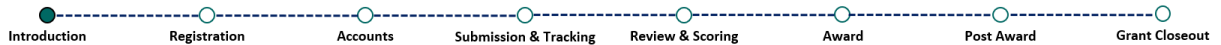


Introduction to eRA

For DOC Applicants/Recipients

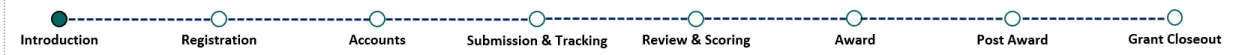


Training Objectives



- Introduction to eRA
- DOC's Grant Lifecycle Overview
- eRA Modules
- eRA Transition for DOC Use
- Registration
- Account Management & Logging In
- Navigating in eRA Commons (Demonstration)
- Training Resources & Technical Support
- Q&A

Introduction to eRA



eRA is an established grants management entity with over 30 years of experience in the field, providing end-to-end grants management solutions. eRA is used by NIH and other partner agencies.



What we do...

- Provide mission critical support for grants awarded by partner agencies
- Provide end-to-end grants lifecycle support
- Allow for the management of research and non-research grants

Visit <https://www.era.nih.gov/> for more information!

Link to eRA's Homepage: <https://www.era.nih.gov/>

Introduction to eRA

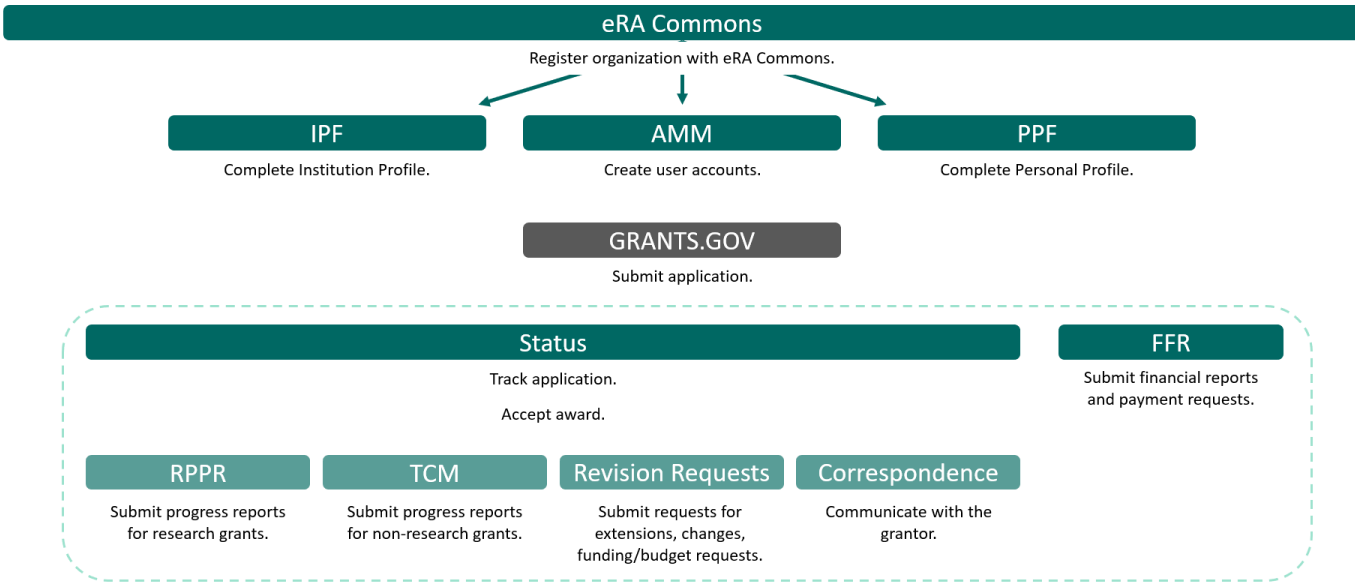


How will DOC applicants/recipients utilize eRA systems?

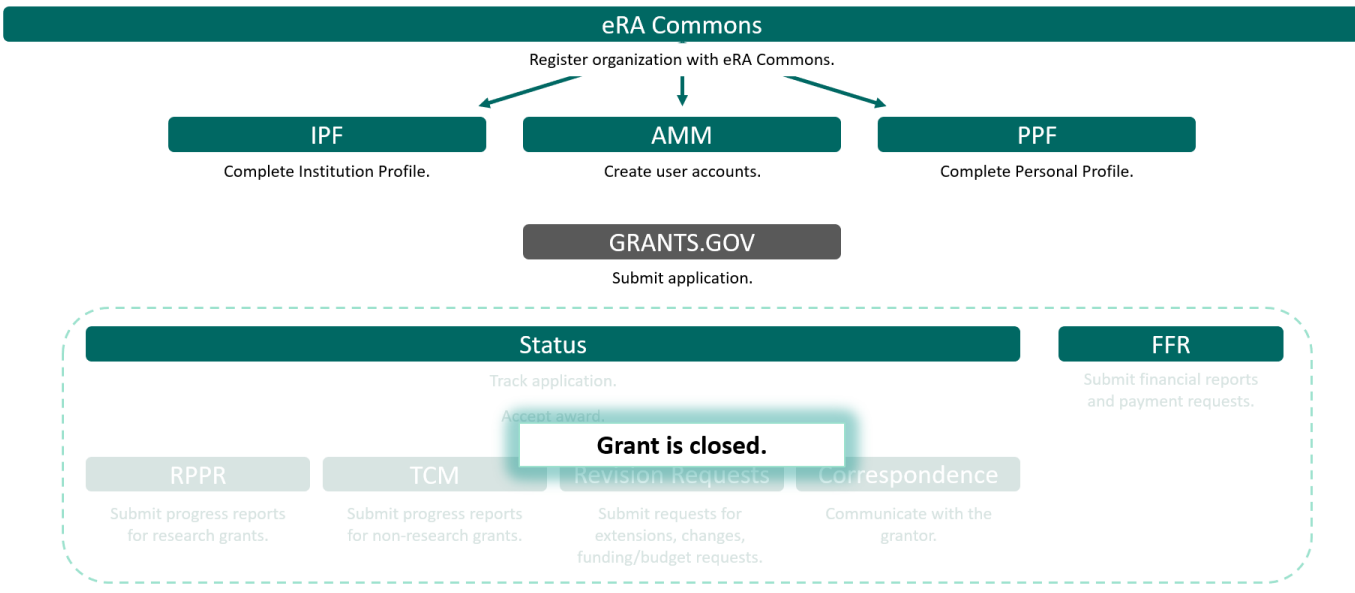
As the Department of Commerce is transitioning to eRA, applicants and recipients will need to register with eRA Commons, an online grants management system, which contains various modules used to:

- Track submitted applications
- Accept awards
- Communicate with the awarding agency
- Submit various documents and reports
- Closeout grants

DOC – Grant Lifecycle



DOC – Grant Lifecycle



eRA Modules



External eRA Module	Description
Account Management Module (AMM)	Create user accounts.
Personal Profile (PPF)	Complete Personal Profile.
Institution Profile (IPF)	Complete Institution Profile.
Status <ul style="list-style-type: none">• Correspondence• Research Performance Progress Report (RPPR)• Performance Progress Report (PPR)• Terms and Conditions• Revision Requests	Respond to correspondence. Submit progress reports. Respond to terms and conditions. Submit revision requests.
Federal Financial Report (FFR)	Submit financial reports and payment requests.

eRA Transition for DOC Users



As the Department of Commerce is transitioning to eRA systems, we have four phases.

