Additional Information and Resources Concerning Login Issues

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

- Be a minimum of 8 characters
- Be no longer than 16 characters
- Contain a Capital letter
- Contain a number, not at beginning or end of password
- Not contain the USER ID
- Be any of the previous 24 passwords
- Contain at least one Special Character: ' ~ ! @ # $ % ^ * ( ) _ = + [ ] {} | \ " ; : . / ?
- Expire after 90 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/  Phone: 301-402-7469
(preferred method of contact)  (Press 1 for eRA Commons and 3 for iEdison)
Toll-free: 1-866-504-9552  Hours: Mon-Fri, 7 a.m. to 8 p.m. Eastern Time (closed
(Press 1 for eRA Commons and 3 for iEdison)  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