

Account Management

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Introduction

All user accounts utilized by applicants and recipients are classified as eRA Commons accounts and are further categorized into two main groups based on their functionalities, “Administrative” and “Scientific” (operational/project activity roles). These two group types have distinctive roles and responsibilities.

Each eRA Commons user must have their own account; accounts should not be shared by multiple individuals.

Accounts are created and managed by administrators at the applicant/recipient organization.

eRA Commons User Account Roles & Responsibilities

Department of Commerce (DOC) will not use all the available eRA Commons user account roles, instead only using the Signing Official, Administrative Official, Account Administrator, Financial Status Reporter, and Program Director/Principal Investigator roles.

Signing Official (SO): The SO is an administrative role that has institutional authority to legally bind the organization in award administration matters, register the organization in eRA Commons, view all awards within the organization, including the status and award information, and create and manage additional accounts, including additional SO accounts.

Administrative Official (AO): The AO is an administrative role that can review all applications and awards within the organization for accuracy before the SO submits the finalized report(s) and can create and manage all organizational accounts except for the SO role.

Account Administrator (AA): The AA is an administrative role that is designated by the SO and facilitates the administration of the organization’s Commons accounts except for SO accounts.

Financial Status Reporter (FSR): The FSR is an administrative role that is responsible for reporting a award’s statement of expenditures through the Federal Financial Report (FFR) module in eRA Commons. Depending on an organization’s workflow, it is possible for the SO or the AO to also have FSR responsibilities; the FSR role may be added to a SO or AO account.

Program Director/Principal Investigator (PD/PI): The PD/PI (displayed in the system as “PI”) is a scientific role that is 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.

A complete description of all available eRA Commons roles, including roles not utilized by DOC, is located here: https://www.era.nih.gov/files/eRA_Commons_Roles.pdf.

Administrative Roles		
Role Name	Description	eRA Module Permissions
Signing Official (SO)	The SO has authority to legally bind the organization in awards administration matters and monitors award-related activities within their organization. The SO can create, view, and modify all user accounts across their organization. The SO can submit applications via Grants.gov if they are registered as their organization's Authorized Organization Representative (AOR). The SO can view all submitted application details and submit progress reports across their organization.	<u>Account Management Module (AMM)</u> Search, create and modify all SO, AO, AA, FSR, and PD/PI user accounts within the organization Search and create an affiliation between existing Scientific user accounts and their organization <u>Personal Profile (PPF)</u> View and modify their Personal Profile <u>Institution Profile (IPF)</u> View and update the organization's Institution Profile <u>Status</u> View the assembled image of submitted applications before they move on for further processing View the status of all applications originating from their institution Reject (withdraw) an application from consideration View information for all awards within the organization Submit progress reports and respond to award terms and conditions via the Terms and Conditions Module (TCM) <u>Research Performance Progress Report (RPPR)</u> (not applicable for NIST) Initiate, view, modify, and submit progress reports
Administrative Official (AO)	The AO is an official within the registered organization. Depending on an organization's workflow process, it is possible for the SO and AO to be the same person. In this case, only SO authority is used (SO authority supersedes AO authority), SO and AO authorities should not be combined.	<u>Account Management Module (AMM)</u> Search, create and modify AO, AA, FSR, and PD/PI user accounts within the organization Search and create an affiliation between existing Scientific user accounts and their organization <u>Personal Profile (PPF)</u> View and modify their Personal Profile <u>Institution Profile (IPF)</u> View the organization's Institution Profile



		<u>Status</u> View the status and all award information originating from their institution <u>Research Performance Progress Report (RPPR)</u> (not applicable for NIST) View and modify progress reports
Account Administrator (AA)	The AA is designated by the SO or AO and facilitates the administration of the organization's AO, AA, and PD/PI user accounts.	<u>Account Management Module (AMM)</u> Search, create and modify AO, AA, FSR, and PD/PI user accounts within the organization Search and create an affiliation between existing Scientific user accounts and their organization <u>Personal Profile (PPF)</u> View and modify their Personal Profile <u>Institution Profile (IPF)</u> View the organization's Institution Profile
Financial Status Report (FSR)	The FSR is responsible for submitting the organization's Federal Financial Report, a statement of expenditures for an award. Depending on the organization's workflow process, it is possible for the SO or AO to be responsible for submitting the FFR. As such, these two authorities may be combined on the same account.	<u>Federal Financial Report (FFR)</u> Create and submit the organization's FFR <u>Personal Profile (PPF)</u> View and modify their Personal Profile <u>Institution Profile (IPF)</u> View the organization's Institution Profile

Scientific Roles		
Role Name	Description	eRA Module Permissions
Program Director/Principal Investigator (PD/PI)	The PD/PI directs a project or program supported by a DOC award and completes the award administration process. A PD/PI may only access information pertaining to the award(s) on which they are the designated PD/PI.	<u>Personal Profile (PPF)</u> View and modify their Personal Profile <u>Institution Profile (IPF)</u> View the Institution Profile(s) they share an affiliation with <u>Research Performance Progress Report (RPPR)*</u> <i>(not applicable for NIST)</i> Initiate, view, and modify progress reports <u>Status*</u> View the assembled image of submitted applications before they move on for further processing View the status of all submitted applications View information for all awards Submit progress reports and respond to award terms and conditions via the Terms and Conditions Module (TCM) <i>*Applies only to applications for which they are designated PD/PI</i>

Logging In

eRA Commons users access the site from the Commons homepage (<https://public.era.nih.gov/commonsplus>). It is strongly recommended to use a bookmark to access the Commons homepage to avoid issues that can arise if a user were to attempt to access Commons using a search engine. Alternately, users can access the eRA homepage (<https://www.era.nih.gov/>) and click on the **Commons Login** button on the top left of eRA's homepage.

