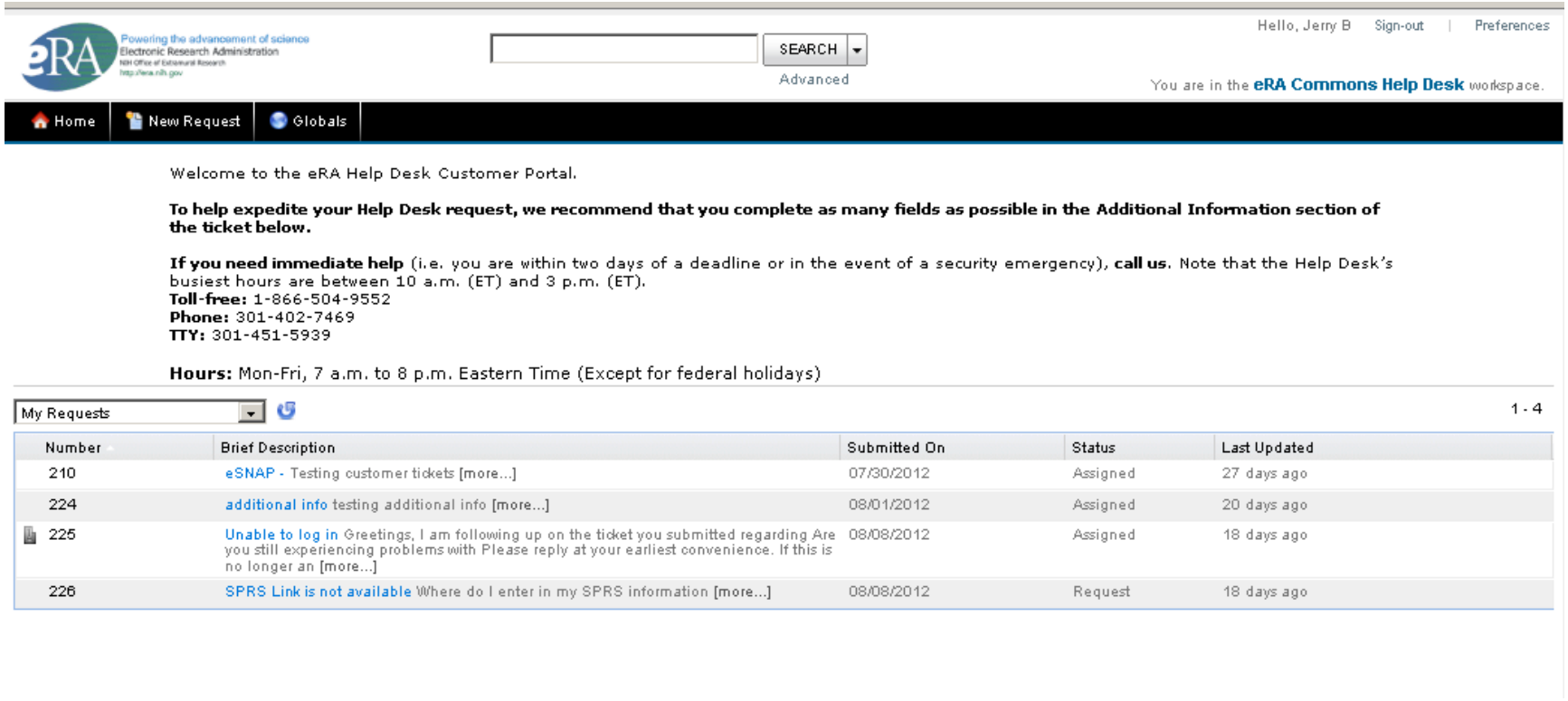
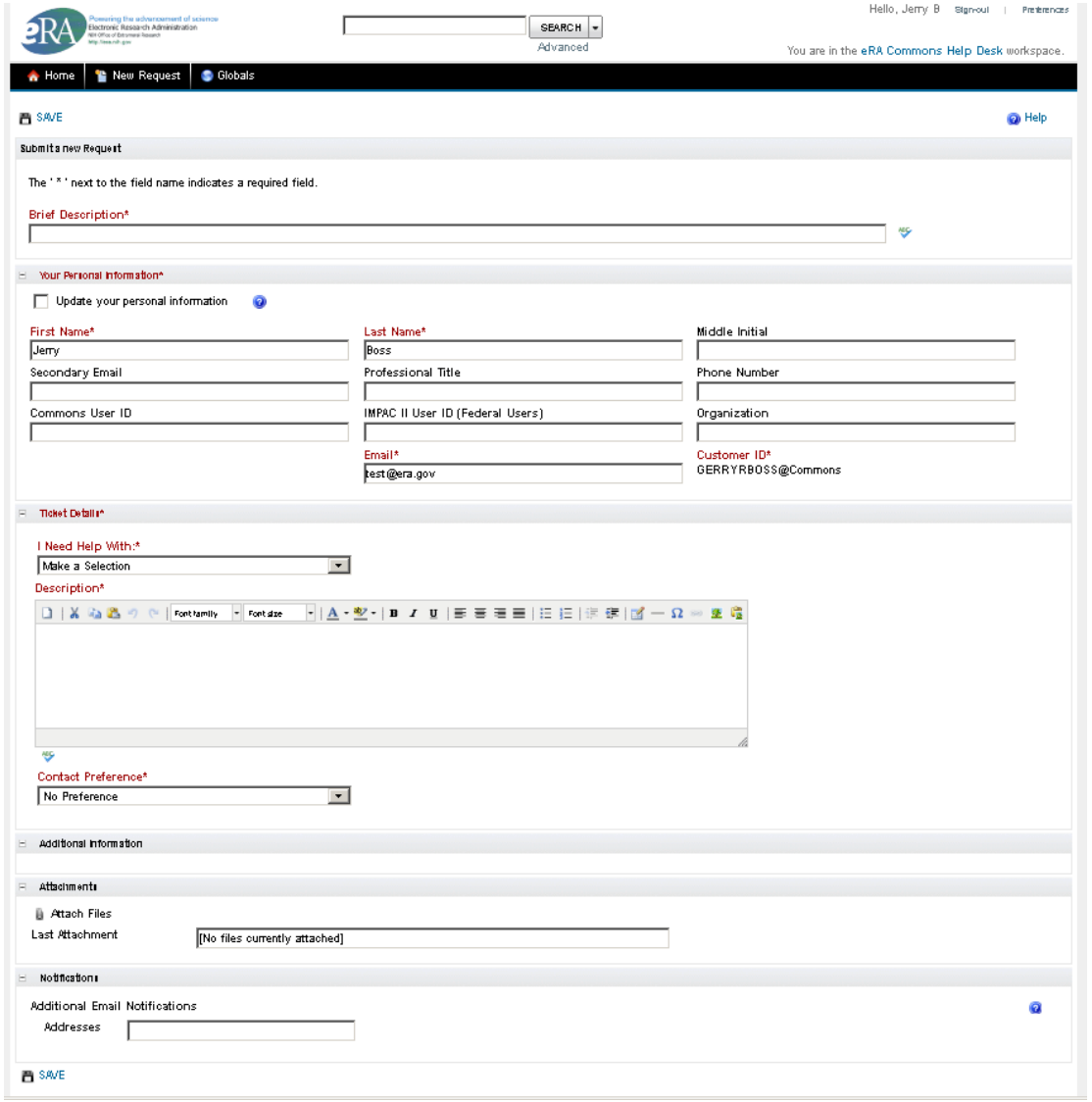
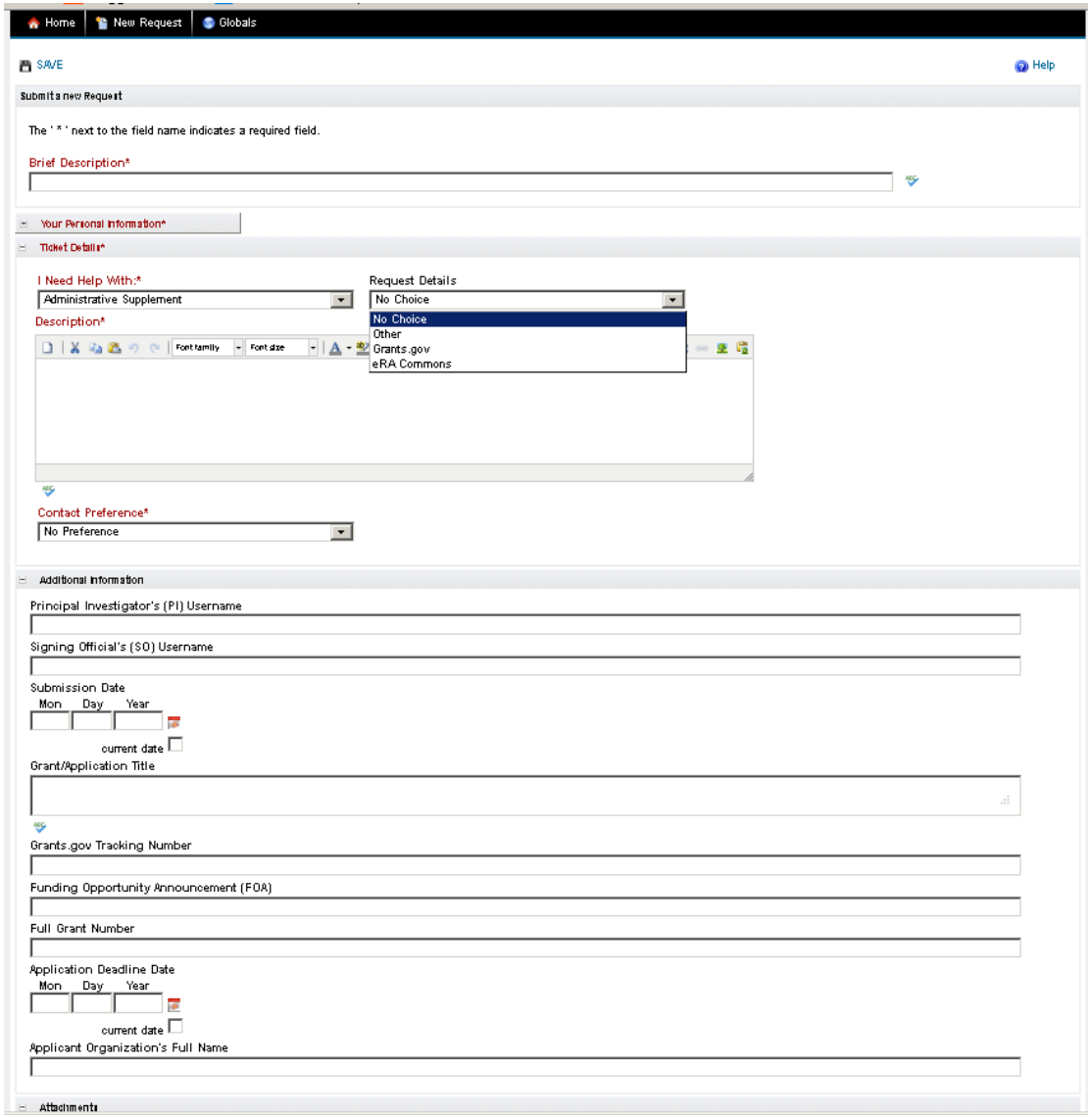
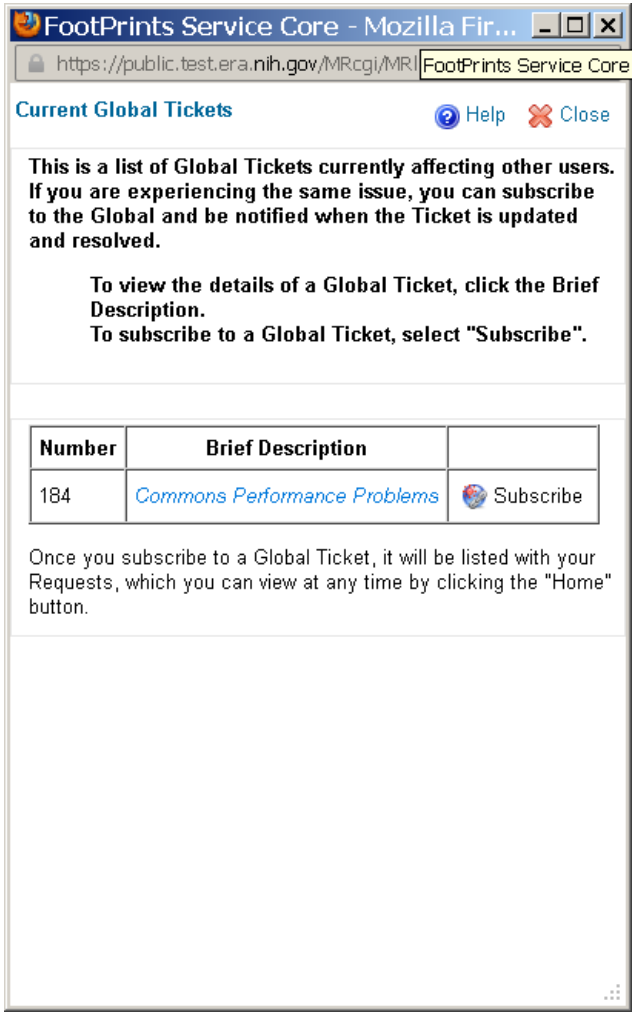
Home Page


Powering the advancement of science
Electronic Research Administration
SEARCH
Advanced
Hello, Jerry B
Sign-out
Preferences
You are in the eRA Commons Help Desk workspace.
Home
New Request
Globals
Welcome to the eRA Help Desk Customer Portal.
To help expedite your Help Desk request, we recommend that you complete as many fields as possible in the Additional Information section of the ticket below.
