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How are we doing? The Communications & Documentation Team of the electronic Research Administration (eRA) is dedicated to serving our community and welcomes your feedback to assist us in improving our user guides. Please send comments about the user guide to this address: eRACommunications@mail.nih.gov.

Troubleshooting support:

Please contact the eRA Help Desk:

Toll-free: 1-866-504-9552

Phone: 301-402-7469

TTY: 301-451-5939

Web: http://grants.nih.gov/support (Preferred method of contact for external users)

Web: https://inside.era.nih.gov/eRA_helpdesk.cfm (Preferred method of contact for internal users)

Email: commons@od.nih.gov (for Commons Support)

Email: helpdesk@od.nih.gov (for IMPAC II Support)

Hours: Mon-Fri, 7:00 a.m. to 8:00 p.m. Eastern Time

DISCLAIMER STATEMENT

No data shown in illustrations represents any real account, project, or individual. Any resemblance to actual accounts, projects, or individuals is purely coincidental.
## DOCUMENT HISTORY

<table>
<thead>
<tr>
<th>Date</th>
<th>Document Version</th>
<th>Description of Change</th>
</tr>
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<tbody>
<tr>
<td>10/26/2017</td>
<td>2.2</td>
<td>- The account unlock operation now requires the user to login that day: When an administrator unlocks an account that's been locked due to inactivity, an email notification is sent that asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.</td>
</tr>
</tbody>
</table>
| 2/16/2017  | 2.0              | - The AMS Online Help and User Guide have been split into separate documents for each user domain (Agency, Commons, iEdison, State Dept.). When you login to AMS, the system recognizes your organization and opens the correct online help package.  
- It's now possible to search for system accounts by IMPACII user ID.  
- Added a more prominent link to the Person Administration module in the Manage Account and Create Account confirmation screens. Click to manage user names and other personal information. |
| 11/17/2016 | 1.4              | Removes all roles associated with an account when the account is deactivated.  
Allows IC Coordinators to re-certify active accounts to prevent the account holder from getting locked out.  
Allows eRA Service Desk Agents to reactivate users and add mapping if no mapping exists. |
| 9/19/2016  | 1.3              | The Create Account screen now lets NIH/Agency administrators search the NED system to find user names and other personal information. |
The most current version of this document is available on the eRA website: http://era.nih.gov.

**IMPORTANT:** Did you know the information in this user guide is available as online help, too? To access AMS Online Help, click the '?' icon on any AMS screen to see help content specific to that screen.
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Overview

The Account Management System (AMS) facilitates user and system account administration based on assigned user roles. The system provides the ability to search existing accounts. When a search is performed, all records that meet the search criteria are returned on the Search Accounts screen.

Commons Management Staff

Once the institutional account is created, the Signing Official (SO) at each grantee organization is able to establish additional user accounts with various levels of
access and capability. The SO or Accounts Administrator (AA) may then create additional accounts for the administrative and scientific staff.

SOs only can also view, create, and maintain system accounts.

**User Roles**

The following users have the ability to search accounts, create accounts, manage accounts and grant or remove roles for user and system accounts:

**Commons Management Staff**

- Accounts Administrator (AA)
- Administrative Official (AO)
- Business Official (BO)
- Signing Official (SO)

- IRG_CLUSTER_SECURITY_ROLE — This role allows user to use access the IRG CLUSTER screens to allow management of meeting and committee data.

**Account Statuses**

AMS user accounts can have the following statuses:

- **Active** — A valid account in good standing.
- **Deactivated** — Account has been disabled by an administrator
- **Locked due to inactivity** — Locked by the system due to inactivity (no user activity for 120 days).
- **Pending Affiliation** — Account has not yet been associated to an organization
- **Profile Only** — A profile that is not associated to a user account.

**Accessing AMS**

**Commons Management Staff**

After logging into Commons, access AMS via the Admin --> Accounts --> Account Management sub-menu tab, as shown here.
Commons Menu Tabs

When you click **Account Management**, the AMS **Search Accounts** screen opens, as shown here.

Search Accounts Screen for External Users

For instructions on performing a search, see [Search Account](#).
Logging Out of Account Management System (AMS)

To log out of AMS, click the **Logout** button at the top right corner of the any screen.

Logout Button

Search Account

**User Accounts**

The *Search Accounts* screen provides the ability to search for existing user and system account(s) within or outside of your organization or institution.

See [Search for User Accounts](#)

**System Accounts**

Agency, Commons and external iEdison users can search for system accounts

See [Search for System Accounts](#)

**Certificates**

For information on obtaining and registering a certificate from a Certificate Provider or Authority, please refer to the [Web Services Certificate (S2S) Guide](#): Section 2.4.3 for Commons users

**Search for Commons User Accounts**

The *Search Accounts* screen for external users provides the ability to search for existing user and system account(s).
Search Accounts Screen for External Users

**NOTE:** You must enter at least one search field, besides the **User Type** and **Account Status**.
Wild card characters such as the percent sign (%) can be used to search for a string of characters.

1. Enter the appropriate search criteria in at least one of the other search fields.
2. Click the **Search** button to execute the search or click **Clear** to clear the search criteria.
3. The system returns the search results. For more information see [Commons User Account Search Results](#).