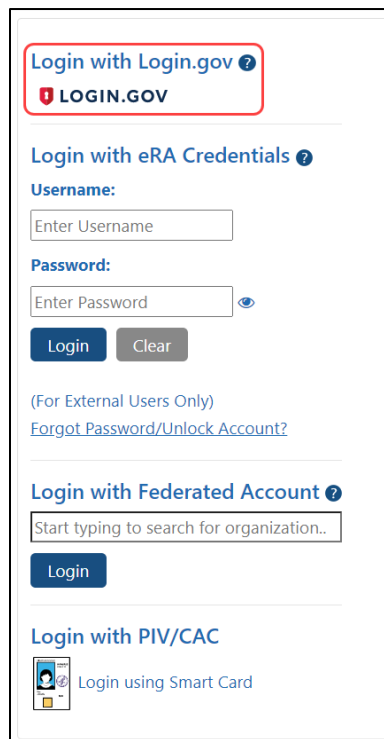
Every Commons user must use their own account; accounts are tied to a specific individual and should not be shared with other individuals. If a user needs access to Commons but does not yet have an account, they must contact their organization's SO, AO, or AA to have a new account created for them.

eRA is moving to require two-factor authentication for accessing its modules, meaning that logging in will require something you know (password) and something you have (a phone or other device). eRA partner agency applicants/recipients are encouraged to move to two-factor authentication, but not required to at this time, except for reviewers and applicants/recipients who also apply for or have an existing NIH award.

Currently, eRA Commons users can log in using three of the four ways listed on the Commons homepage: "Login with Login.gov," "Login with eRA Credentials," and "Login with Federated Account."

Logging In with Login.gov

This method uses Login.gov, after a one-time association of your Login.gov account with your eRA Commons account.



The screenshot shows the eRA Commons login interface. At the top, there is a link 'Login with Login.gov' with a question mark icon, which is highlighted by a red rectangular box. Below this is the 'LOGIN.GOV' logo. Further down, there are sections for 'Login with eRA Credentials' (with fields for Username and Password, and 'Login'/'Clear' buttons), 'Login with Federated Account' (with a search bar and a 'Login' button), and 'Login with PIV/CAC' (with a 'Login using Smart Card' button).

Figure 1: eRA Commons Login with Login.gov

Steps for the Initial Setup at Login.gov

IMPORTANT: Make sure your eRA Commons account is active and you know your account password before attempting to complete the Login.gov process.

1. **Click on the Login.gov option on the eRA Commons homepage.** *Do not go straight to Login.gov to create your account or initiate the login process.* You will be presented with a “Confirmation Required” dialog. Click “Continue” and you will be redirected to the Login.gov page for NIH.
 - If you already have a Login.gov account, enter your email address and password and click “Sign In.” Complete the two-factor authentication method that you have already configured for your Login.gov account (text message, authentication application, etc.) and you will go directly to Step 3 below.
 - Create a Login.gov account.
 - Click the “Create an account” button on the initial Login.gov screen. You will be presented with the Login.gov Create Your Account screen. Follow the prompts to confirm your email address and choose an authentication method.
2. **Associate your Login.gov account with your eRA Commons account (one-time only).** You will be redirected back to eRA Commons’ “Associate Your eRA Account” screen. Enter your eRA Commons username and password. Once your eRA credentials are accepted, your Login.gov account is successfully associated with your eRA Commons account.

Using Login.gov After Associating Your eRA Credentials With Your Login.gov Account

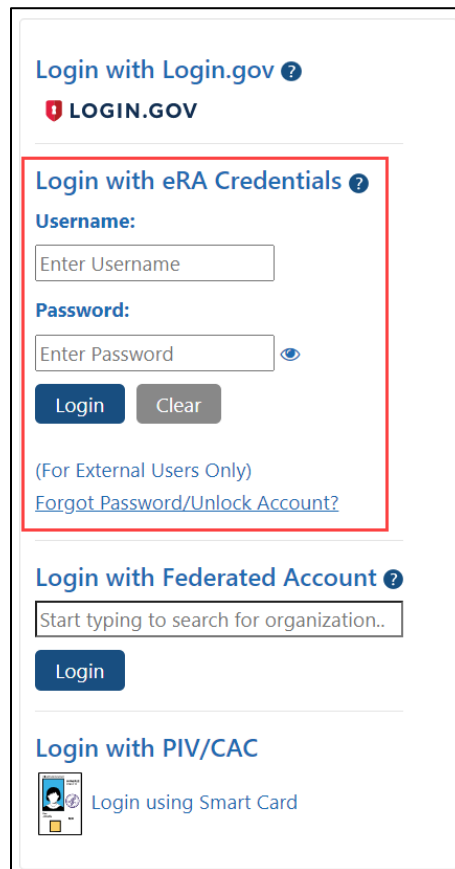
You will continue to retain and maintain your eRA username and password after registering with Login.gov; however, you must always use Login.gov to log into eRA Commons after associating your Login.gov account with your eRA credentials.

