Account Management for Admins - Webinar QA

CATEGORY	QUESTION	ANSWER
General Questions	It is beneficial to send the presentation ahead of time so we can make note on the slides as we progress?	Thank you for the suggestion. We will consider this for future webinars.
	Was the last training sent out or where can we view/hear it?	All training materials, including this presentation, a recording of the webinar, the questions/answers, and any additional training resources will be shared via email by the GEMS PMO (gemsprogram@doc.gov).
	Once the webinar is completed, how soon will the recording be available? Also, can we access the website to view the recording or will it be emailed to participants?	
	Can you please provide a link for the recording to the registration webinar?	
	When will we receive the recording from last week?	
	Good information today. When will slides be sent?	
	When will the recordings be sent out?	
	Is GEMS/eRA replacing all other platforms or specific portals- Grants Online, Just Grants, HUD Eloccs, etc.	eRA is replacing only the Grants Online portion for the Department Of Commerce at this time.
	Is a module just a tab on the website?	eRA is in the process of updating various modules and screens within eRA. For those modules and screens that have not been updated yet, each module can be seen as a tab. In the updated screens and modules, there is a menu in the upper left-hand corner that lists each module.
	This replaces Grants Online now right? When will the transition begin?	The transition will take place at the beginning of October 2023 (FY 24). The exact date will be communicated to our stakeholders once it has been determined. A small pilot will begin in July and the affected organizations will be contacted separately.
	For current users who have an eRA Commons because of our NIH grants; how will we see the DOC applications/awards?	Access to DOC grants will work the same way as access to NIH grants. For example, when you search in the Status page, you will see all the grants you have access to in the system.
	How are DOC applications/awards going to be differentiated from NIH in the Commons?	The application/award number can be used to differentiate DOC applications/awards from NIH applications/awards.
	Will an SO who manages both NIH and NOAA awards work in one location, or will there be a requirement to toggle between an NIH environment and NOAA environment within eRA Commons?	The SO can manage all grants awarded and maintained through eRA, including NIH, SAMHSA, HHS, NOAA, NIST, etc.
	We have 8 individual grants with NOAA. For 1/2 of these grants, I am the PI; with the other 1/2 I have staff members who are the PI. Will the PIs for each grant migrate over automatically when we make the transition?	If the grants are active, all the PI information will transition over to eRA; however, it is imperative that your organization registers with eRA, and PD/PI accounts are created prior to October.
	Are all Grants online organizations transitioning?	All Grants Online Federal Agencies with the exception of EDA and Census are transitioning in October 2023 (FY 2024).

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	We use ASAP.gov and GRANTS.gov and LOGIN.gov and Grants Online. Will this replace all of these or some? Can you clarify which ones it will not replace?	eRA will replace Grants Online only. Applications for opportunities associated with current Grants Online Federal agencies will continue to be submitted via Grants.gov and payments for awards from those same agencies will continue to be administered via ASAP.gov. Login.gov credentials can be used to login to eRA commons once an eRA commons account has been created.
	When the official transition occurs in October, Grants Online will cease to exist at that time? When can we begin to register with eRA Commons?	Grants Online will continue to exist; however, eRA will become as the primary source of grant record keeping for NOAA, NIST, and EDA. You can begin the registration process now by visiting: https://public.era.nih.gov/commonsplus
	We have NOAA grants, will they be transitioning?	Yes, all active NOAA grants will be transitioning to eRA.
Registration	**Will there be a training on registration?**	Yes. A registration training session was held on June 8th that was recorded and will be made available by the GEMS PMO team. Additionally, future registration training will be offered (likely in the September time frame).
	Is the website up and ready for us to register yet?	Yes, you currently have the ability to register on eRA Commons.
	As the signing official for my organization, when will I receive directions on how to register myself and the other roles for my org?	This webinar is providing that information and the recording will be available for future reference as well as additional guidance documents.
	To confirm, the usernames and such have not yet been provided for this system, correct?	User IDs/screennames are created when the user's account is registered. Existing GOL accounts will not be ported over to eRA; all organization and user account registrations must be created in eRA Commons, unless they have a prior eRA Commons registration/account.
	I am already a SO in eRA Commons for our NIH/DHHS awards. What do I need to register again for DOC? Also, can I use my Login.Gov ID as I do when I access eRA Commons for NIH.	You do not need to create an additional second registration if you already have an existing SO account. And yes, because you have already associated your existing eRA Commons account with your Login.gov account, we recommend you continue using Login.gov to log into eRA Commons because of the enhanced security inherent in two-factor authentication. However, if you had not already associated your Login.gov and eRA Commons accounts, you would need to do so before you could use Login.gov as your login method.
	What agency/office will we receive usernames from?	Usernames can be system generated or they can be chosen by the user. The Administrator at the organization creating the account will work with the person getting the account to ensure they know the username
	I missed first webinar. When and where can institution profiles and user accounts be registered in eRA Commons?	No problem! As a reminder, training recordings will be made available and communication will be sent from the GEMS PMO team. In the meantime, you can begin registration today by visiting the eRA Commons webpage at https://public.era.nih.gov/commons/.
	One last question: When is the absolute deadline date to register on eRA Commons?	Registration can take up to 4 weeks so depending on if you plan to apply to one of the NOFOS in the pilot group this answer changes. For those transitioning in October they should start the registration process by the end of August.

