Electronic Submission – Quick Reference Support

Topic	eRA Commons Help Desk Web Ticket: http://ithelpdesk.nih.gov/eRA/ (Preferred method of contact) Commons Support Page: http://era.nih.gov/commons/index.cfm Toll-free: 1-866-504-9552 Phone : 301-402-7469 TTY : 301-451-5939 Hours : Mon-Fri, 7a.m. to 8 p.m. EST	Grants Info Phone: 301-435-0714 TTY : 301-451-5936 Fax : 301-480-0525 Email : GrantsInfo@nih.gov	Grants.gov Contact Center Toll-free: 1-800-518-4726 International Phone: 606-545-5035 Hours : Mon-Fri, 7 a.m. to 9 p.m. Eastern Standard Time Email : support@grants.gov
Registration in Commons – PD/PI or Organization	✔		
Registration in Grants.gov Including: ○ DUNS* ○ CCR*			✔
Application Guide or FOA questions		✔	
Cannot submit application to Grants.gov			✔
Submitted application status does not appear in Commons after 1 business day	✔ (Reminder: If you do not include the PI Commons Username in Sr/Key Credential field app will not show in Commons.)		✔ (If you did not receive Grants.gov email that agency has retrieved the application.)
PureEdge Software – problem downloading or problem with a PureEdge form Macs – using PureEdge with a Mac			✔
PDFs – attachments are missing, text is garbled	✔		
What mechanism (activity code) should I choose? Where can I find research training programs?		✔	

*Dun & Bradstreet: Online DUNS number requests: http://fedgov.dnb.com/webform, Toll free: 1-866-705-5711, govt@dnb.com
*Central Contractor Registry (CCR): U.S. 1-888-227-2423; International 1-269-961-5757; dlis-support@dlis.dla.mil

Visit the Electronic Submission Website (http://era.nih.gov/ElectronicReceipt/) for FAQs, Avoiding Common Errors, eSubmission Process details, Training Resources, Contact Information etc.   *(03/2008)*

Common Questions & Answers

Problem/Issue	Resource/Contact
Registration Organization or AOR/SO	
1. DUNS Number questions & issues 2. CCR questions & issues 3. Grants.gov registration questions	1. Contact Dun & Bradstreet 2. Contact the Central Contractor Registry 3. Contact the Grants.gov Contact Center For detailed information visit: http://era.nih.gov/ElectronicReceipt/preparing.htm#4
How do I know if my organization is registered in the Commons? How do I check the DUNS number that my organization is using for NIH applications?	A list of registered organizations and their DUNS can be found at: http://era.nih.gov/userreports/ipf_com_org_list.cfm
Registration PD/PI	
How do I get registered in Commons?	Your Signing Official must register you in Commons. See: http://era.nih.gov/ElectronicReceipt/files/grantee_registration_process_for_commons.pdf
Find Opportunity & Download Application	
Where can I find an opportunity?	Funding Opportunity Announcements (FOAs) are posted in the NIH Guide for Grants and Contracts (http://grants.nih.gov/grants/guide/index.html) and in Grants.gov *Find* (http://www.grants.gov/applicants/find_grant_opportunities.jsp)
How do I know what mechanism is best suited for my research?	Contact the Grants Info Help Desk for assistance with selecting an FOA or determining the mechanism/activity code.
Application Submission	
I have completed my application but when I try to submit to Grants.gov, I cannot.	Be sure that you have completed all Mandatory Documents and fields as well as any required Optional Documents. Verify that you have moved all of the completed documents over to the "Completed Documents for Submission" section. Save your application and try to submit again. Contact the Grants.gov contact center if you still have a problem.
I am using a Macintosh computer and I am having trouble submitting my application using the PureEdge Mac Viewer	Contact the Grants.gov Contact Center for assistance.
My application was submitted to Grants.gov but I do not see it in the Commons	Grants.gov may take up to 2 business days to process an application during busy periods; Commons may take up to 1 business day. If you have waited this long and do not see your application, submit a Web Ticket online (http://ithelpdesk.nih.gov/eRA/) or contact the eRA Help Desk and provide your Grants.gov Tracking Number
Application Status/Application Image	
When checking the status of my application in Commons, I found that I have eSubmission Errors. How do I correct my errors or warnings?	First, make the necessary corrections to the forms or attachments that are part of your application. Contact your Signing Official to submit the entire application to Grants.gov again. You will need to include a PDF Cover Letter explaining the changes if you are making a correction after the submission deadline. For detailed instructions visit: http://era.nih.gov/ElectronicReceipt/avoiding_errors.htm and check the application guide. If you need additional assistance, contact the eRA Help Desk.
When viewing my application image, I found that the PDF attachments were garbled or unreadable; or, I found that some of my attachments were missing.	Complete a web ticket immediately (http://ithelpdesk.nih.gov/eRA/). The eRA Commons Help Desk will work with you to resolve the problems. If the problems were caused by a system issue beyond your control, you will not be penalized as long as the application was submitted on time and the issue was reported to the eRA Help Desk.