1. On the eRA Commons homepage, click on the **Login.gov** logo in the login section.
2. Log in to eRA Commons using your Login.gov credentials (email and password) and the additional authentication method you set up with your Login.gov account. You will be automatically taken to the eRA Commons landing screen.
 - If you do not want to enter a code every time, click the box that states, “Remember this browser.” If you always use the same browser and computer to log into eRA Commons, Login.gov will remember these settings and not require you to complete the two-factor authentication process each time you log in, and you will directly access the eRA Commons.

If you have trouble with the Login.gov process, contact the Login.gov help center (<https://Login.gov/help/>) or eRA Commons Support Desk (<https://era.nih.gov/need-help>).

Logging In Using eRA Credentials

Commons account holders can use the “Login with eRA Credentials” section in the upper left side of the Commons homepage to log into the Commons system.



The screenshot displays the login interface of the eRA Commons system. At the top, there is a section for 'Login with Login.gov' with a help icon. Below it is the 'LOGIN.GOV' logo. The main section, 'Login with eRA Credentials', is highlighted with a red rectangular box. This section includes a 'Username:' label followed by a text input field with the placeholder 'Enter Username'. Below that is a 'Password:' label followed by a text input field with the placeholder 'Enter Password' and an eye icon for toggling password visibility. Under the password field are two buttons: 'Login' and 'Clear'. Below these fields is the text '(For External Users Only)' and a link 'Forgot Password/Unlock Account?'. Below the red box is a section for 'Login with Federated Account' with a search input field containing the placeholder 'Start typing to search for organization..' and a 'Login' button. At the bottom is a section for 'Login with PIV/CAC' featuring a smart card icon and the text 'Login using Smart Card'.

Figure 2: Login with eRA Credentials



To use this method:

1. Open the eRA Commons homepage: <https://public.era.nih.gov/commonsplus>.
2. In the “Login with eRA Credentials” section in the upper left of the webpage, enter your user ID in the “Username” field.
3. Enter your password in the “Password” field.
 - By default, password entries display as bullet characters, but you can click the small “eye” icon button next to the “Password” field to see the characters as typed in clear text.
 - Click the “Login” button.

Logging in Using an InCommon Federation Account

eRA Commons users at organizations participating in the InCommon Federation program (<https://incommon.org/about/>), which coordinates federated authentication across universities/institutions, can use their InCommon credentials to log into Commons, provided their organization supports NIH’s two-factor authentication standard and the user has it enabled for their InCommon federated account.

Resetting Your eRA Commons Password

If an account holder has forgotten their password or has been locked out of their account after five failed login attempts within a 120-minute window, their password can be reset using the “Forgot Password/Unlock Account?” link (<https://public.era.nih.gov/ams/public/accounts/password/reset.era>) found directly below the login fields in the “Login with eRA Credentials” section in the upper left of the Commons homepage.

Users will be taken to a page where they enter user ID in the “User ID” field and their email address in the “Email” field. A new temporary password that will be valid for 48 hours will be sent to the email account on file in the account holder’s user profile.

Because the temporary password will be sent to the email address listed in their Commons account profile, they must be able to access that email account to get the new temporary password.

The user can also contact their organization's SO or AA, who have the privileges to reset the users access and prompt a new temporary password to be sent to the user using the email listed in the user’s profile. If the user does not know who holds either role for their organization, they should contact the eRA Service Desk.

Upon logging in using a temporary password, the user will be prompted to change it.



eRA Commons Account Password Policy

The following list highlights the password requirements for eRA credentials:

- Must be at least fifteen (15) characters long
- Does not need to contain numbers, capital letters, or special characters
- May contain spaces
- Case-sensitive
- Should not include the user's name, address, phone number, Social Security Number, date of birth, user ID, or other personally identifiable information
- Cannot contain weak or overused terms such as "password"
- Should not match current or past passwords from their organizational or personal accounts
- Cannot reuse the previous ten eRA account passwords
- Must be changed once per year

Account Management Module (AMM)

The Account Management Module (AMM) facilitates user and system account administration based on assigned user roles, providing an organized way to search, create new, or manage existing user accounts from your organization.

It is only available to DOC users with SO, AA, and AO roles. Once the organization is registered, the SO can create additional user accounts with various levels of access and capability.

AMM user accounts can have the following statuses:

- Active — A valid account in good standing
- Deactivated — The account has been disabled by an administrator
- Locked due to inactivity — The account has been locked by the system due to no user activity for 120 days
- Pending Affiliation — The account has not yet been associated to an organization
- Profile Only — A profile that is not associated to a user account

After logging into Commons, SOs, AOs, and AAs can access AMM from the Commons welcome screen by clicking the **Account Management (Admin)** tile, or selecting **Admin** from the *Apps* menu.