**NOTE:** Use the **User ID** field to search by IMPACII user ID

**Search Options**
**Search by Role**

To search by role, select a role from the Roles drop-down menu (to select multiple roles, hold the <Ctrl> key as you click the roles).

**NOTE:** When you search by roles, you can only search within your organization. You can select multiple roles, but the default search is for all roles appropriate to the logged in user’s account role.

**Search by Status**

You can search by status to locate accounts that have been deactivated (by an administrator or due to inactivity). To do so, select the appropriate status from the Account Status drop-down menu:

![Account Status](image)

Make your selection and click **Search** to proceed.

**About Locked Accounts**

The status *Deactivated* indicates that the account has been disabled by an administrator, while the status *Locked due to inactivity* is applied to accounts that have had no activity for 120 days.

For information on reactivating a deactivated account, see Reactivate or Unlock Account.

**Commons User Account Search Results**

When you click the **Search** button, the system displays the **Search Results** in the bottom section of the **Search Accounts** screen.
Account Management System (AMS)

The search results are sorted alphabetically by name, then by **Account Status**.

![Search Results Table]

**NOTE:** The **Create New Account** button does not display until a search is performed.

The following columns appear in the search results:

- **User ID**
- **Name** - last name, first name
- **Email**
- **Account Status** -
  - *Active* - The **Manage** button displays in the **Action** column.
  - *Pending* - The **Resend Email** button displays in the **Action** column.
  - *Pending Affiliation* - The **Manage** button displays in the **Action** column.
  - *Profile Only* - The **Create** button displays in the **Action** column.

- **Roles & Affiliations**
  - **Action** - The **Action** buttons are **Manage**, **Resend Email**, and **Create**.

**NOTE:** The **Resend Email** button is for Commons and external iEdison users only.

Search Accounts Screen Displaying Search Results

Perform one or more of the following steps:

1. To view the **Search Criteria**, click anywhere in the **Search Criteria** bar.
2. To filter the search results, enter the appropriate value in the **Filter Results**: text box and hit the `<Enter>` key.
   a. For example, to view all users with the Internet Assisted Review (IAR) role, type *IAR* in the **Filter Results**: text box.

**NOTE:** The default number of records per page is 10.

3. To change the number of records per page, select the appropriate number in the **Show per page** column.
4. To navigate between pages, perform one of the following options:
   a. Click the appropriate **Page Number** button.
   b. Click the **right double arrows** button to go to the end of the list.
   c. Click the **left double arrows** button to go to the beginning of the list.
5. To sort the search results, click the click the appropriate column heading name's **down arrow** (ascending sort) or the **up arrow** (descending sort). The default sort is by **Name** (Last Name, First Name).
6. To view the **NIH Support View** screen, select the appropriate name hyperlink in the **Name** column.
   a. For more information, please see the **NIH Support View** topic.
7. If displayed, click the **Read More** hyperlink in the **Roles and Affiliations** column to view a Principal Investigator's (PI) multiple affiliations.
8. To perform one of the options in the **Action** column, please refer to the [Actions Options](#) topic.

9. To create a new account and profile click the **Create New Account** button at the bottom of the screen.
   a. Please refer to the [Create Commons and iEdison User Accounts](#) topic.

10. To return to the top of the screen, click the **Back to top** hyperlink.

### Search for System Accounts

The [AMS](#) provides the ability to search for existing user and system account(s).

**NOTE:** Agency, Commons, and external iEdison users can search for and create system accounts.

![Search Accounts Screen](image)

**Search Accounts Screen Displaying Searching for System Accounts**

**NOTE:** You must enter at least one search field, besides the **User Type** and **Account Status**.
Wild card characters such as the percent sign (%) can be used to search for a string of characters.

Perform the following steps:

1. To search for a system account, select **System** from the **User Type** field's drop-down menu.
2. Enter the appropriate search criteria in at least one of the other search fields besides **User Type**.
3. Use the **User ID** field to search by IMPACII user ID
4. If you wish, select a **Role** from the drop-down menu. (To select multiple roles, hold the `<Crtl>` key and highlight the desired roles.)

**NOTE:** When you search by system roles, you can only search within your organization. You can select multiple roles, but the default search is for all roles appropriate to the logged in user's account role.

5. Click **Search** to execute the search or click **Clear** to clear the fields and start over.

**System Account Search Results**

When the **Search** button is clicked, the system displays appropriate system accounts in the **Search Results** located below the **Search Criteria** section on the **Search Accounts** screen. The search results are sorted alphabetically first by last name, first name in the **Name** field and then by **Account Status**.

**NOTE:** The **Create New Account** button does not display until a search is performed.

The following columns appear in the search results:

- **User ID**
- **Name** - last name, first name
- **Organization**
- **Roles & Affiliations**
- **Certification Owner** - The **Certificate Owner** is the organization who
Account Management System (AMS)

acquired the certificate.

- **Action** - Option button is **Manage**.

