



Account Management Module (AMM) User Guide for State Department Users

June 30, 2025

NOTE: This user guide is an identical PDF version of the online help.

Contact Us

Additional Help Needed? Please contact the eRA Service Desk (<https://www.era.nih.gov/need-help>).

Toll-free: 1-866-504-9552; **Phone:** 301-402-7469

Hours: Mon-Fri, 7:00 a.m. to 8:00 p.m. Eastern Time

Feedback on the user guide? Please email the eRA Communications Office (era-communications@mail.nih.gov).

Disclaimer STATEMENT

No data shown in illustrations represents any real account, project, or individual. Any resemblance to actual accounts, projects, or individuals is purely coincidental.

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Latest Updates

Updates and new features in AMM:

June 26, 2025

Updates to Annual Recertification and Reports

- The Annual Recertification screens for both [IMPACII Accounts](#) and [System Accounts](#) now feature:
 - The IC dropdown selection field is renamed the Organization dropdown.
 - An expandable/collapsible Filter Accounts pane
 - The Export to Excel, Mark as Reviewed, and Recertify All Accounts and Associated Roles buttons are now located below the filter pane
 - The Primary IC and IC/Department columns in the Search Results table are renamed Primary Org and Org/Department.
- The Annual Recertification now replaces the All Users Report and the [User Reports](#) screen is reordered:
 - Deactivated Users Report
 - Inactive Users Report
 - Role Description for Agency Accounts Report
 - Role Description for Systems Accounts Report

March 24, 2025

Enhancements to User Reports, Role Assignments, and Account Creation Process

- Changes to the [Inactive Users Report](#) and [Deactivated Users Report](#):
 - The screen will display all results for the organization(s) selected in the Organization(s) field.

- If the Account Coordinator supports only one organization, the Organization (s) field will be defaulted to the coordinator's organization.
- The **Unaffiliate Account** button is now enabled in the Edit Roles screen. Account Coordinators can use this button to remove any affiliations they are authorized to manage for the account.
- Account Coordinators can now copy the email address provided in the User Information section to the **Preferred WRK Address** when creating accounts for non-NIH users to streamline the process. See Create User Account for more information.
- In AMM Job [Notification emails](#), the **Detail IC** column has been renamed **Detail Organization(s)**.

December 17, 2024

System Accounts Enhancements

The [Create System Account](#) screen now contains the following updates:

- The *User Type* field automatically has **System** selected.
- A new mandatory *Certificate Expiration Date* field.
- The ability to import a certificate file and copy the certificate details to the account creation form.

September 27, 2024

Updated Annual Recertification Report Screen

The Annual Recertification process now has the following enhancements:

- The screen displays all current accounts outside of the annual recertification period.
- The Recertification button is now labeled **Recertify All Accounts and Associated Roles**.

- The hitlist displays the a new column, **Is ROB Signed?**, indicating whether the account owner has read and acknowledged the eRA Rules of Behavior (ROB) on or after October 1 of each year.
- See [Annual Recertification](#) and [System Recertification](#) for more information.

Welcome to Account Management Module (AMM) Online Help

This help system provides online information about the functionality of the Account Management Module (AMM) module. This topic illustrates the use of this online help system.

Help Icon in Module Leads to Online Help

Access online help by clicking the Help icon, which is a blue circle containing a white question mark, from any screen within the Account Management Module (AMM) module.

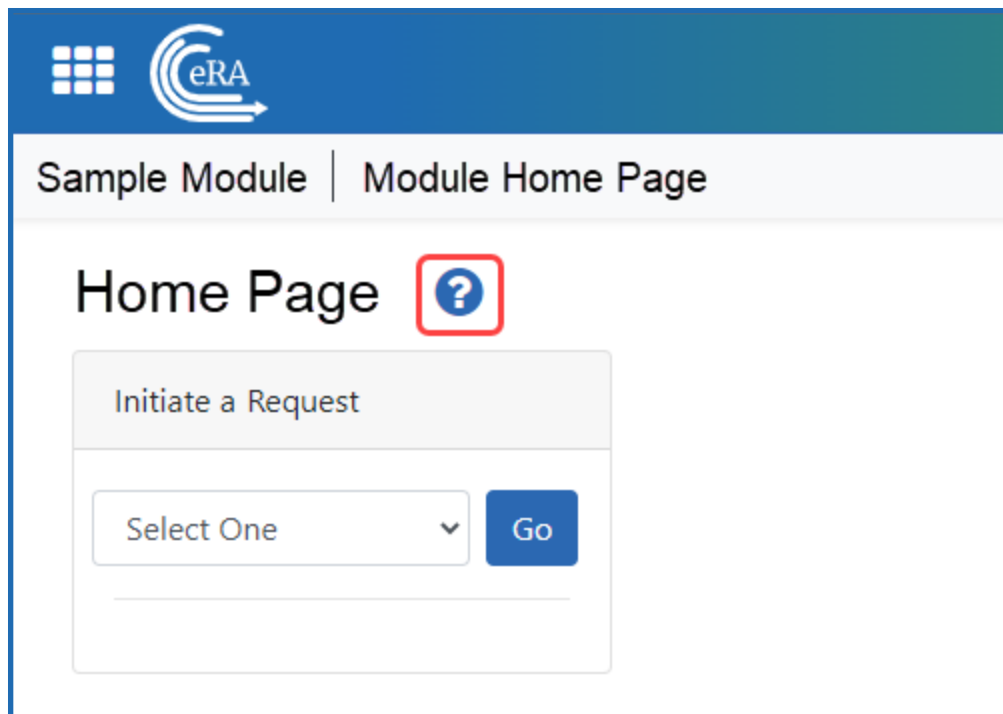
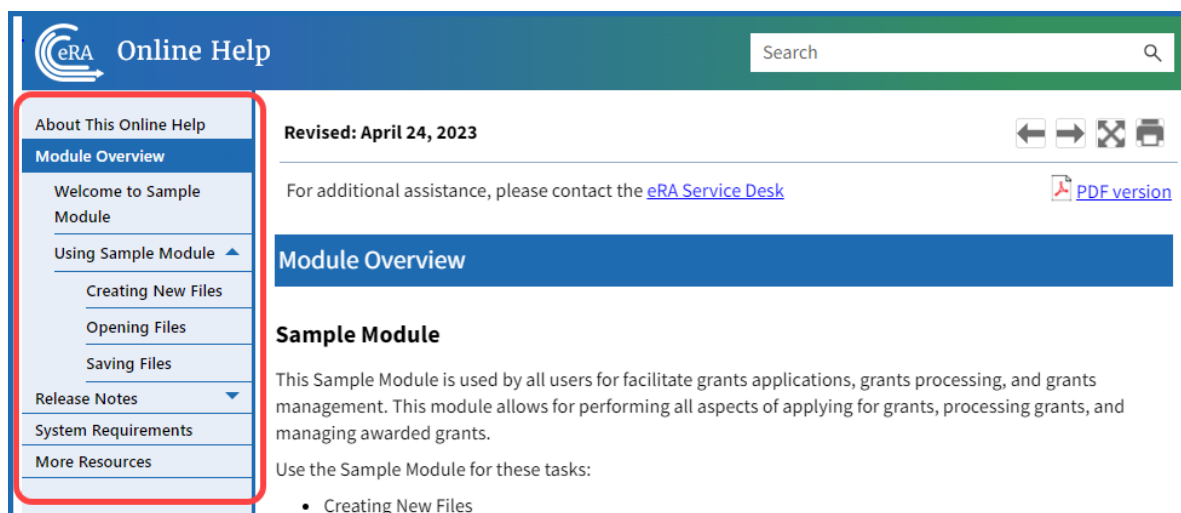
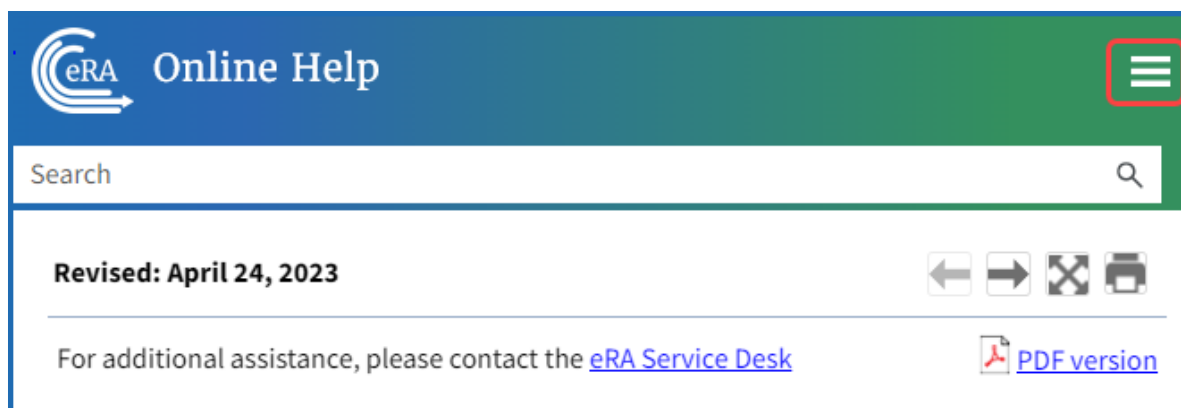


Table of Contents Pane

Use the table of contents pane at the left of a help system to navigate through topics. If a topic name has a down arrow ▼ next to it, click it to reveal subheadings.

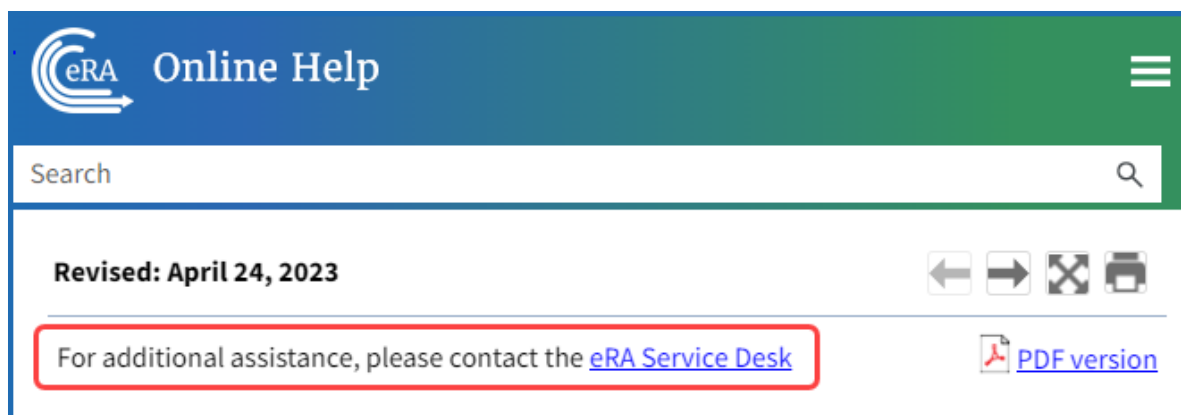


When the browser window is narrow, the table of contents pane is hidden. To view a hidden table of contents, click the three-horizontal-line icon at right top to toggle the table of contents between onscreen and hidden.



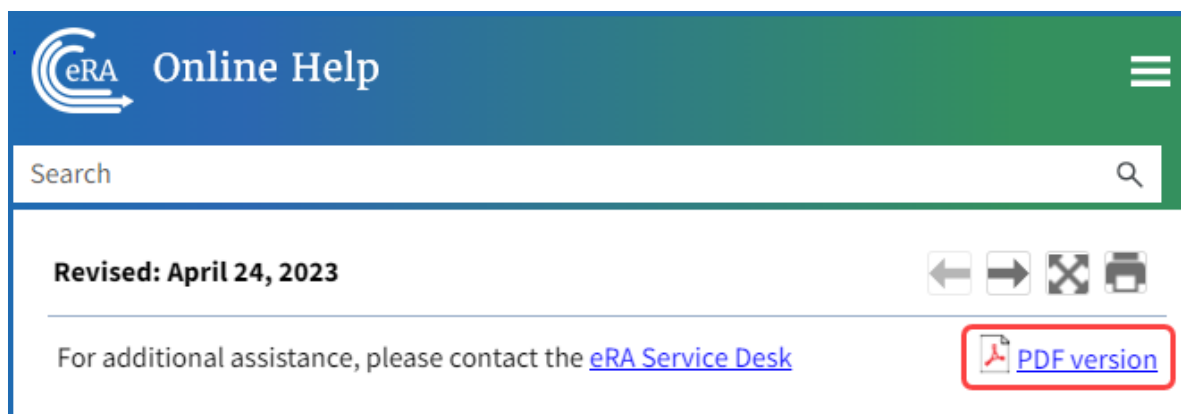
Contacting the eRA Service Desk

Online help pages contain a link to the eRA Service Desk at top. Contact the service desk for help with error messages, system questions, and help solving problems in eRA modules. The link is located above the page title on all online help pages.



Viewing all Online Help in a PDF Version

All online help is available in PDF format. The PDF contains identical information as the online help. The PDF is linked at the top right of every online help page with a link named PDF Version.