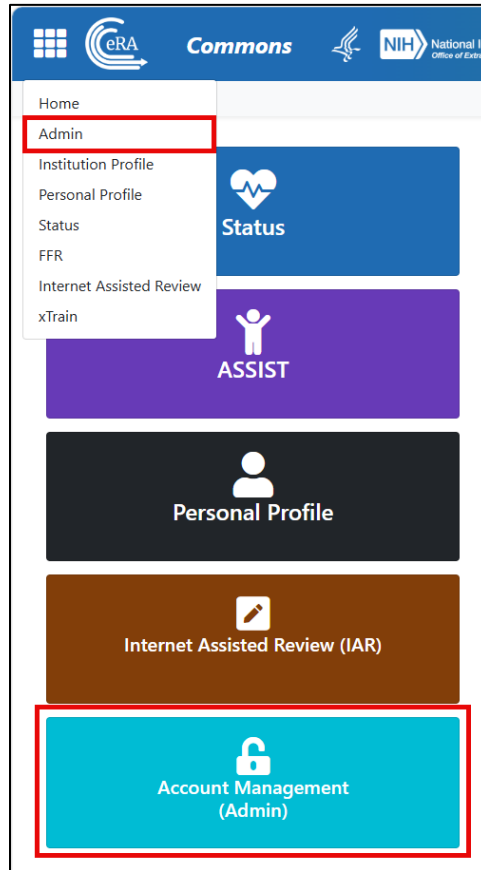


Figure 3: Use the Apps menu or the **Account Management** tile from the Commons homepage to access the Account Management Module (AMM)

From the *Administration* screen, click on the **Accounts** tab, then select **Account Management**.

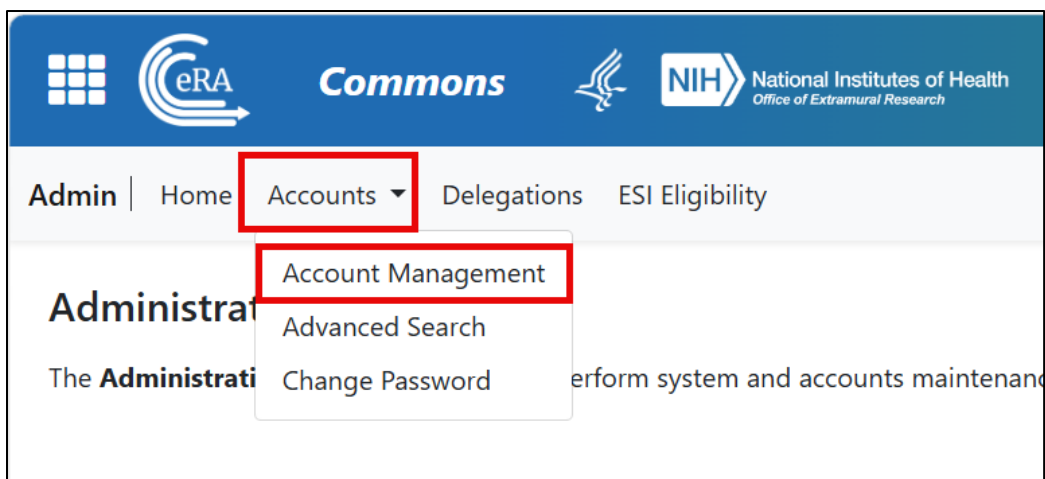


Figure 4: Click on the *Accounts* tab and select **Account Management**

Search for Accounts

The *Search Results* screen is where the SO, AO, and AA can:

- Create a new account
 - Users must first search for an existing account before the **Create Account** button is available, to prevent the creation of duplicate accounts
- Modify an existing account
 - Search for users within their organization to add and remove roles or update their contact information
 - Removing all roles from a user account in their organization will remove the user’s affiliation and the account will change to “Pending Affiliation” status
 - Search for users that are not currently affiliated with their organization to create an affiliation by adding a role to the existing account