**Phase 1: Pre-Award
(Sea Grant Program)**
COMPLETE!

**Phase 2: Award, Post-Award,
Grant Closeout
(Existing Grants)**
COMING SOON!

**Phase 3: Pre-Award
Functions for All
Remaining Programs**

July 2023

October 2023

January 2024

**Phase 4: Final
Migration**

Phase 1

Phase 1 went live on July 5th, 2023, which was a pilot for NOAA, specifically for the Sea Grant Program. Two NOFOs were to be published. Applicants applying to these 2 NOFOs must be registered with eRA Commons in order to apply.

Once applications are submitted, they will be tracked in eRA Commons. The review event and funding decisions will be made in eRA.

Phase 2

Coming soon on October 30th of this year, is the Phase 2: Go-Live.

Those applications received and reviewed from Phase 1 as well as all active grants that are currently in Grants Online will be available in eRA systems to complete award, post-award, and closeout activities.

In order to complete any award, post-award, or closeout actions, all grant recipients must be registered with eRA Commons. Registration can take up to four weeks so if you have not registered, please register now!

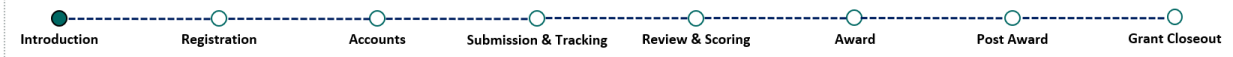
Phase 3

Phase 3 is targeted to go live in January 2024. At this point, all pre-award functions will be available for all remaining programs. Meaning, applicants will need to be registered with eRA Commons prior to submitting any new applications.

Phase 4

Phase 4 is also targeted to go live in January 2024 where eRA will be the system of record for all NOAA grants.

eRA Transition for DOC Users



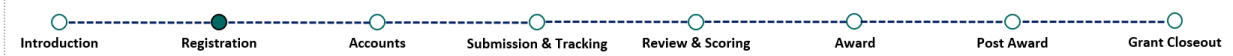
How should DOC applicants/recipients prepare for this transition?

The first step is to get registered with eRA Commons!

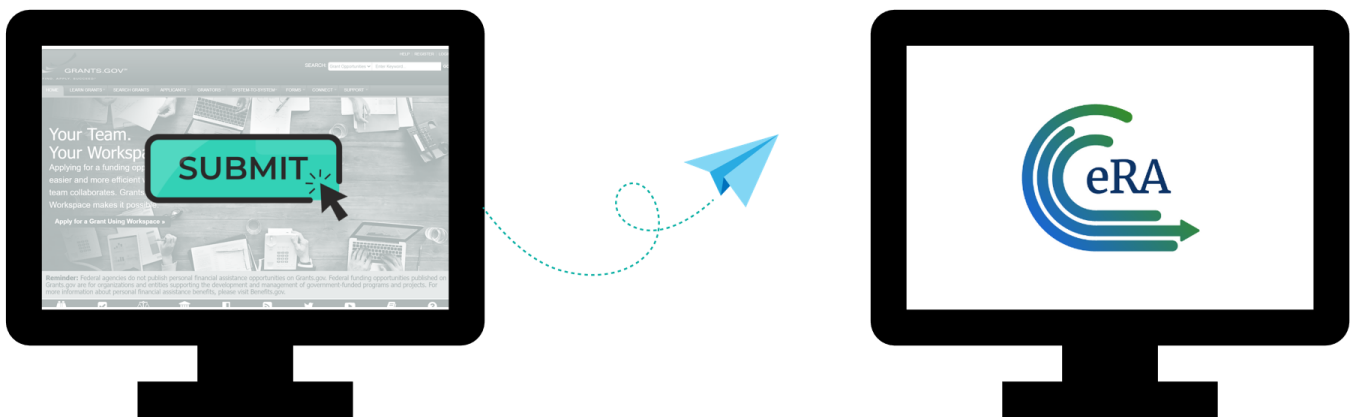
If you've already registered with eRA Commons in the past, you do not need to register again to apply for DOC grants.

Future training opportunities are coming! As DOC is transitioning from Grants Online to eRA, training materials are being developed and will be shared.

eRA Commons Registration



All applications are submitted via Grants.gov. **Not** eRA Commons.



All DOC applicants must be registered with eRA Commons prior to submitting their applications. Applications can only be retrieved in eRA for DOC to review if you are registered.

eRA Commons Registration



Applicants with pending grants that have not been awarded by **September 22nd, 2023** and those currently with active grants must register with eRA Commons in order to access and continue tracking/maintaining awards.



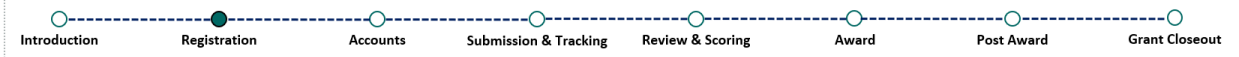
**Register before
October 30th!**

Registration Requirements



- Register with SAM.gov and obtain a Unique Entity Identifier (UEI)
- Register with eRA Commons with your UEI
- Register with Grants.gov
- Check NOFO for additional registration requirements

Who Can Register?



The organization must be registered by someone with signature authority to legally bind the organization in grants administration matters; this individual is referred to as a Signing Official (SO). Only authorized organization officials are qualified to be an SO for their organization.



How Long Does It Take?

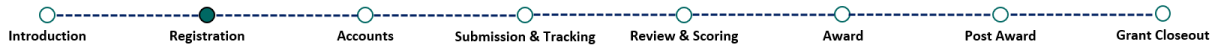


Registering with eRA Commons can take up to four weeks to process. It is encouraged that applicants register with eRA Commons as soon as possible to avoid any delays.



Registration is a one-time process, If you've already registered with eRA Commons in the past for an NIH grant (or another partner agency), you do not need to register again.