Showing Hidden Text or Images


You might encounter dropdown text or toggled images in online help. Sometimes, to save screen space and let you focus on the information important to you, online help hides text or images behind linked text.

For instance, click the following heading to see the hidden dropdown text showing steps of a procedure:

[Creating a New File](#)

1. Click the New button.
2. Enter a name for the file.
3. Click the Save button.

Images can also be toggled. In the example below, click the words "Access the Edit action by clicking the three-dot ellipsis icon" to see the hidden image.

NAME/NUMBER ▲	TYPE ▼
GENOMICS:455555555	...
GENOMI:444444444	 Edit

Tools for Navigating Topics, Showing Hidden Material, and Printing

Click the left and right arrow icons at top right to go to the previous or next topic in the table of contents:



Click the print icon, below, to print:



Click the expand icon, below, to expand all material that is hidden in a topic.

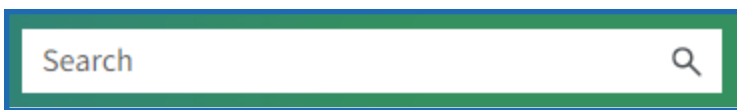


Click the collapse icon, below, to collapse all material. The collapse icon appears only after clicking the expand icon.



Search Field

Type text into the search field to find all topics that contain matching text. Then either press the Enter key or click the magnifying glass icon to search.



If you type multiple words in the search field, the search assumes an 'AND' between each word. For example, if you search for ***system requirements***, the search does this: Find all topics that contain both ***system AND requirements***, not necessarily adjacent to each other in text. It counts variations of words as a match; for example; ***require*** or ***required*** are deemed to be matches for ***requirements***.

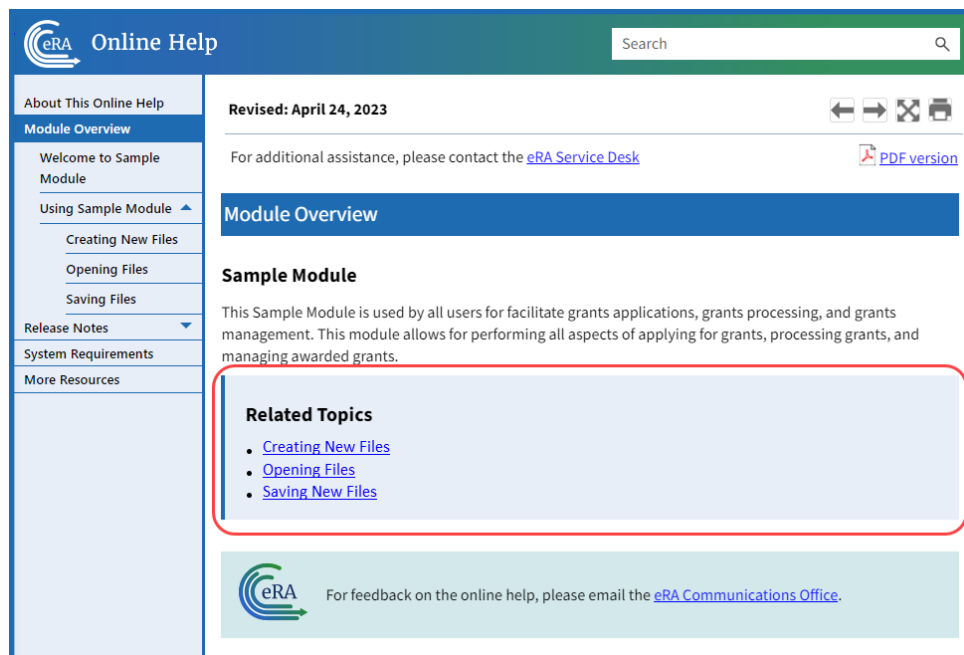
If you want only topics that contain an exact phrase, enclose it in double quotation marks like this:

"system requirements"

The search field searches ONLY the current help system for the Account Management Module (AMM) module. To search all help systems, go to [the eRA website](#) and use the search field at the top of the page.

Finding Related Topics


Most topics contain a Related Topics section, which show links to a list of topics that are related to the one you are viewing.



Providing Feedback on the Online Help or PDF

All topics contain a green feedback footer with an email link to the eRA Communications Office, which creates and updates online help and PDFs. The eRA Communication Office does not provide technical support but is happy to accept feedback on how we might make the online help better meet your needs.

For tech support, contact the [eRA Service Desk](#) instead of the Communication Office.


Online Help

About This Online Help

Module Overview

Welcome to Sample Module

Using Sample Module ▲

Creating New Files

Opening Files

Saving Files


Release Notes ▼

System Requirements

More Resources

Revised: April 24, 2023

For additional assistance, please contact the [eRA Service Desk](#)

 [PDF version](#)


Module Overview

Sample Module

This Sample Module is used by all users for facilitate grants applications, grants processing, and grants management. This module allows for performing all aspects of applying for grants, processing grants, and managing awarded grants.

Related Topics

- [Creating New Files](#)
- [Opening Files](#)
- [Saving New Files](#)



For feedback on the online help, please email the [eRA Communications Office](#).

Accessing AMM

State Department Staff

The only **User Type** available is *State*.

1. State Department staff can access AMM at this address: <https://pub-lic.era.nih.gov/ams>.
2. The *Commons Login* screen opens.
3. Enter your **User Name** and **Password**.
4. Click the **Login** button.

Upon successful login, the *Search Accounts* screen opens.

For instructions on performing a search, see [Search Account](#).

NOTE: If you see an eRA/IMPACII Systems Rules of Behavior page, you must read it over and agree to terms before you are allowed to access IMPACII modules. See [eRA/IMPAC II Rules of Behavior Agreement](#) for more information.

Basics and Navigation for eRA Modules

For increased usability, eRA modules are gradually switching to a streamlined, modern, mobile-friendly look and feel for screens. The new look and the new navigation adjust dynamically for a variety of screen or font sizes, making your browsing experience more efficient on the device of your choice. New user interface elements offer a consistent set of tools that you can use across modules. A new header and footer conserve space, leaving more work area for you to accomplish your tasks.

This topic explores the new navigation and user interface elements that you might see on updated screens. All modules will eventually use the same framework for building the appearance and navigation for screens. Older style screens will co-exist with updated screens during the transition to the new look and feel. Not all screen elements shown here will appear in all modules.

Read this topic to learn about:

- Header/footer for eRA modules
- Navigation to and within modules
- Actions column and how it might be replaced by an ellipsis (three-dot) dropdown in a row
- Standard tools for tables

Header and Footer Navigation

A mixture of older and newer headers may appear throughout screens in eRA Modules. During a period of transition, you will see both older and newer style screens in eRA modules.

The new header and footer use symbols to save screen real estate and dynamically adjust to fit smaller screens.

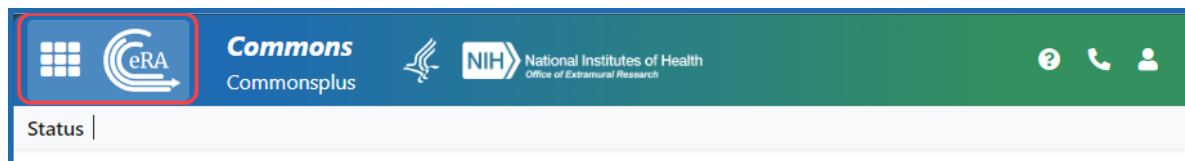


Figure 1: Full eRA Header with Main Menu at left, which displays module navigation, outlined

The first icon from left is the Main Menu. The Main Menu shows all apps available to the currently logged-in user, shown below:

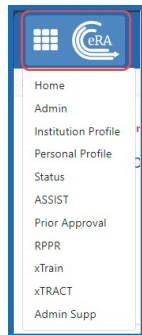


Figure 2: Expanded Main Menu, showing all modules to which you have access

Other Icons in Header



Links to the Department of Health and Human Services.



Links to grants.nih.gov.



Links to a general eRA Service Desk Support page.



Links to eRA Points of Contact page.



The person icon shows your login information, institution, a link to change your password, email preferences, and sign out link:

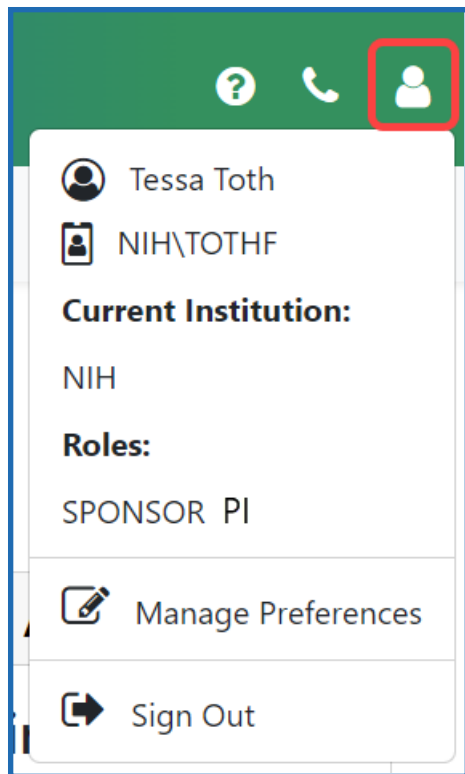


Figure 3: Person icon menu, showing name, user ID, institution, roles, and sign out link

Dynamic Header

Below, on a narrow screen, most items on the header are hidden, but they pop down when you click the grid icon in the upper right, circled below.



Figure 4: Narrow eRA Header, which hides all banner options under a bento box icon, shown at right

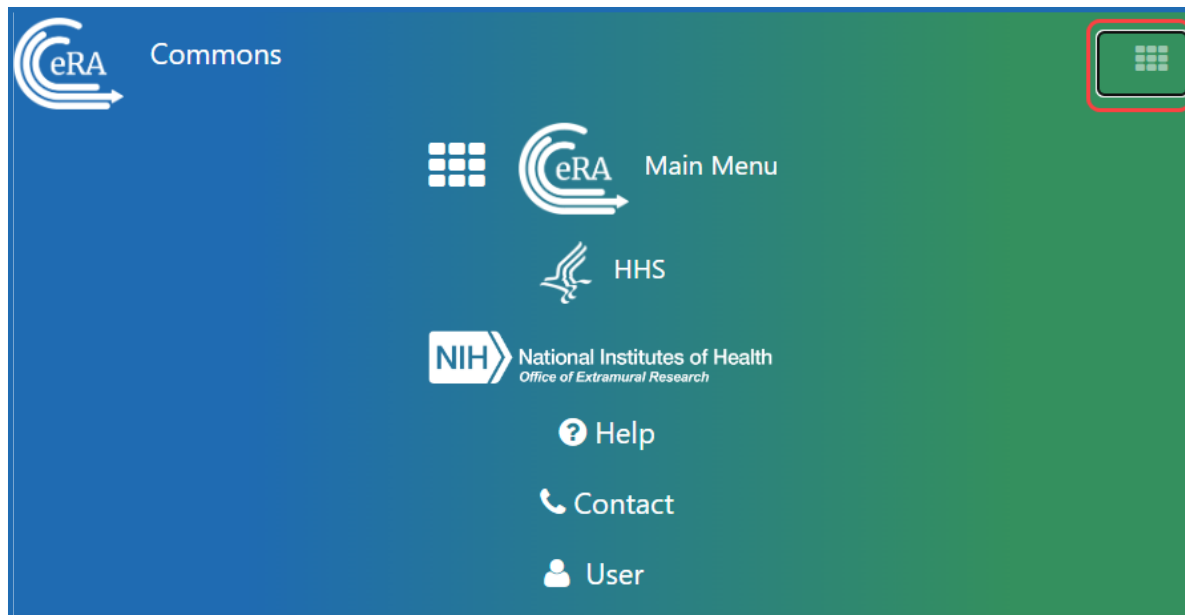


Figure 5: Narrow eRA Header, which has been expanded to show all banner options after bento box icon is clicked

Redesigned Footer

The footer is clean and offers only essential information organized into columns.

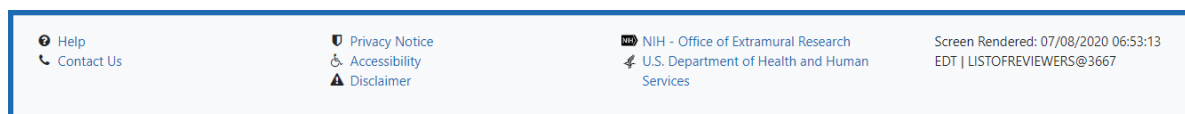


Figure 6: eRA Footer

Navigating Within a Module

The module abbreviation, circled below left, lets you quickly see which module you are working in.

