Australian Government

Australian Research Council

Research Management System

Requesting and Maintaining an
RMS User Account

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Key Points:

• The web address to access RMS is https://rms.arc.gov.au

• RMS is compatible with the latest versions of Google Chrome and Microsoft Internet Explorer. The Australian Research Council (ARC) cannot guarantee compatibility with other browsers or older versions of Google Chrome or Microsoft Internet Explorer.

• Your email is used to log in to RMS

• Your password must be a minimum length of 10 characters and must contain at least three of the following categories:
  – lowercase alphabetic characters (a-z)
  – uppercase alphabetic characters (A-Z)
  – numeric characters (0-10)
  – special characters (#, *, etc)

• You can only reset your password once every 24 hours and the ARC has no way to override this. If you cannot remember the new password you have created you will have to wait 24 hours before trying again.

• You must change your RMS password every 90 days. If you do not change your password within the 90 days, RMS will lock your account. Your account can be unlocked by requesting a Password Reset from the RMS Login Page or by contacting the ARC via arc-systems@arc.gov.au.

  • The ARC is a Government entity and our systems must comply with the whole of government security policy set out by the Australian Signals Directorate. This is available at https://acsc.gov.au/publications/Information_Security_Manual_2017_Controls.pdf.
  
  The relevant controls can be found on page 195.

• These policies are in place to protect the information within Australian Government systems, including personal information relating to ARC assessors. The increasing use of technology as a way of doing our business requires us to strengthen our information security.

• You do not need a new account when you change employment, your account can be transferred and the email address can be updated by contacting the ARC via arc-systems@arc.gov.au

• All navigation in RMS originates from the RMS main menu page, known as the ‘Action Centre’.
PART 1 – Requesting a New RMS account

1.1 Submitting new account request

- Navigate to the RMS Login page: [https://rms.arc.gov.au](https://rms.arc.gov.au).
- Click on Request New Account

![RMS Login page](image)

**Figure 1.1 - RMS Login page**

**NOTE: If you have ever been a participant on an ARC research application or acted as an assessor for the ARC, you will likely already have an account, which may be inactive. If unsure, email arc-systems@arc.gov.au and ask the service desk to check for you.**

**In addition, you do not need a new account when you change employment between Australian Universities – See section 3.5 to transfer your account.**

- The Register New User screen has two sections: Personal details and Current Employment details.

**Personal details:**
- Title
- First Name
- Second Name (not mandatory)
- Family Name
- Gender
- Date of Birth (not mandatory)
- Email
- Confirm email
Admin Organisation: This refers to the organisation that will administer your account. The list contains Australian Universities and other research organisations that are eligible to apply for/manage ARC grant funding. If one of these organisations employs you, or you are affiliated with it, select it to administer your RMS account. If you are not affiliated with an available organisation within the list, select the Australian Research Council to administer your account.

**Note: the research office staff at the Admin Organisation can view your details and are required to review all account requests.**

Current Employment details:
- If you are currently unemployed, check the Unemployed box as this will disable the employment fields.
- Description (e.g. Director, Lecturer, Research Fellow etc)
- Department
- Contract Type: Contract or Permanent
- Employment Type: Full time or Part time *(For Contract and Employment type, select the most applicable)*
- Start Date
- End Date *(this can be left blank for current ongoing employment, or enter a future date for fixed term contracts)*
- **Organisation:**
Enter your employers name in the available field, click search and select your organisation. If you are employed by an Australian organisation NOT on the list, you can search for it by using the organisation’s ABN, or entering part of the name (ABN search is more reliable). If your organisation is not listed in RMS, click the [here](#) link (see Figure 1.4) in the pop-up message to add the name of your organisation, or you can email [arc-systems@arc.gov.au](mailto:arc-systems@arc.gov.au) and ask for it to be created.

![Figure 1.3 - New user account details – Current Employment Details](image)

If your organisation is not available using the above search field, click [here](#) to add the name of your organisation that you are employed/affiliated with.

