



SEARCH

Advanced

Hello, Jerry B | Sign-out | Preferences

You are in the **eRA Commons Help Desk** workspace.



Welcome to the eRA Help Desk Customer Portal.

**To help expedite your Help Desk request, we recommend that you complete as many fields as possible in the Additional Information section of the ticket below.**

**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

**Phone:** 301-402-7469

**TTY:** 301-451-5939

**Hours:** Mon-Fri, 7 a.m. to 8 p.m. Eastern Time (Except for federal holidays)

My Requests



1 - 4

Number	Brief Description	Submitted On	Status	Last Updated
210	<a href="#">eSNAP</a> - Testing customer tickets [more...]	07/30/2012	Assigned	27 days ago
224	<a href="#">additional info</a> testing additional info [more...]	08/01/2012	Assigned	20 days ago
225	<a href="#">Unable to log in</a> Greetings, I am following up on the ticket you submitted regarding Are you still experiencing problems with Please reply at your earliest convenience. If this is no longer an [more...]	08/08/2012	Assigned	18 days ago
226	<a href="#">SPRS Link is not available</a> Where do I enter in my SPRS information [more...]	08/08/2012	Request	18 days ago





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SEARCH  Advanced

You are in the eRA Commons Help Desk workspace.

Home | New Request | Globals

SAVE Help

Submit a new Request

The \* \* \* next to the field name indicates a required field.

**Brief Description\***

**Your Personal Information\***

Update your personal information

<b>First Name*</b> <input type="text" value="Jerry"/>	<b>Last Name*</b> <input type="text" value="Boss"/>	<b>Middle Initial</b> <input type="text"/>
<b>Secondary Email</b> <input type="text"/>	<b>Professional Title</b> <input type="text"/>	<b>Phone Number</b> <input type="text"/>
<b>Commons User ID</b> <input type="text"/>	<b>IMPAC II User ID (Federal Users)</b> <input type="text"/>	<b>Organization</b> <input type="text"/>
	<b>Email*</b> <input type="text" value="jebst@era.gov"/>	<b>Customer ID*</b> <input type="text" value="GERRYRBOS\$@Commons"/>

**Ticket Details\***

**I Need Help With:\***

**Description\***

**Contact Preference\***

**Additional Information**

**Attachments**

**Attach Files**  
Last Attachment

**Notifications**

**Additional Email Notifications**  
Addresses

SAVE





# Categorization and Additional Information

Home | New Request | Globals

SAVE Help

Submit a new Request

The \* \* next to the field name indicates a required field.

**Brief Description\***

**Your Personal Information\***

**Ticket Details\***

**I Need Help With\***

Administrative Supplement

**Request Details**

No Choice

**Description\***

No Choice

Other

Grants.gov

eRA Commons

**Contact Preference\***

No Preference

**Additional Information**

Principal Investigator's (PI) Username

Signing Official's (SO) Username

Submission Date

Mon Day Year

current date

Grant/Application Title

Grants.gov Tracking Number

Funding Opportunity Announcement (FOA)

Full Grant Number

Application Deadline Date

Mon Day Year

current date

Applicant Organization's Full Name

**Attachments**



FootPrints Service Core - Mozilla Fir...
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https://public.test.era.nih.gov/MRcgl/MR|FootPrints Service Core

Current Global Tickets
? Help ✕ Close

**This is a list of Global Tickets currently affecting other users. If you are experiencing the same issue, you can subscribe to the Global and be notified when the Ticket is updated and resolved.**

**To view the details of a Global Ticket, click the Brief Description.**  
**To subscribe to a Global Ticket, select "Subscribe".**

Number	Brief Description	
184	<a href="#">Commons Performance Problems</a>	 Subscribe

Once you subscribe to a Global Ticket, it will be listed with your Requests, which you can view at any time by clicking the "Home" button.