<table>
<thead>
<tr>
<th>User ID</th>
<th>Name</th>
<th>Organization</th>
<th>Roles &amp; Affiliations</th>
<th>Certificate Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>SYS_SHORTY_460</td>
<td>Shorty, Tall</td>
<td>Hobart and William Smith Colleges</td>
<td>Applicant Retrieval Data Serv - Hobart and William Smith</td>
<td>HOBART</td>
</tr>
<tr>
<td>SYS_SMITHB_199</td>
<td>Smith, Black</td>
<td>National Cancer Foundation</td>
<td>Applicant Retrieval Data Serv - National Cancer</td>
<td>NATIONAL CANCER FOUNDATION</td>
</tr>
<tr>
<td>SYS_SHORTS_J_002</td>
<td>Shorts, Jim</td>
<td>National Institute of Health</td>
<td>Applicant Retrieval Data Serv - National Institute of Health</td>
<td>NIH</td>
</tr>
<tr>
<td>SYS_SMARTG_139</td>
<td>Smart, Gail</td>
<td>University of California Los Angeles</td>
<td>Applicant Retrieval Data Serv - University of California</td>
<td>NCI</td>
</tr>
<tr>
<td>SYS_SMOEJ_81</td>
<td>Smoe, Joe</td>
<td>University of California Los Angeles</td>
<td>Applicant Retrieval Data Serv - University of California</td>
<td>UNIVERSITY OF CALIFORNIA</td>
</tr>
<tr>
<td>SYS_SALEMP_746</td>
<td>Salem, Mass</td>
<td>University of Michigan</td>
<td>Applicant Retrieval Data Serv - University of Michigan</td>
<td>UNIVERSITY OF MICHIGAN</td>
</tr>
<tr>
<td>SYS_SALEMP_974</td>
<td>Salem, Mass</td>
<td>University of Michigan</td>
<td>Applicant Retrieval Data Serv - University of Michigan</td>
<td>UNIVERSITY OF MICHIGAN</td>
</tr>
<tr>
<td>SYS_SAA_341</td>
<td>Sack, Sad</td>
<td>T3 - Agency for Toxic Substances and Disease Registry</td>
<td>Applicant Retrieval Data Serv - Agency for Toxic</td>
<td>ASD</td>
</tr>
<tr>
<td>SYS_SOS_529</td>
<td>Sack, Sad</td>
<td>T3 - Agency for Toxic Substances and Disease Registry</td>
<td>Applicant Retrieval Data Serv - Agency for Toxic</td>
<td>ASUASD</td>
</tr>
<tr>
<td>SYS_SALEMP_463</td>
<td>Salem, Mass</td>
<td>University of Michigan</td>
<td>Service Provider Role</td>
<td>UNIVERSITY OF MICHIGAN</td>
</tr>
</tbody>
</table>
Search Accounts Screen Displaying System Accounts Search Results

Perform one or more of the following steps:

1. To view the **Search Criteria**, click anywhere in the **Search Criteria** bar.
2. To filter the search results, enter the appropriate value in the **Filter** text box and hit the `<Enter>` key.
   a. For example, to view all users with the last name of Salem, type *Salem* in the **Filter** text box.

**NOTE:** The default number of records per page is 10.

5. To change the number of records per page, select the appropriate number in the **Show per page** column.
6. To navigate between pages, perform one of the following options:
   a. Click the appropriate **Page Number** button.
   b. Click the **right double arrows** button to go to the end of the list.
   c. Click the **left double arrows** button to go to the beginning of the list.
7. If displayed, click the **Read More** hyperlink in the **Roles and Affiliations** column to view a system user’s multiple affiliations.
8. To manage a system account, click the **Manage** button in the **Action** column.
   a. Please refer to the [Manage System Accounts](#) topic for more information.
9. To create a new account and profile click the **Create New Account** button at the bottom of the screen.
   a. Please refer to the [Create System Account](#) topic for more information.
10. To return to the top of the screen, click the **Back to top** hyperlink.

**Funding Support Screen**

The **Funding Support** screen lists the NIH application information associated with the selected Principal Investigator (PI). Use this information to positively identify PIs associated with your institution.

**NOTE:** The **Funding Support** screen is for Commons and external iEdison users only.
Create Accounts

You can create the following types of accounts:

Create User Accounts
Create System Accounts

Create a Commons account for an individual (e.g., PD/PI)

If you are a Commons user with an SO, AA or BO role, you have the ability to create new Commons user accounts (such as for a PD/PI).

**IMPORTANT:** PD/PIs cannot create their own accounts: Only an SO or AA Commons user can create this account.
1. To create a new user account, first search AMS to make sure the user doesn't already have an account. For instructions, see Search Account for Commons Accounts.

2. You launch the create-account process from the Search Results screen.
   - In the search results, profiles that are not already associated to a user account display a Create button in the Action column: 
     ![Create button]
   - Click the Create button to create a user account for that profile.
   - Or click the Create New Account button located below the search results: 
     ![Create New Account]

3. When you click one of the Create buttons, the Create Account screen opens, as shown below.
Create Account Screen for an External Account

Perform the following steps to create an account:

4. Set **User Type** to Commons.
5. Enter the **User ID** or let the system generate one.
   a. The **User ID** length should be between 6 and 30 characters and should **NOT** contain special characters except the @ sign, the hyphen, the period, and the underscore.
   b. The system can display the following messages: *This User ID is available* OR *This User ID is already taken, please use another one.*
6. Usually the **Primary Organization** defaults to the logged in user's organization.
Account Management System (AMS)

a. If there is no user organization name selected, click the magnifying glass icon to assign a Primary Organization. (See Set Primary Organization for more information.)