![Figure 1.4 - Request to add organisation – Current Employment Details (continued)](image)

- Once details are complete - Click **Register**
- A notification screen will appear advising that your request is successfully submitted to the ARC.
1.2 Verifying your email address

- RMS will send an automatic email asking you to verify your email address via the **Click here to validate your email address** link.

> Dear Prof Test Sample,
> Thank you for your request for an Australian Research Council (ARC) user account administered by Australian Research Council.
> Please click ONCE only on the link below to confirm your email address. After you have confirmed your email address it may take several business days for your account request to be processed. You will receive a further email advice once your request has been processed.
> **Click here to validate your email address**
> If your email software does not support active web links, right click and copy the link location into your browser address bar.
> Your request for an ARC account will lapse if you do not confirm your email address, using the link, within one week (seven days).
> If you require further assistance, please contact the ARC Systems Support team at arc-systems@arc.gov.au.
> Regards
> ARC Systems Support

*Figure 1.5 - Confirmation that request is successful*

*Figure 1.6 - Validation email for new account requests*

*Figure 1.7 - Confirmation of email verification*

- Following email verification, if you selected an Australian University or other research organisation to administer your account, the request will first go to that organisation’s research office to endorse. If the research office endorses your request, it will then come to the ARC Service Desk for final approval.

**NOTE:** It may take several business days for the Research Office and/or the ARC to process and approve the account request.
1.3 Approval or rejection of your account request

- Once the account request is actioned, RMS will send a second automatic email with the outcome.
- If the ARC approves the account, the email will enable you to set your password by clicking on the [To setup your initial login details in RMS, click here] link.

![Example of account approval email](image)

**Figure 1.8 - Example of account approval email**

- A password must be a minimum length of 10 characters and **must** contain at least three of the following character sets:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-10)
  - special characters (#, *, etc)
Once you have set a password, it is important to login to RMS and complete your personal profile including your Field of Research (FOR) codes and Expertise Text as this information is used to match proposals for assessment to your profile. For further information on how to complete this information please see Section 3.2 of this document.

- Expertise Text: Please enter information that describes your area of expertise. It should not be a list of academic positions held.
- FOR Codes: Use the FOR Codes search to find the codes closest to your area of expertise. Do not select any codes in areas where you would not feel competent to make an expert assessment.

If neither the research office nor the ARC endorse/approve the account request, you will receive an email with the reason why. The ARC rejects accounts most often due to service desk staff locating a pre-existing account. **You do not need a new account when you change employment.**
PART 2 – RMS Login and Navigation

2.1 Login to RMS

- To login to RMS navigate to the RMS Login page [https://rms.arc.gov.au](https://rms.arc.gov.au)
- Enter the email address associated with your RMS account and your password. Click on the Login button.

![Figure 2.1 – RMS Login Page](image)

2.2 Requesting a Password Reset

- To reset a password navigate to the RMS Homepage [https://rms.arc.gov.au](https://rms.arc.gov.au)
- Click on the Reset Password link.

![Figure 2.2 – Reset Password from Login Page](image)
• Enter the email address associated with your RMS account and click Request.

Figure 2.3 – Password reset – email address

Figure 2.4 – Password reset – request confirmation

• If you cannot remember the email address associated with your RMS account, your Administering Organisation (if an Australian University is your employer) can access this information for you. Alternatively, email the ARC Service desk - arc-systems@arc.gov.au.

• RMS will send an automated email containing a link [Click here to reset your password] which will open the password reset page.

Dear Prof Test Sample,

Thank you for your request to reset your ARC user account password.

The link below will open a browser window that will enable you to reset your password. Click here to reset your password.

This link will become inactive if you do not access it within 24 hours.

If your email software does not support active web links, right click and copy the link location into your browser address bar.

If you require further assistance, please contact the ARC Systems Support team at arc-systems@arc.gov.au.