If you need immediate help (i.e. you are within two days of a deadline or in the event of a security emergency), call us. Note that the Help Desk's busiest hours are between 10 a.m. (ET) and 3 p.m. (ET).
Toll-free: 1-866-504-9552
Phone: 301-402-7469
TTY: 301-451-5939
Hours: Mon-Fri, 7 a.m. to 8 p.m. Eastern Time (Except for federal holidays)
My Requests
1 - 4
Number
Brief Description
Submitted On
Status
Last Updated
210
eSNAP - Testing customer tickets [more...]
07/30/2012
Assigned
27 days ago
224
additional info testing additional info [more...]
08/01/2012
Assigned
20 days ago
225
Unable to log in Greetings, I am following up on the ticket you submitted regarding Are you still experiencing problems with Please reply at your earliest convenience. If this is no longer an [more...]
08/08/2012
Assigned
18 days ago
226
SPRS Link is not available Where do I enter in my SPRS information [more...]
08/08/2012
Request
18 days ago

New Request


SEARCH
Advanced
Hello, Jerry B
Sign-out
Preferences
You are in the eRA Commons Help Desk workspace.
Home
New Request
Globals
SAVE
Help
Submit a new Request
The ' * ' next to the field name indicates a required field.
Brief Description*
Your Personal Information*
Update your personal information
First Name*
Jerry
Last Name*
Boss
Middle Initial
Secondary Email
Professional Title
Phone Number
Commons User ID
IMPAC II User ID (Federal Users)
Organization
Email*
test@era.gov
Customer ID*
GERRYRBOSS@Commons
Ticket Details*
I Need Help With:*
Make a Selection
Description*
Font family
Font size
Contact Preference*
No Preference
Additional Information
Attachments
Attach Files
Last Attachment
[No files currently attached]
Notifications
Additional Email Notifications
Addresses
SAVE

Categorization and Additional Information



Global Ticket