7. Perform one of the following options:
   a. When the account information is complete, click Create to create the account or click Clear to clear all information from the form.

When you click Create, the system displays the Account Details screen with a success message, as shown here.
6. Perform one of the following options on the Account Details screen:
   a. To return to the Search Accounts screen displaying the previous search results, click the Go Back hyperlink.
   b. To edit the account's information, click the Manage button.
      i. For more information, please refer to the Manage Account for Commons Users topic.
   c. To return to the Search Accounts screen to enter new search criteria, click the Back to Search button.

Account Invitations from eRA Systems

Create-Account requests for eRA accounts that are validated by invitations from eRA modules can be approved or rejected automatically:

- If the identifying information the new user submits unambiguously matches the profile created by the account requester and the profile is not already associated to another user account, the request is approved automatically.
- If the identifying information is incorrect or an account already exists for the user profile, or if a comment has been entered in the user's funding and committee service history, request is denied and the system sends notifications to the account requester and to the eRA Service Desk.

Examples of system-generated account invitations:

- **SO creates a new PI account in AMS**
  
The new PI receives a system-generated invitation to log in to eRA Commons and validate the account.

- **SRO enables a new reviewer in Internet Assisted Review (IAR)**
  
The reviewer receives a system-generated invitation to log in to eRA Commons and create an account to access IAR.
  
  See the [IAR Online Help](#) for information on enabling reviewers

- **PD/PI appoints a new trainee in xTrain**
The trainee receives a system-generated invitation to log in to eRA Commons and create an account to access xTrain. See xTrain Online Help for information on appointing trainees.

**Workflow**

The account invitation procedure includes these steps:

1. The account requester creates the new account.
2. The new user receives an email notification that includes the username and other details about the new account.
3. The user receives a second email that includes a temporary password for the new account and instructions for logging into the system. This email explains that that the user must login to the system that day or the account will be locked. After an account is locked, any attempt to log in will be redirected to the password reset/lost password workflow.. See Initial Login to eRA Account.
4. The user logs in with the provided credentials and is immediately instructed to create a new password for the account.

**NOTE:** If the user enters incorrect login information too many times, the account is locked and the user must contact the eRA Service Desk to complete the login process.

**Add/Delete User Roles**

**NOTES:**
The list of roles displayed is dependent on the logged in user's role. Accounts with scientific roles should be maintained for the career of the scientist and affiliations should be added as necessary. Administrative roles cannot be combined with scientific roles on the same user account and accounts with administrative roles cannot be affiliated with more than one institution.

1. To add user roles to an account, click on the + Add Roles button at the bottom of the Create Accounts or Manage Accounts screen, as shown here.

When you click + Add Roles, the Add Roles screen opens, as shown below.

**NOTE:** If you click + Add Roles to other org, the window shown here will open first, so you can search for and select the other organization.

Select the organization and click Next to proceed to the Add Roles screen as described below.
Add Roles screen

1. Scroll through the list and click to select the appropriate role(s).

   **Note:** For reference, here is a [complete list of Commons user roles](#).

2. Click the **Add Role(s)** button.

When you click **Add Roles(s)**, the system returns to the Create Account or Manage Account screen and displays the newly added role(s).

Roles Section on the Create Accounts Screen
3. To add additional roles, click the + Add Roles(s) button and repeat the steps above.
4. To remove a role, click the appropriate Remove button in the Action column.
5. To remove all roles, click the Remove All button.

**NOTE:** You cannot remove Signing Official (SO) role when the Research Performance Progress Report (RPPR) is assigned.

### Set Primary Organization

**NOTE:** The magnifying glass for the Primary Organization field on the Create Account screen appears if the logged in user is not affiliated with an Organization, IC, or Agency. Usually the Primary Organization defaults to the logged in user's Organization.

#### Primary Organization Field

1. To add a primary organization click the magnifying glass icon on the Create Account screen.

When the magnifying glass icon is clicked, the Search Organization and Add Roles screen opens.
2. Enter an **Org ID** or an **Organization Name**.

**NOTE:** Wild card characters such as the percent sign (%) can be used to search for a string of characters.

3. Click the first **Search** button.

When the first **Search** button is clicked, the organization is displayed, if present.

4. To filter the search results, enter the appropriate value in the **Filter:** text box and hit the `<Enter>` key. For example, enter *San Diego* to view only those universities in California.

5. To change the number of records per page, select the appropriate number in the **Show per page** column.
6. To navigate between pages, perform one of the following options:
   a. Click the appropriate **Page Number** button.
   b. Click the **right double arrows** button to go to the end of the list.
   c. Click the **left double arrows** button to go to the beginning of the list.
7. Select the appropriate organization's radio button.
8. Click the second **Select** button or click the **Close** button to close the screen.

When the second **Select** button is clicked, the Create Account screen displays the selected primary organization. For more information see [Create External User Accounts](#).