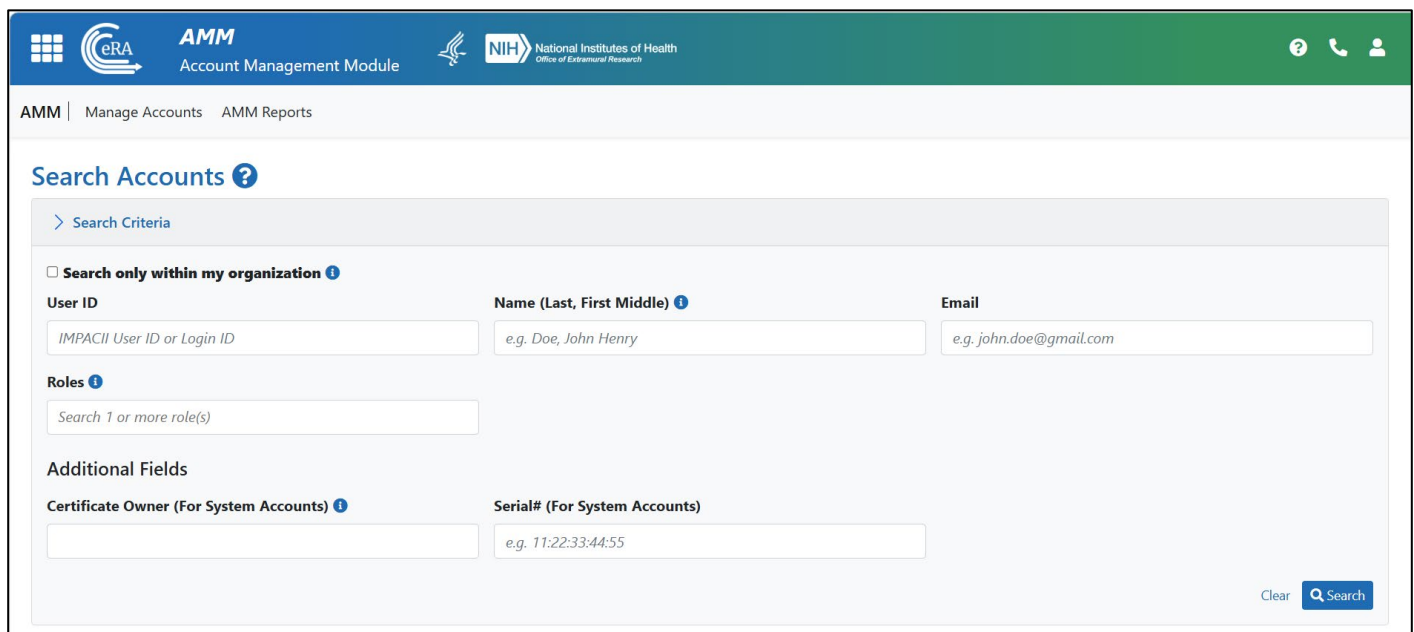


Figure 5: AMM *Search Accounts* screen

Under the *Search Results*, review all accounts listed. Clicking on the individual’s name will open a new tab with the user’s Funding Support and Employment History (if applicable). Verify the information displayed on this screen before updating the account to ensure you have selected the correct account.

Click on the **3-dot ellipsis** next to the user’s name from the *Search Results* to create or manage an existing profile.

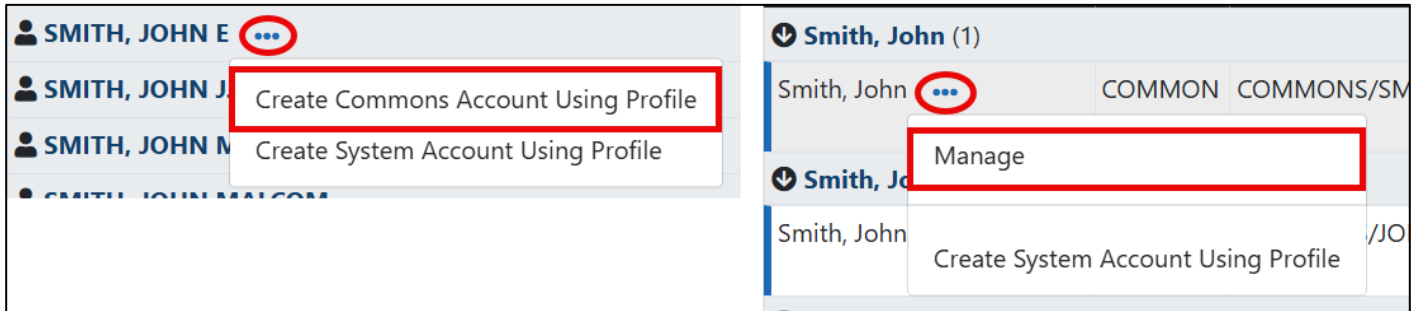


Figure 6: Click on the **3-dot ellipsis** to create a Commons account using an existing profile or click **Manage** to update an existing account

Create a New Account

If no match was found under the *Search Results*, create a new account by clicking **Create New Account**, then selecting **Create Commons Account**. The **Create New Account** button is only available after completing a search.