How to Register



Commons



National Institutes of Health
Office of Extramural Research



Login with Login.gov
LOGIN.GOV

Login with eRA Credentials

Username:

Enter Username

Password:

Enter Password

Login

Clear

(For External Users Only)

[Forgot Password/Unlock Account?](#)

Login with Federated Account

Start typing to search for organization...

Login

Login with PIV/CAC

Login using Smart Card

eRA Commons

Track your application; manage and report
on your federally funded award.

Commons Help/Service Desk

866-504-9552 301-402-7469

Hours Monday-Friday, 7am-8pm EST

Recent News

Note: Users with Multiple eRA Commons Accounts: Users with multiple eRA Commons accounts should hold off on moving to two-factor authentication until 2024. eRA will then have a solution for users to consolidate their multiple accounts into a single eRA account that contains all their organization affiliations and roles. More importantly, once users complete the consolidation process, they will be able to associate their Login.gov or InCommon Federated account with one eRA account to support all their authentication needs. (See [eRA Commons roles](#)).

Note: eRA posts [Deployment and Maintenance Calendar](#) on the [eRA Website](#). Updates and additional details about planned maintenance are documented in this calendar as they become available.

Register Organization

Your organization must complete multiple registrations, including eRA Commons, in order to submit a grant application. See [Register](#); [Register in eRA Commons](#).

Submit a Reference Letter

To provide a reference letter for a fellowship or career development applicant, see [Submit a Reference Letter](#); [Reference Letters](#). No need to log in.

How to Create an Account

Once your organization is registered, your signing official creates accounts for others in the Account Management System. For help, see [Create an Account](#).

Commons Demo

[Register](#) to try most capabilities of the eRA Commons in a sample environment.

LikeThis

LikeThis is a thesaurus-based search tool that allows you to find similar funded projects and publications.

eRA Commons URL: <https://public.era.nih.gov/commonsplus/>

How to Register



Commons



National Institutes of Health
Office of Extramural Research



Commons Home / Register Institution

Register Institution

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at grants.nih.gov](#); [How to Register in eRA Commons](#).

Step 1: Registration Purpose

Step 1 Purpose

Step 2 Verify Identification

Step 3 Institution Details

Step 4 Accounts

Step 5 Review & Submit

Only **Signing Officials** can register their institutions with NIH.

Required Field

My organization wishes to apply for...(Check all that apply)

NIH Grants/Contracts

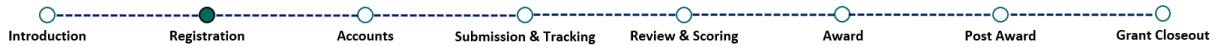
Non-NIH Grants/Contracts

NIH Other Transaction Authority (OTA) Opportunities

Back

Next

How to Register

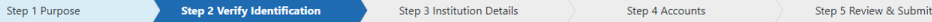


Commons Home / Register Institution

Register Institution ?

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at grants.nih.gov](#); [How to Register in eRA Commons](#).

Step 2: Verify Identification



⚠ DUNS numbers are still accepted, but will be retiring in the near future. Please obtain a Unique Entity Identifier (UEI) as soon as possible.

ℹ To be eligible to submit for NIH or non-NIH grants/contracts and to expedite approval of your registration, you will need a valid institution identifier. Register for an institution identifier at [Sam.gov](#) or go back and [Change Registration Purpose](#).

• Required Field

Select Which Identifier*

- DUNS Number
- Unique Entity Identifier

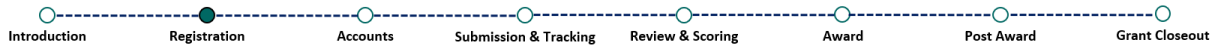
Unique Entity Identifier(UEI) *

ex: 123456789ABC

Verify

Back Next

How to Register

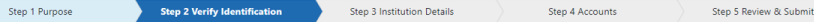


Commons Home / Register Institution

Register Institution ?

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at grants.nih.gov](#); [How to Register in eRA Commons](#).

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• Required Field

Select Which Identifier*

- DUNS Number
- Unique Entity Identifier

Unique Entity Identifier(UEI) *

123456789ABC

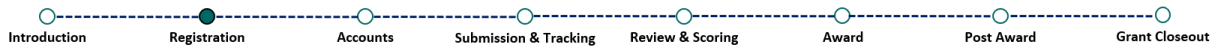
Verify

⚠ A full, active SAM.gov registration could not be found for this Unique Entity Identifier (UEI). Some possible reasons: Your entity was assigned a UEI but [Sam.gov](#) has not processed a full entity registration; your registration expired; the number was entered incorrectly. NIH eRA and Grants.gov require complete and active entity registration in SAM at time of application and award.

Back Next

If you've registered with SAM.gov but your UEI is not yet active, you may get this warning letting you know that an active SAM.gov registration could not be found. This can also be due to a typo. If you've entered it correctly, you can still move forward by clicking **Next**.

How to Register



Commons



National Institutes of Health
Office of Extramural Research

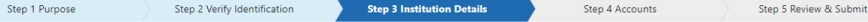


Commons Home / Register Institution

Register Institution

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at grants.nih.gov](#), [How to Register in eRA Commons](#).

Step 3: Institution Details



Required Field

Institution Name

DOC Test, LTD
87 characters remaining

Closeout Email

email@email.com

Notice of Award (NoA) Email

email@email.com

Institution Address (Line 1)

123 Main Street
35 characters remaining

Institution Address (Line 2)

50 characters remaining

Institution Address (Line 3)

Institution Address (Line 4)

Institution City

Bethesda

Institution State

MARYLAND

Institution Zip Code

20817

Institution Country

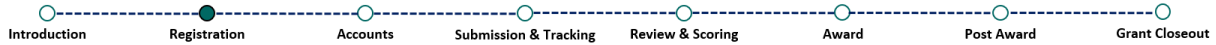
UNITED STATES

Back Next

Closeout Email: Email address to receive notifications regarding closeout.

Notice of Award Email: Email address to receive notifications regarding award.

How to Register



Commons



National Institutes of Health
Office of Extramural Research

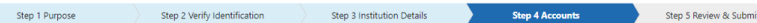


Commons Home / Register Institution

Register Institution

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at grants.nih.gov](#), [How to Register in eRA Commons](#).

Step 4: Accounts



Required Field

Once NIH has approved this institution's registration and the account(s) created have been verified, changes or additional account(s) can be made through the Signing Official (SO) account in eRA Commons.

Principal Signing Official

Email

email@email.com

Username

DOCTEST

Name Prefix

Title

CEO

First Name

Linda

Middle Name

Last Name

Kwon

Phone

301-555-5555

Username Criteria

Will be used when submitting official NIH Grant Applications

Will be used to login to your eRA Commons account

Username will be permanent once submitted

Username length should be between 6 and 30 characters

Username should NOT contain special characters except the @ sign, the hyphen, the period, and the underscore.