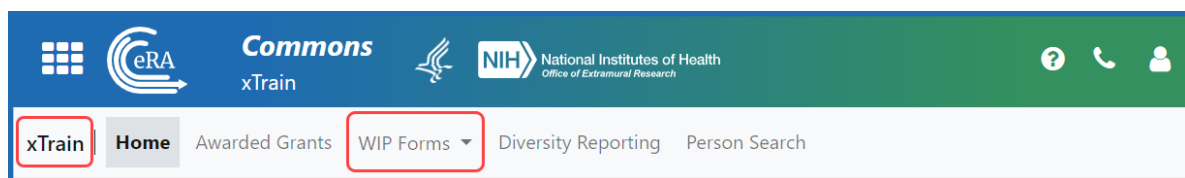


Figure 7: Navigation within a module, showing module name at left and module pages in navigation along top under banner

The sections of the modules are listed across the top, with the current section highlighted in gray, circled above.

To navigate to the screens available under each section, click the section name to see a dropdown that shows all screen names, as shown below.

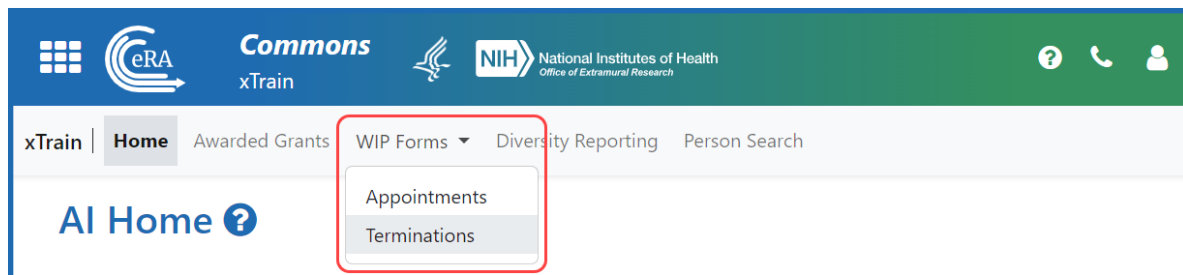


Figure 8: Module Navigation with Dropdowns of Screen Names

If the screen size is small, all the app section names are collapsed under a three-line icon, shown below.



Figure 9: Module Navigation is collapsed when narrow, with bento box icon at right which when clicked shows all module top navigation

When clicked, the three-line icon shows all module navigation in vertical form, below.

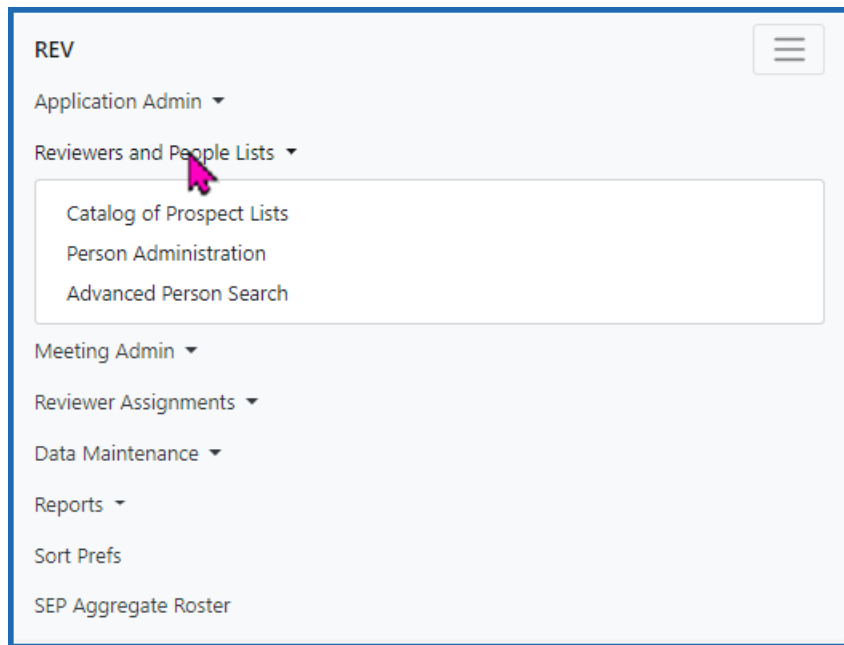


Figure 10: Module navigation expanded, when screen is narrow and all top navigation is under bento box icon at right

Actions Column Replaced by Ellipsis Menu

Actions that are available for each row in a table might be displayed under a three-dot ellipsis icon instead of an **Actions** column, as shown below. This happens if there are three or more actions to be displayed. If only one action item is listed, then the column will list that action as the header and have an 'x' in the body of the column.

Application/Award ID	Grants.gov Tracking #
5K08AG050505-02	...
1R21AR020202-01A1 (MPI)	RPPR
	Human Subjects

Figure 11: Three-dot ellipsis menu replaces action menu and displays actions that can be taken on a record in a table

Standard Tools for Tables

Tables are sleeker with tools for showing the data you want to see.

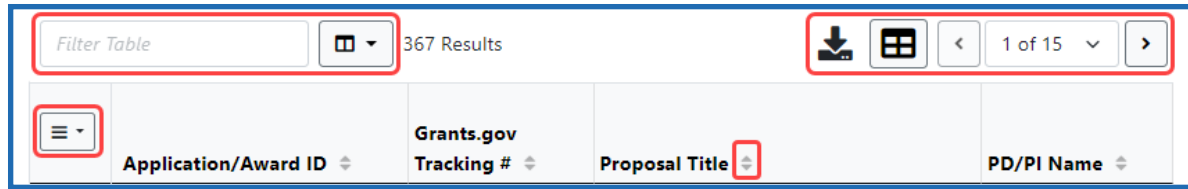


Figure 12: Section of a table header showing standard table tools shown outlined

Filter Table

Entering filter text features instant filtering of the list as you type, with the number of found results updated as you type. The text you type in the filter field is highlighted in the table.

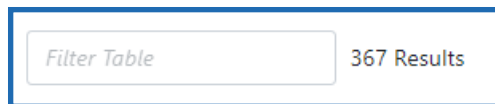



Figure 13: Filter Table Field with Number of Found Results

Selecting Rows/Bulk Action Tool

Use the bulk actions tool  to select or deselect all, and to show selected rows only or all rows. Other bulk action tools might also let you mark or clear the checkboxes of all currently visible rows (such as those found by typing filter text).

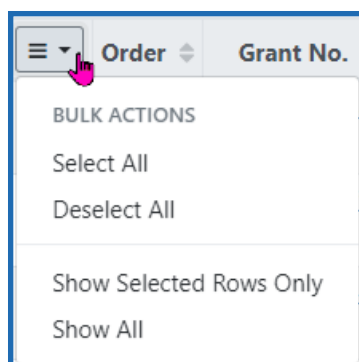


Figure 14: Bulk Actions Tool Lets you Show/Hide and Select/Unselect Rows

Check All

Check All marks all checkboxes regardless of the number of pages of records shown. In other words, if there are 10 pages of records available, with only the first page currently visible, **Check All** marks all enabled checkboxes on all pages. By contrast, **Check All Visible** marks only those enabled checkboxes on the currently visible page. See **Page Navigation** below for directions on how to navigate between pages of data.

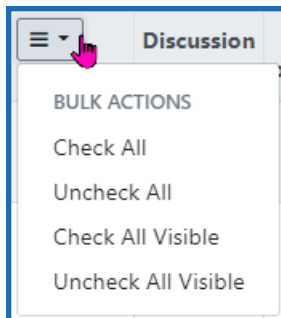



Figure 15: Bulk select tool example

Column Picker

Click the column picker icon  to choose the visible columns in a table by selecting/deselecting their checkboxes. The column selection is only in effect until you navigate to another screen.

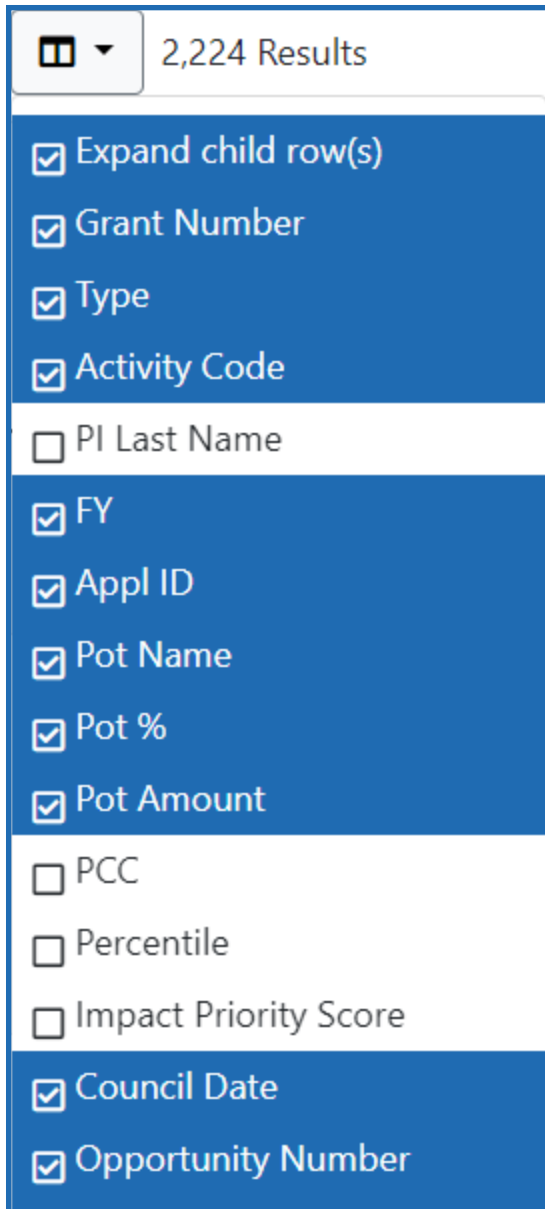


Figure 16: Expanded Column Picker, which lets you choose which columns are visible

Column Sorting

Click column headers to sort by that column.

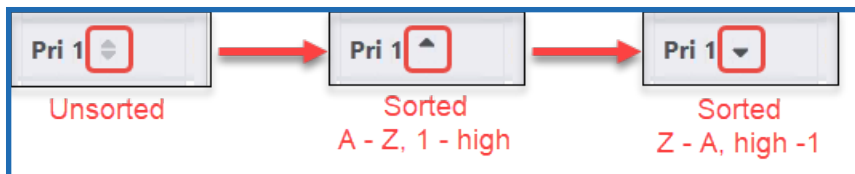



Figure 17: Sort indicators in table columns

Download and Print

Use the download tool , shown below, to export table data to Excel or PDF, or to print. Data from all columns is exported/printed even if only a subset of columns are visible.

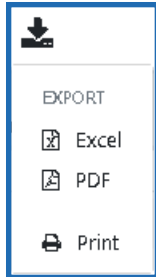


Figure 18: Download Tool lets you print or export to Excel or PDF

Rows Per Page

To help avoid scrolling, use the grid tool  to specify how many table rows appear per page.

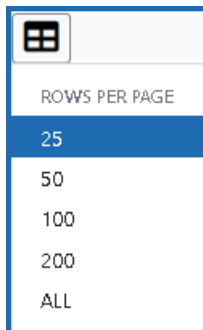


Figure 19: Grid Tool lets you choose number of rows displayed per page

Page Navigation

Navigate to each page of search results using the following tool:

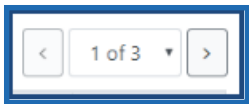


Figure 20: Navigation to move between pages of search results

Instantly scroll back to the top of the page by clicking the "Back to Top" button, which appears on selected screens that show long search results. The button is an up arrow in a yellow rectangle and appears at the bottom right of the screen, when applicable:

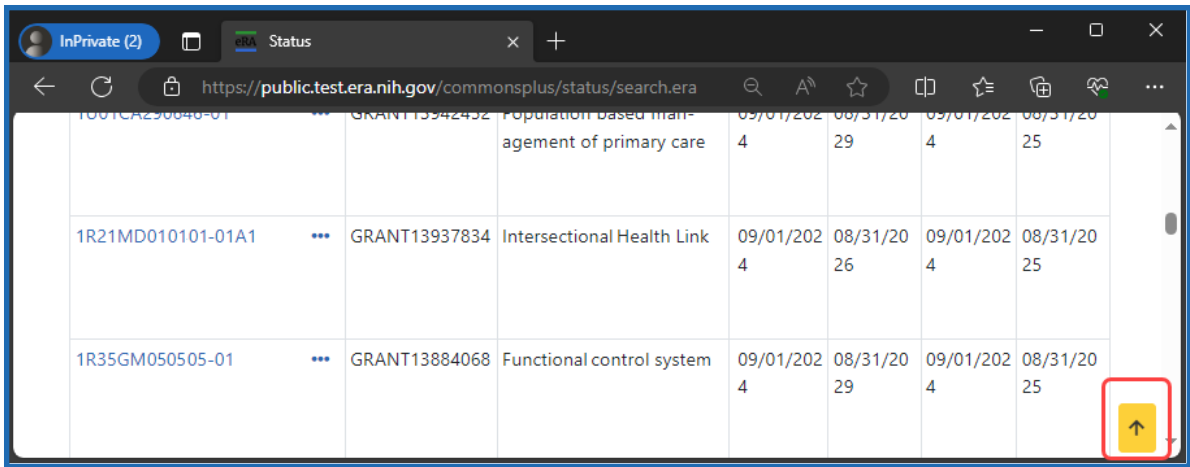


Figure 21: Yellow "back to top" button with up arrow in yellow rectangle, used to instantly scroll to the top of search results

Expanding Table Rows to Reveal More Details

Some tables have an indicator at the beginning of each row that more information can be viewed for the row. If you see a triangle pointing to the right at the beginning of a row, click it for more information on the record.