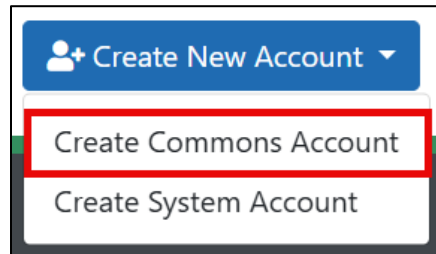
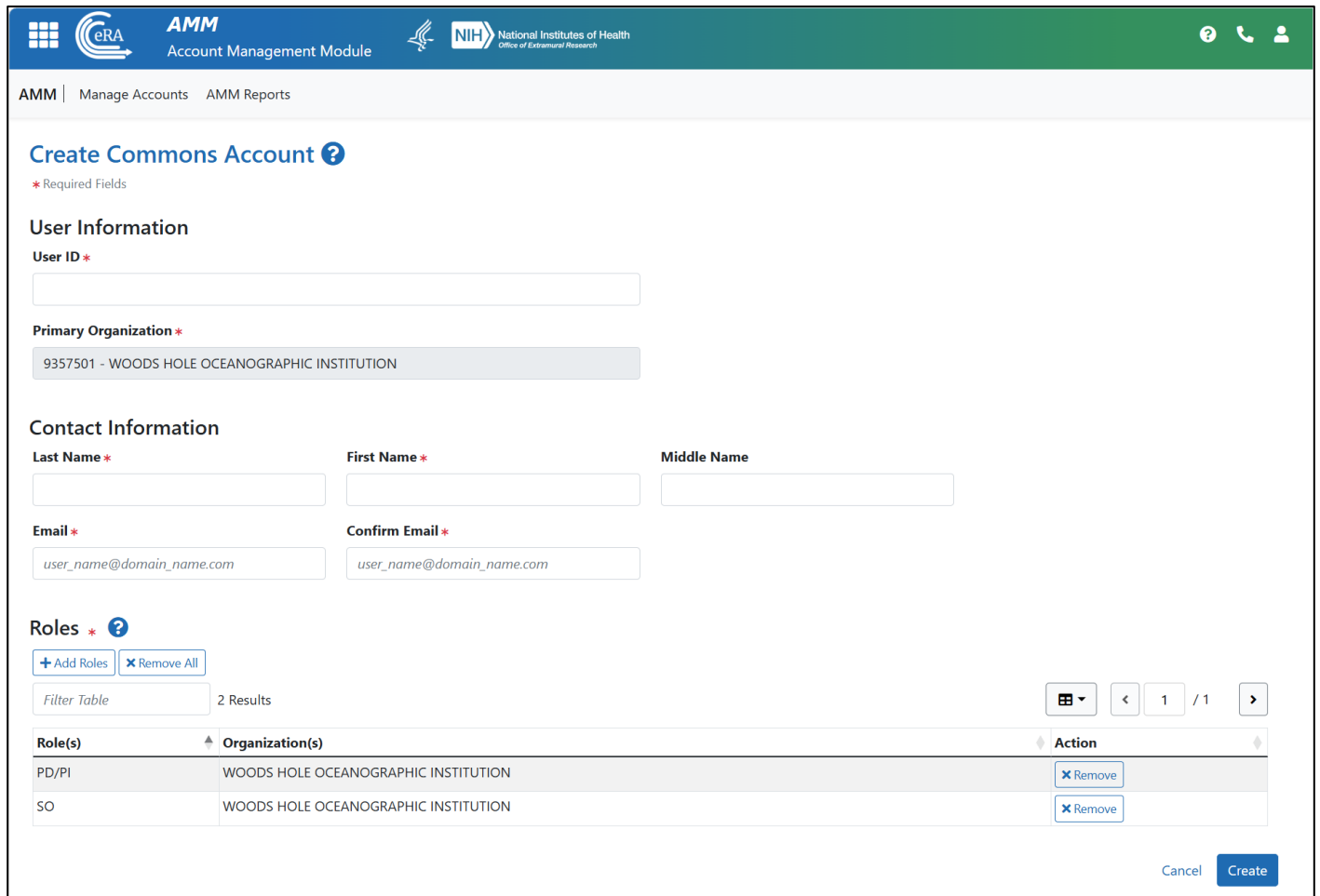


Figure 7: Click on the **Create New Account** button and select **Create Commons Account**

In the *Create Commons Account* screen, complete the required fields, add roles, then click **Create**.



Create Commons Account ?

* Required Fields

User Information

User ID *

Primary Organization *

9357501 - WOODS HOLE OCEANOGRAPHIC INSTITUTION

Contact Information

Last Name * First Name * Middle Name

Email * Confirm Email *

user_name@domain_name.com user_name@domain_name.com

Roles * ?

+ Add Roles x Remove All

Filter Table 2 Results

Role(s)	Organization(s)	Action
PD/PI	WOODS HOLE OCEANOGRAPHIC INSTITUTION	x Remove
SO	WOODS HOLE OCEANOGRAPHIC INSTITUTION	x Remove

Cancel Create

Figure 8: *Create Commons Account* screen

Manage an Existing Commons Account

To make modifications to an existing account, click on the **3-dot ellipsis** next to the user's name from the Search Results and select **Manage**.

In the *Manage Commons Account* screen, the Email Address and Roles can be updated.

Administrative users can only add or remove roles that are affiliated with their own organization. For example, an SO affiliated with Harvard University can only manage roles associated with Harvard University. They cannot add, remove, or modify roles that are affiliated with another organization.

Note: The name and username cannot be modified in AMM. The username remains permanent upon creation and the name can only be updated by the account holder via the Personal Profile.



AMM
Account Management Module

National Institutes of Health
Office of Extramural Research

AMM | **Manage Accounts** | AMM Reports

Manage Commons Account ?

* Required Fields

User Information

Account Status: Active

User ID *

ERASERVICEDESK

Primary Organization *

10026664 - NIH - OFFICE OF THE DIRECTOR

Login via 2FA ⓘ : OPTIONAL

2FA Exemption Expiration Date ⓘ :

MM/DD/YYYY

2FA Mapping Completion Status ⓘ : NOT MAPPED

Contact Information

Last Name *	First Name *	Middle Name
Kwon	Linda	
Email *	Confirm Email *	
eRAUAT@mail.nih.gov	eRAUAT@mail.nih.gov	

Roles ?