Regards

ARC Systems Support

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A password must not be one of your last 8 passwords and must be a minimum length of 10 characters and must contain at least three of the following character sets:

- lowercase alphabetic characters (a-z)
- uppercase alphabetic characters (A-Z)
- numeric characters (0-9)
- special characters (#, *, etc)

**Note:** You can also change your password while logged into RMS by clicking on your name in the top right corner of RMS screen and selecting **Change Password**.

Enter in your new password, confirm it and then click the **Reset** button.

You can now login to RMS with your new password.

**IMPORTANT NOTE:**
You can only reset your password once every 24 hours and the ARC has no way to override this, so if you cannot remember the new password you will have to wait 24 hours before trying again.
You must change your RMS Password every 90 days. If you do not change your password within the 90 days, RMS will lock your account.

2.3 Unlocking your account

- RMS will lock your account if you enter the incorrect password 5 times, or you have not updated your password for 90 days.
- You can unlock your account by requesting a Password Reset from the RMS Login Page or by contacting the ARC (Section 2.2).

![Account Locked notification](image)

2.3.1 Password troubleshooting

- A password must be a minimum length of 10 characters and must contain at least three of the following character sets, anything less will cause problems:
  - lowercase alphabetic characters (a-z)
  - uppercase alphabetic characters (A-Z)
  - numeric characters (0-10)
  - special characters (#, *, etc)

- Please ensure that you are using the latest version of either Google Chrome or Internet Explorer. Other browsers may have compatibility issues.
- It may also be worthwhile clearing any saved passwords in your browser that may be autofilling the login details:
  - Chrome - Top right menu (horizontal bars) > More Tools > Clear browsing data (choose Passwords).
  - Internet Explorer – Tools > Internet options > General > Browsing history > Delete and select passwords.
  - iPhones and iPads – Settings > Accounts and Passwords > App & Website Passwords > locate the website in the list > click edit to update or delete the saved password and website.
  - Apple devices - Keychain Access > Edit > Change password for keychain login.
2.4 RMS navigation

- On login users will see the main page called the **Action Centre**

![Image of Action Centre]

**Figure 2.9 - Action Centre**

- You can navigate to the required functions via the Action Centre.
- The functions listed will depend on your role in RMS (Applicant, Research Office Staff, or Assessor etc.)
- Users will be able to tell where they are by the navigation path, as shown in Figure 2.10. Users can navigate back to the Action Centre by clicking on the Action Centre link within the navigation path. Clicking on the Close button, will return users back to the previous page.

![Image of Navigation Path]

**Figure 2.10 - Navigation Path – navigate back by the page links**
Part 3 - Maintain your personal profile in RMS

The ARC uses the information in your RMS profile not only for statistical reporting but also to:
- populate employment and qualifications information into applications and determine eligibility (if you are an applicant); and
- match your expertise to applications if you are a peer reviewer.

For these reasons, the ARC requests that you keep your profile information up-to-date.

**Important:** Please check that all of your details within the Person Profile section are correct. It is important that these fields contain the most up-to-date information. The ARC uses this information for statistical reporting purposes. These reports will not reveal an individual’s identity. In addition, the employment and qualification information of applicants populates into applications and incorrect data can affect an applicant’s eligibility.

3.1 Accessing your RMS Person Profile

- Enter in your details via the Person Profile module in the Action Centre using the following links:
  - Personal Details
  - Qualifications
  - Employment

- **New users** are required to enter in all of their details to create a personal profile in RMS.
- **All users** should periodically check their profile and update/add information where applicable.
3.2 Personal Details

- Click on the **Personal Details** link to view and update your personal details. The first section contains your personal details and contact information:
  - Title
  - First Name
  - Second Name
  - Family Name
  - Email Address
  - Phone Number and Alternate Phone Number
  - Date of Birth
  - Gender
  - Admin Organisation

The list contains Australian Universities and other research organisations that are eligible to apply for / manage ARC grant funding. If one of these organisations employs you, or you are affiliated, select it to administer your RMS account. If not, select the Australian Research Council to administer your account. Note: the research office staff at the Admin Organisation can view your details.
Figure 3.2 - Personal Details section

- The second section collects additional demographics and information that is used to verify that applicant’s meet specific scheme based eligibility requirements:
  - Languages other than English
  - Indigenous Status
  - Citizenship
  - Australian Permanent Resident
  - Australian Temporary Resident including Start Date and End Date

Figure 3.3 - Personal Details section (continued)

- The ARC uses the third section consisting of Expertise text and Fields of Research (FOR) codes, to match peer reviewers to applications.

