



Introduction to eRA – Information Sheet

eRA is an established grants management entity, providing end-to-end support of grants awarded by federal agencies. eRA has over 40 different modules, a component part of the eRA system that provides functionality in support of a specific business process during the grant lifecycle.

Note: All 40 modules will not be used by Department of Commerce (DOC) users.

All DOC grant applications are submitted via Grants.gov, then received by eRA systems for further processing.



eRA Systems

eRA has two systems: IMPAC II and eRA Commons.

IMPAC II (Information for Management, Planning, Analysis, and Coordination)

Internal DOC agency staff will access eRA modules via IMPAC II at <https://inside.era.nih.gov/>. Within IMPAC II, internal users have the ability to manage a grant’s publication, receipt, processing, review, award, monitoring, and reporting from inception to closeout.

IMPAC II Internal Agency User Accounts

DOC will have designated “Account Coordinators”, who are responsible for the creation, modification, and maintenance of all internal user accounts. Those needing an internal user account should contact their Account Coordinator. Role-based privileges allow users to access eRA modules to perform the required function based on the business need.

eRA Commons

External applicants/recipients and grant reviewers will access eRA modules by logging into eRA Commons at <https://public.era.nih.gov/commonsplus>. Within eRA Commons, applicants have the ability to monitor submitted applications, reviewers securely evaluate applications and submit their critiques and scores, and grantees/recipients maintain their grant award by submitting required documentation, annual reports, and closeout materials.


eRA Commons External User Accounts

An applicant organization’s “Signing Official (SO)” is someone with signature authority to legally bind the organization in grant matters. The SO registers the organization in eRA Commons, and the organization’s administrative staff create and maintain all the organization’s Commons user accounts; those needing an eRA Commons account should contact their organization’s grants management administrative staff. Role-based privileges allow users to access eRA modules to perform the required function based on the business need.



Department of Commerce (DOC) Grant Lifecycle

DOC’s grant lifecycle can be broadly defined as a 15-step process, including both the grantor entity and the applicant/recipient. The table below provides a high-level overview of the process, broken down by each step’s owner.

DOC/Awarding Agency	Step	Applicant/Recipient
Notice of Funding Opportunity (NOFO) is prepared and published in Grants.gov	1	
	2	Application preparation begins
	3	Organization registers with Grants.gov and eRA Commons
	4	eRA Commons accounts are created, and users complete their Commons profile
	5	Completed application is submitted via Grants.gov
Application is screened for alignment with the NOFO requirements, including submittal deadlines	6	Application is tracked in eRA Commons 
Application undergoes peer review where it is critiqued and scored by subject matter experts in the relevant field	7	
Peer review results are shared with the applicant	8	
Funding decision is made	9	
Grant is awarded	10	
	11	Grant award is accepted/received
	12	Required reports and documentation are submitted
Post award activities are managed	13	
	14	Closeout materials are submitted
Grant is closed	15	

Support Information

eRA Service Desk

eRA has its own dedicated Service Desk staffed by highly trained analysts that support eRA users end-to-end through the full grant lifecycle, from navigating the system to fixing technical issues. The Service Desk is open Monday-Friday 7:00 am-8:00 pm Eastern, barring federal holidays, and can be reached by calling the hotline or submitting a ticket through the online system.

Hotline: (866) 504-9552 (toll free) or **(301) 402-7469**

At the prompt, **press “1” for eRA Commons support** or **press “2” for IMPAC II support**.

Service Desk tickets are submitted using this form: <https://public.era.nih.gov/submithelp>



Common inquiries range from questions about system-generated validation errors and warnings, correcting data, grant application and award progress report statuses, or the grant lifecycle in general, to how to navigate the system and for help to fix login, access, and system technical issues. Users should be ready to supply this information with their inquiry:

- Full name of the affected user
- eRA module and/or function being used
- Meeting details (for peer review)
- NOFO and/or full grant number
- Detailed explanation of the behavior of the system
- Copy of the error/warning validation, if applicable