+ Affiliate

Filter Table 1 Results

< 1 / 1 >

Role(s)	Organization(s)	Action
OLAW_REPORT_USER_ROLE	NIH - OFFICE OF THE DIRECTOR	

Back to Search Save

Figure 9: Manage Commons Account screen

Accounts cannot be deleted once created. Removing roles/affiliations will remove access for a user.

The AMM User Guide for eRA Commons Users is available for more information:

https://www.era.nih.gov/files/AMM_User_Guide.pdf

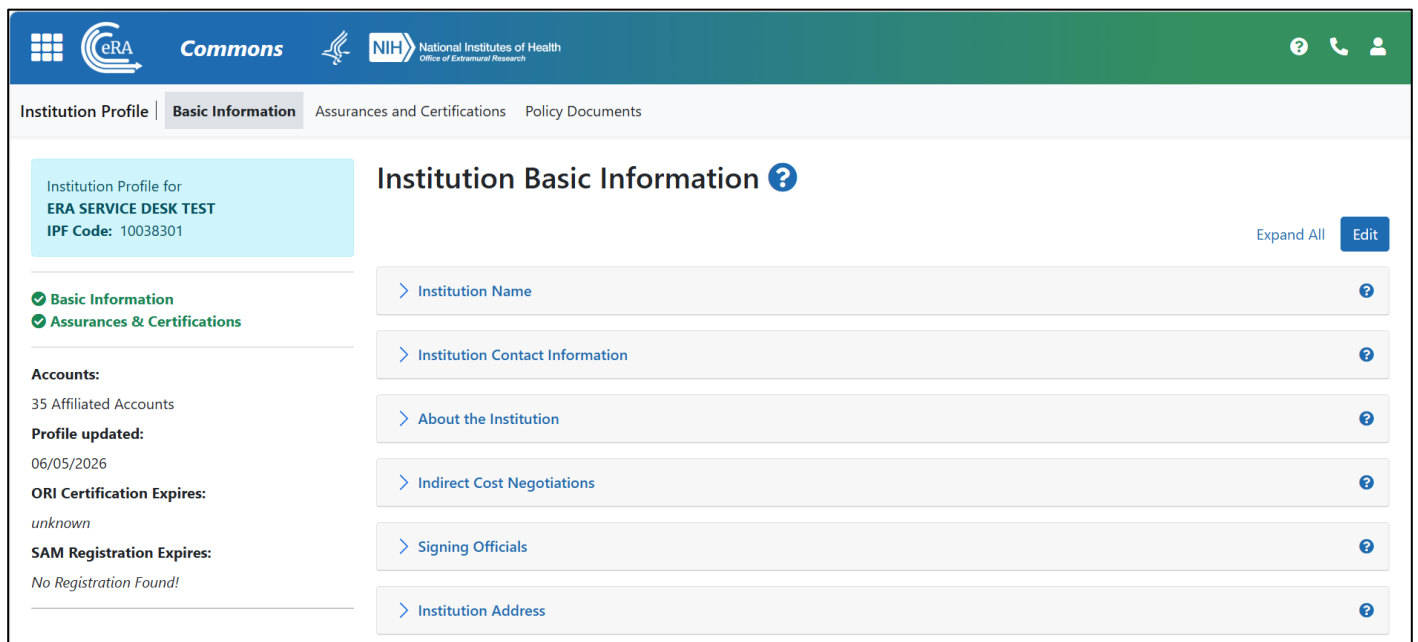
Institution Profile (IPF)

The Institution Profile (IPF) is a central repository of information for all eRA Commons-registered organizations. The IPF includes the organization's name, address, names of administrative officials, as well as financial, assurance, and certification information.

Once registered in eRA Commons, the IPF is populated with information from registration and assigned a unique IPF number, which uniquely identifies institutional information in eRA systems.

SOs are the only Commons users authorized to edit the IPF, ensuring critical contact information is secure. Contact information includes dedicated email addresses for awards, conflict of interest, closeout communications, and more. It provides one place to find important information related to the award process. Other users affiliated with the institution can view IPF information as a read-only page.

After logging into Commons, users affiliated to the organization can access the organization's IPF by clicking on the **Apps** menu icon and selecting **Institution Profile** in the dropdown menu. Then, select **Basic Information** to view the organization's information.



The screenshot shows the 'Institution Profile' page for 'ERA SERVICE DESK TEST' with IPF Code 10038301. The page is divided into a left sidebar and a main content area. The sidebar includes a 'Basic Information' section with a green checkmark, 'Assurances & Certifications' with a green checkmark, and 'Accounts' showing 35 affiliated accounts. It also displays 'Profile updated: 06/05/2026', 'ORI Certification Expires: unknown', and 'SAM Registration Expires: No Registration Found!'. The main content area is titled 'Institution Basic Information' and features a list of expandable sections: 'Institution Name', 'Institution Contact Information', 'About the Institution', 'Indirect Cost Negotiations', 'Signing Officials', and 'Institution Address'. Each section has a blue arrow icon and a question mark icon. An 'Expand All' link and an 'Edit' button are located at the top right of the main content area.