Is not Case Sensitive

Add an Account Administrator(Optional)

Back Next

Adding an Account Administrator is optional. The Account Administrator can assist the Signing Official with creating user accounts within their organization. The Account Administrator account can be created after registration is complete if you do not wish to include one now.

How to Register



Commons Home / Register Institution

Register Institution

Completing this process will register your institution in eRA Commons and establish up to two user accounts for your institution. Selected staff at your institution can then create additional accounts appropriate to the needs of your institution. See [Prepare to Apply and Register at eRA Commons](#) or [How to Register in eRA Commons](#).

Step 1 Purpose Step 2 Verify Identification Step 3 Institution Details Step 4 Accounts **Step 5 Review & Submit**

Registration Purpose
My organization wishes to apply for...
Non-NHL Grants/Contracts

Institution Identifier

DUNS Number	Unique Entry Identifier (UEI)
	123456789ABC

Institution Details

Institution Name	NOA Email
DOC Test, LTD	email@email.com
Institution Address	Closeout Email
123 Main Street Berkeley MD 20817 UNITED STATES	email@email.com

Account(s)

Principal Signing Official

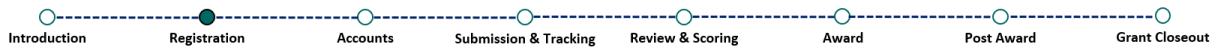
Email	Username
email@email.com	DOCTEST
Name Prefix	Title
	CEO
First Name	Middle Name
John	
Last Name	Phone
Smith	301-555-5555

Account Administrator

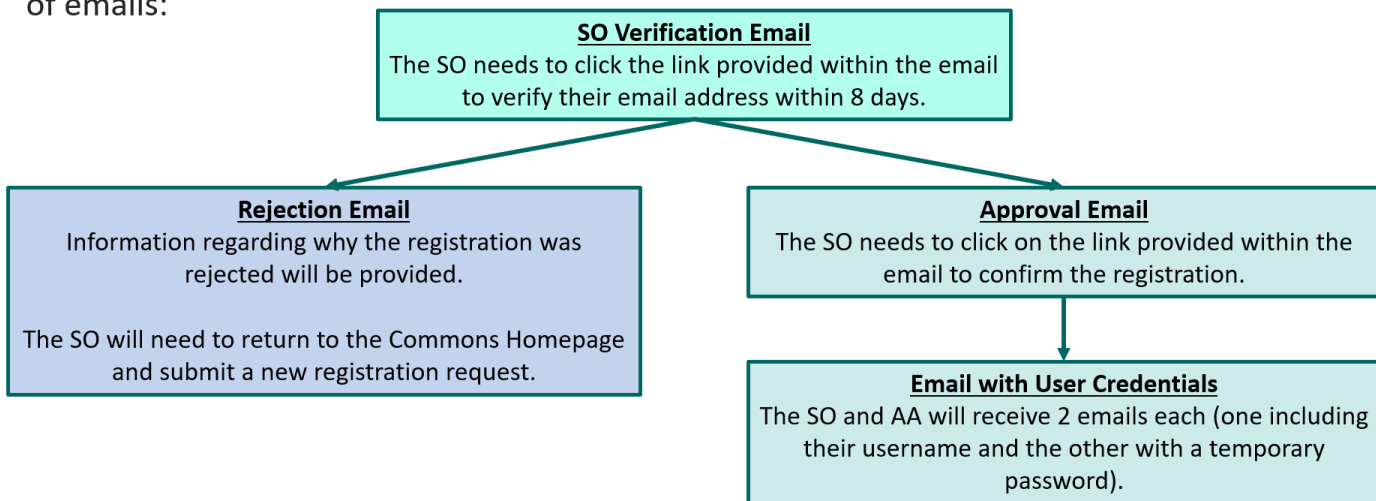
No Account Administrator details provided.

The Signing Official must verify the email address provided within 8 days of this submission in order for any users to login to eRA Commons. Failure to verify the email within the 8 day timeframe will result in an automatic rejection of your registration application.

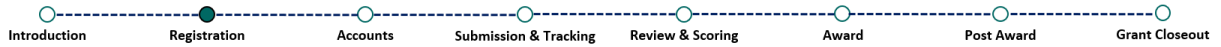
What Happens Next?



Once the Signing Official (SO) submits the registration request, they will receive a number of emails:



What Happens Next?

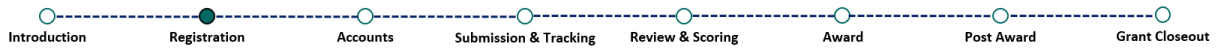


The Signing Official (SO) should log into eRA Commons using their username and temporary password. They will be prompted to update their password. The temporary password is valid for 48-hours.

To request for a new temporary password, click on the 'Forgot Password/Unlock Account?' link.



What Happens Next?



After updating the password, the Signing Official (SO) will reach a screen where they need to review and accept the "Acknowledgement of Signing Official Responsibilities".

Acknowledgment of Signing Official Responsibilities

Required Field

In order to protect the confidentiality of certain information, access to the secure eRA Commons server is limited to authorized users. The registration of authorized eRA Commons users will be administered by the Principal Signing Official, or their designee, serving as the grantee organization Commons Account Administrator.

The grantee organization Principal Signing Official serving as administrator of the Commons accounts, and signatory of this form, should be the Official with institutional authority in so far as legally binding grants administration actions with the NIH are concerned, including serving as the grantee organization authority responsible for submission of grant applications to the NIH. As Commons Account Administrator, this Official will have the authority to create, modify and delete Commons accounts for additional Signing Officials, Administrative Officials, Principal Investigators, Program Directors, and other scientific and/or administrative staff for the grantee organization.

Solely for the purpose of facilitating administration of Commons accounts, and distinct from submitting grant applications to the NIH, the Principal Signing Official can extend authority to a Primary Commons Account Administrator. Designation of such a Primary Commons Account Administrator can be acknowledged herein, as detailed below, so long as both Principal Signing Official and Primary Commons Account Administrator are signatories of this form.

By checking this box, you acknowledge responsibility for maintaining the security and confidentiality of the grantee organization's information through the administration of all Commons accounts established for the grantee organization.

Once this final step has been completed, the Signing Official (SO) will be able to log into eRA Commons and access various modules.

Account Management



The following accounts are created once registration is complete:

The **Signing Official (SO)** is responsible for:

- Creating new accounts (including additional Signing Official accounts)
- Making modifications to existing accounts

The **Account Administrator (AA)** is responsible for assisting the SO with:

- Creating new accounts
- Making modifications to existing accounts

Note: The AA cannot create or modify an SO account

eRA Commons User Accounts/Roles



eRA Commons is a role-based system. The roles assigned to a user will determine which modules they'll have access to and what functions are available within those modules.

