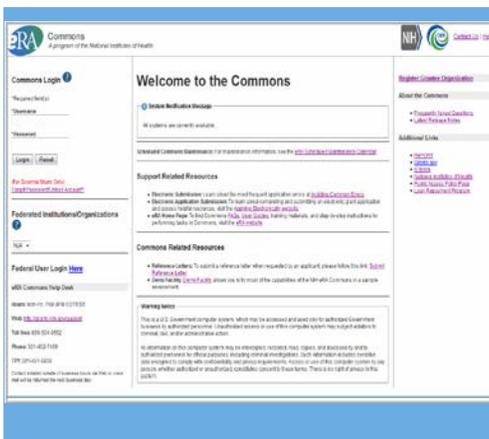# *Need help with eRA Commons?*

The eRA website offers:
- Online help,
- Video tutorials
- FAQs
- Information and resources for:
  - Applicants
  - Grantees
  - Reviewers

You can also submit a ticket to the help desk

eRA Commons home screen

https://era.nih.gov

Online Help:
Follow the question mark

Screen help is available to you simply by clicking on the question mark on eRA Commons' screens.

If you are not logged into the system, you can still access the eRA Commons online help at the URL at the bottom of the page.

Online help, which includes step-by-step instructions and policy links, is available for:

- Personal Profile
- Status
- Institution Profile
- Research Performance Progress Report (RPPR)

And more!

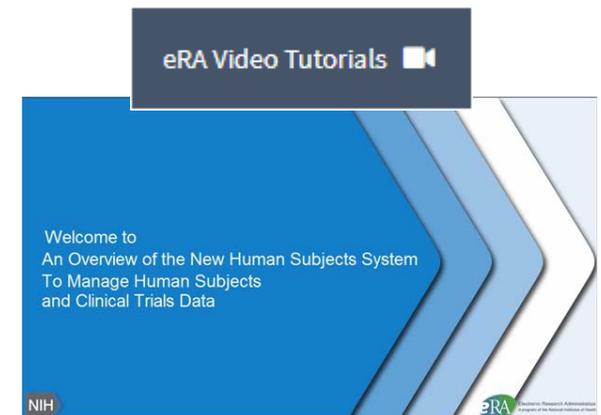## https://era.nih.gov/erahelp/Commons/

Video Tutorials

Check out a 10-part video series on navigating the Status screens in eRA Commons. Learn how to:

- Search for your grant application
- Look up your score
- Access your summary statement
- Look up your notice of award
- Submit Just-in-Time information
- Submit a No-cost extension
- Submit a Relinquishing Statement as part of the Change of Institution process

And more!

https://era.nih.gov/era-training/era-videos.htm

Download this document at https://era.nih.gov/about-era/nih-seminar-handouts.htm

eRA Service Desk

Home screen for web ticket

Submit a web ticket for help

eRA Commons Service Desk
Submit a web ticket (preferred method of contact)
Toll-free: 1-866-504-9552
Phone: 301-402-7469
Hours: Mon-Fri, 7 a.m. to 8 p.m. Eastern Time
(closed on federal holidays)

FAQs

How do I find my organization's DUNS number?

You can contact your office of sponsored research to find the number.   However, if you are registered in Commons, you can find your DUNS number by viewing your institution profile.

Visit the eRA website:
https://era.nih.gov

Electronic Research Administration (eRA)

Bethesda Md.

Download this document at https://era.nih.gov/about-era/nih-seminar-handouts.htm