

Helpdesk Hours of Service

The eRA Helpdesk is open from 7 a.m. to 8 p.m. Eastern Daylight Time on weekdays. As a rule, the Helpdesk is closed on weekends; however, during peak processing periods, the Helpdesk will provide weekend support—weekend hours will be shown in advance at <https://commons.era.nih.gov/commons/index.jsp>. The Helpdesk is not available on official federal holidays.

You can reach the Helpdesk by telephone or by email to request information or to report problems or issues:

Local Telephone: 301-402-7469

Toll Free Telephone: 866-504-9552

TTY Telephone (for Hearing Impaired Only): 301-451-5939

Email (Commons): commons@od.nih.gov

To expedite the handling of your request, you will need to provide the following information:

- Full contact information: your name, address, email, telephone number, Commons username, and institution name.
- The name of the software application and the action you are performing. Describe the problem in detail, the more information, the better.
- The error messages you receive. If you send an email, provide a screen shot of the error message or problem.
- Your request ticket number (for follow-up inquiries).

Callers will receive a ticket number from the Helpdesk specialist at the end of the telephone conversation. Email users will receive an email from the Helpdesk specialist with a ticket number. The Helpdesk staff attempts to respond to tickets within four working hours.