Frequently Asked Questions
Weill Research Gateway

How do I update my email preferences?
- Click My Profile from left navigation pane
- Click Edit
- Click Portal Preferences
- Under the Profile Preferences, choose Yes or No for the ‘I would like to receive an email when something is assigned to me’ question

What if my entity is not listed?
- If the entity you are trying to select is not in the dropdown list, email Sponsor-Creation@med.cornell.edu with the subject “COI Entity Request” They will add the sponsor on the backend and notify you when you can go back in to select that entity.

I'm having trouble finishing my transaction.
- In many cases, the Completed checkbox must be checked before clicking Submit.
- If this doesn’t work, there may be required fields that are not filled out. Review the form your submitting and check for any errors or missed fields.
- If you continue to experience issues, contact Support.

How do I know if my submission was successfully received?
- You will receive an email confirmation. You will also receive a notification if any action needs to be taken on your submission.

I see I have an Open Action Item – how do I view more details?
- If a submission is returned to you, you will see an Open Action Item on first page after login. Click the folder Icon to view that Action Item.

One of my submissions was returned to me requesting more information. Where do I respond?
- Click the folder icon in the top left corner of the Action Item.
- Respond in the comments section of the form.
What if I’m the PI on a project for which I’m submitting an SSR?
- Select your own name from the dropdown menu.

The Exit button doesn’t work. How do I log out?
- You can log out of WRG by closing your browser window.

View the WRG Job Aid for a more information and comprehensive instructions.