**Create System Accounts**

System accounts are used to access eRA [Web Services](#).

Agency, Commons, and external iEdison users can create system accounts.

1. To create a system account, first perform a search to make sure the account you want to create does not already exist.
   a. For instructions see [Search System Accounts](#).

**NOTE:** The **Create New Account** button described below is not available until a search is performed.

2. Review the search results to see if the account you want already exists, and if not, click the **Create New Account** button that appears below the search results, shown here:

![Image of Create New Account button]

When you click **Create New Account**, the .

3. Select **System** in the **User Type** drop-down menu.
When you select user type *System*, the screen displays the fields you need to complete for a system account.
Create Account Screen Displaying Creating a System Account
4. Type in the owner in the **Certificate Owner** field. The **Certificate Owner** is the organization who acquired the certificate.

5. Select the appropriate **Certificate Provider/Authority** from the drop-down menu.

**NOTE:** Examples of the values that are available for the Certificate Provider/Authority include: Comodo, Digicert, Entrust, Geo Trust, Go Daddy, InCommon, and Thawte.

6. Enter the **Certificate Serial Number** in the format XX:XX:XX:XX:XX:XX:XX:XX.

For information on obtaining and registering a certificate from a Certificate Provider or Authority, refer to one of the Web Services Certificate (S2S) Guide:

- Section 2.4.3 for Commons users - only users with the SO role have the privileges necessary to register the certificate in AMS; Commons users must work with their SO to register their certificate

2. Complete the **Contact Information**.

3. Click the **Add Roles** button to add the roles to the account.
   - a. Note the role description on the screen when adding a role.
   - b. See **Add System Roles** for more information.

4. Select the **Agreement** check box below the **Roles** section.

The **Agreement** check box is mandatory for the user to acknowledge information provided for the system account. If the **Agreement** check box is not checked and the **Save** button is clicked, the system displays the following error message: *User must accept the agreement by checking the field.*

5. Click the **Create** button to create the account or click **Clear** to clear all fields.

When you click **Create**, the system validates the account information. If there are no errors, then the **Account Details** screen opens, displaying a success message.
Account Details screen displaying success message

**Other Actions:**
Account Management System (AMS)

- Click the **Validate Certificate** button to validate the certificate. See [Validate Certificate](#) for more information.
- Click the **Manage** button if you want to make additional changes. See [Manage System Accounts](#) for more information.
- Click the **Back to Search** button to return to the Search Account screen.

**Add System Roles**

**NOTE:** The list of roles is dependent on the logged-in user's role.

1. To add system roles to the account, click on the **+ Add Roles** button on the Create Accounts screen.

   ![Add Roles Button on the Create Account Screen](#)

   Add Roles Button on the Create Account Screen

   When the **+ Add Roles** button is clicked, the pop-up **Add Roles** screen displays.

**External System Roles**
Add Roles Screen for External System Roles

1. Highlight the appropriate role(s).
2. Click the **Add Role(s)** button.

When the **Add Roles(s)** button is clicked, the system returns to the *Create Account* or *Manage Account* screen and displays the newly added role(s).

Roles Section on the Create Accounts Screen for Agency Users

3. To add additional roles, click the **Add Roles(s)** button. Repeat the steps above.
4. To remove a role click the appropriate **Remove** button in the **Action** column.
5. To remove all roles click the **Remove All** button.

**Validate Certificate**

When the **Validate Certificate** button is clicked on either the **Manage Account** or **Account Details** confirmation screen, the system displays the **AMS | Validate Certificate** screen with hyperlinks to instructions for the different browsers (i.e. Internet Explorer, Firefox, and Safari, etc.) for uploading a certificate file.

1. Perform one of the following options:
   a. To validate the certificate, click the **Validate** button on the **Validate Certificate** screen.
   b. Click the **Cancel** button to cancel the certificate validation.
Validate Certificate Screen

When the **Validate** button is clicked, the system performs the certificate validation.

If the browser call does go through to the certificate provider, but the details of the uploaded certificate do not match the details entered in AMS, then the following warning message opens:

> Warning! - This certificate works with eRA systems correctly, but the
Account Management System (AMS)

Certificate details you entered in the account do not match information in the certificate you are trying to validate. Certificate information in the account must match certificate you are trying to validate.

If there are no validation errors, a second Validate Certificate screen displays the following success message: Success! Your certification works with the eRA systems as expected.

Validate Certificate Screen Displaying the Success Message

2. Click the Close button to close the screen.

The following audit information is audited and stored in the database:
Account Management System (AMS)

- Certificate Number – Certificate Number of the uploaded certificate during validation
- Certificate Provider – Common Name of the uploaded certificate during validation
- Certificate Owner – The Certificate Owner that was entered during validation. The Certificate Owner is the organization who acquired the certificate.
- Time of Validation – Format: DD/MM/YYYY HH:MM:SS
- Result of Validation Attempt
  - Success
  - Validation is successful but the certificate details does not match the user entered details

**Manage Accounts**

**User Accounts**

Once an account is created it can be maintained via the Manage Accounts screen.

- Manage User Accounts

**System Accounts**

Agency, Commons, and iEdison external users can modify system accounts.

