Managing User Accounts: Add or Remove Roles, Unaffiliate Account

Commons account holders who hold the following roles with your organization can manage accounts:

- Account Administrator (AA)
- Administrative Official (AO)
- Business Official (BO)
- Signing Official (SO)

AMS user accounts may have the following statuses:

- **Active** — A valid account in good standing.
- **Deactivated** — Account has been disabled by an administrator
- **Locked due to inactivity** — Locked by the system due to inactivity (no user activity for 120 days)
- **Pending Affiliation** — An individual account that has not been linked to an organization
- **Profile Only** — A user ID that is not associated to an account

To manage the accounts affiliated with your organization, log in to Commons and access AMS via the Admin --> Accounts --> Account Management sub-menu tab, as shown here.

Click **Account Management** to open the AMS Search Accounts screen.
Use Manage Accounts to Perform One or More of the Following Steps:

1. Edit the Email addresses, if necessary.
2. To add or delete roles click the + Add Roles button.
   a. For more information, see Add or Remove Role Assignments on Accounts within Your Organization below or Add/Delete Roles.
   
   Note: Administrative and reporting roles such as SO, AA, AO, FSR, etc., cannot be combined with the PI role.
3. To affiliate an account with an organization, click the Affiliate button, if displayed.
   a. For more information, see Affiliate Account.
4. If the Unaffiliate button is present, you can click it to unaffiliate an account.
   a. For more information, please see Unaffiliate an Account from Your Organization below, or refer to Unaffiliate Account.
5. If the account has been deactivated, a Reactivate button will be present at the bottom of the screen. Click it to reactivate the account. For more information, see Reactivate Account.
6. When your changes are complete, click Save to save the changes or click Cancel to discard your changes.

   When the Save button is clicked, the system displays the account manage screen with a confirmation message.
7. After saving, the following options are available:
   a. To return to the Search Accounts screen displaying the previous search results, click the Go Back hyperlink.
   b. To edit the account's information, click the Manage button.
   c. To return to the Search Accounts screen to enter new search criteria, click the Back to Search button.

Add or Remove Role Assignments on Accounts Within Your Organization

1. Search for the user with the username OR first and last name (not both.) The existing users should appear under Search Results.
2. Click ‘Manage’ under the Action Column.
When the Manage button is clicked, the Manage Accounts screen opens.

3. Select 'Add Roles' (opens a list of roles.)

Add Roles screen:
   a) Scroll through the list and click to select the appropriate role(s).
      Click the Add Role(s) button.

When you click Add Roles(s), the system returns to the Create Account or Manage Account screen and displays the newly added role(s) as shown here:

   b) To add additional roles, click the + Add Roles(s) button and repeat the steps above.
   c) To remove a role, click the appropriate Remove button in the Action column.
   d) To remove all roles, click the Remove All button.
Unaffiliate an Account from Your Organization

1. To remove the affiliation to your organization from an account, click the **Unaffiliate** button in the **Roles** section of the **Manage Account** screen.

   When the **Unaffiliate** button is clicked, an **Account Unaffiliation** pop-up screen displays.

   ![Account Unaffiliation Pop-up](image)

   **Guidance Regarding Grants.gov AOR Credentials**

   1. On the final step of application submission, the SO will need to enter the **Grants.gov AOR (Authorized Representative)** credentials. These are **not** the same as the eRA Commons User ID and password.

   2. To verify if you have the AOR role and that your account is active, log in to Grants.gov [https://apply07.grants.gov/apply/login.faces](https://apply07.grants.gov/apply/login.faces) and select ‘My Account’ – ‘Manage Profile.’

   3. If you do have the role and are unable to submit your application, please try performing a password reset in Grants.gov.

   4. If you have any questions about the AOR credentials, please contact Grants.gov directly: support@grants.gov, 1-800-518-4726. Please be sure to state that you need the **AOR credential information**, not the Grants.gov login.