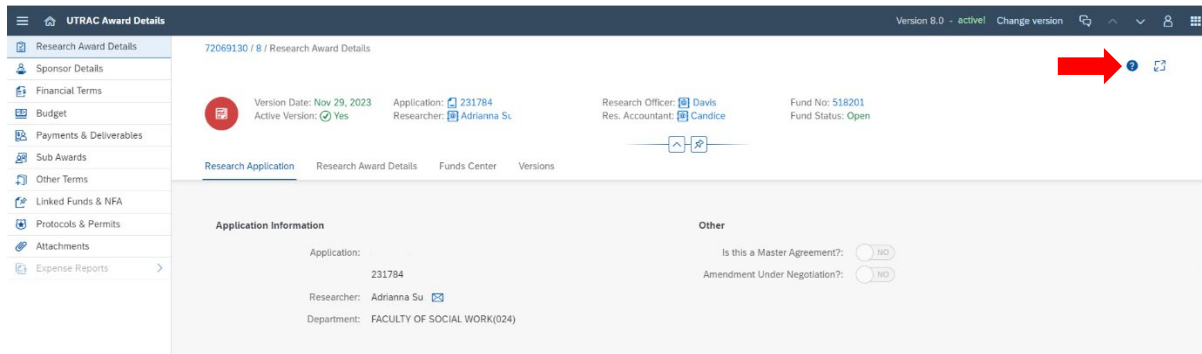
How do I contact the RAISE Help Desk for questions?

For technical questions and troubleshooting, you can contact the RAISE Help Desk. The Help Desk will be staffed from 9:00 a.m. to 5:00 p.m. Monday to Friday with extended hours prior to major deadlines. The Help Desk can be reached by phone number: 416 946-5000 or email: raise@utoronto.ca

You can also email the Helpdesk directly within UTRAC from the "My Items" menu.
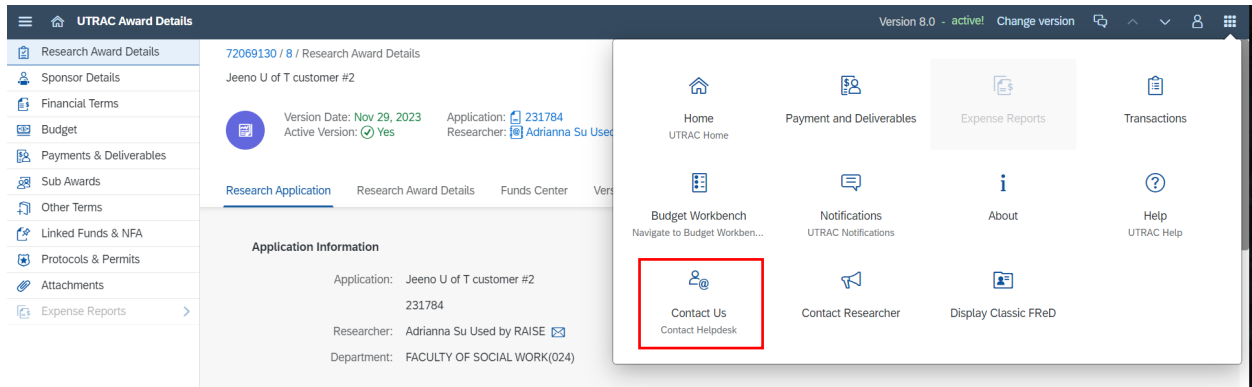
Contact Help Desk

Phone:

416 946 5000

Email:

raise@utoronto.ca

ⓘ Or submit a request using the below form

What would you like to tell us?

Sender Name:

Enter your Name

Sender Email:

Enter a valid email address

Sender Phone:

Enter your contact number

Subject:

Comments:

Send   Close

Write your message or question here.

Click send to send your message.