

# Electronic Submission: Quick Contact Support for International Applicants

## Contact Information

## Topics

<p><b>eRA Commons Help Desk</b>          Web Ticket: <a href="http://ithelpdesk.nih.gov/eRA/">http://ithelpdesk.nih.gov/eRA/</a>          Commons Support Page: <a href="http://era.nih.gov/commons/index.cfm">http://era.nih.gov/commons/index.cfm</a>          Toll-free: 1-866-504-9552          Phone: 301-402-7469          TTY: 301-451-5939          Hours: Mon-Fri, 7:00 a.m. to 8:00 p.m. Eastern Standard Time (EST)</p>	<ul style="list-style-type: none"> <li>• Registration in Commons</li> <li>• Inability to see the status of a submitted application in the Commons after 1 business day (Reminder: if you do not include the PI Commons Username in the Senior/Key Credential field, your application will not appear in the Commons)</li> <li>• PDF problems – attachments are missing, text is garbled</li> </ul>
<p><b>Grants Info</b>          Phone: 301-435-0714          TTY: 301-451-5936          Fax: 301-480-0525          Email: <a href="mailto:GrantsInfo@nih.gov">GrantsInfo@nih.gov</a></p>	<ul style="list-style-type: none"> <li>• Application Guide or Funding Opportunity Announcement (FOA) questions</li> <li>• Choosing the correct activity codes (grant mechanisms) and finding research training programs</li> </ul>
<p><b>Grants.gov Contact Center</b>          Call Center: International: 606-545-5035          Toll-free: 1-800-518-4726          Hours: 24 Hours/Day, 7 Days/Week          Live Online Support: <a href="https://grants-portal.psc.gov/ContactUs.aspx">https://grants-portal.psc.gov/ContactUs.aspx</a>          Hours: Mon-Fri, 7:00 a.m. to 9:00 p.m. (EST)          Email: <a href="mailto:support@grants.gov">support@grants.gov</a></p>	<ul style="list-style-type: none"> <li>• Registration with Grants.gov</li> <li>• Technical difficulties with Grants.gov/Not able to submit applications to Grants.gov</li> <li>• Inability to see the status of a submitted application in the Commons after 1 business day (if an email from Grants.gov stating that the agency has retrieved the application is not received)</li> </ul>
<p><b>System for Award Management (SAM)</b>          International Phone: 334-206-7828          U.S. Phone: 866-606-8220          DSN: 866-606-8220          Hours, Mon-Fri, 8:00 a.m. to 8:00 p.m. (EST)          URL: <a href="http://www.fsd.gov">www.fsd.gov</a></p>	<ul style="list-style-type: none"> <li>• How to obtain a CCR number (required for Grants.gov registration)</li> </ul>
<p><b>Dun &amp; Bradstreet DUNS</b>          Toll-free: 1-866-705-5711          Email: <a href="mailto:govt@dnb.com">govt@dnb.com</a>          Web site: <a href="http://fedgov.dnb.com/webform">http://fedgov.dnb.com/webform</a></p>	<ul style="list-style-type: none"> <li>• How to obtain a DUNS number (required for CCR and Grants.gov registration)</li> </ul>
<p><b>North Atlantic Treaty Organization (NATO) Commercial and Governmental Entity (CAGE) = NCAGE code</b>          International Phone: 269-961-7766          U.S. Phone: 1-888-227-2423          DSN: 661-5757          Email: <a href="mailto:NCAGE@dla.mil">NCAGE@dla.mil</a></p>	<ul style="list-style-type: none"> <li>• How to obtain an NCAGE code (required for CCR registration)</li> </ul>