- Manage System Accounts

For information on obtaining and registering a certificate from a Certificate Provider or Authority, please refer to the Web Services Certificate (S2S) Guide:

- Section 2.4.3 for Commons users

**Managing External User Accounts**

The following roles can manage accounts:

- Account Administrator (AA)
- Administrative Official (AO)
- Business Official (BO)
- Signing Official (SO)
- TTO Administrator

1. Perform one of the following steps to manage a user account:
   a. Click the appropriate **Manage** button in the **Action** column on the **Search Accounts** screen.
   b. Click the **Manage** button on the **Account Details** screen after an account have been created or saved (edited).

When the **Manage** button is clicked via either option, the **Manage Accounts** screen opens.

Here is the Manage Account screen with an account not affiliated with an Organization or Institution.
Manage Account Screen Displaying a Non-affiliated User Account

Here is the Manage Account screen with a user account affiliated with an Organization or Institute.
Manage Account Screen Displaying an Affiliated Account
An affiliation can be created for accounts that are either not currently associated with an institution, such as an account solely with the Internet Assisted Reviewer (IAR) authority role, or for accounts that need to be associated with multiple institutions. Users with the AA or SO role may create an affiliation for their organization only.

**NOTES:**

- Administrative and reporting roles such as SO, AA, AO, FSR, etc., cannot be combined with Scientific roles such as PI, TRAINEE, ASST, etc.
- Only accounts with scientific roles such as IAR, PI, TRAINEE, POSTDOC, etc., may have multiple affiliations. If an account has any roles in addition to these, additional affiliations cannot be added.
- Fields grayed out cannot be edited.

**Perform one or more of the following steps:**

1. Edit the **Email** addresses, if necessary.
2. To add or delete roles click the **+ Add Roles** button.
   a. For more information, see [Add/Delete Roles](#).
3. To affiliate an account with an organization, click the **Affiliate** button, if displayed.
   a. For more information, see [Affiliate Account](#).
4. If the **Unaffiliate** button is present, you can click it to unaffiliate an account.
   a. For more information, please refer to the [Unaffiliate Account](#).
5. If the account has been deactivated, a **Reactivate** button will be present at the bottom of the screen. Click it to reactivate the account. For more information, see [Reactivate Account](#).
6. When you are done, click **Save** to save the changes or click **Cancel** to discard your changes.

When the **Save** button is clicked, the system displays the .
Account Details Screen Displaying Success Message

7. Perform one of the following options:
   a. To return to the Search Accounts screen displaying the previous search results, click the Go Back hyperlink.
   b. To edit the account’s information, click the Manage button.
   c. To return to the Search Accounts screen to enter new search criteria, click the Back to Search button.

Account Statuses
AMS user accounts can have the following statuses:

- **Active** — A valid account in good standing.
- **Deactivated** — Account has been disabled by an administrator
- **Locked due to inactivity** — Locked by the system due to inactivity (no user activity for 120 days)
- **Pending Affiliation** — An individual account that has not been linked to an organization
- **Profile Only** — A user ID that is not associated to an account

**Add/Delete User Roles**

**NOTES:**

- The list of roles displayed is dependent on the logged in user's role.
- Accounts with scientific roles should be maintained for the career of the scientist and affiliations should be added as necessary.
- Administrative roles cannot be combined with scientific roles on the same user account and accounts with administrative roles cannot be affiliated with more than one institution.

1. To add user roles to an account, click on the **+ Add Roles** button at the bottom of the *Create Accounts* or *Manage Accounts* screen, as shown here.

![Add Roles Screen](image)

When you click **+ Add Roles**, the *Add Roles* screen opens, as shown below.

**NOTE:** If you click **+ Add Roles to other org**, the window shown here will open first, so you can search for and select the other organization.
Select the organization and click **Next** to proceed to the *Add Roles* screen as described below.

Add Roles screen

1. Scroll through the list and click to select the appropriate role(s).
   
   **Note:** For reference, here is a [complete list of Commons user roles](#).

2. Click the **Add Role(s)** button.

When you click **Add Roles(s)**, the system returns to the *Create Account* or *Manage Account* screen and displays the newly added role(s).
Roles Section on the Create Accounts Screen

3. To add additional roles, click the **Add Roles(s)** button and repeat the steps above.
4. To remove a role, click the appropriate **Remove** button in the **Action** column.
5. To remove all roles, click the **Remove All** button.

**NOTE:** You cannot remove Signing Official (SO) role when the Research Performance Progress Report (RPPR) is assigned.

**Affiliate Account**

**NOTES:**

- Only accounts with **scientific** roles such as PI, SPONSOR, POSTDOC, ASST, etc., are permitted to be affiliated with more than one institution.
- Accounts with **administrative** roles (SO/AO, AA, BO, TTO Admin, TTO User) can belong to one institution only.
- Further, if a user leaves (unaffiliates) an administrative role at one institution, that account cannot be affiliated to a different institution in any administrative or scientific role: The user needs to create a new account to use with the new institution.
- Additionally, you cannot remove administrative roles from an existing account in order to add a scientific role instead: Once a user has held
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administrative role, he or she must create a new user account to use in another role.