It is up to the applicant organization to determine which roles should be assigned to their users. There is no limit on the number of accounts that can be created within the organization.

Each user must have their own account. Accounts should not be shared.

eRA Commons User Accounts/Roles



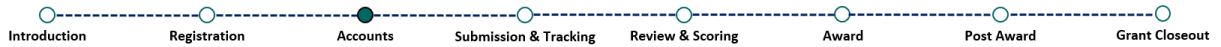
Role	Description
Signing Official (SO)	Has authority to legally bind the institution in grants administration matters, register their organization in eRA Commons, create and manage accounts, view all grants within their organization, and submit various reports, excluding the Federal Financial Report (FFR).
Administrative Official (AO)	Can create and manage user accounts, excluding the SO. The AO can view all grants within their organization and review various reports, excluding the Federal Financial Report (FFR). The AO cannot submit reports.
Account Administrator (AA)	Can create and manage user accounts within their organization, excluding the SO.
Financial Status Reporter (FSR)	Can access the Federal Financial Report (FFR) module and initiate, edit, and submit financial reports and payment requests.
Project Director/Principal Investigator (PD/PI)	Designated by the applicant organization to have the appropriate level of authority and responsibility to direct the project or program to be supported by the award. The PD/PI has access to their own grants and can edit various reports, excluding the Federal Financial Report (FFR). The PD/PI cannot submit reports.



eRA Commons User Accounts/Roles



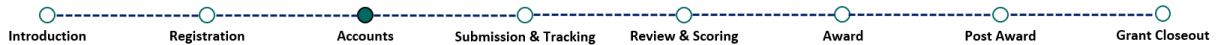
Role	Description
Administrative Roles	
Signing Official (SO)	<p>Affiliated with a single organization</p> <p>Can create new and manage existing accounts.</p>
Administrative Official (AO)	
Account Administrator (AA)	
Financial Status Reporter (FSR)	
Project Director/Principal Investigator (PD/PI)	Designated by the applicant organization to have the appropriate level of authority and responsibility to direct the project or program to be supported by the award. The PD/PI has access to their own grants and can edit various reports, excluding the Federal Financial Report (FFR). The PD/PI cannot submit reports.

eRA Commons User Accounts/Roles



Role	Description
Signing Official (SO)	Administrative Roles Affiliated with a single organization 
Administrative Official (AO)	
Account Administrator (AA)	
Financial Status Reporter (FSR)	
Project Director/Principal Investigator (PD/PI)	Scientific Role Can be affiliated with multiple organizations 

How to Get an eRA Commons Accounts



Contact your Signing Official (SO), Administrative Official (AO), or Account Administrator (AA) to get your account created!

But first, do you have an existing account?

- If so, what is your username?

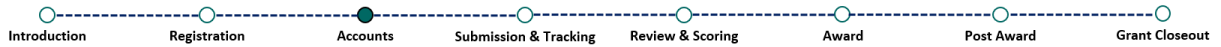
To have a new account created, they will need the following information:

- First and last name
- Email address
- Desired username
- What role(s) do you need?

About Your Username!

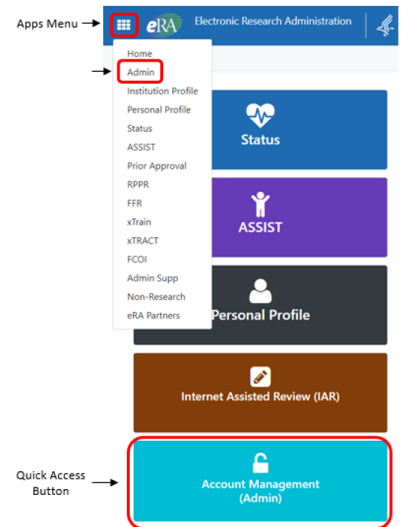
- It will be used to log into eRA Commons
- It is permanent and cannot be modified once your account is created
- It must be between 6-30 characters
- It cannot contain special characters other than the @sign, hyphen, period, and underscore
- It is not case sensitive but will always appear in uppercase letters through the eRA system

Account Management Module (AMM)

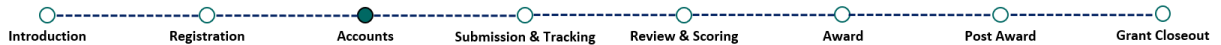


The Account Management Module (AMM) is a module within eRA Commons that can be accessed by users with either the Signing Official (SO), Administrative Official (AO), or Account Administrator (AA) role, to search, create, and manage all user accounts within their organization.

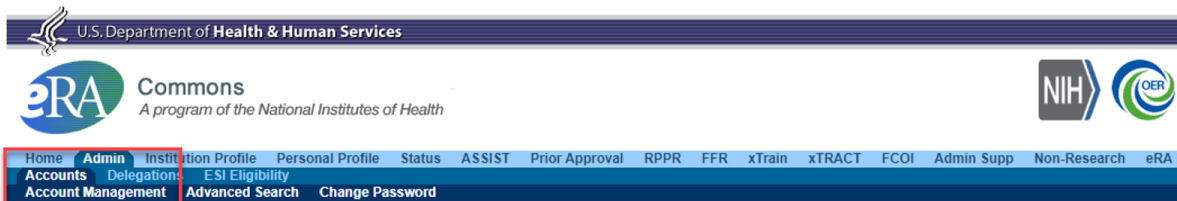
Once logged in, click on the 'Apps' menu icon and selecting 'Admin' or clicking on the 'Account Management (Admin)' quick access button.



Account Management Module (AMM)



From the 'Admin' tab, users will need to click on 'Accounts', then 'Account Management'.



Account Administration

The Account Administration sub-menu allows users to perform accounts maintenance according to their privileges. Sub-menus are visible to those users with appropriate privileges.

Account Management Module (AMM)



AMM
Manage Accounts AMM User Reports

Search Accounts

Search Criteria

Search only within my organization

NOTE! You must enter at least one search field, besides User Type and Account Status.

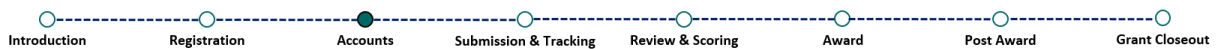
User Type Commons	Account Status All	User ID
Last Name	First Name	Middle Name
Email	Roles	

Search Clear

Back to top

Users must search before the **Create New Account** button is available. This is to prevent the creation of duplicate accounts.

