

UQ TIP SHEET FOR 2011 ARC GRANT APPLICATIONS

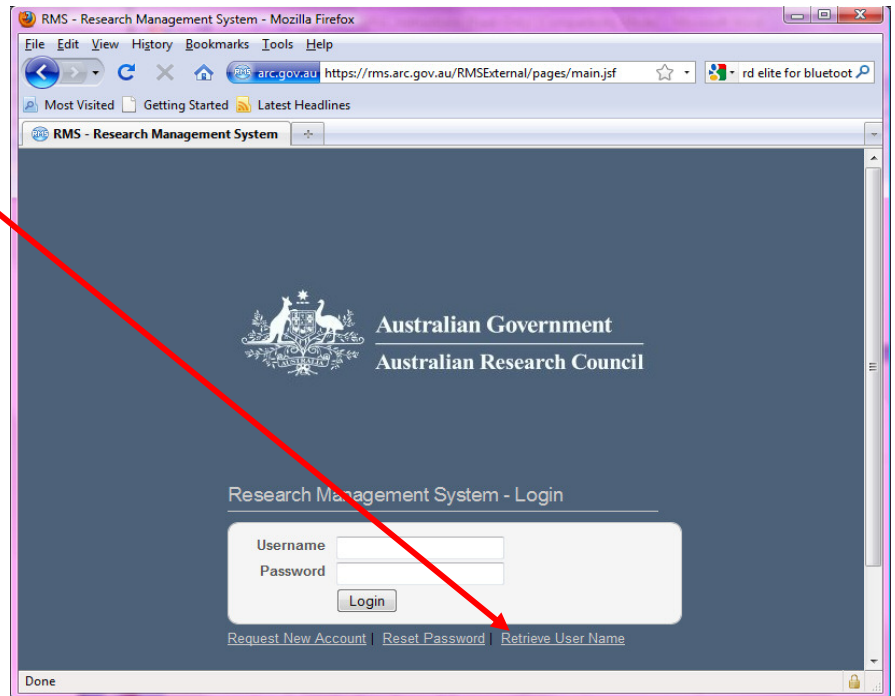
RETRIEVING A FORGOTTEN RESEARCH MANAGEMENT SYSTEM (RMS) USERNAME

Please use this procedure if you have forgotten your RMS (or GAMS) username and need to 'retrieve' it from the RMS system.

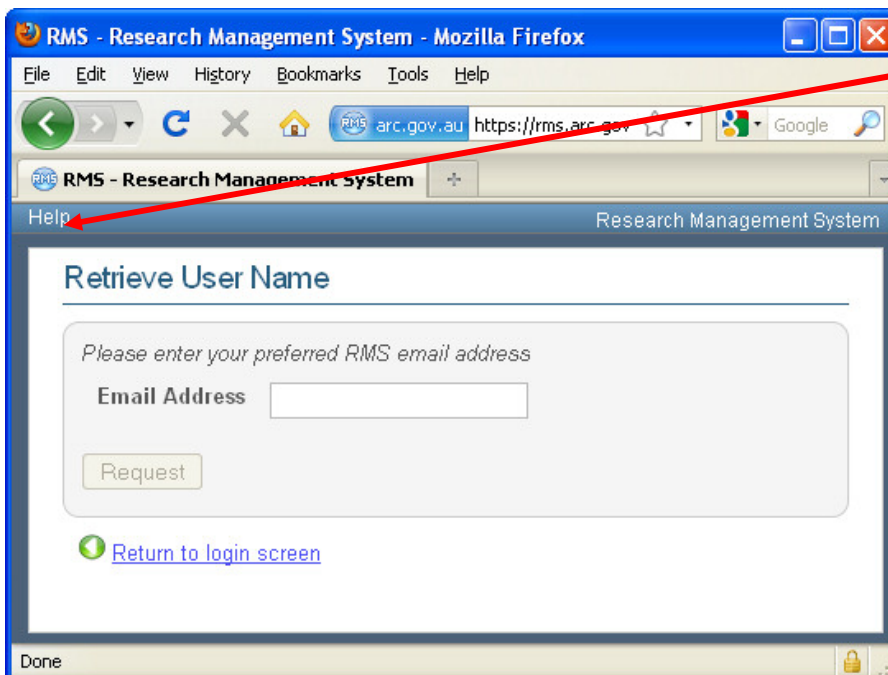
1) Visit the ARC RMS Homepage:

<http://rms.arc.gov.au>

2) Select the 'Retrieve User Name' link



3) Enter your email address used in RMS



Help is also available from this page.

4) Provided your email address is recorded correctly within RMS you will receive an email notification with your username included. If you have also forgotten your password you will then need to use the '[Reset Password](#)' link on the RMS Homepage.

TROUBLESHOOTING TIP: Email not received from RMS

If you do not receive an email from RMS within 24 hours firstly check your junk email folder, then consider the following:

- Your email address may be incorrect in RMS (eg. if your previous email in GAMS was out of date and then pre-populated incorrectly into your RMS profile), or your account might be inactive. The ARC RMS team will need to correct these issues. Email the ARC at rms@arc.gov.au, with as much information as possible for them to locate your missing RMS Username (eg. Date of Birth, old email address(es) and correct email address).