



# CareerTrac Login Help for Training Staff

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# Do I have CareerTrac access?

If you have an **eRA Commons ID**, follow these steps to confirm if you have CareerTrac access:

1. Go to the [eRA Commons website](#)
2. Login with your **eRA Credentials**, or using **Login.gov**
  - If needed, use the *Forgot Password/Unlock Account* link to regain access to a locked account
3. After you successfully login at eRA Commons, go to the [CareerTrac website](#)
4. Click the **Login with iTrust** button.
  1. If your Commons ID is enabled in CareerTrac, then you should be logged in automatically by iTrust Single Sign-On (SSO) – You're In!
  2. If the page requests you to Sign In, see **page 3** for info
  3. If you receive an error message, then your Commons ID is not enabled in CareerTrac, and you must request access. **See page 4**

Link to eRA Commons:

<https://public.era.nih.gov/commonsplus/public/login.era>

eRA Electronic Research Administration

Login with Login.gov ?

LOGIN.GOV

Login with eRA Credentials ?

Username:

Password:

Login Clear

(For External Users Only)

[Forgot Password/Unlock Account?](#)



# CareerTrac – iTrust Sign In

You will see this screen after clicking **Login with iTrust** on CareerTrac (<https://careertrac.niehs.nih.gov/public/home>)

Use the same login method as you use at **eRA Commons**:

1. eRA Commons Credentials
2. Login.gov

**Note:** Key Personnel may now be required to use two-factor authentication. If so, you will receive a verification request (via email or phone) that must be accepted to proceed.

If the request is not verified, the page will timeout and you must try again.

eRA Electronic Research Administration

Login with Login.gov  
LOGIN.GOV

Login with eRA Credentials  
Username:  
Enter Username  
Password:  
Enter Password  
Login Clear

CareerTrac iTrust Sign In page:

Please sign in with your eRA Commons or NIH credentials

Login with iTrust

Sign in

**Smart Card Login**  
Insert your PIV card into your smart card reader or sign in using your mobile PIV-D credentials.

Sign in

PIV-Exempt? Not a PIV Card Holder? Sign in using your account credentials:

Username Password Forgot Password?

[eRA Commons ID] [eRA Commons password] Sign in

or

Login.gov



# What if I get an error message?

## 1. “Login Failed”

1. this typically means the password was typed incorrectly. Click **Go Back** to try again.
2. Use the **Password Reset** link to find the eRA Commons reset tool, if needed; or confirm your Login.gov settings are correct.

### (1) Login Failed

**Login Failed**

The username and/or password you entered is not valid. Please try again.

If you need password assistance, visit the [Password Reset](#) page or call the NIH IT Service Desk at **301-496-4357** (6-HELP) or **866-319-4357** (toll-free).

[Go Back](#)

### (1.2) Password Reset

Login Help

**Password Reset Guidance**  
Need to change your password or unlock your account? Access the [NIH Password Assistant Tool](#) for instructions.

**Smart Card Guidance**  
[PIV FAQs](#) - Find answers to frequently asked PIV-related questions.  
[Smart Card Help Documentation](#) - Help materials covering a range of topics, including PIV certificates, email encryption, PIN resets, badge replacement, and more.  
[NIH Smart Card Validation](#) - Confirm your PIV card is working properly (note: must be behind the firewall to access).  
[Search Knowledge Base articles](#) for more help (note: must be behind the firewall to access).

For additional assistance, call the NIH IT Service Desk at **301-496-4357** (6-HELP) or **866-319-4357** (toll-free)

**Other Account Types**  
eRA Commons - [eRA Password Reset \[info\]](#)

**HHS OPDIVs - HHS AMS Login Help**

**OpenID** - Use the password reset options from your OpenID provider (e.g., [Google](#) or [Microsoft](#)).

**InCommon** - Contact the support team for your [affiliated organization](#).

## 2. “Authentication Failed. Unknown User.”

1. Your Commons ID is not enabled in CareerTrac. See **page 5** to request CareerTrac access.

### (2) Authentication Failed

Authentication failed. Unknown user.

[Click here to continue.](#)

## 3. “Sorry, we were not able to find your credentials in CareerTrac.”

1. Your Commons ID is not enabled in CareerTrac. See **page 5** to request CareerTrac access.

### (3) sorry, we were not able to find your credentials in CareerTrac

[Logout of iTrust](#)

**Sorry, we were not able to find your credentials in CareerTrac.**

To request access to the CareerTrac application, please see the [Request CareerTrac Access](#) page.

If you are a returning user and believe this is a mistake, please contact us at [CareerTrac@nih.gov](mailto:CareerTrac@nih.gov) and include your Commons ID and CareerTrac username.



# How do I request CareerTrac access?

**Requesting Access** – the best method to receive a CareerTrac account is for the PI of the grant to email the request to [CareerTrac@nih.gov](mailto:CareerTrac@nih.gov).

Alternatively, other supporting staff may also send requests via email or the Access Request form (below)

Please be aware – these methods may be slower, because **we must verify all requests with the PI**

Please include these details for each requested account:

- Recipient's Commons ID
- First and last name
- Email address
- Grant number to access

Please sign in with your eRA Commons or NIH credentials

Login with iTrust

Need Help? Request CareerTrac Access

NIH National Institute of Environmental Health Sciences

CareerTrac Tracking Trainees to Success

Login About

### CareerTrac Access

CareerTrac utilizes the NIH iTrust authentication service which allows you to log in to our system with your eRA Commons ID (PIs and administrative staff) or NIH username (NIH staff). Please be aware, your Commons ID or NIH username must be enabled in our system in order to have full access.

If you require access to CareerTrac, please fill out the following form:

CareerTrac Access Form

Role  \* Select a role...

Commons ID \*

First Name: \*

Last Name: \*

Email Address: \*

Institute: \* Select...

Principal Investigator(s): \*