



GEMS – Is Now Live!

November 2, 2023

IMPORTANT UPDATE

The following update is intended for all external NOAA, MBDA, ITA and NTIA (Tribal Broadband Connectivity Program) eRA Commons users associated with managing or administering grants in GEMS/eRA Commons.

Due to on-going upgrades in the DOC financial system, please be informed of the following as it relates to Federal Financial Reports (FFR):

1. Reports initiated or submitted directly in eRA Commons will be returned.
2. No new reports should be initiated or submitted in eRA Commons at this time.
3. Once the issue has been resolved, recipients will be notified via an email to resume report submissions.

For ASAP recipients, your ASAP account continues to be suspended.

We understand the inconvenience this may cause and sincerely apologize for any disruptions. DOC is actively working to rectify the situation. We will provide an update as soon as we have a resolution in place.

WHERE DO I GO FOR HELP?

All GEMS transition related questions should go to the eRA Service Desk.

eRA Service Desk

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

Toll-free: 1-866-504-9552

Phone: 301-402-7469

Submit a ticket via email to: helpdesk@od.nih.gov **or visit:** <https://apps.era.nih.gov/support>

How Do I Log In?

If you don't have an eRA Commons account please go here: [eRA Commons Registration Webinar Recording - YouTube](#)

If you are a Program Director/Principal Investigator (PD/PI) but unable to log on to eRA Commons, contact your organization's Account Administrator. Your organization must identify you as a PD/PI to allow you to have access to your awards.

FAQs (Frequently Asked Questions)

I'm a PD/PI with an active eRA Commons account. When logging into eRA Commons, why can't I see my DOC awards?

A: This is a known issue and our team is actively working to rectify the situation. We will provide an update as soon as we have a resolution in place.

WHERE CAN I FIND INFORMATION?

GEMS Websites

[GEMS External Website](#)

Training

If you are an **Applicant or Grantee** go here: [Applicant and Grantee Training](#)

The following Business Process Guides have been added and are available as valuable resources.

[eRA Commons Registration Business Process Guide](#)

[Application Submission and Tracking Business Process Guide](#)

If you are a **Grant Reviewer** go here: [Grant Reviewer Training](#)

KEY REMINDERS

With the transition to eRA, recipients will receive automated notices of delinquent reports. Recipients can ignore these warnings. *Any recipient with a progress or financial report that was due between August 31st to October 31st will be granted an extension to December 31st to submit the due report. Should you have any questions please contact your Grants Specialist.*

Be on the lookout for our next edition of **GEMS InSight!** If you have additional questions, please contact [GEMS PMO](#). We look forward to working with you as we move forward with this implementation.