

## NewsFlash!

**Announcement:** eRA modules have been impacted by intermittent network outages affecting the greater DC Metro area. These outages have resulted in the inability to access the eRA modules, such as eRA Commons, ASSIST, IAR, etc., and NIH websites.

If you feel the issue has impacted your ability to submit on time to NIH due dates, please follow the guidelines for [dealing with system issues](#). You can also take advantage of NIH's [online ticketing system](#) or call the eRA Service Desk (toll-free) at 1-866-504-9552.

*Please note: It is acceptable to list multiple impacted applications in the same ticket.*

The Department of Contracts and Grants will send out additional update(s) when the outages have been resolved. In the meantime, if you have any questions, please feel free to contact your [DCG Officer](#).