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

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http://era.nih.gov

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elect Grant Number link t	to manage the RPPR:
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Grant Number	PD/Pi Name
5K23HD123456-03	Jefferson, Thomas

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!





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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.



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



Electronic Research Administration (eRA)

Bethesda Md.



National Institutes of Health Office of Extramural Research



https://era.nih.gov