1. To affiliate an existing account with an organization, search for the user in AMS and select the Manage button in the action column of the search results.
2. Click the Affiliate button under Roles on the Manage Account screen, as shown here:
When the **Affiliate** button is clicked, the Add Roles screen opens, as shown here:

**NOTE:** The list of roles is dependent on the logged in user's role.
Add Roles screen

1. Highlight the appropriate role(s).
2. Click the **Add Role(s)** button.

When the **Add Role(s)** button is clicked, the role is added and the **Unaffiliate** button appears in the **Roles** section on the Manage Account screen, as shown here:

Roles section on the Manage Account screen

**Unaffiliate Account**

1. To unaffiliate an account, click the **Unaffiliate** button in the **Roles** section on the Manage Account screen.
When the Unaffiliating button is clicked, an Account Unaffiliation pop-up screen displays.

Account Unaffiliation Screen

2. Perform one of the following options:
   a. Click the No button to cancel the unaffiliation.
   b. Click the Yes button to unaffiliate the account.

When the Yes button is clicked, the all roles assigned to the account are removed and the Affiliate button appears in the Role section on the Manage Account screen.

Affiliate Button in Roles Section on Manage Account Screen

Reactivate Account

Follow these steps to reactivate an account that has been deactivated by an administrator.

**NOTE:** Commons users are required to reset their passwords after a defined time period. The system locks the account is if the user fails to rest the password. Use the Reset Password function to unlock these accounts.

1. Open the account in the Manage Account screen.
2. If an account is deactivated, a **Reactivate** button will be present at the bottom of the *Manage Account* screen, as shown here. Click this button to proceed.

![Reactivate button](image)

3. When you click **Reactivate**, the *Reactivate Account* screen opens, as shown here.

![Reactivate Account screen](image)

**Reactivate Account screen**

4. In this screen, take these steps:
   a. **Mandatory**: Enter comments in the comments field to inform the user about this action.
   b. Click **Reactivate** to reactivate the account, or click **Close** to cancel.
5. When you click **Reactivate**, the system reactivates the account and displays a confirmation message. And the account owner receives an email notification that includes the text you entered in the **Comments** field.

**NOTE:** The unlock notification asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.

### Change Password

1. Perform one of the following options:
   a. For external iEdison users, click the **Change Your Password** hyperlink on the *Main Menu* screen.
   b. For Commons users, click the **Change Password** tab.

![iEdison Main Menu Screen Displaying Change Your Password Hyperlink](image1.png)

![Commons Menu Tabs Displaying the Change Password Tab](image2.png)

For iEdison users, when the **Change Your Password** hyperlink is clicked, a pop-up screen displays.
Accessing AMS Pop-up Screen

When the **OK** button is clicked on the pop-up screen or the **Change Password** tab is clicked, the *Change Password* screen displays in a separate browser window.

Change Password Screen
2. Enter your **Current Password**.
3. Enter a **New Password**.
4. Type your new password a second time in the **Confirm New Password** field.
5. Perform one of the following options:
   a. Click the **Save** button to save the changes.
   b. Click the **Clear** button to clear the fields.

Use your new password the next time that you log into Commons or iEdison.

**Reset Password**

**NOTE:** Users are required to reset their passwords after a defined time period. The system locks the account is if the user fails to reset the password. Use this procedure to unlock these accounts.

1. To reset a user's account password, open account in the the **Manage Accounts** screen and click the **Reset Password** button located on the lower right side of the screen.
2. A pop-up confirmation screen opens. Click **Close** to close it.

3. When you complete the password reset, an email notification with a temporary password is sent to the account holder.

**Manage System Accounts**

System accounts are used to access eRA **Web Services**.

Agency, Commons and external iEdison users can manage system accounts in their organizations.

For information on obtaining and registering a certificate from a Certificate Provider or Authority, please refer to the **Web Services Certificate (S2S) Guide**.
Account Management System (AMS)

- Section 2.4.3 for Commons users

Perform the following steps:

1. To manage a system account, first perform a search to locate the account.
   a. See Search for System Accounts for more information.

2. On the Search Results screen, click the Manage button for the system account you want to manage.

When the Manage button is clicked, the Manage Account screen opens, as shown below.
Primary Organization

SM - Center for Mental Health Services

Note: Any changes to the account are not saved until you hit the save button.
- For example, if you affiliate someone, he/she is not actually affiliated until you hit the save button.

All fields are required unless they’re marked (Optional)

User Information

User Type

System

Primary Organization

SM - Center for Mental Health Services

Certificate Information

Certificate Owner

NJOJLIQQZBD9Y6NCPCPH8B

Certificate Provider/Authority CN

RAIDSSL CA

Certificate Serial Number

NJOJLIQQZBD9Y6NCPCPH8B

Contact Information

Last Name

Voidemort

First Name

Chiblee

Middle Name

Test

Email

Voldy@HaveNoNose.edu

Confirm Email

Voldy@HaveNoNose.edu

Roles

+ Add Roles + Add Roles to other org.