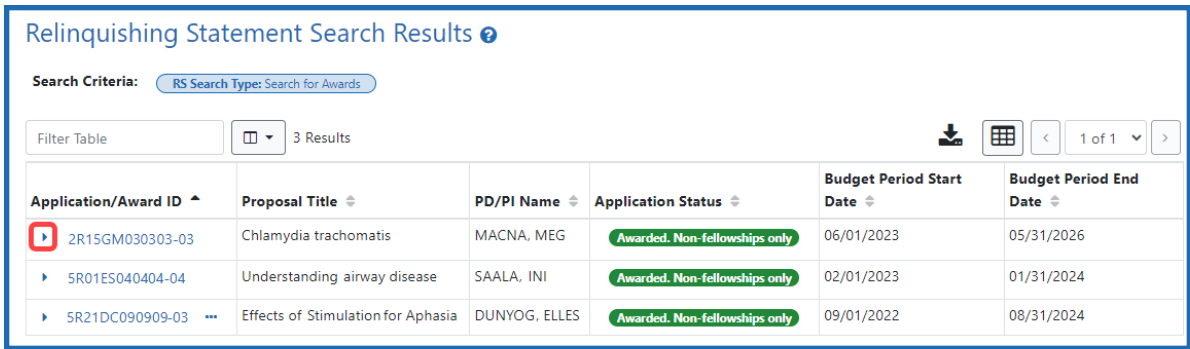


Figure 22: Triangle shown at beginning of table row indicates that there is hidden information for the row

The triangle turns downwards and expands the row to show additional information.

Relinquishing Statement Search Results ?

Search Criteria: RS Search Type: Search for Awards

Filter Table 3 Results

Application/Award ID ^	Proposal Title ^	PD/PI Name ^	Application Status ^	Budget Period Start Date ^	Budget Period End Date ^
2R15GM030303-03	Chlamydia trachomatis	MACNA, MEG	Awarded. Non-fellowships only	06/01/2023	05/31/2026
Relinquishing Statements					
Relinquishing Statement 12586					
Submitted to Agency					
RS Submitted Date: 11/14/2023					
SR01ES040404-04	Understanding airway disease	SAALA, INI	Awarded. Non-fellowships only	02/01/2023	01/31/2024
SR21DC090909-03	Effects of Stimulation for Aphasia	DUNYOG, ELLES	Awarded. Non-fellowships only	09/01/2022	08/31/2024

Figure 23: Click the triangle at the beginning of a table row to show more information about the record

Overview

The Account Management Module (AMM) facilitates user and system account administration based on assigned user roles. The system provides the ability to search existing accounts. When a search is performed, all records that meet the search criteria are returned on the *Search Accounts* screen.

State Department staff have the ability to search, create, maintain, and view user accounts only.

Authorized users can:

- Create new user accounts.
 - The Username and password must comply with [Standard eRA policy guidelines](#).
 - All temporary passwords are system generated.
- Manage existing user accounts.
- Manage role(s) on user accounts.
- Affiliate an account with an Organization, Agency, or Institute/Center (IC).
- Reset passwords on existing accounts.
 - **NOTE:** All passwords are system generated.

User Roles

The following users have the ability to search for, manage and create accounts, and to add or remove roles for user and system accounts:

State Department

- FACTS State Department Clearance Manager (FACTS SDC MGR role)

Account Statuses

AMM user accounts can have the following statuses:

- **Active** — A valid account in good standing.
- **Deactivated**— Account has been disabled by an administrator

- *Locked due to inactivity* — Locked by the system due to inactivity (no user activity for 120 days).
- *Pending Affiliation* — Account has not yet been associated to an organization
- *Profile Only* — A profile that is not associated to a user account.

Search for State Department User Accounts

The *Search Accounts* screen for State Department users provides the ability to search for existing user accounts.

NOTE: For State Department users the **Search within my organization** check box is automatically checked and the only **User Type** is *State*.

AMM | Manage Accounts | Admin ▾

Search Accounts ⓘ

▼ Search Criteria

NOTE! You must enter at least one search field, besides User Type and Account Status.

User Type	Account Status	User ID
State ▾	All ▾	<input type="text"/>
Last Name	First Name	Middle Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Countries(s)	<input type="text"/>	
Email	Roles ⓘ	<input type="text"/>
<input type="text"/>	<input type="text"/>	

Figure 24: Search Accounts Screen for State Department Users

NOTE: You must enter at least one search field. Wild card characters such as the percent sign (%) can be used to search for a string of characters.

1. Enter the appropriate search criteria in at least one of the other search fields.
2. Perform one of the following options:
 - a. Click the **Search** button to execute the search.
 - i. Please refer to the [State Department User Account Search Results](#) topic.
 - b. Click the **Clear** button to clear the search criteria.

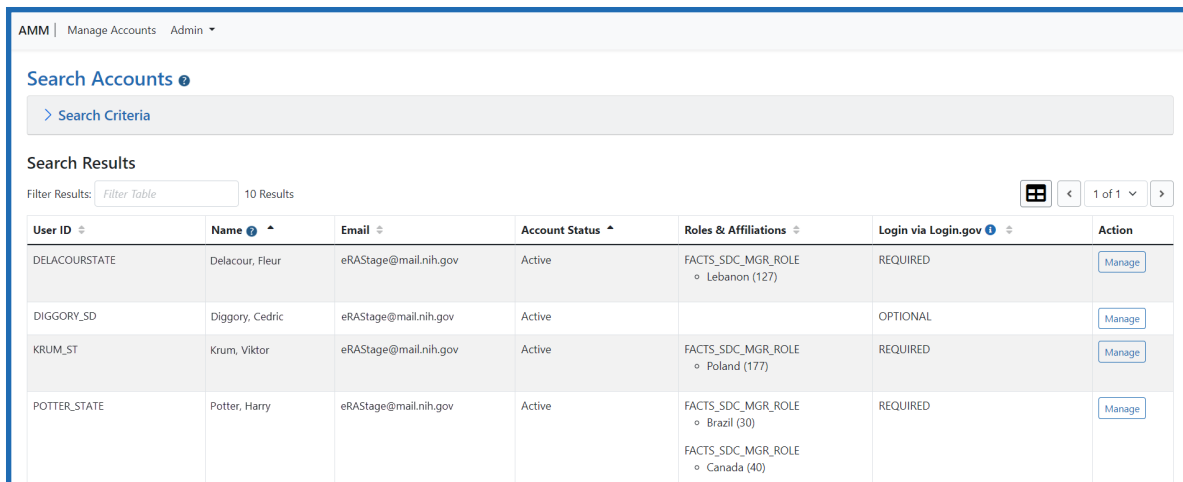
State Department User Account Search Results

When the **Search** button is clicked, the system displays appropriate user accounts in the **Search Results** located below the *Search Criteria* section on the *Search Accounts* screen. The search results are sorted alphabetically first by last name, first name in the **Name** field and then by **Account Status**.

NOTE: The **Create New Account** button does not display until performing a search.

The following columns appear in the search results:

- **User ID**
- **Name** - Last name, First name
- **Email**
- **Account Status** -
 - *Active* - The **Manage** button displays in the **Action** column.
 - *Pending Affiliation* - The **Manage** button displays in the **Action** column.
- **Roles & Affiliations** - FACTS SDC MGR ROLE only.
- **Login via Login.gov** - indicates whether two-factor authentication via Login.gov is required or optional for a user.
- **Certificate Owner** - for System Accounts only.



User ID	Name	Email	Account Status	Roles & Affiliations	Login via Login.gov	Action
DELACOURSTATE	Delacour, Fleur	eRAStage@mail.nih.gov	Active	FACTS_SDC_MGR_ROLE ◦ Lebanon (127)	REQUIRED	Manage
DIGGORY_SD	Diggory, Cedric	eRAStage@mail.nih.gov	Active		OPTIONAL	Manage
KRUM_ST	Krum, Viktor	eRAStage@mail.nih.gov	Active	FACTS_SDC_MGR_ROLE ◦ Poland (177)	REQUIRED	Manage
POTTER_STATE	Potter, Harry	eRAStage@mail.nih.gov	Active	FACTS_SDC_MGR_ROLE ◦ Brazil (30) FACTS_SDC_MGR_ROLE ◦ Canada (40)	REQUIRED	Manage

Figure 25: Search Accounts Screen Displaying State Department Search Results

Working with the Search Results

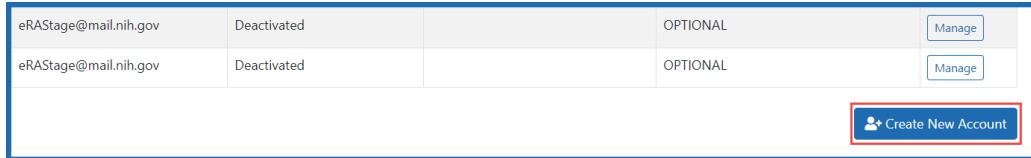
1. To view the **Search Criteria**, click anywhere in the **Search Criteria** bar.
2. To filter the search results, enter a value in the **Filter Table** text box. The matching results update automatically.
 - a. Example: to view all users with the word *Ann* in the **Name** or **User ID**, type *ANN* in the filter field.

NOTE: The default number of records per page is 10.

3. To change the number of records per page, select the appropriate number in the **Show per page** column.
4. To navigate between pages, perform one of the following options:
 - a. Click the appropriate **Page Number** button.
 - b. Click the **right arrow** button to go to the end of the list.
 - c. Click the **left arrow** button to go to the beginning of the list.
5. To sort the search results, click the appropriate column heading name's **down arrow** (ascending sort) or the **up arrow** (descending sort). The default sort is by **Name** (Last Name, First Name).
6. If displayed, click the **Read More** hyperlink in the **Roles and Affiliations** column to view a Principal Investigator's (PI) multiple affiliations.
7. Actions Options
8. To return to the top of the screen, click the **Back to top** hyperlink.

Action Options

- **Create Account**
 - Click the **Create New Account** button and select **Create State Account** from the dropdown.



eRAStage@mail.nih.gov	Deactivated		OPTIONAL	Manage
eRAStage@mail.nih.gov	Deactivated		OPTIONAL	Manage

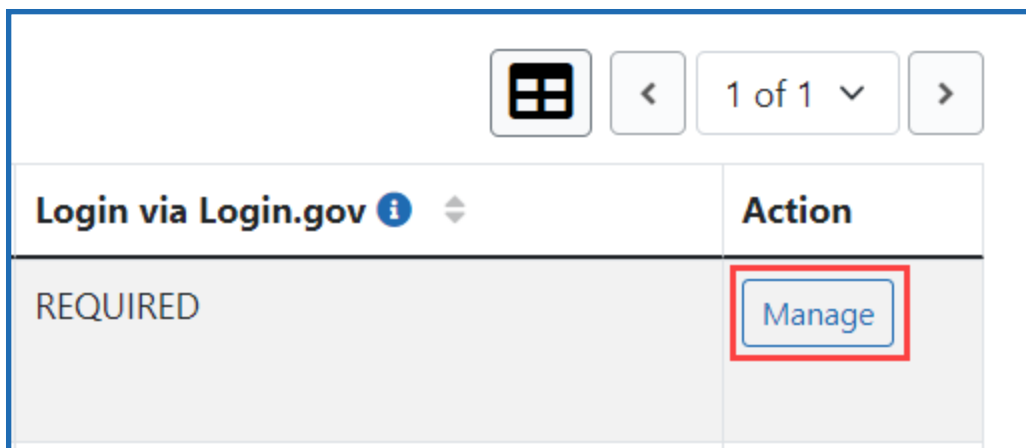
[+ Create New Account](#)

Figure 26: Create New Account button

- Refer to the [Create State Department User Accounts](#) topic for more information.

- **Manage Account**

- The **Manage** button appears in the Action column for an account if the account status is *Active* or *Pending Affiliation*.








<div><div>1 of 1 </div></div>	
Login via Login.gov 	Action
REQUIRED	Manage

Figure 27: Search Accounts screen with Manage button

- Click the **Manage** button to open the *Manage Account* screen.
- See [Manage State Department User Accounts](#) for more information.

Create State Department User Accounts

1. To create an account, first perform a search to verify that a State Department account does not already exist for the user.
 - a. For instructions see Search Account for State Department Users.

Click the **Create New Account** button on the *Search Accounts* screen to open the *Create Account* screen.

