Other Error Messages You May Encounter:

*Current Password does not match stored password...*
This error happens when using Reset Password feature, usually from using copy/paste functionality of the temporary password. Never copy/paste passwords as it frequently will add a blank space.

*Password does not conform to password guidelines...*
See Password Guidelines below.

*Failed to reset password for user XYZ...*
User ID was not entered correctly.

*New Password does not match Confirm New Password...*
This error happens when resetting a password and the confirmation password does not match the new password.

*General Gateways errors...*
These errors are typically a result of a firewall, security, and/or local router issue. You should contact the technical service desk of your institution for assistance.

### Password Guidelines

- **Must:**
  - Be a minimum of 8 characters
  - Be no longer than 16 characters
  - Contain a number, not at beginning or end of password
  - Contain at least one Special Character: `~ ! @ # $ % ^ * ( ) _ - = + [ ] { } \ ` " ; : . / ?

- **Can't:**
  - Contain the USER ID
  - Not contain the USER ID
  - Not be reused within 8 years (24 pw cycles)
  - Expire after 120 days

### Service Desk Cans & Cannots

**By policy, the eRA Service Desk CANNOT:**
- Give out passwords
- Give out User IDs over the phone
- Change passwords
- Change your contact email address

**By policy, the eRA Service Desk CAN:**
- Give out User IDs by email using the contact email address on the Personal Profile
- Provide names of the AAs, AOs, and SOs at your institution.

### eRA Service Desk Contact Information

**Submit a web ticket:** https://grants.nih.gov/support/ (preferred method of contact)

**Phone:** 301-402-7469
(Press 1 for eRA Commons and 3 for iEdison)

**Toll-free:** 1-866-504-9552
(Press 1 for eRA Commons and 3 for iEdison)

**Hours:** Mon-Fri, 7 a.m. to 8 p.m. Eastern Time (closed on federal holidays)

### Use a Supported Browser

Currently eRA supports the following browser applications:

Internet Explorer  |  Firefox  |  Google Chrome

For specific version numbers, please visit https://era.nih.gov/browser_support_ext.cfm