

# Need help with eRA Commons?

The eRA website offers:

- Online help,
- Video tutorials,
- FAQs

You can also submit a ticket to the service desk

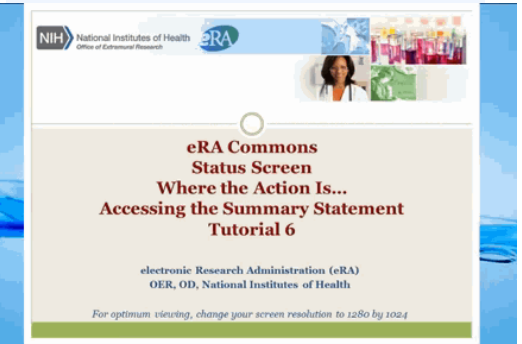
## Video Tutorials

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!

### YouTube eRA Video Tutorials



## Online Help: *Follow the question mark*

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

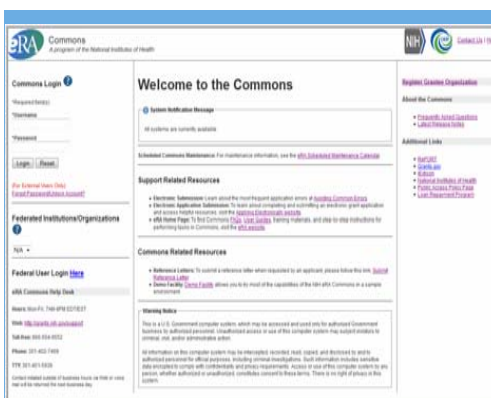
If you are not logged into the system, you can still access the eRA Commons online help at the URL at the bottom of the page.

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!

eRA Commons home screen

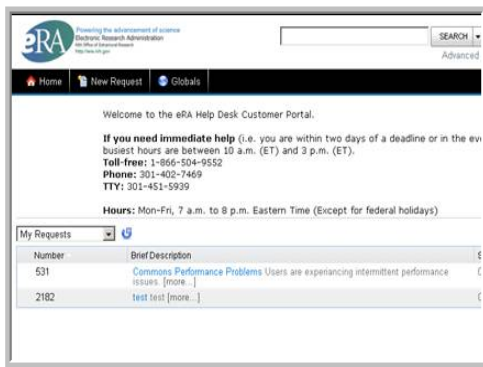


<http://era.nih.gov>

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

[https://era.nih.gov/era\\_training/era\\_videos.cfm](https://era.nih.gov/era_training/era_videos.cfm)

# 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**

Press 1 for eRA Commons  
Press 3 for iEdison

**Phone: 301-402-7469**

Press 1 for eRA Commons  
Press 3 for iEdison

**Hours: Mon-Fri, 7 a.m. to 8 p.m.  
Eastern Time**

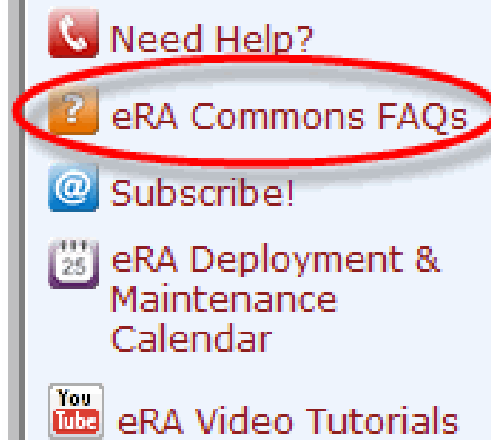
(closed on federal holidays)

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

## FAQs

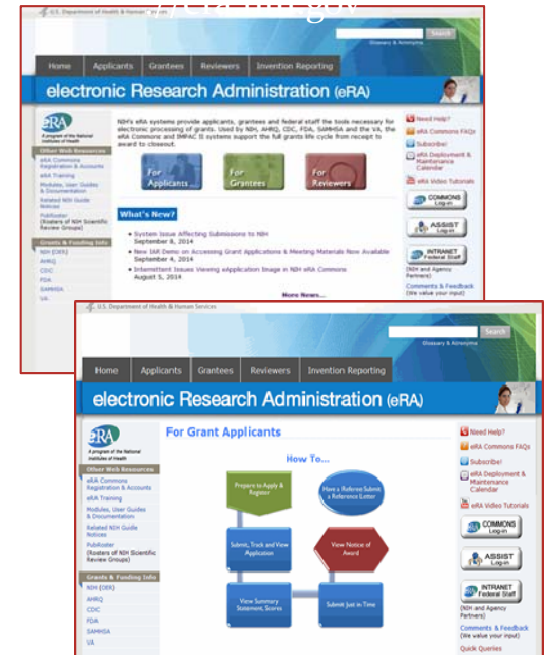
How do I find my  
organization's  
DUNS number?

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.



[http://era.nih.gov/commons/faq\\_commons.cfm](http://era.nih.gov/commons/faq_commons.cfm)

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



*Electronic Research  
Administration (eRA)*

Bethesda Md.



<https://era.nih.gov>