Role(s)

Organization(s)

DOC SERVICE GET EADDITION_SERV

AA - National Institute on Alcohol Abuse and Alcoholism

Save Cancel
Account Management System (AMS)

Manage Account Screen for external accounts

**NOTE:** Fields that are grayed out cannot be edited.

3. Edit the non-gray fields as needed.

4. Click the **Add Roles** button to add the roles to the account. See Add System Roles for more information.

5. To remove a role, click the **Remove** button. To remove all roles, click the **Remove All** button.

6. Click **Deactivate** to deactivate an account. See Deactivate Account for more information.

7. Click **Save** to save the changes or lick **Cancel** to cancel.

When you click **Save**, the Account Details screen opens and displays a success message, as shown below
Account Details Screen for external users
Account Details Screen for Agency Management Staff
8. You can perform these additional actions in the Account Details screen:
   - If the certificate needs to be validated, click the **Validate Certificate** button. See [Validate Certificate](#) for more information.
   - To return to the Manage Accounts screen, click the **Manage** button or the **Go Back** hyperlink.
   - To return to the Search Accounts screen to enter new search criteria, click the **Back to Search** button.

**Add System Roles**

**NOTE:** The list of roles is dependent on the logged-in user's role.

1. To add system roles to the account, click on the **+ Add Roles** button on the Create Accounts screen.

![Add Roles Button on the Create Account Screen](image)

When the **+ Add Roles** button is clicked, the pop-up **Add Roles** screen displays.

**External System Roles**
Add Roles Screen for External System Roles

1. Highlight the appropriate role(s).
2. Click the Add Role(s) button.

When the Add Roles(s) button is clicked, the system returns to the Create Account or Manage Account screen and displays the newly added role(s).

Roles Section on the Create Accounts Screen for Agency Users

3. To add additional roles, click the + Add Roles(s) button. Repeat the steps above.
4. To remove a role click the appropriate **Remove** button in the **Action** column.
5. To remove all roles click the **Remove All** button.

**User Reports**

AMS includes the following reports capabilities:

- **All Users Report** — Information on all user accounts in your organization
- **Inactive Users Report** — lists user accounts that have been locked due to inactivity (*note:* for internal users only)
- **Deactivated Users Report** — lists user accounts that have been deactivated by an administrator (*note:* for internal users only)
- **Role Description Report** — lists all roles, role descriptions, and associated privileges for any business area (*note:* for internal users only)

To open the reporting functions, click the **AMS User Reports** tab.

The *All Users Report* screen opens. There are two versions of this screen, as shown below. The version you see depends on the organization you belong to.

**All Users Report Screen for External Users**

*All Users Report* screen for Commons, external iEdison, and State Department users
Account Management System (AMS)

All Users Report Screen for External Users

Use this screen to run an All Users Report on external users.

The All Users Report button is selected by default, as shown below. Follow the steps below to launch the report.

1. Select "Commons" in the User Type field and set the search criteria in the other fields as follows:
2. Organization — This field displays your organization name. Service Desk agents, to select an organization, begin typing its name or ID number in this field. The live search function displays organization names as you type. When the one you want appears, scroll down and click to select it, as shown below.
   (note: To select multiple organizations, hold the <Ctrl> key as you click.)
   Note: This field is mandatory.

Organization field, external

3. Roles — Leave this field blank to report all user roles. To limit the report to one or more user roles, click this field to open the drop-down menu or begin typing the name of a role. The live search function displays roles as you type. When the one you want appears, scroll down and click to select it, as shown below. (Note: To select multiple roles, hold the <Ctrl> key as you click.)
4. **Account Creation Start Date/End Date** — Leave these fields blank to report all time periods. To limit the report to a certain time period, enter a start date, end date, or start and end dates. Enter dates in MM/DD/YYYY format or click the calendar icon to select them from the calendar.

5. When you finish entering search criteria, click **Search** to run the report. See **Report Output** below.

Organization field, internal

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**Role Description Report**

**Report Output**

**All Users Report output**

To run the All Users report, click the **All Users report** button and enter search criteria as described above. When you click the **Search** button for the All Users report, the report output displays.
All Users Report output

**Role Description Report output**

**Navigating the report output**

These tips for browsing, filtering and exporting the report output apply to all report types.

The report output displays include the controls shown here.
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- To filter the report, type some text in the **Filter** field, such as a name. Only rows that contain the filter term will be displayed, and all instances of the filter text will be highlighted in yellow, as shown below:

  ![](image)

- To adjust the number of records displayed, select a number in the **Show per page** drop-down menu.
- To navigate the report pages, click a **Page Number** or use the left and right arrow buttons.
- To re-sort the report columns in ascending or descending order, click the up/down arrows in the column headers.
- To export the report output as an Excel spreadsheet or PDF, click the appropriate **Export** button, shown here:

  ![Export to Excel] ![Export to PDF]

  - **Export to Excel**

    When you click this button, an open-or-save dialog opens, as shown here.

    ![Do you want to open or save AMS Reports - Deactivated Users.xlsx (598 KB) from apps.test.erah.gov?](image)
Click **Open** to open the report data in Excel. A new Excel window opens Go to it and click the **Enable Editing** button in the yellow bar at the top of the worksheet, then work with the spreadsheet as usual.

- **Export to PDF**

Click this button to save the report as a PDF file. A save dialog opens. Choose a location and save the file.