Having Trouble Logging in to eRA Commons?

YES

YES

Commons System Errors

Error Message

⚠ Either the information entered is invalid or you are not enrolled in the system. To Keep your information secure...

YES Expired Password?

Current Password:

New Password:

Confirm New Password:

Submit   Clear

System presents Change Password screen. This won't work because the system no longer "knows" your password as it has expired.
Go to the *Forgot Password/Unlock Account* link on the Commons Home Page to reset your password.

Forgot Username?

Forgot Password?

Commons Login ?

*Required field(s)

*Username

*Password

Login   Reset

(For External Users Only)

(For External Users)
Forgot Password/Unlock Account?

YES

YES

Go to the *Forgot Password / Unlock Account* link on the Commons Home Page.

System presents Reset Password screen

Reset Password ?

User ID:

Email:

Submit   Cancel

Do you know your User ID? Email address? Do you have access to that email account?

Contact the Accounts Administrator (AA), Administrative Officer (AO), or Signing Offical (SO) at your institution. People with these roles can provide your User ID and update your email address.
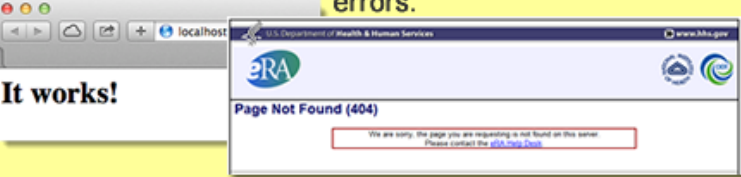
NO

YES

Provide requested information, retrieve temporary password from email (valid for 48 hours); log in and set new password. Be sure to follow the password guidelines as provided on the back of this handout.

Web Page Error?

Errors: *It Works, 404 Error Codes*

These occur when using an outdated URL. Each time you come to eRA Commons, the system creates a security token. The token will eventually expire, creating these errors.

It works!

U.S. Department of Health & Human Services
eRA
Page Not Found (404)
We are sorry, the page you are requesting is not found on this server. Please contact the eRA Help Desk.

If you get these errors while completing the Reset Password process and clicking "SUBMIT," enter the correct URL (https://public.era.nih.gov/commons/) and you may automatically get logged into your account.

Login

Delete browser history, delete cookies, delete cached data, turn off your browser's Save Your Password feature. Then go to: https://public.era.nih.gov/commons/

Additional Information and Resources Concerning Login Issues

Other Error Messages You May Encounter:

Current Password does not match stored password...
This error happens when using Reset Password feature, usually from using copy/paste functionality of the temporary password. Never copy/paste passwords as it frequently will add a blank space.

Password does not conform to password guidelines...
See Password Guidelines below.

Failed to reset password for user XYZ....
User ID was not entered correctly.

New Password does not match Confirm New Password...
This error happens when resetting a password and the confirmation password does not match the new password.

General Gateways errors...
These errors are typically a result of a firewall, security, and/or local router issue. You should contact the technical service desk of your institution for assistance.

Password Guidelines

Passwords must:

- Be a minimum of 8 characters
- Be no longer than 16 characters
- Contain a number, not at begnining or end of password
- Contain at least one Special Character: ` ~ ! @ # $ % ^ * ( ) - _ = + [ ] { } \ | ' " ; : , . / ?

- Contain a Capital letter
- Not contain the USER ID
- Not be reused within 8 years (24 pw cycles)
- Expire after 120 days

Service Desk Cans & Cannots

By policy, the eRA Service Desk CANNOT:
- Give out passwords
- Give out User IDs over the phone
- Change passwords
- Change your contact email address

By policy, the eRA Service Desk CAN:
- Give out User IDs by email using the contact email address on the Personal Profile
- Provide names of the AAs, AOs, and SOs at your institution.

eRA Service Desk Contact Information

Submit a web ticket: https://grants.nih.gov/support/
(preferred method of contact)

Toll-free: 1-866-504-9552
(Press 1 for eRA Commons and 3 for iEdison)

Phone: 301-402-7469
(Press 1 for eRA Commons and 3 for iEdison)

Hours: Mon-Fri, 7 a.m. to 8 p.m. Eastern Time (closed on federal holidays)

Use a Supported Browser
Currently eRA supports the following browser applications:
Internet Explorer | Firefox | Google Chrome

For specific version numbers, please visit https://era.nih.gov/browser_support_ext.cfm

Electronic Research Administration
A program of the National Institutes of Health

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