eRA Commons Help Desk Top Ten FAQs:

1. **Commons User ID/Password Reset**: *"How do I reset my Password?"*
    *   Access the eRA Commons log in screen
    *   Select the Forgot Password hypertext link *("Forgot Password/Unlock Account?")* below the log-in fields
    *   The Reset Password screen will appear
    *   In the User ID field, type your user name
    *   In the Email address field, type the email address used when creating your Commons account.
    *   Click Submit. You will be returned to the eRA Commons log in screen where a confirmation message will be displayed, notifying you that your password has been reset
    *   Check your email inbox to obtain your new password
    *   A temporary password will be sent to your email account. Please note: Your temporary password will expire in 24 hours.
    *   Access the eRA Commons homepage, and enter your User ID and temporary Password
    *   Once you log in, you will be prompted to change your password
        *   Enter the temporary password in the field indicated as **Current Password**.
        *   **Please note**: We advise that you type in the password oppose to copying and pasting as this may cause you to inadvertently copy extra spaces which may cause errors when trying to reset the password.
        *   *New Password Standard updated: Only one (1) instance of any special character may be used* - Special characters: ! # $ % * - _ = + < >
    *   If you are experiencing an "Internal Server Error" message while logging in, this may be the result of a bookmarked page. As we do not support bookmarks, we suggest that Commons users please access the site by typing https://commons.era.nih.gov/commons directly into your browser. If you do choose to bookmark, please make sure that you only bookmark the following web address https://commons.era.nih.gov/commons . You may need to edit the web address through your browser to ensure accuracy.

2. **Accounts**: *"How can the SO Affiliate the PI Account?"*
    *   Log in to eRA Commons > Admin tab > Accounts tab > Manage Accounts tab
    *   Follow the steps in the link below: http://era.nih.gov/commons/steps_commons.cfm#step3

3. **xTrain**: *"How trainees can locate their appointment forms (2271s)."*
    *   Log into eRA Commons
    *   Select xTRAIN hyperlink
    *   Go to My Appointments and Terminations
    *   Under the Action column select Process 2271

4. **xTrain**: *"What Commons Personal Profile fields are checked by xTrain?"*
    *   xTrain relies on having current and complete information in a trainee's Personal Profile in eRA Commons. If xTrain identifies an issue with invalid or missing trainee profile information, an error will be generated and it must be corrected before completing the xTrain function. Trainees, scholars, and participants in research education programs must keep their profiles up-to-date, paying special attention to the following fields that are checked within xTrain in the link below:
    *   Getting Started for Trainees: http://era.nih.gov/files/xTrain_Getting_Started_Trainees.pdf

5. **eSNAP – All Personnel Error Message**: *"I am receiving an error message when I try to add less than a month Time Devoted for a non-PD/PI account."*
   - See section eSNAP Edit Business – All Personnel List Accepts Partial Month Value for PD/PIs: http://era.nih.gov/files/Commons_RN_v2.30_042211.pdf.

6. *eSubmissions – Error Message*: *"How can I correct this error message?" - The eRA Commons Username <Credential> in the PD/PI Credential field on the Senior/Key Person page is not a recognized eRA Commons Account.*
   - All PD/PIs must include their eRA Commons ID in the Credential field of the Senior/Key Person Profile Component of the SF 424(R&R) Application Package. Failure to register in the Commons and to include a valid PD/PI Commons ID in the credential field will prevent the successful submission of an electronic application to NIH.

7. *Reference Letters – Trouble submitting Reference Letters*: *"How do I submit Reference Letters?" "Do I need an eRA Commons account to submit a Reference Letter?"*
   - For individual Fellowship (F) applications targeting due dates of **April 8, 2011** and beyond, and for individual Career Development Award (K) applications targeting due dates of **June 12, 2011** and beyond, corrected/revised reference letters must be submitted by the grant application submission deadline. See *NOT-OD-11-036* for details.
   - Letters may be submitted directly to eRA Commons and must be submitted by the referee by the application receipt due date or as early as the Funding Opportunity Announcement (FOA) opens. Letters may even be submitted before the application is submitted.
   - The referee does not need to be registered in Commons to submit a reference letter. Go to https://commons.era.nih.gov, under Commons Related Resources, click on the link: *Submit Reference Letter*

8. **IAR –Access List of Applications**: *"Why can't I see my List of Applications?"*
   - Reviewers must agree to the Confidentiality Statement, once per meeting, in order to access any review materials. Reviewers should click on the "Confidentiality Statement" link in the Action column and click "I Certify" to agree electronically. Once the Confidentiality Statement is signed, the View List of Application will be available.

9. **Accounts – Registrations**: *"How can I register my Organization in eRA Commons?"*
   - Only individuals with legal signing authority - the Signing Official - can register their organization in Commons. The Signing Official typically has a title such as: President, CEO, Executive Director, Dean, Chancellor, Provost, Owner, or Partner.
   - Applicant organizations/institutions should complete the Online Registration form for eRA Commons: https://public.era.nih.gov/commons/public/registration/registrationInstructions.jsp

10. **Summary Statements**: *"Where can I find my Summary Statement?"*
    - Log in to eRA Commons PI account (cannot be accessed by SO account)
    - Click on Status tab from the menu bar
    - Click on List of Applications/Grant Link
    - Click on the Application ID shown on this page (grant #), disregard a status message that may say 'Pending Council Review' and look under Other Relevant Documents. The Summary Statement will appear under Other Relevant Documents after it has been released by the Scientific Review Officer (SRO) following the review meeting