- The ARC recommend aligning expertise text with the following points:
  - My major area of research expertise is in x, y, z...
  - I also have experience in research a, b, c...
  - I would also be able to assess in the areas of.......

- FOR Codes should include six to ten, 6 digit FOR codes

- Click on **Save** after updating your details.
3.3 Qualifications

- Click on the **Qualifications** link from the Action Centre.
- To add qualifications click on the **Add Qualification** button.

**Figure 3.5 Entering in your qualifications**

- Enter in your qualification details for the following fields:
  - Conferral Date
  - Australian Qualifications Framework Level
    *(Further information about Australian Qualifications Framework levels is available at [www.aqf.edu.au](http://www.aqf.edu.au))*
  - Degree/Award Title
  - Discipline/Field
  - Awarding Organisation
  - Country of Award

- Click on **Save** after updating your details.
- To add more qualifications click on the **Close** button; or
- Click on the **Manage Qualifications** link in the navigation panel, and then once again click the **Add Qualifications** button.
The Manage Qualifications page lists each Qualification entry, and you can edit or delete as required.

3.4 Employment History

- Click on the Employment link from the Action Centre.
- To add employment records click on the on Add Employment button.
Figure 3.8 – Managing your employment history

• Enter in your employment details for the following fields:
  – Description
  – Department
  – Contract Type
  – Employment Type
  – Start Date
  – End Date (leave blank if employment is current/ongoing)
  – Organisation: Enter your employers name in the available field, click search and select your organisation. If you are employed by an Australian organisation NOT on the list, you can search for it by using the organisation’s ABN, or entering part of the name (ABN search is more reliable). If your organisation is not listed in RMS, click the [here] link in the pop-up message to add the name of your organisation, or you can email [arc-systems@arc.gov.au](mailto:arc-systems@arc.gov.au) and ask for it to be created.

Figure 3.9 - Entering employment history

• Click on [Save] after updating your details.
• To add additional employment history click the [Close] button or click on the Manage Employment History link in the navigation panel, and then click on the [Add Employment] button.
• The Manage Employment History page lists each employment entry, and you can edit or delete as required.

Figure 3.10 – Managing and viewing your employment history

3.5 Transfer your RMS account to a new Admin Organisation

• You can transfer your RMS account to a new Administering Organisation by clicking on Personal Details under the Person Profile section of the Action Centre.

• Under the Admin Organisation section of the Personal Details page, select the new Administering Organisation from the drop down list.

_The list contains Australian Universities and other research organisations that are eligible to apply for / manage ARC grant funding. If one of these organisations employs you, or you are affiliated with it, select it to administer your RMS account. If not, select the Australian Research Council to administer your account. Note: the research office staff at the Admin Organisation can view your details._

Figure 3.11 – Transfer of Administering Organisation

• Once the new Administering Organisation is selected, click on the **Save** button at the top or bottom of the page. The account will automatically transfer to the new organisation.

_**Note:** You should also update your email address_
3.6 Assessor Availability

- Click on the Availability link of the Person Profile section of the Action Centre.

![Figure 3.12 – Managing Unavailability](image1)

- To add new periods of unavailability click Add New Item.

![Figure 3.13 – Managing Unavailability (continued)](image2)

- Complete the details in the pop up window – note that all fields are mandatory.

![Figure 3.14 – Managing Unavailability (continued)](image3)