Figure 10: *Institution Basic Information* screen

Personal Profile (PPF)

The Personal Profile (PPF) module is the central repository of information for all eRA Commons registered users. It is designed so that individual Commons users maintain ownership of the accuracy of their own profile information. This profile information is then integrated throughout eRA's systems and used for a variety of agency business such as peer review, application data, etc.

After logging into Commons, users can access their Personal Profile clicking on the **Apps** menu icon and selecting **Personal Profile** in the dropdown menu or by clicking on the **Personal Profile** tile.

Commons

National Institutes of Health
Office of Extramural Research

Personal Profile |

Personal Profile

Linda Kwon

Roles:
FSR - Financial Reporting users
FCOI - External FCOI Officer
SO - Signing Official

Person ID:
15773228

ORCID ID:
Unavailable

Personal Profile Summary

Name and ID

Name: Linda Kwon
Username: LINDAKWONSO
eRA Person ID: 15773228

NIH uses this information to identify you and accurately match your account.

Contact Information
Email for Account-Related Communications: linda.kwon@nih.gov
NIH will use this email if you need to reset your password or if there is no other way to reach you.

Contact Information for Commons Communications: You have no jobs with valid addresses on file. Select a job for NIH to use for all Commons communications.

Demographics

Sex: Withheld
Ethnicity: Do not wish to provide
Race: Do not wish to provide
Disability:

Sex, ethnicity, race and disability are used for statistical reporting only.

Employment

3 years of employment history are not in profile.

Current Jobs: There are no current jobs on file.
Past Jobs: There are no past jobs on file.

3 years of employment history is used to determine conflicts of interest.
Enter fellowships as jobs.

Information

Profile updated:
06/05/2026
[PPF Privacy Act Notification Statement](#)

eRA Service Desk

Hours:
Mon-Fri, 7AM-8PM EDT/EST
Web:
<http://grants.nih.gov/support>
Toll-free:
866-504-9552
Phone:
301-402-7469
Contact initiated outside of business hours via Web or voice mail will be returned the next business day.

Collapse All

Edit

Figure 11: Personal Profile Summary screen



Users are responsible for keeping their information current and correct. This data must be kept up to date to ensure that grant applications are processed accurately and that reviewer conflicts may be identified.

The Personal Profile is divided into sections that vary dependent upon the role(s) the user holds. They will include “Name and ID,” “Demographics,” and “Employment” for Administrative roles (SO, AO, AA, and FSR) and the Scientific role PD/PI also includes “Reviewer Information,” “Trainee Information,” “Education,” “Reference Letters,” and “Publications.”

All sections must be completed and saved. If a required field in a section is left incomplete, you will not be able to save the profile.



Training Materials and Resources

NIST-specific training materials for applicants and recipients are posted on the [External NIST eRA Site](#).

- Accessible to the public, targeted to applicants and recipients
- Sent communication to recipients
- eRA/NIST Training Schedule (w/ Registration Links)
- eRA/NIST Training Materials
 - Business Process Guides & Information Sheets
 - Webinar Recordings
 - Q&A Reports (Q&A captured during webinar training sessions)
 - Presentation Slides
- Additional resources and help contacts

eRA Resources

eRA Commons

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

Overview: <https://www.era.nih.gov/help-tutorials/era-commons/overview.htm>

Online help: <https://www.era.nih.gov/erahelp/Commons/default.htm>

User guides: <https://www.era.nih.gov/help-tutorials/era-commons/user-guide.htm>

Features and updates: <https://www.era.nih.gov/help-tutorials/era-commons/features-fixes.htm>

FAQs: <https://www.era.nih.gov/faqs.htm>

Training: <https://www.era.nih.gov/help-tutorials/era-commons/eRA-Training-eRA-Commons.htm>

Logging In

Online help: <https://www.era.nih.gov/erahelp/commons/Commons/access/login.htm>

Institution Profile Module

Overview: <https://www.era.nih.gov/help-tutorials/institutional-profile/overview.htm>

Online help: <https://www.era.nih.gov/erahelp/commons/default.htm#cshid=1046>

Fact sheet: <https://inside.era.nih.gov/ipf/fact-sheet.htm>

User guide: https://inside.era.nih.gov/files/IPF_user_guide.pdf

Personal Profile

Overview: <https://www.era.nih.gov/help-tutorials/personal-profile/overview.htm>

Online help: <https://www.era.nih.gov/erahelp/ppf/default.htm>

User guide: https://www.era.nih.gov/files/personal_profile_userguide.pdf

FAQs: <https://www.era.nih.gov/faqs.htm#VI>



Account Management Module

Overview: <https://www.era.nih.gov/help-tutorials/ams/overview.htm>

Online help: https://www.era.nih.gov/erahelp/AMS_NEW/default.htm

Fact sheet: <https://inside.era.nih.gov/ams/fact-sheet.htm>

Guide for Commons users: https://www.era.nih.gov/files/AMM_User_Guide.pdf

eRA Service Desk

Homepage: <https://www.era.nih.gov/need-help>

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

Service Desk help request ticketing system: <https://public.era.nih.gov/submithelp/>

eRA help and tutorials webpage: <https://www.era.nih.gov/help-tutorials>

eRA video tutorials: <https://www.era.nih.gov/era-training/era-videos.htm>

FAQs: <https://www.era.nih.gov/faqs.htm>