

## Sample Email Notifications

From: **Test eRA Commons Help Desk** <[testerahelp@mail.nih.gov](mailto:testerahelp@mail.nih.gov)>  
Date: Thu, Aug 23, 2012 at 1:29 PM  
Subject: test link to details ISSUE=242 PROJ=26  
To: Israilevitch, Marina (NIH/OD) [C]

When replying, type your text above this line.

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### eRA Help Desk Ticket Notification

Thank you for contacting the eRA Help Desk. Your ticket information is below. If you have any additional information to add to this ticket, please **reply** to this notification.

If you need immediate help (i.e. you are within two days of a deadline or in the event of a security emergency), call us. Note that the Help Desk's busiest hours are between 10 a.m. (ET) and 3 p.m. (ET).

Toll-free: [1-866-504-9552](tel:1-866-504-9552)

Phone: [301-402-7469](tel:301-402-7469)

TTY: [301-451-5939](tel:301-451-5939)

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Ticket Title: Sample New Ticket Notification

Ticket Number: 242

Status: Request

Date Created: 08/23/2012

Latest Update Date: 08/23/2012

Contact Name: Marina Israilevitch

CC's:

**Full description and latest notes on your Ticket:** Sample New Ticket Notification

[Click here to view Ticket in Browser](#)

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Regards,  
eRA Service Desk

*Listen with focus, answer with accuracy, assist with compassion.*

For more information, visit eRA's Self Help Web page at <http://era.nih.gov/help/>

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**From: Test eRA Commons Help Desk**  
**Date:** Mon, Sep 10, 2012 at 2:53 PM  
**Subject:** test link to details ISSUE=242 PROJ=26  
**To:** Israilevitch, Marina (NIH/OD) [C]

When replying, type your text above this line.

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## **Closed Ticket Notification**

Thank you for contacting the eRA Help Desk. Your ticket information and its resolution is below. If you feel that the ticket has not been resolved to your satisfaction or you need additional assistance, please reply to this notification to provide additional information.

If you need immediate help (i.e. you are within two days of a deadline or in the event of a security emergency), call us. Note that the Help Desk's busiest hours are between 10 a.m. (ET) and 3 p.m. (ET).

Toll-free: [1-866-504-9552](tel:1-866-504-9552)

Phone: [301-402-7469](tel:301-402-7469)

TTY: [301-451-5939](tel:301-451-5939)

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**Ticket Title:** Sample notification email

**Ticket Number:** 242

**Status:** Closed

**Date Created:** 09/10/2012

Latest Update Date: 09/10/2012

Contact Name: Marina Israilevitch

CC's:

**Resolution:** *Closing ticket. Sample ticket notification.*

[Click here to view Ticket in Browser](#)

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Regards,  
eRA Service Desk

*Listen with focus, answer with accuracy, assist with compassion.*

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