

# eRA Service Desk Top Ten FAQs

## 1. Commons User ID/Password

*"How do I reset my Password?"*

- Access the eRA Commons log in screen:  
<https://public.era.nih.gov/commons/>
- Select the Forgot Password hypertext link *"Forgot Password/Unlock Account?"* and type in your User ID and email address (email address must match exactly with your Personal Information in your account)

**NOTE:** Previous 24 passwords cannot be used.

## 2. Accounts

*"How can the SO Affiliate the PI Account?"*

- Log in to eRA Commons > Admin tab > Accounts tab > Manage Accounts tab
- Follow the steps in the link below:  
[http://era.nih.gov/erahelp/ams/#Modify\\_Account/Create\\_Affiliation.htm](http://era.nih.gov/erahelp/ams/#Modify_Account/Create_Affiliation.htm)

## 3. xTrain

*"How do I process my Termination?"*

- Initiating xTrain Terminations:  
[http://era.nih.gov/files/xTrain\\_Initiate\\_Termination.pdf](http://era.nih.gov/files/xTrain_Initiate_Termination.pdf)

## 4. RPPR

*"How can I have my publications comply with Public Access Policy?"*

**Preparation is Key to Avoiding Delays in Funding. Some suggestions:**

- Use My NCBI's My Bibliography feature to monitor Public Access compliance for all the applicable papers that you author or arise from your NIH award. Be sure to create an account using your eRA Commons ID, or link your current account with your eRA Commons account.
- As you plan a paper or support one with your NIH award, discuss with the authors how the paper and the NIH awards that support it will comply with the Public Access Policy.
- Visit the Public Access Policy web page for more information: <http://publicaccess.nih.gov/>
- Multi-Year Progress Reports (MYPR)
  - ◆ Now use the RPPR format.
  - ◆ **NOT** accessed via the RPPR tab
  - ◆ MYPR link will be on the List of Applications/ Grants Status Results screen

## 5. PRAM

*"How can I access the Progress Report Additional Materials (PRAM) link?"*

**Progress Report Additional Materials (PRAM) link on Status screen can appear in two formats:**

- Public Compliance PRAM
  - ◆ This link will appear on the Status screen upon submission of an RPPR with publications that are not in compliance with the public access policy (current PRAM functionality).
- IC Requested PRAM
  - ◆ IC Requested PRAM link will appear when the funding Institute/Center sends a request for additional material, information or clarification concerning a submitted RPPR
  - ◆ The grantee will submit a response to that request through the eRA Commons
- Once PRAM is routed to an SO, the Program Official (PO) will not be able to recall it. The SO will "own" the report until routed back or submitted to agency.
- See [Guide Notice NOT-OD-13-035](#) for more information about RPPR and PRAM.

## eRA Commons Resources

**eRA Training - eRA Commons:**

[http://era.nih.gov/era\\_training/era\\_commons.cfm](http://era.nih.gov/era_training/era_commons.cfm)

**eRA Training - xTrain:**

[http://era.nih.gov/era\\_training/xtrain.cfm](http://era.nih.gov/era_training/xtrain.cfm)

**eRA Training - Internet Assisted Review:**

[http://era.nih.gov/era\\_training/iar.cfm](http://era.nih.gov/era_training/iar.cfm)

**eRA Training - ASSIST:**

[http://era.nih.gov/era\\_training/assist.cfm](http://era.nih.gov/era_training/assist.cfm)

**eRA Tutorial Videos:**

[http://era.nih.gov/era\\_training/era\\_videos.cfm](http://era.nih.gov/era_training/era_videos.cfm)

**Modules, User Guides & Documentation:**

[http://era.nih.gov/modules\\_user\\_guides\\_documentation.cfm](http://era.nih.gov/modules_user_guides_documentation.cfm)

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## 6. eSubmission

*“How can I correct this error message?” - The eRA Commons Username <Credential> in the PD/PI Credential field on the Senior/Key Person page is not a recognized eRA Commons Account.*

- All PD/PIs must include their eRA Commons ID in the Credential field of the Senior/Key Person Profile Component of the SF 424(R&R) Application Package. Failure to register in the Commons and to include a valid PD/PI Commons ID in the credential field will prevent the successful submission of an electronic application to NIH.
- The person named as a PI must have a eRA Commons ID **AND** the Principle Investigator (PI) role.  
[http://grants.nih.gov/grants/ElectronicReceipt/steps\\_errors\\_warnings.htm](http://grants.nih.gov/grants/ElectronicReceipt/steps_errors_warnings.htm)

## 7. Reference Letters

*“How do I submit Reference Letters?”*

- Letters may be submitted directly to eRA Commons and must be submitted by the referee by the application receipt due date or as early as the Funding Opportunity Announcement (FOA) opens. Letters may even be submitted before the application is submitted.
- The referee does not need to be registered in Commons to submit a reference letter. It is important that the referee has available and includes the eRA Commons ID of the PI and the appropriate FOA number that will be used for the application submission.
- Go to <https://commons.era.nih.gov>, under Commons Related Resources, click on the link: Submit Reference Letter.

## 8. IAR

*“Why can't I see my List of Applications?”*

- Reviewers must agree to the Confidentiality Statement, once per meeting, in order to access any review materials. Reviewers should click on the "Confidentiality Statement" link in the Action column and click "I Certify" to agree electronically. Once the Confidentiality Statement is signed, the View List of Applications will be available.

## 9. Registrations

*“How can I register my Organization in eRA Commons?”*

- Only individuals with legal signing authority - the Signing Official - can register their organization in Commons. The Signing Official typically has a title such as: President, CEO, Executive Director, Dean, Chancellor, Provost, Owner, or Partner.
- Applicant organizations/institutions should complete the Online Registration form for eRA Commons:

<https://public.era.nih.gov/commons/public/registration/registrationInstructions.jsp>

## 10. Summary Statement

*“Where can I find my Summary Statement?”*

- Log in to eRA Commons PI account (cannot be accessed by SO or AO accounts)
- Click on Status tab from the menu bar
- Click on List of Applications/Grant Link
- Click on the Application ID shown on this page (grant #)
- The Summary Statement will appear under Other Relevant Documents after it has been released by the SRO
- Summary Statements are considered evaluative

### eRA Assistance & Information

#### eRA Commons Service Desk:

Submit a web ticket (preferred method of contact)

<http://grants.nih.gov/support/index.html>

Toll-free: 1-866-504-9552

Press 1 for eRA Commons, Press 3 for iEdison

Phone: 301-402-7469

Press 1 for eRA Commons, Press 3 for iEdison

Hours: Mon-Fri, 7 a.m. to 8 p.m. Eastern Time  
(closed on federal holidays)

#### General Grants Information:

E-mail at [GrantsInfo@od.nih.gov](mailto:GrantsInfo@od.nih.gov)

or call 301-435-0714