The screenshot shows the 'Create Account' screen within the AMM (Account Management Module) interface. The breadcrumb trail at the top indicates 'AMM | Manage Accounts | Admin'. The page title is 'Create Account' with a help icon. A red asterisk indicates required fields.

User Information

- User Type ***: A dropdown menu with 'State' selected.
- User ID ***: A text input field.
- Primary Organization ***: A dropdown menu with 'U.S. DEPARTMENT OF STATE' selected.

Contact Information

- Last Name ***: A text input field.
- First Name ***: A text input field.
- Middle Name**: A text input field.
- Email ***: A text input field.
- Confirm Email ***: A text input field.

Roles * ⓘ

- + Add Countries**: A button to add roles.

At the bottom right, there are three buttons: 'Close', 'Clear', and 'Create'.

Figure 28: Create Account Screen for State Department Users

Perform the following steps:

2. The **User Type** is State.
3. Enter the **User ID** or let the system generate one.
 - a. The **User ID** length should be between 6 and 30 characters and should **NOT** contain special characters except the @ sign, the hyphen, the period, and the underscore.

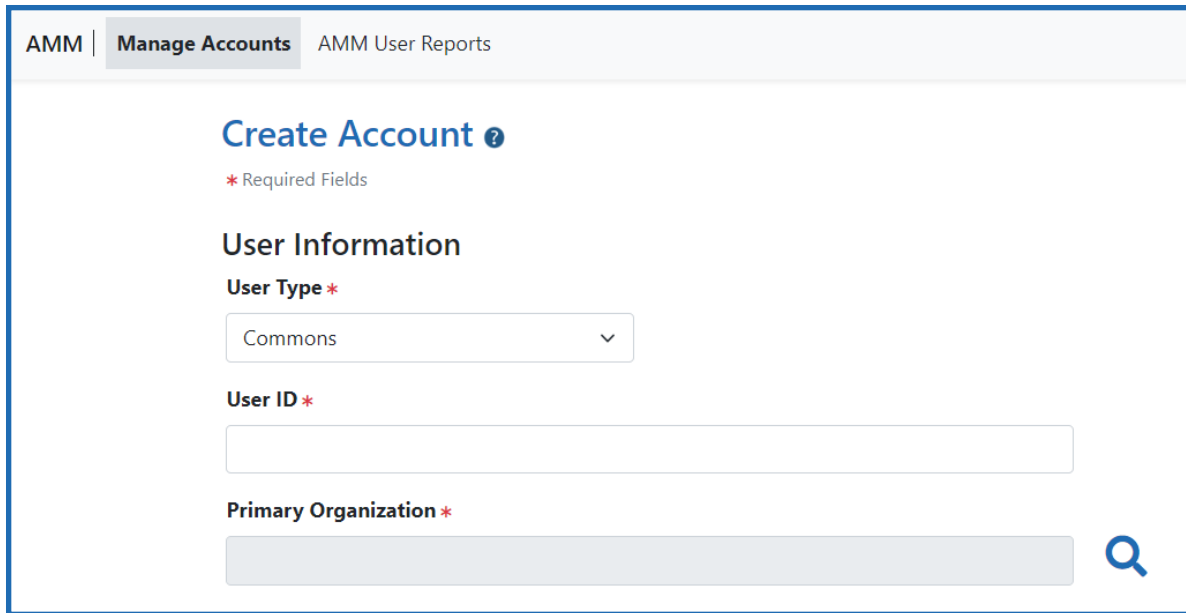
- b. The system can display the following messages: This User ID is available OR This User ID is already taken, please use another one.
- 4. To add countries, click the **+ Add Countries** button.
 - a. Please refer to the [Add Countries](#) topic for more information.
- 5. Perform one of the following options:
 - a. When the account information is complete, click the **Create** button.
 - b. Click the **Clear** button to clear the data entered in the fields.

When the **Create** button is clicked, the system displays the following message on the *Account Details* screen: *Account created successfully*.

- 6. Perform one of the following options on the *Account Details* screen:
 - a. To return to the *Search Accounts* screen displaying the previous search results, click the **Go Back** hyperlink.
 - b. To edit the account's information, click the **Manage** button.
 - i. For more information, please refer to the [Manage State Department User Accounts](#) topic.
 - c. To return to the *Search Accounts* screen to enter new search criteria, click the **Back to Search** button.

Set Primary Organization

NOTE: The **magnifying glass** for the **Primary Organization** field on the *Create Account* screen appears if the logged-in user is not affiliated with an Organization, IC, or Agency. Usually the **Primary Organization** defaults to the logged-in user's Organization.



AMM | **Manage Accounts** AMM User Reports

Create Account ?

* Required Fields

User Information

User Type *

Commons ▼

User ID *

Primary Organization *

Q

Figure 29: Primary Organization Field

1. Click the **magnifying glass** icon on the *Create Account* screen to open the *Search Organization and Add Roles* and add a primary organization.
2. Enter an **Org ID** or an **Organization Name**.

NOTE: Use the percent sign (%) before or after a string of characters for wild card searches.

3. Click the **Search** button to display the organization search results.

AMM | Manage Account ✕

Use % for non-exact matches!

Org ID

Organization Name Search

Filter Table 12 Results ⌂ < 1 of 2 >

Select ^	Org. ID ↕	Org. Name ↕
<input type="radio"/>	10065699	LOUISIANA STATE UNIVERSITY
<input type="radio"/>	4672105	LOUISIANA STATE UNIVERSITY ALEXANDRIA
<input type="radio"/>	577904	LOUISIANA STATE UNIVERSITY AT ALEXANDRIA
<input type="radio"/>	577906	LOUISIANA STATE UNIVERSITY AT EUNICE
<input type="radio"/>	577908	LOUISIANA STATE UNIVERSITY AT SHREVEPORT
<input checked="" type="radio"/>	4672107	LOUISIANA STATE UNIVERSITY BATON ROUGE
<input type="radio"/>	4672101	LOUISIANA STATE UNIVERSITY BATON ROUGE
<input type="radio"/>	4672108	LOUISIANA STATE UNIVERSITY EUNICE

Close Select

Figure 30: Search Organization and Add Roles Screen

- To filter the search results, enter the appropriate value in the **Filter Table** text box and hit the **<Enter>** key. For example, enter *San Diego* to view only those universities in California.
- To change the number of records per page, select the appropriate number in the **Show per page** column.
- To navigate between pages, perform one of the following options:

- a. Click the appropriate **Page Number** button.
 - b. Click the **right arrow** button to go to the end of the list.
 - c. Click the **left arrow** button to go to the beginning of the list.
7. Select the appropriate organization's radio button.
 8. Click the **Select** button or click the **Close** button to close the screen.

The *Create Account* screen then displays the selected primary organization. For more information see.

Manage Accounts

User Accounts

Once an account is created it can be maintained via the *Manage Accounts* screen.

- [Manage State Department User Accounts](#)

Manage State Department User Accounts

1. Perform one of the following steps to edit an account:
 - a. Click the appropriate **Manage** button in the **Action** column on the *Search Accounts* or *Annual Recertification* screens.
 - b. Click the **Manage** button on the *Account Details* screen after an account have been created or saved (edited).

Clicking the **Manage** button opens the *Manage Account* screen:

AMM | Manage Accounts | Manage Clusters | AMM User Reports | Admin

Manage Account

Note: Changes to the account are **not saved** until you hit the save button.
- For example, if you affiliate someone, he/she is not actually affiliated until you hit the save button.

Required Fields

User Information

Account Status: Active

User Type *
State

User ID *
DELACOURF

Primary Organization *
U.S. DEPARTMENT OF STATE

Login via 2FA : REQUIRED

2FA Exemption Expiration Date :
MM/DD/YYYY

2FA Mapping Completion Status : NOT MAPPED

Contact Information

Last Name *
Delacour

First Name *
Fleur

Middle Name
S

Email *
eRAStage@mail.nih.gov

Confirm Email *
eRAStage@mail.nih.gov

Roles

+ Add Countries X Remove All

Filter Table 10 Results

Role(s)	Country	Action
FACTS_SDC_MGR_ROLE	BASSAS D INDIA	X Remove
FACTS_SDC_MGR_ROLE	CLIPPERTON IS	X Remove
FACTS_SDC_MGR_ROLE	EUROPA ISLAND	X Remove
FACTS_SDC_MGR_ROLE	FRANCE	X Remove
FACTS_SDC_MGR_ROLE	FRENCH GUIANA	X Remove
FACTS_SDC_MGR_ROLE	FRENCH SQ/ANT	X Remove
FACTS_SDC_MGR_ROLE	GLORIOSO ISS	X Remove
FACTS_SDC_MGR_ROLE	GUADELOUPE	X Remove
FACTS_SDC_MGR_ROLE	JUAN DE NOVA I	X Remove
FACTS_SDC_MGR_ROLE	MARTINIQUE	X Remove

Close Reset Password Deactivate Save

Figure 31: Manage Account Screen for State Department Users

NOTE: Fields that are grayed out are not editable.

Perform one or more of the following steps:

1. Edit the **Email** addresses, if necessary.
2. Click the **+ Add Countries** button to add countries.
 - a. For more information, please refer to the [Add/Delete Countries](#) topic.
3. Click the **Remove** button to remove a country from the list in the *Roles* section.
4. Click the **Reset Password** button to reset the user's password.
 - a. Please refer the [Reset Password](#) topic for more information.
5. Perform one of the following options:
 - a. Click the **Save** button to save the changes.
 - b. Click the **Cancel** button to return to the *Account Details* screen.

Clicking the **Save** button opens the Account Details screen with the message: *Account was updated successfully!*

Account Details

Account was updated successfully!

User Information

User Type: State
User ID: DELACOURF

Primary Organization
U.S. DEPARTMENT OF STATE

Login via 2FA
REQUIRED

2FA Exemption Expiration Date
NOT MAPPED

2FA Mapping Completion Status
NOT MAPPED

Contact Information

Name: Delacour, Fleur
Email: eRAStage@mail.nih.gov

Roles

Filter Table 10 Results

Role(s)	Country
FACTS_SDC_MGR_ROLE	BASSAS D INDIA
FACTS_SDC_MGR_ROLE	CLIPPERTON IS
FACTS_SDC_MGR_ROLE	EUROPA ISLAND
FACTS_SDC_MGR_ROLE	FRANCE
FACTS_SDC_MGR_ROLE	FRENCH GUIANA
FACTS_SDC_MGR_ROLE	FRENCH SO/ANT
FACTS_SDC_MGR_ROLE	GLORIOSO ISS
FACTS_SDC_MGR_ROLE	GUADELOUPE
FACTS_SDC_MGR_ROLE	JUAN DE NOVA I
FACTS_SDC_MGR_ROLE	MARTINIQUE

Close Manage

Figure 32: Account Details screen with success confirmation message

To edit the account's information, click the **Manage** button.

Two-Factor Authentication

- **Login via 2FA** — Shows the status of login.gov for this account: "Required," "Optional" or "Exemption." This field is set automatically at the organization level.
- **2FA Exemption Expiration Date** — When *Login via 2FA* is set to "Exemption," this field displays the end date for the exemption. The user can log in using eRA credentials until this date.

NOTE: Two-factor authentication exemptions are only granted on a limited basis by the eRA Service Desk and only the eRA Service Desk can modify this date.

- **2FA Mapping Completion Status** — Indicates whether the user's account is Mapped or Not Mapped for two-factor authentication.

Reactivate/Unlock Account

IMPORTANT: The Reactivate/Unlock Account feature is not currently available to Commons Account Coordinators.

NOTE: Users with the Account Administrator (AA) role can reactivate accounts that have been deactivated by an administrator or automatically locked due to inactivity.

On the *Search Results* or *Account Details* screens, click **Manage** to open the *Manage Account* screen. If an account is deactivated, a **Reactivate** button displays at the bottom of the *Manage Account* screen. Click this button to proceed.

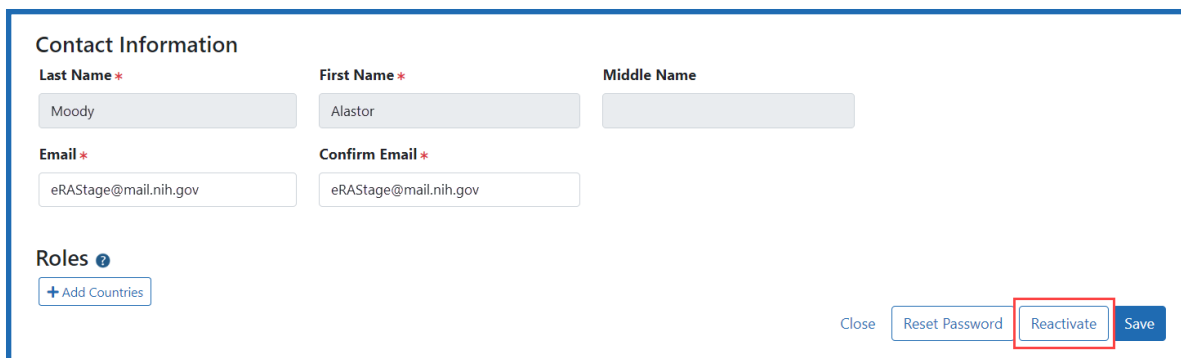
A screenshot of the 'Manage Account' screen. The top section is titled 'Contact Information' and contains four input fields: 'Last Name *' (with 'Moody' entered), 'First Name *' (with 'Alastor' entered), 'Middle Name' (empty), and 'Email *' (with 'eRAStage@mail.nih.gov' entered). Below the email field is a 'Confirm Email *' field, also containing 'eRAStage@mail.nih.gov'. Underneath these fields is a 'Roles' section with a '+ Add Countries' button. At the bottom right of the form, there are five buttons: 'Close', 'Reset Password', 'Reactivate' (highlighted with a red border), and 'Save'.

