Central Office Staff can be granted departmental-level access to support researchers across departments. This role allows you to view and report on the portfolios of all active researchers within your assigned department.

To gain and use Central Office Staff access, follow these steps:

A request must be submitted to the Research Administration Portal team to be added as a Central Office Staff member.

Email research_adminportal_help@harvard.edu and in the message:

1. **Request the "Central Office Staff" role**, and
2. Identify the department(s) that should be added under the role. In your request, you must **specify the secondary departments you need to manage**.

Primary Department – This is the department you are already in as part of your role.
Secondary Department – All departments that fall under the primary department. For example, if Research Admin is the primary department, Academic and Research Integrity, Alumni Affairs and Development, Cell Biology, Cell Biology Administration, etc., are all secondary departments.

Administrators will add this information to your profile, ensuring all active researchers within them appear in your portfolio.

Access and Navigation

1. **Log in** to Research Administration Portal.
2. Use the left-hand navigation bar to look through entire portfolio, including:
   - **Items To Do:** Collective outstanding actions for all researchers.
   - **Items In Process:** Ongoing submissions and reviews.
   - **Active Projects & Teams:** A directory of current projects and team compositions.
   - **Project Relationships:** Visualizations of collaborations and project linkages.
3. Each tab in the application allows you to
   - View high-level information about projects or compliance activity,
   - Navigate to records in associated systems (where your access is already in place), and
   - Generate report exports.
     - Select a category to report on (e.g., "Items To Do," "Active Projects").
     - Use the available filters (e.g., by department, researcher, date range, status) to refine the data.
     - You can download the report using the top righthand corner download option.

Manage Your Researcher Portfolio

Even after departmental access is granted, you retain the ability to manage researchers on an individual basis. To add a researcher to your portfolio individually:

1. **Log in** to Research Administration Portal.
2. **Click your name** in the top right corner of the screen and **select "My Settings"** from the drop-down menu.
3. Scroll down to the **"Manage My Researchers"** section on the page. Here, you can add or remove individual researchers in your portfolio.*

** Please note, the researchers from your assigned departments will not be visible in "My Settings" however they are still a part of your portfolio. This section allows you to have additional access to manage researchers that may be outside of your department.*

Frequently Asked Questions

1. **I see a researcher in GMAS whose grant was just funded. How can I view what actions they still need to complete in the Research Administration Portal?**
   Use the Items To Do tab. This displays all outstanding compliance items, certifications, or submissions the researcher must complete. You can filter specifically by researcher to narrow the list.

2. **What exactly is included in a "Researcher Items To Do" list?**
   Included items typically cover:
   - MFTRP attestations
   - Award-related compliance steps
   - Required training renewals

3. **How can I closely monitor when a researcher completes—or fails to complete—an item?**
   - Yes. You can: Check Researcher Items To Do regularly for real-time updates.
   - You can also subscribe to certain reports in the Portal to receive periodic updates.
   - Optionally, you are able to download reports on a daily basis to incorporate them into your own workflow.

5. **A researcher is leaving our department. How do I see every project they are on so I can manage their off-boarding?**
   Go to **Active Projects** and filter by researcher name to check all the projects that is associated with the researchers. Additionally, you can go to **Project Teams** to see active non-Principal Investigator team members and their status on projects.

6. **I need to track MFTRP attestation completion for my department. Where do I find this?**
   MFTRP attestation appears in the **Researcher Items To Do** list when required. It is in a sub-tab called **Pending Attestations**. Here, all pending attestations will appear.

7. **I manage researchers in multiple secondary departments. Where do I check which departments I have access to?**
   You will not see department-level assignments in My Settings. Instead: Your portfolio automatically includes researchers from the departments specified when you were granted the role.
   If anyone appears to be missing, contact the Research Administration Portal team to confirm department mappings.

8. **Why don't I see my department researchers listed in "My Settings"?**
   "My Settings → Manage My Researchers" only shows manually added researchers. Researchers linked to you through departmental access appear in your portfolio automatically and do not appear in that list.

9. **Can I add researchers that are outside of my assigned departments?**
   Yes. Under My Settings, you may: Add any individual researcher and remove researchers you added manually. This is useful for special projects, cross-department collaborations, or oversight responsibilities.

10. **We don't know who "owns" or is responsible for certain reviewers or administrator actions. Can we see that in the portal?**
    Not currently. The Research Administration Portal does not provide visibility into assignments in the administrative offices.