Division of Research Ticketing System FAQs

How to submit a ticket to the Division of Research?

To submit a ticket to the division of research, go to fill out the "Division of Research Ticket Request" form or go to the Ticket Link provided on the Division of Research website: https://research.charlotte.edu/quick-links/ticket-submission-tracking. It's always easy to find under "Quick Links" from the Division of Research home page: research.charlotte.edu

Who should submit a ticket?

Tickets should normally be submitted by the Principal Investigator of the project it relates to, or someone authorized to make and approve requests related to that project.

When Should a ticket be submitted?

A ticket should be submitted to request a specified action or help related to a project (i.e Proposal, Award, IRB, IACUC, etc.). Tickets can also be submitted for questions.

Can I submit a ticket on someone's behalf?

Yes, a ticket can be submitted on someone's behalf. When submitting a ticket on someone's behalf, be sure to add both your @uncc.edu email and theirs to the "UNC Charlotte Email(s)" field on the ticket form. This is so that both you and the person you are submitting on the behalf of can view and edit the ticket in Dynamic View.

How can I view a submitted ticket?

A ticket can be viewed by logging into Dynamic View and searching for "DR – Division of Research Ticket Submissions"

Who can view a submitted ticket?

Only Smartsheet accounts whose associated email is listed in the "UNC Charlotte Email(s)" field for the ticket will be able to view, edit, or comment on the ticket.

Can I edit a ticket after it has been submitted?

Tickets can be edited in Dynamic View after submission as long as the ticket status is "Received". Once the ticket status changes, the ticket will no longer be editable by the submitter.

Can I add additional files or information to a ticket after it has been submitted?

Additional files or other information can be added to a ticket at any time through the "Attachments" section of the "Details" view for the ticket in Dynamic View.

Will I receive updates on the status of my ticket?

Automatic emails will be sent to the submitter and anyone else who was included in the "UNC Charlotte Email(s)" field when the ticket was submitted whenever a ticket changes status or if the assignee requests an update from the submitter.

Can I use an alias email address?

No, do not use any alias emails when filling out the ticket form. Only use your original @uncc.edu email address. Using any other email address can result in you not being able to view or update your ticket after submission.

Do I need a Smartsheet license to submit or view a ticket?

No, a Smartsheet license is not required to submit a ticket or view your tickets in Dynamic View. You can submit new tickets and login to Dynamic View using your free Smartsheet account.

How do I create a free Smartsheet account?

To create a free Smartsheet account login to Smartsheet or Dynamic View. When you are asked to login, click either "Sign in with your company account" or "Sign in with Google". Then, type your @uncc.edu email into the email field (Must be your original @uncc.edu email, DO NOT login using an alias email). If done correctly you should be redirected to the UNC Charlotte login page. The User Guide can be found under "Quick Links" and "Ticketing" from the Division of Research home page: research.charlotte.edu.