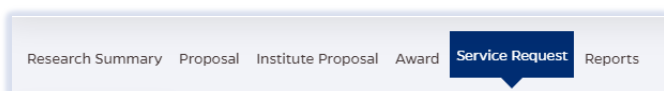# Create a Service Request
New Sponsor

How do I request a New Sponsor?

New Sponsor Request was previously completed in Webforms. Sponsored Projects Shared Services reviews and processes all requests. Please allow 3 business days for processing.

☐ From the Dashboard, click on **Service Request** in the top row.

Research Summary   Proposal   Institute Proposal   Award   **Service Request**   Reports

☐ Click on the green **Create New Service Request** button in the upper right corner.

Create New Service Request

The following screen will open:

Summary ⓘ

* Priority
Normal ⌄

* Department
000001 - JOHNS HOPKINS ENTERPRISE ✕

* Category
Search for Category 🔍

* Type
Search for Type 🔍

* Subject

The **Priority** dropdown menu can be changed if needed to *low* or *high*.

☐ Input the following for the **Department** field - 000001 - JOHNS HOPKINS ENTERPRISE. If you use another unit, you will get an error.

☐ Choose the **Category** – **Service Request** from the dropdown menu.

* Category
ServiceRequest ✕

* Type
New Sponsor Request

☐ Choose the **Type – New Sponsor** from the dropdown menu.

☐ Complete the Subject line in the **Subject** field. The first section of the Subject is the type of Service Request followed by other identifying information that the user will need to input.

* Subject
New Sponsor Request / Sponsor Name / Dept.

Enter the **Sponsor Name and Dept**.

☐ Click on the **Save** button in the bottom right corner. [Save] The Service Request has now been started and assigned a system number.

☐ Click on the **Questionnaire** tab and complete all questions on all questionnaires. Each questionnaire will begin as a <mark>yellow</mark> tab. There may be multiple questionnaires. In the case of Revisions, the PI must complete a Certification as well.
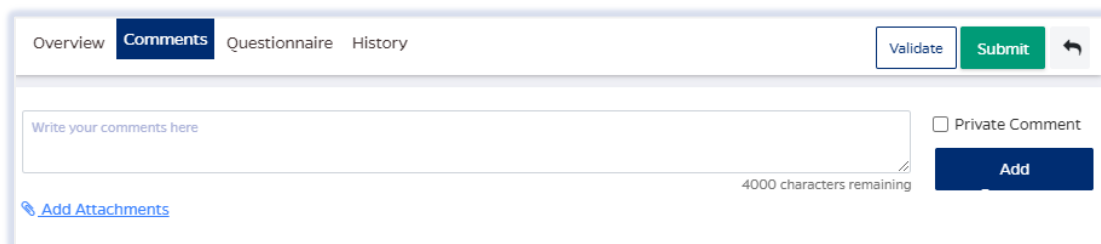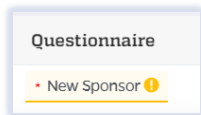

After the questionnaire is completed the tab will change to green.

If additional information or attachments need to be added:

☐ Click on the **Comments** tab.

The following files under 50 MB are supported: pdf, doc, docx, csv, xml, ppt, pptx, txt, xls, xlsx, zip, json, xlsm, jpg, msg.

☐ Click on the **Validate** button in the upper right corner to determine if further action is required. Fix any errors and evaluate if any warnings require changes. A Service Request can be submitted with warnings, but all errors that display must be fixed before Fibi will be able to route the Service Request for approval.

☐ Click on the **Submit** button when ready to submit. The record will be routed to Sponsored Projects Shared Services (SPSS) for review and approval.

UPON APPROVAL

Once Sponsored Projects Shared Services approves the Service Request, the user will receive an email notification that announces the status change.

The New Sponsor's ID # can be found in the **Comments** of the record.

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