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	If we register with eRA website now, is there any conflict with our current Grants Online account? we can still use Grants Online as usual - but any reports due after Oct 1, will be submitted via eRA, correct?	There will be no conflict.
	You mentioned creating an account before October where can we access that registration.	You can complete the registration process by visiting: https://public.era.nih.gov/commonsplus
	To confirm, Administrative Accounts can only have one affiliation. Meaning, if one individual works for multiple organizations they need to have a separate eRA account (log-in and password) for each organization?	Yes, administrative accounts can only be affiliated with one organization at a time. Administrators that assist multiple organizations concurrently will need an account for each organization. In cases where an administrator leaves one organization and goes to another the account can be unaffiliated by the old organization and then affiliated
	When you say Administrative Accounts can only have one affiliation, you mean they can only be added to one organization. However, they can still be added to multiple grants for that one organization?	Yes, each administrative account can be used on any grant for that one organization.
	Hi, I am wondering what is to stop someone not affiliated with an account from modifying it? It seems like everyone has all access to anyone out there? unless I am not understanding this? Thank you	Administrators at the organization have access to view all accounts but they only have the ability to update the email address
	Can we add multiple emails in the create organization section?	Only one (1) email address may be associated per account.
	If the names aren't editable, what needs to be done if someone has a legal name change (i.e. marriage/divorce)?	The individual can edit their name within the Personal Profile for their account.
	When I view my organization's SOs -- with two of them, it says phone number unknown. How can I add phone numbers?	An SO can update the phone number of the organization within the Institution Profile for the organization. Phone numbers for the specific SOs will be updated in the personal profile
	Will PD/PIs be able to self-register, or does an AA/AO/SO need to set up their accounts?	An administrator will need to create the account for the PD/PI if they do not already have an active account.
	You mentioned something about PD acct needs to be created before registration? Can you explain?	The PD/PI account is required before you submit an application, not before registration. The PD/PI username is required on one of the forms as part of the application.
	Is there a limit to the number of SO accounts that an agency is allowed to have? What is the difference between an AA and AO?	There is no limit on the amount of administrative accounts an organization can possess. AA's can only access/manage accounts whereas AO's can access/manage accounts as well as access grant information within their organization.
	Institution Profile > Signing Officials > "Phone unknown" - How can I update the missing phone numbers?	The SO would need to update their work phone number in their Personal Profile.
	Could you explain how to add phone number to be visible on Institution Profile>Signing Officials>. It says "Phone Unknown" I registered my phone number but it does not show up. How can I update missing phone numbers?	Singing officials contact information is pulled from the employment section of their personal profile