Account Management Module (AMM)



AMM
Manage Accounts AMM User Reports

Search Accounts

Search Results

Showing 1 - 5 of total 5

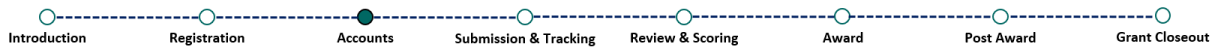
User ID	Name	Email	Account Status	Roles & Affiliations	Login via Login.gov	Action
LINDAKWONAA	Kwon, Linda		Active	AA - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONAO	Kwon, Linda		Active	AO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONSO	Kwon, Linda		Active	FCOJ - Era Service Desk Test FSR - Era Service Desk Test SO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONPI	Kwon, Linda		Active	PDPI - Era Service Desk Test	OPTIONAL	Manage
ERASERVICEDESK	Kwon, Linda		Active	OLAW_REPORT_USER_ROLE - Nih - Office of the Director	OPTIONAL	Manage

Create New Account

Back to top

If an existing profile exists, click on the user's name.

Account Management Module (AMM)



U.S. Department of Health & Human Services | National Institutes of Health | Office of Extramural Research | Linda Kwon | Help | Contact Us | Logout

Electronic Research Administration
A program of the National Institutes of Health

Account Management Module

AMM | Manage Accounts | AMM User Reports

Search Accounts ⌵

Search Criteria

Search Results

User ID

- LINDAKWONAA
- LINDAKWONAO
- LINDAKWONSO
- LINDAKWONPI
- ERASERVICEDESK

[Create New Account](#)

Funding Support

Name: Linda Kwon

Showing 0 to 0 of 0 entries

The NIH Support page lists the NIH application information associated with the selected Project Director/Principal Investigator (PD/PI). Use this information to positively identify PD/PIs associated with your institution.

Name	Institution Name	Support Type	Support Identification	Support Description	Support Start Date	Support Status
No data available in table						

Employment History

Showing 1 - 1 of total 1

Position	Status	Start Date	End Date	Primary?	Organization
Doctor	Full-Time	2014-04-01		✔	Era Service Desk Test

Showing 1 - 5 of total 5

Action
Manage
Manage
Manage
Manage
Manage

[Back to top](#)

The user's funding support and employment history will be available for you to determine whether this the correct account.

Account Management Module (AMM)



U.S. Department of Health & Human Services | National Institutes of Health | Office of Extramural Research | Linda Kwon | Help | Contact Us | Logout

Electronic Research Administration
A program of the National Institutes of Health

Account Management Module

AMM | Manage Accounts | AMM User Reports

Search Accounts ⌵

Search Criteria

Search Results

Showing 1 - 5 of total 5

User ID	Name	Email	Account Status	Roles & Affiliations	Login via Login.gov	Action
LINDAKWONAA	Kwon, Linda		Active	AA - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONAO	Kwon, Linda		Active	AO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONSO	Kwon, Linda		Active	FCOI - Era Service Desk Test FSR - Era Service Desk Test SO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONPI	Kwon, Linda		Active	PD/PI - Era Service Desk Test	OPTIONAL	Manage
ERASERVICEDESK	Kwon, Linda		Active	OLAW_REPORT_USER_ROLE - Nih - Office of the Director	OPTIONAL	Manage

[Create New Account](#)

[Back to top](#)

To update an existing account, click **Manage** under the *Action* column.

Account Management Module (AMM)

Introduction Registration

U.S. Department of Health & Human Services National Institutes of Health

Electronic Research Administration
A program of the National Institutes of Health

AMM
Manage Accounts AMM User Reports

Search Accounts

Search Criteria

Search Results

User ID	Name	Email	Account Status	Roles & Affiliations	Login via Login.gov	Action
LINDAKWONAA	Kwon_Linda		Active	AA - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONAO	Kwon_Linda		Active	AO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONSO	Kwon_Linda		Active	FCOI - Era Service Desk Test FSR - Era Service Desk Test SO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONPI	Kwon_Linda		Active	PD/PI - Era Service Desk Test	OPTIONAL	Manage
ERASERVICEDESK	Kwon_Linda		Active	OLAW_REPORT_USER_ROLE - Nih - Office of the Director	OPTIONAL	Manage

Create New Account

Manage Account

Notes: Changes to the account are not saved until you hit the save button.
- For example, if you affiliate someone, he/she is not actually affiliated until you hit the save button.

All fields are required unless they're marked (Optional)

User Information

Account Status: Active

User Type: Commons

User ID: LINDAKWONAA

Primary Organization: ERA SERVICE DESK TEST

Login via 2FA: OPTIONAL

ZFA Exemption Expiration Date: MM/DD/YYYY

ZFA Mapping Completion Status: NOT MAPPED

Contact Information

Last Name: Kwon First Name: Linda Middle Name:

Email: linda.kwon@nih.gov Confirm Email: linda.kwon@nih.gov

Roles

Role(s): AA Organization(s): ERA SERVICE DESK TEST Action: Remove

Save Close Reset Password

Showing 1 - 5 of total 5

Back to top

The email address and roles may be modified.

Account Management Module (AMM)

Introduction Registration Accounts Submission & Tracking Review & Scoring Award Post Award Grant Closeout

U.S. Department of Health & Human Services National Institutes of Health Office of Extramural Research

Electronic Research Administration
A program of the National Institutes of Health

AMM
Manage Accounts AMM User Reports

Search Accounts

Search Criteria

Search Results

User ID	Name	Email	Account Status	Roles & Affiliations	Login via Login.gov	Action
LINDAKWONAA	Kwon_Linda		Active	AA - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONAO	Kwon_Linda		Active	AO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONSO	Kwon_Linda		Active	FCOI - Era Service Desk Test FSR - Era Service Desk Test SO - Era Service Desk Test	OPTIONAL	Manage
LINDAKWONPI	Kwon_Linda		Active	PD/PI - Era Service Desk Test	OPTIONAL	Manage
ERASERVICEDESK	Kwon_Linda		Active	OLAW_REPORT_USER_ROLE - Nih - Office of the Director	OPTIONAL	Manage

Create New Account

Back to top

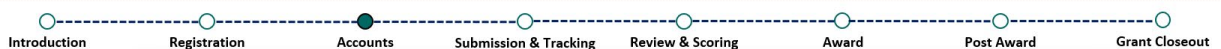
If an existing account does not exist, click **Create New Account**.

Account Management Module (AMM)



Enter a unique User ID, contact information and add roles.

Account Management Module (AMM)



Select the desired roles and click **Add Role(s)**.

Account Management Module (AMM)

Create Account ?
All fields are required unless they're marked (Optional)

User Information

User Type
Commons

User ID
LINDAKWON ✔ This User ID is available.

