

eCGAP Support Procedures

NIH Support Desk:

Handle problem reports and requests as follows:

- Acknowledge within 3 hours
- Respond within 24 hours
- Triage support requests based on severity
- Hours of support will be 8:00 a.m. to 8:00 p.m. ET Monday through Friday, except federal holidays
- Issues affecting all Service Providers will be announced via email and posted on announcement page

Update and improve upon technical and other documentation on website

Handle eXchange administration activities:

- Service Provider registration and affiliations
- Certifications
- Assisting SP in setting up test data

Orient new service providers

Service Providers:

Get familiar with Partnership website:

When reporting technical issues:

- Email CGAPSupport@mail.nih.gov (and do not cc Jennifer Flach)
- Include time, date, environment, error message, SOAP file, and as much information as possible to help NIH troubleshoot the issue
- If NIH doesn't respond in 24 hours, email CGAPSupport again and cc Jennifer Flach (flachj@od.nih.gov) this time
- When SPs report questions on behalf of applicants, NIH will respond to the SP and not the applicant

Applicants:

Be familiar with these websites and more:

Submitting Grants Electronically (http://era.nih.gov/Projectmgmt/SBIR/sbir_grants.htm)

Partnership Information page (<http://era.nih.gov/Projectmgmt/SBIR/>)

Center for Scientific Review (<http://www.csr.nih.gov/>)

Direct question and problem reports as follows:

- Commons Helpdesk for verification and related issues
commons@od.nih.gov
(866) 504-9552 (Toll Free)
(301) 402-7469 (Voice)
- Other technical questions via Service Provider
- Grants Information Office for grants policy and procedures not specific electronic submission at:
grantsinfo@nih.gov
(301) 435-0714

Restrain from reporting issue to multiple places

- If NIH doesn't respond in 24 hours, report to the support desk again and cc Jen Flach (flachj@od.nih.gov)