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Accounts / Roles	**Can the same individual have all 4 Administrative Roles?**	There is no system limitation on one user holding all four user accounts, however, only the highest-level account is necessary given that the SO role holds all administrative privileges.
	I did not see the ASST role listed, which is how department administrators are enabled to help PD/PIs with reports. Is that role going to be enabled at some point for NOAA?	The ASST role will not be available. The PD/PIs will need to login to their accounts to complete reports themselves.
	To confirm. If one individual needs the roles of AA and PD/PI. They will need 2 separate accounts (2 separate usernames and passwords)	Yes, two separate accounts will be needed. One for AA and the other for PD/Pi.
	So if you are an SO who also does PI/PD work, do you need two accounts?	Yes, The SO is an administrative account and the PD/PI account is a scientific role.
	Can one employee have several roles assigned to them?	Yes, one user can hold multiple roles but please note that if one role is a PD/PI role, they will need a second registration just for the PD/PI role.
	We are a small organization so the PI is the SO do we need a PI for reporting?	If the same person is performing duties for both roles, they will need a separate account for each role.
	One person can have the roles of SO and Pd/PI at the same time for the same organization?	They must have a different account for each role even if it is the same person performing the actions of an SO and PD/PI.
	Are we required to assign someone to the PD/PI role, or only if the award requires it?	Providing the PD/PI information is required during the application process.
	What can the PD/PI account do that the SO account cannot do?	The PD/PI directs a project or program supported by a grant and completes the grant administration process. A PD/PI may only access information pertaining to the grant(s) on which they are the designated PD/PI.
	Why so many accounts? Can we not have one account with multiple roles similar to Grants?	The different types of accounts allow users to perform different functions. There is no method to have all account roles on a single account at this time.
	How is a Principal Investigator associated with a specific grant? Can there be multiple PIs for a grant?	The PD/PI is designated as PD/PI in the grant application or following award. More than one PD/PI can be associated with a grant, contract, or cooperative agreement. Additional PD/PIs assist with the responsibilities currently accorded to a single PD/PI. The multiple-PD/PI model is intended to supplement, not replace, the traditional single-PD/PI model.
	Would the SO need to have an FFR role too?	Yes they will need both if they are to submit FFR reports
	Hello! I thought you said separate accounts need to be created for each role (scientific vs administrative) but in your first example of Sang Moon, you were able to choose both roles for the account you created. Did I misunderstand the rule about separate multiple accounts being necessary for the same person with different roles? Thanks!	Yes, separate accounts were needed. In the demonstration, there was two accounts for Sang Moon - one account for a SO role and another account for a PD/PI role. One individual can be both an administrative staff and a program staff; however, those two roles cannot be combined into one single account.

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	If I am a signing official, do I have to register a new account to be a PI and then manage that account to designate it as a PI?	As an SO you can create separate accounts for the PD/PIs at your organization.
	Our organization has only one staff member.	That person will need both an administrative and non-administrative account
	Are separate accounts required for the same person?	A separate account is needed only if that person needs to have both administrative and programmatic roles (i.e. individual needing both SO and PD/PI roles).
Reports	Must the PI eRA log in be used to complete RPPRS and PPRs or can assistants receive eRA accounts to complete on behalf of the PI?	PD/PI's will need to login to their accounts in order to complete their reports.
	Does an SO have the ability to submit all reports, for PIs and SFR?	An SO will need the SFR role to submit the FFR. They can submit the other reports with the SO role alone.
	Can the PD/PI submit reports directly or will they need to be reviewed by the SO or AA?	The SO will need to review and submit the report for the PD/PI.
	Can SO, AA, AO view FFRs just not submit?	Access to the FFRs prior to submission is granted only to those with the FSR role. After review the approved or declined FFRs will be accessible in the Status Information Screen for Administrators that do not have the FSR role.
	Can the transition date be delayed so that it doesn't happen in the middle of semi-annual reporting?	Unfortunately, there are many factors that affect or are impacted by any transition date. At this time we are unable to change the transition date.
	Can the FSR submit all reports, or are they only able to submit Financial reports and SO will need to submit the other reports?	A person with the FSR role can only submit the FFR. Only a person with the SO role can submit the other reports.
	Will final FFR be handled thru PMS like commons does?	PMS only supports HHS, eRA will be used for FFR submission for DOC
	Just to clarify, can the PD/PI actually submit the report, or does an administrator submit it?	No the PD/PI cannot submit the report. Only a person with the an SO, or FSR role can submit the reports
	Who will submit semi-annual progress and annual performance reports? the PD/PI	The PD/PI can prepare reports, but SO will need to submit the reports.