

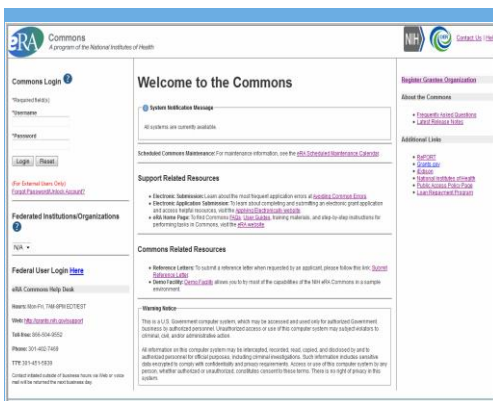
Need help with eRA Commons?

The eRA website offers:

- Online help,
- Video tutorials,
- FAQs

You can also submit a ticket to the service desk

eRA Commons home screen



<http://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!

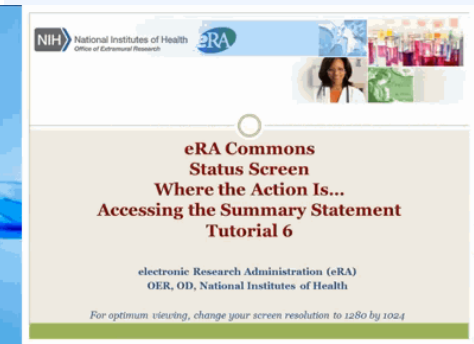
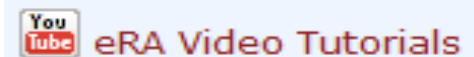
<http://era.nih.gov/erahelp/Commons/>

Video Tutorials

Check out a 10-part video series on navigating the Status screens in eRA Commons. Learn how to:

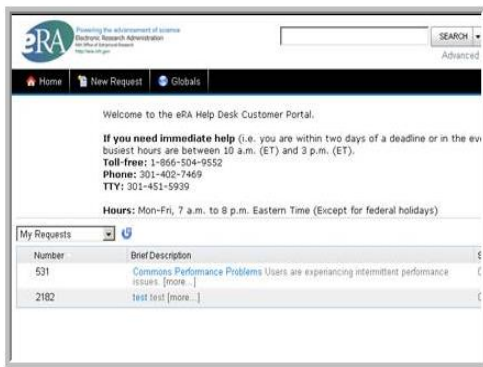
- Search for your grant application
- Look up your score
- Access your summary statement
- Look up your notice of award
- Submit Just-in-Time information
- Submit a No-cost extension
- Submit a Relinquishing Statement as part of the Change of Institution process

And more!



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

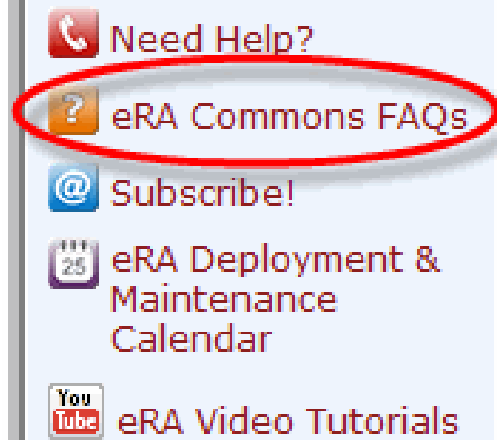
(closed on federal holidays)

<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

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



*Electronic Research
Administration (eRA)*

Bethesda Md.



<https://era.nih.gov>