

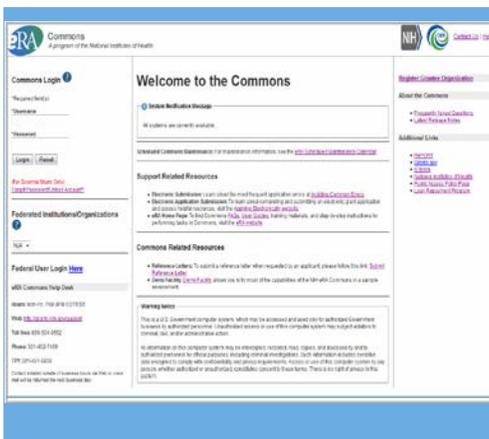
Need help with eRA Commons?

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!

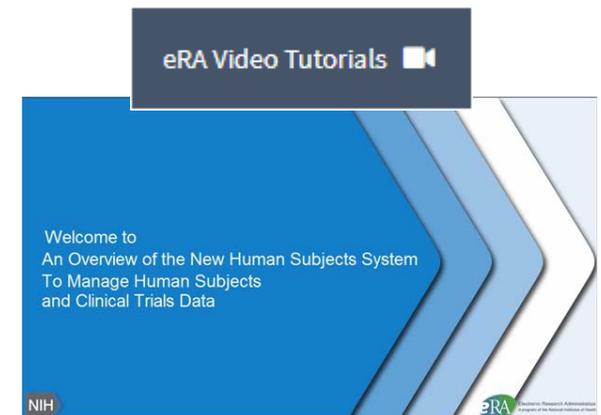
<https://era.nih.gov/erahelp/Commons/>

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>

eRA Service Desk

The screenshot shows the 'To Contact the eRA Service Desk, please complete the online request form below.' section of the website. It includes a 'Required field(s)' label, input fields for 'First Name', 'Middle Name', and 'Last Name', and fields for 'Email Address' and 'Phone Number'. There is a dropdown menu for 'I need help with' and a text area for 'Description (maximum of 2000 characters)'. A 'Contact Preference' dropdown is set to 'No Preference', and a 'Submit' button is at the bottom.

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)

<https://grants.nih.gov/support>

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.

The screenshot shows the top navigation bar of the eRA website. It features two login buttons: 'Commons Login' and 'ASSIST Login'. Below them is a search bar labeled 'Search this Site'. At the bottom of the bar, there are links for 'FAQs', 'Subscribe', 'Glossary', 'eRA Intranet', and 'Need Help?'. The 'FAQs' link is circled in red.

<https://era.nih.gov/faqs.htm>

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

The image shows three stacked screenshots of the eRA website. The top screenshot is the home page with navigation tabs for 'HOME', 'APPLICANTS', 'GRANTEES', 'REVIEWERS', 'REGISTER/ACCOUNTS', 'NEWS', 'HELP & TUTORIALS', and 'ABOUT eRA'. The middle screenshot shows the 'APPLICANTS' section with a heading 'Seek Prior Approval for Withdrawal of Application'. The bottom screenshot shows the 'Help & Tutorials' section with a heading 'Resources to help you navigate eRA systems, from information on registering to eRA Commons to managing user accounts, to step-by-step instructions in online help and video tutorials.' The 'FAQs' link in the bottom navigation bar is circled in red.

Electronic Research Administration (eRA)

Bethesda Md.



<https://era.nih.gov>