Figure 33: Reactivate button at the bottom of the Manage Account screen

2.a If an account is locked due to inactivity, an **Unlock** button displays at the bottom of the *Manage Account* screen. Click this button to proceed.

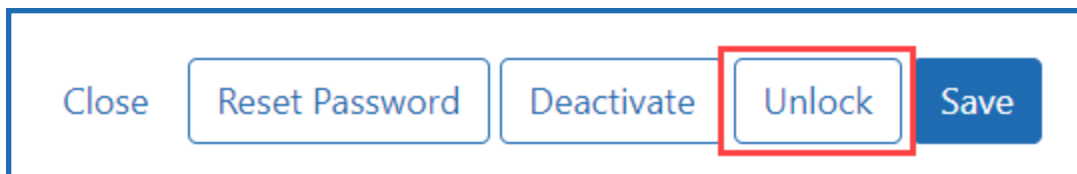
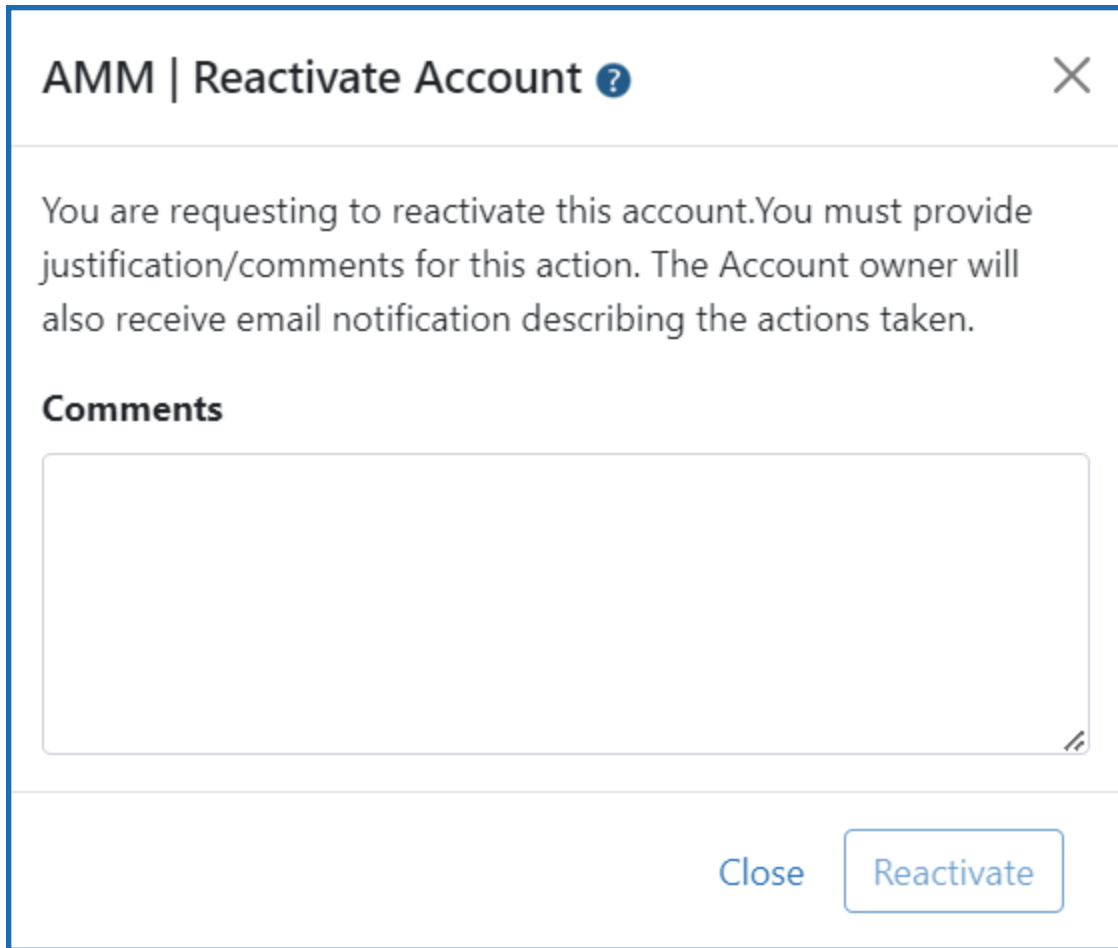
A screenshot of the bottom of the 'Manage Account' screen. It shows a row of five buttons: 'Close', 'Reset Password', 'Deactivate', 'Unlock' (highlighted with a red border), and 'Save'.

Figure 34: Unlock button at the bottom of the Manage Account screen

When you click **Reactivate** or **Unlock**, the *Reactivate Account* or *Unlock Account* screen opens.



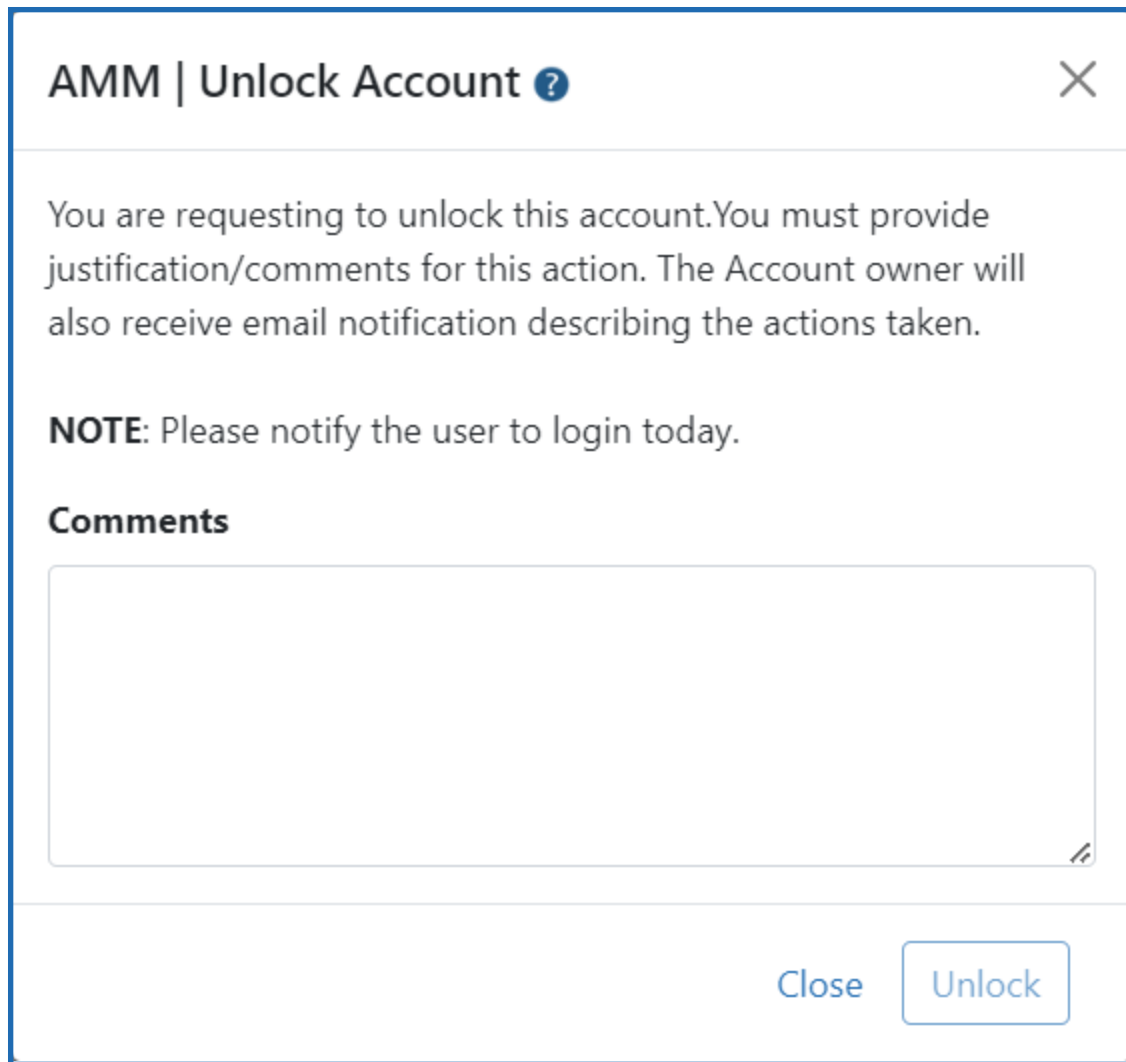
AMM | Reactivate Account ? ×

You are requesting to reactivate this account. You must provide justification/comments for this action. The Account owner will also receive email notification describing the actions taken.

Comments

Close Reactivate

Figure 35: Reactivate Account screen



AMM | Unlock Account ? ×

You are requesting to unlock this account. You must provide justification/comments for this action. The Account owner will also receive email notification describing the actions taken.

NOTE: Please notify the user to login today.

Comments

Close Unlock

Figure 36: Unlock Account screen

Enter comments in the comments field to inform the user about this action (required). Click **Reactivate** or **Unlock** to reactivate/unlock the account, or click Close to cancel.

- a. Enter comments in the comments field to inform the user about this action (required).
- b. Click **Reactivate** or **Unlock** to reactivate/unlock the account, or click **Close** to cancel.

5. When you click **Reactivate** or **Unlock**, the system reactivates/unlocks the account and displays a confirmation message.
6. The account owner receives an email notification that includes the text you enter in the **Comments** field.

NOTE: The unlock notification asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.

NOTE: For instructions on deactivating an account, see Deactivate Account.

Add/Delete Countries

Agency-Specific Instructions: This functionality is for State Department users only.

1. To add a country to the account, click on the **+ Add Countries** button on the *Create Accounts* screen.

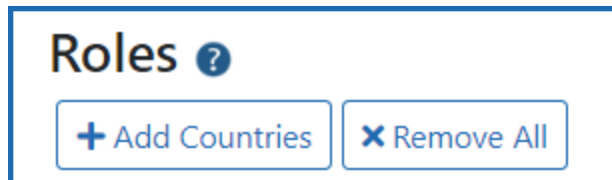


Figure 37: Add Countries Button

Clicking the **+ Add Countries** button displays the pop-up *Add Countries* screen.

AMM | Add Countries

Role

FACTS_SDC_MGR_ROLE

Countries

- AFGHANISTAN
- ALBANIA
- ALGERIA
- ANDORRA
- ANGOLA
- ANGUILLA
- ANTARCTICA
- ANTIGUA/BARBUD
- ARMENIA
- ARGENTINA

Close Add Countries

Figure 38: Add Countries Screen

2. To find a country, click in the list of countries and type the first letter of the country's name.
 - a. For example, to find the United Kingdom hit the **<U>** key on the keyboard.
3. Highlight the appropriate country name.

When a country name is highlighted, the **Add Countries** button is enabled.

4. Perform one of the following options:
 - a. Click the **Close** button to close the screen.
 - b. Click the **Add Countries** button to add the selected country.

Clicking the **Add Countries** button adds the selected country to the *Roles* section on the *Create Account* or *Manage Account* screen.

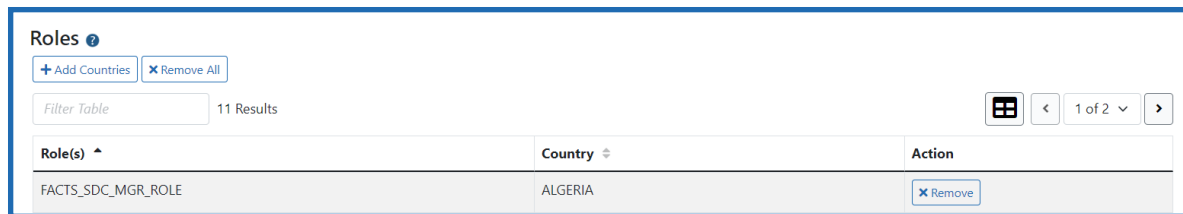


Figure 39: Roles/Add Countries Section on the Create Account Screen

5. To add another country, click the **+ Add Countries** button. Repeat the steps above.
6. To remove a country, click the **X Remove** button.
7. To remove all countries, click the **X Remove All** button.

Add System Roles

NOTE: The list of roles is dependent on the logged-in user's role.

