



Frequently Asked Questions about Romeo

What is Romeo?

Romeo is a research administration software tool for digital management of grants, contracts, awards and certifications.

Please note: Romeo is compatible with Internet Explorer, Firefox, Google Chrome and Safari.

What applications are currently available in the Romeo Research Portal?

- Research Ethics New Application Form
- Grant and Contract Submission Form
- BC Real Estate Grant
- Research Data Centre (RDC) Award
- General Research Fund (GRF) Application Form
- Research Strategic Initiatives Grant (RSIG)

Please note: Between funding competitions, internal grant application forms may be closed for updates.

How can I login to Romeo?

To Log Into Romeo: copy and paste this link into your browser:

<https://unbc.researchservicesoffice.com/Romeo.Researcher/Login>

- Access Romeo through the link listed above.
- In the Username box, enter your UNBC username as username@unbc.ca.
- In the Password box, use the password for your UNBC sign-in. If you have forgotten your password, click the "Forgot your password" link at the bottom of screen.
- Click the "Sign in" button. You will need to verify your ID with the Microsoft Authenticator app. Enter the numbers shown on the screen in the app to sign in.

I do not have a Romeo account. How can I obtain one?

If you do not have a Romeo account, you will see a screen similar to that below when you try to sign in. Click on the link for the “self-registration page” to create an account or contact the Office of Research and Innovation at research@unbc.ca.

Please note: if you are unsure if you have previously registered for an account, please contact the Office of Research and Innovation at research@unbc.ca before registering, as duplicate accounts will need to be deleted.

Romeo Researcher Portal

Access Denied – You are not authorized to access the Romeo Researcher Portal.

If you already have an account on Romeo, please contact researchportal@unbc.ca.

If you do not yet have an account on Romeo, please visit the [self-registration page](#) to complete your registration.

Romeo tips:

 Save your file often	 Save and Close	 Errors Tab
<ul style="list-style-type: none">•Users are encouraged to hit the Save button after completing each tab.	<ul style="list-style-type: none">•Though Rome has no automatic save feature, it does have a time out feature! If you need to step away from your computer, you should always hit “Save” and “Close” as a precautionary measure. Failing to do so could result in information being lost and the application being “locked”. The user responsible for “locking” the application is able to “unlock” it by accessing it again and exiting properly. All other team members, who find themselves “locked out” of the application, can either contact the user who “locked” it or the Office of Research and Innovation.	<ul style="list-style-type: none">•Please note that incomplete applications cannot be submitted until all required questions in an application have been answered. If the “Errors” tab is still visible, then some of the required questions still need to be answered. Please check the “Errors” tab before hitting the submit button!

My confirmation code does not work; how can I activate my account?

Confirmation codes can only be used once. If you receive an email from Romeo that contains a confirmation code that does not work, please contact the Office of Research and Innovation at research@unbc.ca as soon as possible so we can make an adjustment to your account.

Can a student/staff member/co-investigator start a form in Romeo, and change the role of Principal Investigator to someone else?

Anyone with a UNBC Romeo account can start a form in Romeo and assign the role of Principal Investigator to a different individual, provided this individual is in the UNBC Romeo investigator database. **If you assign the PI role to someone else, remember to add yourself as a Project Team Member, otherwise you will no longer be able to access the file after you log out of Romeo.** If a UNBC investigator is not in the UNBC Romeo database, please contact the Office of Research and Innovation at researchportal@unbc.ca.

How do I add research team members who are not in the current Investigator database (Investigator Master Record)?

Project team members must be registered in the Investigator Master Record (IMR) of the Research Portal in order to be associated with any given file. If you need to add UNBC team members that are not already registered in Romeo, you can contact the Office of Research and Innovation at research@unbc.ca to have them added, or they can register themselves as described above. If the project Principal Investigator or a team member is not from UNBC, please do not create a Romeo account for them. Instead, just add their contact information into the “Comments” box of the Project Team Info tab.

I am a project team member, but not the Principal Investigator. How do I obtain access to the project in Romeo?

You should have access to all projects in Romeo for which you have been added as a project team member. On the Romeo home page, click on the dropdown menu for ‘Role: Project Team Member’. Applications on which you are a team member will be listed here.

Who has access to ROMEO?

The Office of Research and Innovation, Research Finance and Contracts and Supply Chain Management can see all submitted forms. Researchers can see applications for which they are the Principal Investigator or a project team member.

Where do I put my letters of support or additional documents?

Romeo allows you to attach documents to your application through the “Attachments” tab. You can add as many items as needed.

Do you have any tips for Romeo attachments?

- Ensure your attachment filename does not include these characters: " # % & * : < > ? \ / { | } ~ ☒
- Filenames must be shorter than 128 characters
- Do not use the period character consecutively in the middle of a file name

- Do not use the period character at the end of a file name
- Do not start a file name with the period character
- Max File Size 10MB

Why do files lock, and how do I unlock them?

Although multiple users can view one file simultaneously, only one user can edit a file at any given time. While the file is being edited, ROMEO locks the file to other users. Once the user saves and exits the file, the file unlocks and is accessible to other users for additional edits. If, however, the file is not saved and closed properly, the file must be manually unlocked by the user who locked the file, or contact the Office of Research and Innovation at research@unbc.ca.

How do I sign an electronic form?

By logging onto the Romeo Researcher Portal, and submitting the electronic form, you are deemed to have signed it. By submitting an application, you acknowledge your application is made in compliance with the University's policies on research and, in the event that an award is made, you will use the funds in compliance with all relevant University and funding agency policies.

How can I confirm that my application has been submitted?

You will receive a confirmation email. You can also log into the file and view the "Application Workflow Log" under the "Log" tab.

When will animal care certifications be available on the Romeo Researcher Portal?

We continue to work towards the launch of animal care certifications in Romeo.

How do I receive Romeo training?

One-on-one training is available. Email us at research@unbc.ca to book an appointment. Training sessions typically take about 20-30 minutes.

Other Questions

If you have any other questions regarding Romeo, please contact us at research@unbc.ca.