


# Electronic Submission: Quick Contact Support for International Applicants

## Contact Information

## Topics

<p><b>eRA Service Desk</b>          Web ticket: <a href="https://public.era.nih.gov/commonshelp">https://public.era.nih.gov/commonshelp</a>          eRA Website: <a href="https://era.nih.gov/">https://era.nih.gov/</a>          Phone: 301-402-7469          Toll-free: 1-866-504-9552          Hours: Mon-Fri, 7:00 a.m. to 8:00 p.m. Eastern Time (ET)</p>	<ul style="list-style-type: none"> <li>• ASSIST</li> <li>• eRA Commons</li> <li>• eRA Commons Registration</li> <li>• eRA errors and warnings</li> <li>• Status of the application</li> <li>• Post-award administration</li> </ul>
<p><b>Grants Info</b>          Phone: 301-710-0267          Email: <a href="mailto:GrantsInfo@nih.gov">GrantsInfo@nih.gov</a></p>	<ul style="list-style-type: none"> <li>• Application Guide or Funding Opportunity Announcement (FOA) questions</li> <li>• Choosing the correct activity codes (grant mechanisms) and finding research training programs</li> </ul>
<p><b>Grants.gov Contact Center</b>          Call Center: International: 606-545-5035          Toll-free: 1-800-518-4726          Hours: 24 Hours/Day, 7 Days/Week (Except Federal holidays)          Email: <a href="mailto:support@grants.gov">support@grants.gov</a></p>	<ul style="list-style-type: none"> <li>• Grants.gov registration</li> <li>• Grants.gov submission rejection errors</li> </ul>
<p><b>System for Award Management (SAM)</b>          International Phone: 334-206-7828          Phone: 1-866-606-8220          DSN: 866-606-8220          Hours, Mon-Fri, 8:00 a.m. to 8:00 p.m. (EST)          URL: <a href="http://www.fsd.gov">www.fsd.gov</a></p>	<ul style="list-style-type: none"> <li>• SAM registration</li> <li>• <a href="#">Quick Start Guide for Grant Registration</a> </li> </ul>
<p><b>Dun &amp; Bradstreet DUNS</b>          Toll-free: 1-866-705-5711          Email: <a href="mailto:govt@dnb.com">govt@dnb.com</a>          International email: <a href="mailto:SAMhelp@dnb.com">SAMhelp@dnb.com</a>          Web site: <a href="http://fedgov.dnb.com/webform">http://fedgov.dnb.com/webform</a></p>	<ul style="list-style-type: none"> <li>• How to obtain a DUNS number (required for SAM and Grants.gov registration)</li> </ul>
<p><b>North Atlantic Treaty Organization (NATO) Commercial and Governmental Entity (CAGE) = NCAGE code</b>          International Phone: 269-961-7766          U.S. Phone: 1-888-227-2423          DSN: 661-5757          Email: <a href="mailto:NCAGE@dla.mil">NCAGE@dla.mil</a></p>	<ul style="list-style-type: none"> <li>• How to obtain an NCAGE code (required for CCR registration)</li> <li>• <a href="https://eportal.nspa.nato.int/AC135Public/scage/CageList.aspx">https://eportal.nspa.nato.int/AC135Public/scage/CageList.aspx</a></li> </ul>