1. To add system roles to the account, click on the **+ Add Roles** button on the *Create Accounts* or *Manage Accounts* screen.

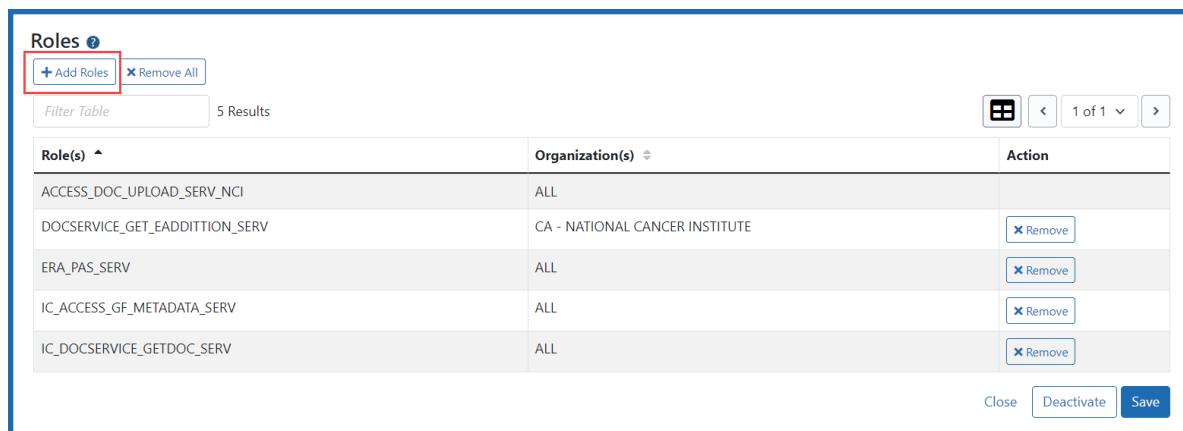


Figure 40: Add Roles Button on the Create Account Screen

Clicking the **+ Add Roles** button displays the *Add Roles* pop-up screen.

AMM | Add Roles

Organization

CA - NATIONAL CANCER INSTITUTE

Role(s) (to multi-select, please use ctrl or shift keys)

- DOCSERVICE_AGENCY_GET_CDC_SERV - Privilege needs to get Agency documents
- DOCSERVICE_GET_EADDITION_SERV - Role for getting eAdditions documents
- DOCSERVICE_GET_PCR_SERV - Agency Role for Retrieving PCR document through Document Service
- ECB_AFFILIATION_API_USER_ROLE - Role for getting affiliation details for the council.**
- ECB_COI_API_USER_ROLE - Role for accessing ECB conflicts information using ECB data service.
- ECB_COUNCILDOCS_API_USER_ROLE - Role for accessing ECB Council Docs information using ECB data s
- ECB_COUNCIL_MBR_API_USER_ROLE - Role for getting council member details for the council.
- ECB_EARLYCON_API_USER_ROLE - Role for getting early concurrence details for the council.
- ECB_MTGASSGNMNT_API_USER_ROLE - Role for getting meeting assignment details for the council.
- ENV_COMPLIANCE_REVIEWER - This is a new role for Environmental Compliance Review users will be cre

Close Add Role(s)

Figure 41: Add Roles Screen Displaying Agency System Roles List

1. Highlight the appropriate role(s).
2. Click the **Add Role(s)** button.

Clicking the **Add Roles(s)** button returns to the *Create Account* or *Manage Account* screen and displays the newly added role(s).

Roles ⓘ

+ Add Roles Remove All

Filter Table 7 Results

Role(s) ^	Organization(s) ^	Action
DOCSERVICE_AGENCY_GET_CDC_SERV	1 - NIH	Remove
ACCESS_DOC_UPLOAD_SERV_NCI	ALL	
DOCSERVICE_GET_EADDITION_SERV	CA - NATIONAL CANCER INSTITUTE	Remove
ECB_AFFILIATION_API_USER_ROLE	CA - NATIONAL CANCER INSTITUTE	Remove
ERA_PAS_SERV	ALL	Remove
IC_ACCESS_GF_METADATA_SERV	ALL	Remove
IC_DOCSERVICE_GETDOC_SERV	ALL	Remove

Close Deactivate Save

Figure 42: Roles Section on the Create Accounts Screen for Agency Users

3. To add additional roles, click the **+ Add Roles(s)** button. Repeat the steps above.
4. To remove a role click the appropriate **Remove** button in the **Action** column.
5. To remove all roles click the **Remove All** button.

Annual Recertification

This screen opens when you select **Annual Recertification for State Accounts** from the [Admin](#) dropdown menu.

eRA Service Desk agents, Account Admins and IC Account Coordinators use this screen to review all the all non-deactivated user accounts in their ICs, including application and DB accounts. After reviewing the accounts, IC Coordinators make all necessary updates and changes and then recertify them.

This screen shows accounts at the IC that were created on or before the Recertification Period Start Date and are not deactivated. (status 1, 3, 4 & 5). AMM shows you only the accounts that you are responsible for based on the type of Admin you are.

A banner at the top of the screen shows the number of accounts that are pending review, if applicable.

AMM | Manage Accounts | Admin

Annual Recertification

All locked accounts need to either be unlocked or deactivated before the annual recertification can be completed. If there are Accounts without Mapped User IDs, please contact the Service Desk to update the Account.
There are 302 accounts Pending Review.

Mark As Reviewed
Recertify All Accounts

Filter Accounts By:
Show/Hide Reviewed Accounts
Select...

Filter Table | Show/Hide Columns | 302 Results | Export To Excel | 1 of 13

Review Status	User ID	Name	eRA User ID	Email	Account Status	Primary Organization	Roles & Affiliation	Created Date	Last Login Date	Action
<input type="checkbox"/> Check when Reviewed	DUMBLAPWB	DUBMELDRE, ALBUS	DUMBLEA	eRAStage@mail.nih.gov	Active	U.S. DEPARTMENT OF STATE	View Roles	11/28/2023	11/28/2023	Manage
<input type="checkbox"/> Check when Reviewed	MCGONAGALL M	MCGONAGALL, MINERVA	MCGONM	eRAStage@mail.nih.gov	Active	U.S. DEPARTMENT OF STATE	View Roles	08/20/2021	06/23/2022	Manage
<input type="checkbox"/> Check when Reviewed	SNAPES	SNAPES, SEVERUS	SNAPES	eRAStage@mail.nih.gov	Active	U.S. DEPARTMENT OF STATE	View Roles	02/07/2013	01/18/2021	Manage
<input type="checkbox"/> Check when Reviewed	FLITWICKF	FLITWICK, FILIUS	FLITWICKF	eRAStage@mail.nih.gov	Active	U.S. DEPARTMENT OF STATE	View Roles	09/08/2022	05/26/2023	Manage

Figure 43: Annual Recertification of User Accounts

Actions


Use the tools in this screen to review and recertify accounts:

Show Account Data

- The **Organization** dropdown field allows you to choose from all organizations for which you are an account coordinator, if applicable.
- Expand the *Filter Accounts* pane by clicking the header to enter search criteria to filter accounts for review. You can use the filters at the top of the screen to filter the accounts by Org/Department, Additional Information, NED Federal Supervisor, Account Status, NED Org Path, and Show/Hide Reviewed Accounts.

The screenshot shows the 'Annual Recertification for IMPACII Application Accounts' interface. At the top, there is a yellow notification bar stating: 'All locked accounts need to either be unlocked or deactivated before the annual recertification can be completed. If there are Accounts without Mapped User IDs, please contact the Service Desk to update the Account. There are 354 accounts Pending Review.' Below this, the 'Organization' dropdown is set to 'OD - OFFICE OF THE DIRECTOR, NATIONAL INSTITUTES OF HEALTH'. The 'Filter Accounts' pane is expanded, displaying several filter fields: 'NED Org Path', 'NED Federal Supervisor', 'Additional Information', 'Org/Department', 'Federal Supervisor', 'Account Status', 'Show/Hide Reviewed Accounts' (with a 'Select...' dropdown), and 'Detail Organization(s)'. At the bottom right of the pane, there are three buttons: 'Export To Excel', 'Mark As Reviewed', and 'Recertify all Accounts and Associated Roles'.

Figure 44: Annual Recertification for IMPACII Accounts screen with the Filter Accounts pane expanded

- Click the  **Export to Excel** button to download a spreadsheet of the account review data.
- **Show/Hide Columns** — Click to select the columns to show in the table.
- **View Roles** — In addition to the on-screen information, you can click the **View Roles** hyperlink to open a [View Roles](#) pop-up window and review the account's user roles.

Review and Update Accounts and Roles

- Review information for all accounts and associated roles.
- If necessary, click the **Manage** action for an account to make updates and changes in the Manage Account screen, which will open in a new tab.
- **Check when Reviewed** — Click the checkboxes in the Review Status column when you finish reviewing accounts.
- **Mark As Reviewed** — Click to mark all displayed accounts as reviewed in bulk (accounts that are hidden by the filters will not be marked as reviewed). A confirmation popup verifies that you wish to review all accounts. Click **Continue** to proceed.

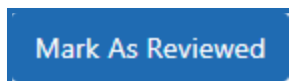


Figure 45: Mark As Reviewed button

IMPORTANT: All locked accounts need to either be unlocked or deactivated before the annual recertification can be completed. If there are Accounts without Mapped User IDs, please contact the Service Desk to update the Account.

NOTE: As an Account Coordinator, you cannot mark your own account as reviewed. Another Account Admin will have to Review and make any changes to your account and mark it as reviewed.

- The *Reviewed by* name and date in the *Review Status* column will be updated if the account is updated via the Manage Account screen after the *Check when Reviewed* box is checked.

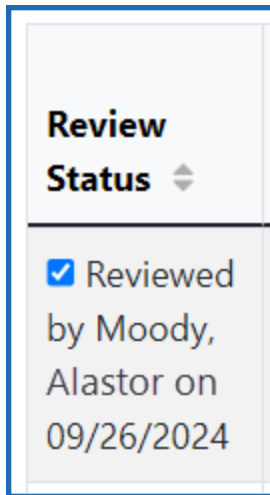


Figure 46: Review Status column showing a selected checkbox and "Reviewed by" with the name and date of the review completion.

- If account info is updated in NED after an account is reviewed, Account Coordinators have to re-review the account and check the Reviewed Checkbox.
- When all accounts in the IC have been reviewed, a banner at the top of the screen notifies you.



Figure 47: Accounts reviewed banner

NOTE: You still must click **Recertify All Accounts and Associated Roles** to complete the recertification process.

Recertify Accounts

- After reviewing all accounts, click the **Recertify All Accounts and Associated Roles** button recertify all accounts.

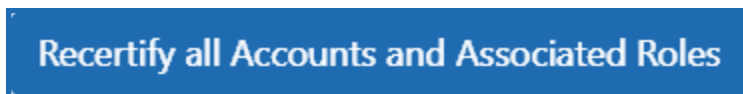


Figure 48: Recertify all Accounts and Associated Roles button

- A green success banner displays, with a blue banner indicating the date of completion and the IC you have recertified.

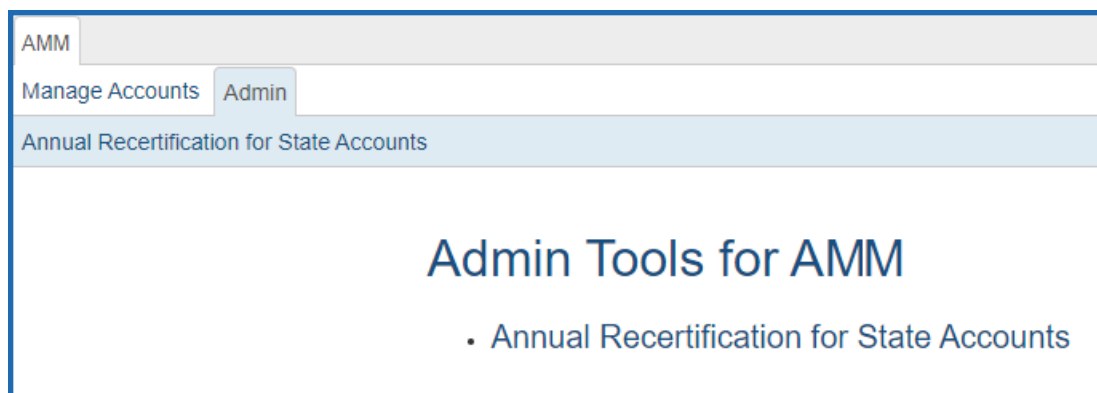


Figure 49: Blue Annual Recertification Completed banner and Green Recertification success banner

- After you successfully recertify accounts, AMM sends you a confirmation email that includes a link you can click to see a list of the accounts you recertified.
- AMM will deactivate accounts that are locked due to 120 days of inactivity and not recertified or logged in within 30 days after the annual recertification.

