

## **“Rules” of Engagement**

### ***Service Providers:***

- Need to be certified—submit successfully in the NIH TEST database an application of each type—before attempting to participate in the production environment for that type of application.
- Are expected to successfully validate the applications using the validation Web service before final submission.
- Do not submit test data to production.
- Use secured transmission method (HTTPS).
- Follow eCGAP support procedures.
- Be knowledgeable about eCGAP business rules and NIH grants procedures.
- Provide the eCGAP support desk with request for institution affiliations as soon as new applicant institutions are identified.
- Provide NIH with numbers of applications estimated for each receipt date.

### ***Applicants:***

- Keep up-to-date profiles on the eRA Commons and an affiliation with the institution sponsoring the grant application. If creating a new profile, allow at least a week for NIH to verify the profile before the receipt deadline.
- Review the grant application carefully and thoroughly before verifying. Once verified, changes to the electronic application cannot be made.
- Both the PI and SO must verify on time. Once the application is submitted, they are encouraged to check Commons regularly for e-application. PI and SO should not rely on e-mail notice that e-application is ready to verify.
- If the PI and SO decide to reject the e-application and send paper instead of the e-application, include a cover letter explaining that the application is late because electronic submission was attempted.
- Do not send duplicate paper copies of electronic submissions.
- Send additional, hard copy appendices directly to the Scientific Review Administrator after the PI receives the Study Section assignment notice from NIH.
- Send any corrections after verification to the SRA.
- Must write out Greek letters and other special characters in the Project Title.

**“Rules” of Engagement (continued):**

***eRA***

- Support Service Providers in testing, pilots, and production. Set up new SPs and affiliations, verify the SPs have met certification criteria, set up test data for SPs (until a web service is provided for this), and ensure that SPs are aware of any server downtimes and other disruptions.
- Maintain the eRA Exchange as an operational system for the duration of the testing, Pilots and submission periods.
- Provide support to applicants via Commons Helpdesk.
- Orient new Service Providers.
- Make available information on planned developments, defects, issues, FAQ to the entire Service Provider community.
- Keep technical information up to date.
- Solicit and respond to feedback from Service Providers, Internal NIH staff, Common Working Group, and other stakeholders.
- If NIH is the cause of a technical problem preventing submissions, extend deadlines accordingly.