Primary Organization
ERA SERVICE DESK TEST

Contact Information

Last Name: Kwon
First Name: Linda
Middle Name (Optional):
Email: email@email.com
Confirm Email: email@email.com

Roles ?
+ Add Roles x Remove All

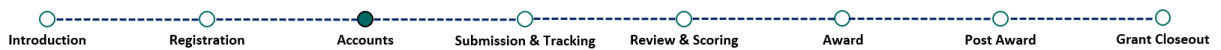
Role(s)	Organization(s)	Action
PD/PI	ERA SERVICE DESK TEST	x Remove

Showing 1 - 1 of total 1

Create Clear Close

Then, click **Create**.

Logging In



eRA Commons users access the site from the eRA Commons homepage:

<https://public.era.nih.gov/commonsplus>

Currently, there are three ways to log into eRA Commons:

- Login with Login.gov
- Login with eRA Credentials
- Login with Federated Account

Login with Login.gov ?
LOGIN.GOV

Login with eRA Credentials ?

Username:
Enter Username

Password:
Enter Password

Login Clear

(For External Users Only)
[Forgot Password/Unlock Account?](#)

Login with Federated Account ?

Start typing to search for organization...

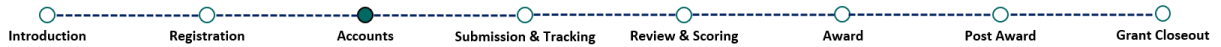
Login

Login with PIV/CAC

Login using Smart Card

eRA Commons URL: <https://public.era.nih.gov/commonsplus/>

Logging In



Users will be prompted to change their password as soon as they log in.

Change Password

Your password is temporary. You must change the password now in order to log into the system. ✕

INFORMATION!

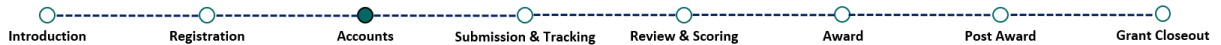
- The password length must be between 15-64 characters
- Cannot re-use previous 10 generations of passwords
- Allows user selection of long passwords and passphrases, including spaces and all printable characters

Current Password:

New Password:

Confirm New Password:

Resetting Your Password



Users may need to reset their password in the following scenarios:

- Forgot password
- Did not log in and update their temporary password within 48-hours
- Five failed attempts to log in within a 120-minute window

Login with Login.gov ?
LOGIN.GOV

Login with eRA Credentials ?

Username:

Password:
 👁

(For External Users Only)
[Forgot Password/Unlock Account?](#)

Login with Federated Account ?

Start typing to search for organization..

Login with PIV/CAC


Login using Smart Card

Navigating in eRA Commons

Demonstration

Demonstration of eRA Commons, what to expect when logged in, and how to access various modules within eRA Commons.

Training Resources

- DOC Website: <https://www.commerce.gov/ocio/programs/gems/about-gems>
 - Training presentation slides
 - Webinar recordings
 - Information Sheets / Business Process Guides
 - FAQs / Answers from Q&A during webinars
- Online Resources
 - <https://www.era.nih.gov/help-tutorials>
 - <https://www.era.nih.gov/register-accounts>
 - <https://www.era.nih.gov/applicants>
 - <https://www.era.nih.gov/recipients>
 - Click on the  icon next to the header within each module to access the Online Help

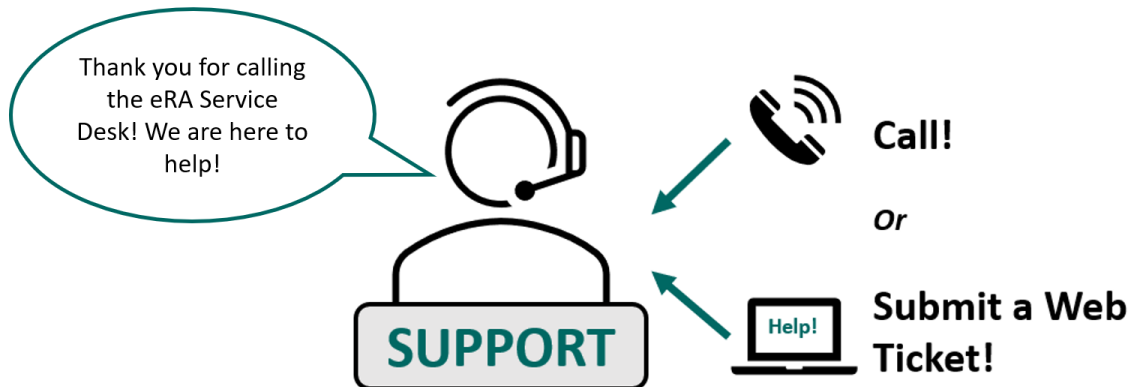
DOC Website: <https://www.commerce.gov/ocio/programs/gems/about-gems>

Online Resources

- <https://www.era.nih.gov/help-tutorials>
- <https://www.era.nih.gov/register-accounts>
- <https://www.era.nih.gov/applicants>
- <https://www.era.nih.gov/recipients>

Technical Support

eRA has a dedicated service desk with trained analysts that are readily available to support eRA users through the full grant lifecycle. Service Desk staff are able to assist with inquiries about eRA system and technical issues, from navigating the system to solving a particular issue.



Technical Support

eRA Service Desk

Hours of Operation:

Monday – Friday 7AM to 8PM Eastern Time
(closed on federal holidays)

Toll Free: (866) 504-9552

Phone: (301) 402-7469

**Press 1 for
eRA Commons
inquiries!**

Submit a Web Ticket: <https://public.era.nih.gov/submithelp>

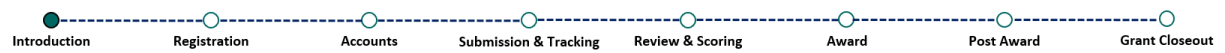
Technical Support

The screenshot shows the eRA Service Desk online request form. At the top, it displays the U.S. Department of Health & Human Services logo and the NIH logo. The form title is "To Contact the eRA Service Desk, please complete the online request form below." Below the title, there is a link to log in to eRA Commons. The form contains several required fields: First Name, Middle Name, Last Name, Email Address, and Phone Number. There is also a dropdown menu for "I need help with" and a large text area for "Description (maximum of 2000 characters)". At the bottom, there is a "Contact Preference" dropdown set to "No Preference" and a "Submit" button. The footer includes logos for NIH, Department of Health and Human Services, and GRANTS.GOV, along with copyright information and a version number.

If choosing to submit a web ticket using the URL provided in the previous slide, you'll reach this online request form.

Within this form, please include your name and contact information. If you already have an eRA Commons account, you can log in for your contact information to be pre-populated. Under "I need help with", use the dropdown menu to select the appropriate category. In the description field, please state your issue, then click the 'Submit' button. You'll receive an email notification with a ticket number and the Service Desk will reach out via email with additional information.

