

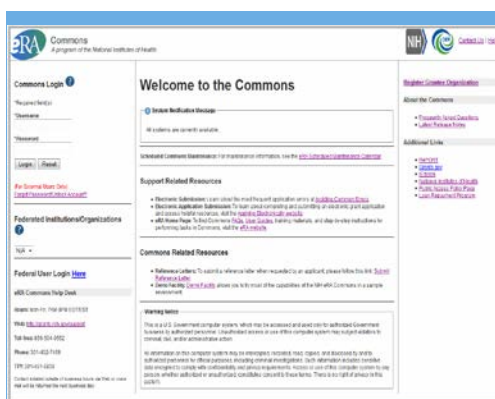
Need help with eRA Commons?

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/>

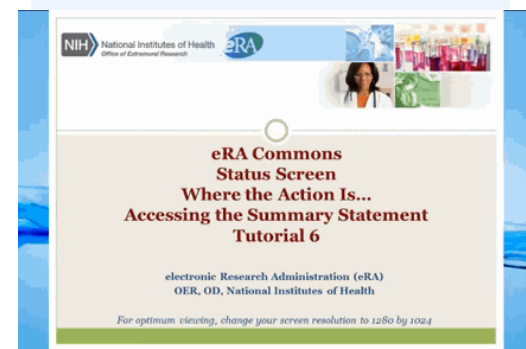
Video Tutorials

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!

 eRA Video Tutorials



https://era.nih.gov/era_training/era_videos.cfm

eRA Service Desk

The screenshot shows the 'eRA Service Desk' web ticket submission form. It includes a header with the NIH logo and navigation tabs for Home, Applicants, Grantees, Reviewers, and Invention Reporting. The main content area is titled 'To Contact the eRA Service Desk, please complete the online request form below.' and contains several input fields: 'Required fields', 'First Name', 'Middle Name', 'Last Name', 'Email Address', 'Phone Number', 'I need help with' (with a dropdown menu), and 'Description' (with a character count of 2000). There is also a 'Contact Preference' dropdown and a 'Submit' button.

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 image shows a vertical navigation menu with several icons and text links: a telephone icon for 'Need Help?', a question mark icon for 'eRA Commons FAQs' (which is circled in red), an '@' icon for 'Subscribe!', a calendar icon for 'eRA Deployment & Maintenance Calendar', and a YouTube icon for 'eRA Video Tutorials'.

https://era.nih.gov/commons/faq_commons.cfm

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

The image shows two screenshots of the eRA website. The top screenshot is the home page, featuring navigation tabs, a search bar, and various resource links. The bottom screenshot is a 'For Grant Applicants' page, which includes a flowchart for the application process: 'Propose to Apply & Register' leads to 'Submit, Track and View Applications', which leads to 'View Summary Statement, Scores', which leads to 'View Notice of Award', which leads to 'Submit Just in Time'. There are also links for 'Home & Reference Letter' and 'View Notice of Award'.

Electronic Research Administration (eRA)

Bethesda Md.



<https://era.nih.gov>