Electronic Submission: Quick Contact Support for International Applicants

Contact Information	Topics
eRA Commons Help Desk Web Ticket: http://ithelpdesk.nih.gov/eRA/ 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, 7:00 a.m. to 8:00 p.m. Eastern Standard Time (EST)	• Registration in Commons • Inability to see the status of a submitted application in the Commons after 1 business day (Reminder: if you do not include the PI Commons Username in the Senior/Key Credential field, your application will not appear in the Commons) • PDF problems – attachments are missing, text is garbled
Grants Info Phone: 301-435-0714 TTY: 301-451-5936 Fax: 301-480-0525 Email: **GrantsInfo@nih.gov**	• Application Guide or Funding Opportunity Announcement (FOA) questions • Choosing the correct activity codes (grant mechanisms) and finding research training programs

Grants.gov Contact Center
Call Center: International: 606-545-5035
      Toll-free: 1-800-518-4726
      Hours: 24 Hours/Day, 7 Days/Week
Live Online Support: https://grants-portal.psc.gov/ContactUs.aspx
      Hours: Mon-Fri, 7:00 a.m. to 9:00 p.m. (EST)
Email: **support@grants.gov**
	• Registration with Grants.gov
	• Technical difficulties with Grants.gov/Not able to submit applications to Grants.gov
	• Inability to see the status of a submitted application in the Commons after 1 business day (if an email from Grants.gov stating that the agency has retrieved the application is not received)

Central Contractor Registration (CCR) International Phone: 269-961-5757 U.S. Phone: 888-227-2423 DSN: 661-5757 Hours, Mon-Fri, 9:00 a.m. to 5:00 p.m. (EST) Email: dlis-support@dlis.dla.mil	• How to obtain a CCR number (required for Grants.gov registration)
Dun & Bradstreet DUNS Toll-free: 1-866-705-5711 Email: govt@dnb.com Web site: http://fedgov.dnb.com/webform	• How to obtain a DUNS number (required for CCR and Grants.gov registration)
North Atlantic Treaty Organization (NATO) Commercial and Governmental Entity (CAGE) = NCAGE code International Phone: 269-961-7766 U.S. Phone: 1-888-227-2423 DSN: 661-5757 Email: NCAGE@dla.mil	• How to obtain an NCAGE code (required for CCR registration)