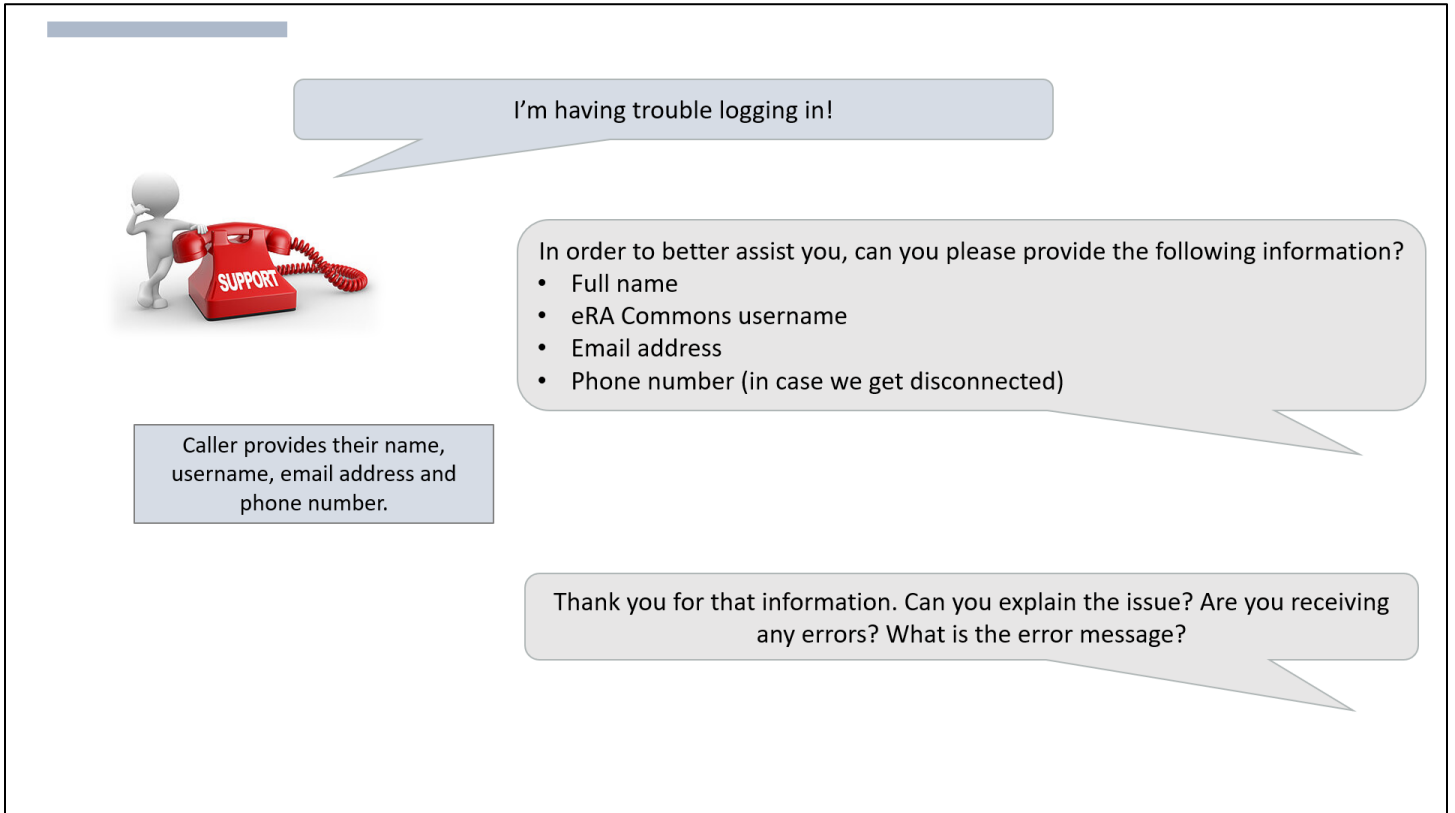
eRA Service Desk – Mock Call Scenario



Thank you for contacting the eRA Service Desk! How can I help you today?

Here is a mock call scenario to help you understand what to expect when contacting the eRA Service Desk. Please keep in mind that the Service Desk is able to assist with technical issues and troubleshooting.

Inquiries related to policy should be directed to contacts listed on the NOFO or the grants management/program staff assigned to your application/award.



In this scenario, the user is reporting an issue with logging in. When contacting the eRA Service Desk, please be prepared to provide your full name, eRA Commons username, email address, and phone number. This information will be used to look up your account details, such as your roles and affiliated organization, which will assist in troubleshooting.

This information will also be entered into the ticketing system where your conversation will be summarized into a ticket and sent to you via email at the end of the call. The eRA Service Desk may also ask probing questions to fully understand the issue you are having.

Every time I try to log in, I'm reaching a page that says "Page Not Found! 404."

It sounds like you may be using an outdated URL to access eRA Commons. Can you please try entering the following URL?
<https://public.era.nih.gov/commonsplus>

That worked! I'm logged in!

Excellent! Is there anything else I can assist you with?

No. Thank you!

It was my pleasure! If you require further assistance, please don't hesitate to call us back or you can reply to the ticket, which should be sent to you shortly.



Please be prepared to describe what you are doing and the behavior of the system. Providing an error message is always helpful for troubleshooting. In this scenario, the user explains how they are receiving a 404 error when trying to log in. Therefore, the Service Desk analyst knew they were using an outdated URL.

At the end of each call, callers can expect an email that summarizes the discussion. Users have the option to reply to the email to re-open the ticket or call back. When calling back, please reference the ticket number that was provided in the email.

Technical Support

Helpful Tip!

The following information should be provided to expedite help requests:

- Full name of the affected user
- eRA Commons username
- eRA module and/or function being used
- NOFO and/or full grant number
- Detailed explanation of the behavior of the system or a copy of the error/warning message, if applicable

Information on supported browsers can be found at: [eRA Browser Compatibility](#)

Currently, our modules are developed and tested for compatibility using the most recent versions of the following browsers:

- Windows – Mozilla Firefox, Google Chrome, Microsoft Edge
- Mac – Safari

While login issues are the most common call at any IT Service Desk, there may be times when issues reported can be more complex.

Service Desk staff may request to conduct a screensharing session so they can see what you are doing or they may request for screenshots. The following information should always be provided to help with troubleshooting.

There may also be situations where your issue needs to be escalated to the next tier of support. In this case, a ticket will still be created informing you that your issue has been escalated.

You can expect additional follow-up emails with information on your case, which may include a resolution or a request for additional information. You can always reply to the ticket or call to request for a status update.

Information on supported browsers can be found on our eRA Browser Compatibility page:

<https://www.era.nih.gov/help-tutorials/browser-compatibility-ext.htm>

Our recommended browsers include Mozilla Firefox, Google Chrome, Microsoft Edge, or Safari for Mac users.