

eRA Commons Multiple Account Consolidation Transcript

Disclaimer: This transcript is NOT a certified transcript, and thus is not a legal document and is not for use in a court of law. The information contained within this document is for general information purposes only.

Welcome to this video tutorial that demonstrates how to consolidate multiple eRA Commons accounts allowing you to use one set of credentials to log in to eRA Commons, regardless of the roles assigned to your accounts, or the number of organizations to which you are affiliated.

Background Information

In April of 2020, eRA made available the option to use login.gov as a multi-factor authentication service for accessing eRA systems such as eRA Commons, Internet Assisted Review (IAR), and ASSIST. Beginning in September of 2021 the use of multi-factor authentication became required for PD/PIs, Senior Key Personnel and Reviewer accounts.

This change required the user to use either login.gov or an InCommon Federated account with multi-factor authentication. InCommon Federated accounts is where the participating organization authenticates their own users.

Expansion of these multi-authentication options to users with multiple eRA accounts created a need for users to be able to access eRA systems using a single set of credentials when they have multiple eRA accounts.

A portion of users have both scientific roles and administrative roles in eRA systems. This has required the user to maintain multiple sets of credentials to access eRA systems. Scientific and administrative roles could not be assigned to a single account at the same time, until now.

In addition, there are some users who work across multiple organizations with administrative duties. Again, this resulted in the user having to maintain multiple sets of credentials.

eRA has developed a solution that allows these users to log into eRA Commons with a single set of credentials, and then select their role category (scientific or administrative) and/or organization for the task they wish to complete at that time.

Users have the option to set a role category and organization (a profile) as a preference, so that subsequent logins will default to that profile, but they can always switch to another role category and/or organization.

Logging in to eRA Commons

When you log into eRA Commons you are presented with a window requesting that you consolidate your accounts. This window is presented to all users since there is no way to determine who may have multiple accounts. The accounts can be based on different names, organizations, email addresses, etc.

If you do not have multiple accounts, simply click the Don't Show Me This Again button and the window will not be presented to you again. To proceed with consolidating multiple accounts, click the Submit A Request to Consolidate button in the lower right corner of the window.

Consolidating Accounts: Step 1 – Validate Accounts

Clicking the Submit A Request to Consolidate button opens the Request to Consolidate eRA Commons Accounts screen. And the first step of the process is to validate your accounts by providing your username and password for each account. The first set of fields has the username prefilled since that was the username used to log in to Commons.

If you have additional accounts, click the Add eRA Account link, and another row will appear. If you add a row in error, you can click the Remove button.

Fill in the password for the first account and then the username and password for the second account. When done, click the Validate All Accounts button.

The system will check the usernames and passwords and when done it will show that the accounts are verified, and the Next button becomes active. If you provide a username and password that do not match, the system will alert you to with an Invalid Credentials message.

Once the accounts are verified, click Next in the lower right corner.

Consolidating Accounts: Step 2 – Select a Primary Account

With the accounts verified, the next step is to select a primary account. The primary account will be the account that is mapped to your login.gov account. The system does a number of checks to make a recommendation as to which account is recommended to be your primary account.

Select the account you want to be primary by clicking the appropriate radio button along the left side. If you select an account that is not registered in the Secure Payee Registration System (SPRS) or associated with login.gov, you see a note that you will need to re-register in SPRS and re-map the account with login.gov

When you have selected the account you want to be the primary account, click Review in the lower right corner.

Consolidating Accounts: Step 3 – Review

The final step is to review all the information you have provided. If you are satisfied with the information, you can click Submit Request in the lower right corner.

Note that submitting the request does not automatically consolidate your accounts. The request goes to the Service Desk for review and confirmation. Once the request is submitted, you receive a confirmation and an eRA Commons Account Consolidation Request number. You are notified of the outcome of your account consolidation request after the Service Desk has reviewed the information.

Managing Your Organizations & Roles

Once the accounts have been consolidated the next time you log in to eRA Commons, you see a new selection screen.

Note that there are no other menus or options available from this screen. You must make the selections to define your organization and role category to access any options.

First, from the Organization menu, select your desired organization from the list. Once an organization is selected, you select your role category from the menu that appears. While there are many roles within eRA Commons, they break down to these three categories: Admin, Scientific, and Assistant.

Once a role category is selected, the system shows all the corresponding roles assigned to you for that institution. You also see a checkbox that you can check if you want to make the selections the default selections for future logins, so you don't have to go through the selection process every time you log in.

When you are done with your selections, click the Submit button at the bottom center of the screen. The system then displays the eRA Commons landing page with the appropriate data and access based on your selected organization and role.

You can always change your selections, by clicking the person icon in the upper right corner of the screen, and select Switch Organization / Role Category, from the menu. Before you can make the change, you want to confirm you have saved all your data. The Switch Organization & Role Category screen opens. Select your organization and role category, and then click the Switch button.

When you switch to another organization and role, the system automatically provides you with the appropriate access based on the new selections. No need to authenticate again.

Resources

There are a number of resources available to you should you need them for account consolidation.

- eRA Commons Multiple Account Consolidation Web Page
<https://www.era.nih.gov/accounts/multiple-account-consolidation.htm>
- eRA Commons Online Help
<https://www.era.nih.gov/erahelp/Commons/>
- eRA Commons FAQs
<https://www.era.nih.gov/faqs.htm#XXVI>
- eRA Service Desk
<https://www.era.nih.gov/need-help>

This concludes this video tutorial that demonstrates how to consolidate multiple eRA Commons accounts allowing you to use one set of credentials to log in to eRA Commons. Thank you for watching.