Admin Tools

Account Coordinators click the **Admin** tab to access the following account administration tools:




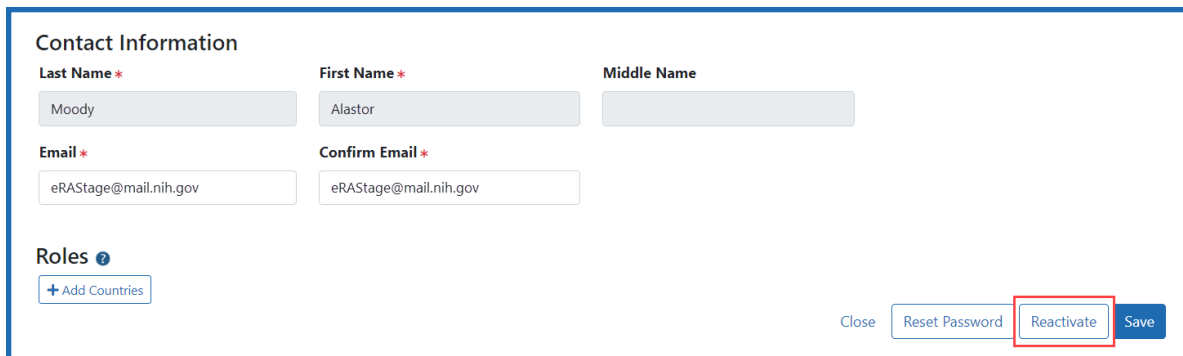
- [Annual Recertification for State Accounts](#)
Review and Recertify State Dept user application and database accounts

Reactivate/Unlock Account

IMPORTANT: The Reactivate/Unlock Account feature is not currently available to Commons Account Coordinators.

NOTE: Users with the Account Administrator (AA) role can reactivate accounts that have been deactivated by an administrator or automatically locked due to inactivity.

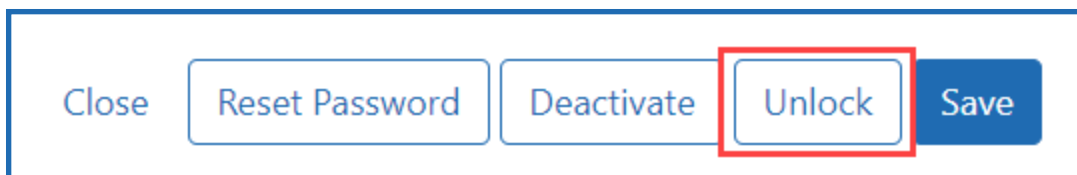
On the *Search Results* or *Account Details* screens, click **Manage** to open the *Manage Account* screen. If an account is deactivated, a **Reactivate** button  displays at the bottom of the *Manage Account* screen. Click this button to proceed.



The screenshot shows the 'Manage Account' screen. At the top, there is a 'Contact Information' section with three input fields: 'Last Name *' (containing 'Moody'), 'First Name *' (containing 'Alastor'), and 'Middle Name'. Below these are two 'Email *' fields, both containing 'eRAStage@mail.nih.gov'. A 'Roles' section with a '+ Add Countries' button is also visible. At the bottom right, there are four buttons: 'Close', 'Reset Password', 'Reactivate' (highlighted with a red box), and 'Save'.

Figure 50: Reactivate button at the bottom of the Manage Account screen

2.a If an account is locked due to inactivity, an **Unlock** button displays at the bottom of the *Manage Account* screen. Click this button to proceed.



The screenshot shows the bottom of the 'Manage Account' screen with five buttons: 'Close', 'Reset Password', 'Deactivate', 'Unlock' (highlighted with a red box), and 'Save'.

Figure 51: Unlock button at the bottom of the Manage Account screen

When you click **Reactivate** or **Unlock**, the *Reactivate Account* or *Unlock Account* screen opens.

AMM | Reactivate Account ?

×

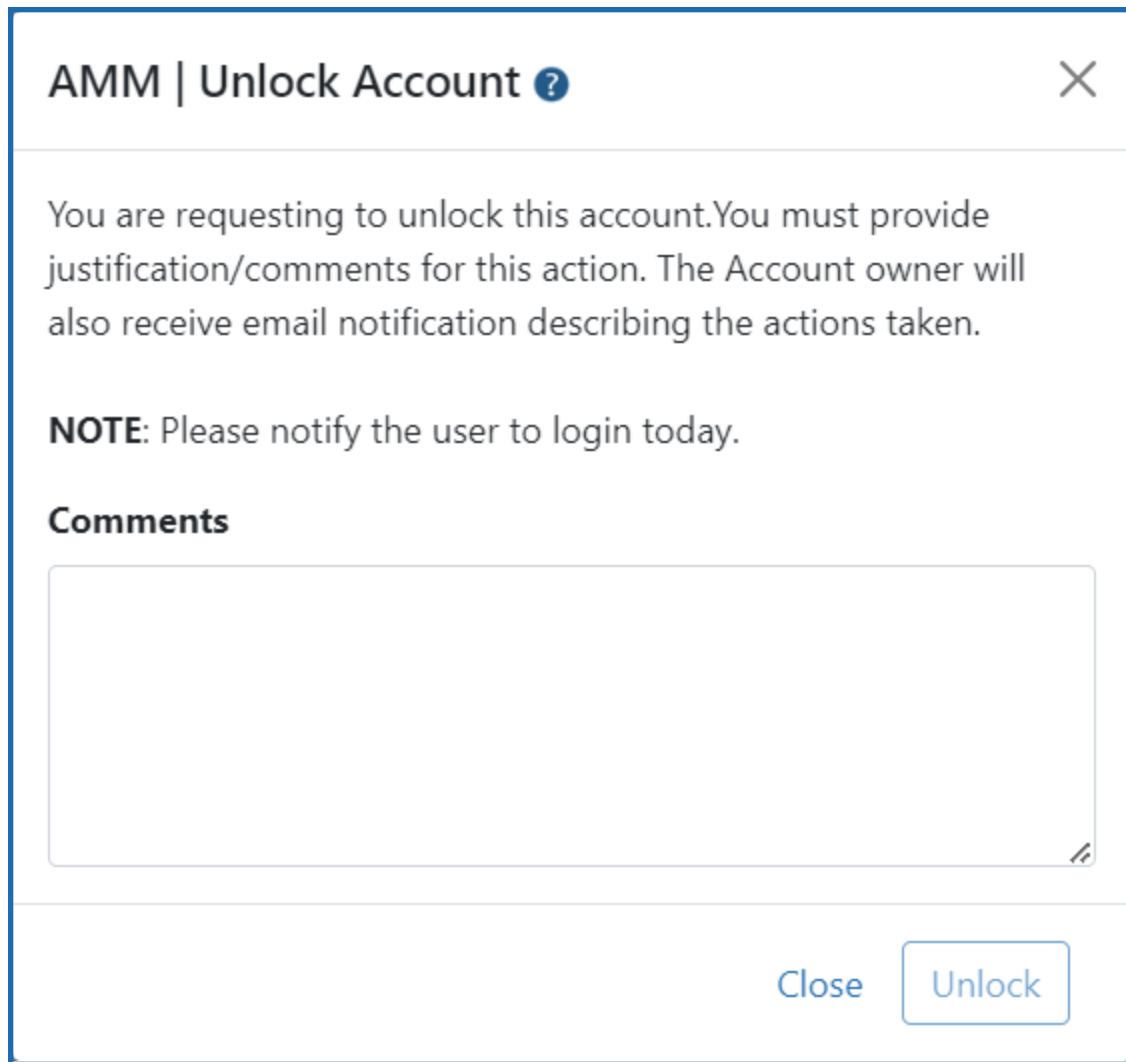
You are requesting to reactivate this account. You must provide justification/comments for this action. The Account owner will also receive email notification describing the actions taken.

Comments

Close

Reactivate

Figure 52: Reactivate Account screen



The screenshot shows a dialog box titled "AMM | Unlock Account" with a question mark icon. The main text states: "You are requesting to unlock this account. You must provide justification/comments for this action. The Account owner will also receive email notification describing the actions taken." Below this is a "NOTE: Please notify the user to login today." A section labeled "Comments" contains a large text input field. At the bottom right, there are two buttons: "Close" and "Unlock".

Figure 53: Unlock Account screen

Enter comments in the comments field to inform the user about this action (required). Click **Reactivate** or **Unlock** to reactivate/unlock the account, or click Close to cancel.

- a. Enter comments in the comments field to inform the user about this action (required).
- b. Click **Reactivate** or **Unlock** to reactivate/unlock the account, or click **Close** to cancel.

5. When you click **Reactivate** or **Unlock**, the system reactivates/unlocks the account and displays a confirmation message.
6. The account owner receives an email notification that includes the text you enter in the **Comments** field.

NOTE: The unlock notification asks the user to login to the account that same day. If the user does not login before the end of the day, the account is locked again.

NOTE: For instructions on deactivating an account, see Deactivate Account.

User Reports

AMM includes the following reports capabilities:

- **Inactive Users Report** — Lists user accounts that have been locked due to inactivity. *For internal users only.*
- **Deactivated Users Report** — Lists user accounts that have been deactivated by an administrator. *For internal users only.*
- **Role Description Report for Agency Accounts** — Lists all Agency roles, role descriptions, and associated privileges for any business area. *For internal users only.*
- **Role Description Report for System Accounts** — Lists all System roles, role descriptions, and associated privileges for any business area. *For internal users only.*

To open the reporting functions, click the **AMM User Reports** tab.

The *All Users Report* screen opens. There are two versions of this screen, as shown below. The version you see depends on the organization you belong to.

TIP: To select multiple organizations, roles, or business areas, hold the <Ctrl> key as you click.

Navigating Report Outputs

These tips for browsing, filtering and exporting the report output apply to all report types. Report output displays include several control options:

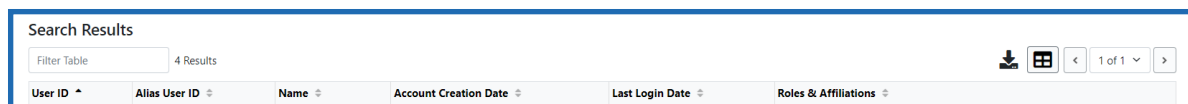
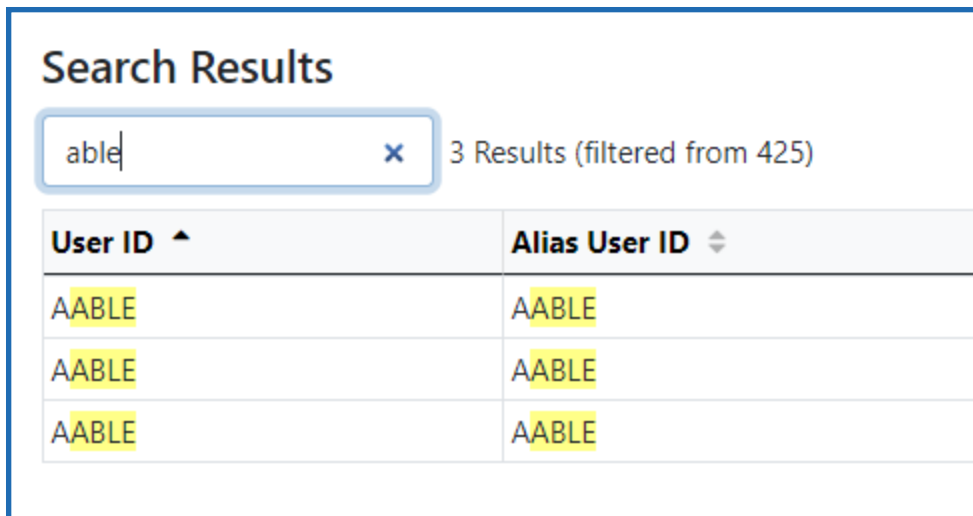


Figure 54: Report output controls

- To filter the report, type some text in the **Filter** field, such as a name. Only rows that contain the filter term display, and all instances of the filter text are highlighted in yellow:



able	3 Results (filtered from 425)
User ID ^	Alias User ID ⇅
AABLE	AABLE
AABLE	AABLE
AABLE	AABLE

Figure 55: Filter results

- To adjust the number of records displayed, select a number in the **Show per page** drop-down menu.
- To navigate the report pages, click a **Page Number** or use the left and right arrow buttons.
- To re-sort the report columns in ascending or descending order, click the up/down arrows in the column headers.
- To export the report output as an Excel spreadsheet or PDF, click the appropriate **Export** button:

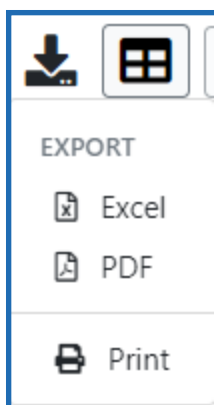


Figure 56: Export button

- **Excel**— When you click this button, an open-or-save dialog opens.
 - Click **Open** to open the report data in Excel. A new Excel window opens. Click the **Enable Editing** button in the yellow bar at the top of the worksheet to work with the data.



Figure 57: Open-or-save dialog

- **PDF**— Click this button to save the report as a PDF file. A save dialog opens. Choose a location and save the file.