Authorized Access System Login

Login Page Redirect

When trying to access the dbGaP login page, after clicking on the “Login” link, I am redirected to a NIH login page. Does it mean something wrong?

The "Login" link on the dbGaP Authorized Access System login page is supposed to redirect you to a NIH login page where you can use the login credentials of your eRA Commons account to access the dbGaP system.

(07/03/2012)

Troubleshoot Login Problems

I am not able to login to the dbGaP system, please help!

The dbGaP Authorized Access System authenticates users using NIH eRA Commons account information. Your dbGaP login only works if your eRA account login works. Most of dbGaP account login problems are due to issues related to eRA account login. If you have problem to login to your eRA account, you would have to directly resolve the issue with the eRA before trying to login to the dbGaP system again.

For troubleshooting, please

1. First of all try to login from the dbGaP Authorized Access System. If your eRA account is new or the login of your eRA has been just updated, please allow one or two days for the new or updated information to be propagated from the eRA to the dbGaP system.

2. If above login does not work, and your eRA account is not new or newly updated, please try to login directly to your eRA account from the eRA Commons with the same username and password. If your eRA login succeeds but dbGaP login fails, please contact the dbgap-help at dbgap-help@ncbi.nlm.nih.gov.

3. If your eRA login fails, it suggests that the login username or password is incorrect, or the password is expired. In this case, you need to reset the password directly through eRA commons “Reset Password” page, or directly contact the eRA help desk for issues other than password.

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After resetting the password, please allow **one to two days for the change to be propagated from the eRA to the dbGaP system** before trying to login to the dbGaP system again. (07/03/2012)

**Reset Login Passwords**

I lost my dbGaP user name and password. Can you please send me this information?

The dbGaP Authorized Access System authenticates users using NIH eRA Commons account information. If you have problem with dbGaP login, it could be simply because the login credentials (username or password) that you are using are incorrect. The login credentials for dbGaP login is the same as those of your eRA account. You can reset your password online at the eRA commons “Reset Password” page.

After resetting the password and making sure it works for the eRA account, please allow one or two days for the change to be propagated from eRA to dbGaP system before trying to login to the dbGaP system again. (07/03/2012)

**New Password Works at eRA but not at dbGaP**

I recently created an eRA account and can use my username and password at the eRA commons, but get an error message when I use them at dbGaP.

Please see [here](#) for the answer (07/03/2012)