

GRFP Fellow Frequently Asked Questions (FAQs) on Accessing the GRFP Module

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#	Question	Answer
1	<i>What are the benefits to Graduate Research Fellowship Program (GRFP) Applicants and Fellows being added to Research.gov's Account Management system?</i>	NSF's Account Management system supports a centralized and streamlined account registration process in Research.gov for the research community, providing each researcher or research administrator to do business with NSF with a unique identifier (NSF ID) as well as a single profile that is self-managed. The assigned NSF ID is used throughout the individual's career in all official interactions with NSF, as applicant, awardee (Fellow, Principal Investigator (PI), co-PI, subawardee, consultant), institutional representative, or in other roles.
2	<i>What is an NSF ID?</i>	The NSF ID is a unique numerical identifier assigned to users by NSF. The NSF ID is used for NSF's electronic systems as a login ID and identification verification throughout the individual's career in all official interactions with NSF, as applicant, awardee (Fellow, Principal Investigator (PI), co-PI, subawardee, consultant), institutional representative, or in other roles. In accordance with NSF policy, each individual user of NSF systems should not have more than one NSF ID. Users with more than one NSF ID should contact the Help Desk for account reconciliation assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov .
3	<i>How do I know if I already have an NSF account?</i>	To check if you already have an existing NSF account, click on the Forgot ID link on the Research.gov Sign In page. You will be navigated to the NSF ID Lookup page. Enter your information in the required fields exactly as it appears on your NSF account and click the Submit button. The system will email you your NSF ID if the submitted information matches the information in Research.gov and you have an existing NSF account.
4	<i>I used the NSF ID Lookup to retrieve my NSF ID but received an error message. What do I do?</i>	<p>Some reasons an error is generated when using the NSF ID Lookup include:</p> <ul style="list-style-type: none"> • You entered a different name and/or email address than what is in your NSF account profile in Research.gov. Be sure to search using the exact name and/or email address associated with your NSF account in Research.gov. • Your name and/or email address does not match the organization selected. Try the search again after confirming the correct organization information is entered in the field provided. <p>If you continue to receive an error, please contact the NSF Help Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov.</p>
5	<i>What is the difference between an NSF account and a GRFP account?</i>	<p>Prior to June 27, 2022, all Applicants and Fellows accessed the GRFP Module on the GRFP Sign In page using their GRFP account credentials. GRFP account credentials were limited to accessing only the GRFP Module. Your NSF account credentials allow access to NSF external systems and not just the GRFP Module. Your NSF account, including your NSF ID unique identifier, will be used throughout your career in all official interactions with NSF.</p> <ul style="list-style-type: none"> • New Applicants, previous Applicants, and Fellows may likely have an existing NSF account if they have signed in previously to Research.gov. • Previous Applicants and Fellows have an existing GRFP account that must be linked to their new or existing NSF account in Research.gov to access the GRFP Module. • New Applicants will only have an NSF account in Research.gov that will be used to access the GRFP Module.

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6	<i>Do I have to register for an NSF account in Research.gov to access the GRFP Module?</i>	Yes, all Fellows must first register for a new NSF account in Research.gov to access the GRFP Module to manage Fellowship activities online. Registration is a quick and easy one-time process. You will need to have access to your existing GRFP account email so your GRFP account can be linked with your new NSF account.
7	<i>How do I register for an NSF account in Research.gov to access the GRFP Module?</i>	See the <i>Fellow User Guide to Access the GRFP Module</i> available here for step-by-step instructions and associated screenshots. Fellows must link their existing GRFP account with their new NSF account to access the GRFP Module by following either Step 3a or 3b of the <i>Fellow User Guide to Access the GRFP Module</i> .
8	<i>Do I need to sign in to Research.gov only when registering for a new NSF account or each time I want to access the GRFP Module to conduct fellowship activities online?</i>	<p>After completing the one-time registration in Research.gov, Fellows will access the GRFP Module going forward using the Research.gov sign-in process with their NSF account credentials. Fellows have two options to sign in to Research.gov to access the GRFP Module, as listed below. Regardless of which sign-in option is used to access the GRFP Module, the actual sign-in process is in Research.gov.</p> <ul style="list-style-type: none"> • Research.gov Sign in Option #1: <ul style="list-style-type: none"> • Open the GRFP Sign In page. • Click the Sign In to Research.gov button. • Enter your NSF account credentials. • Research.gov Sign in Option #2: <ul style="list-style-type: none"> • Open Research.gov. • Click Sign In located at the top right of the screen to enter your NSF account credentials. • From the My Desktop page, select the Graduate Research Fellowship Program (Applicants, Fellows) link in the Fellowships tile.
9	<i>Should a Fellow use the same email address when registering for a new NSF account that they use for their existing GRFP account?</i>	<p>Fellows are encouraged to use the same personal email address they currently use for their GRFP account as their primary address when registering for an NSF account in Research.gov. This will enable Fellows to seamlessly access their existing GRFP account once they sign in to Research.gov without taking further action. NSF account holders can update their NSF account primary email address without NSF Help Desk assistance after registration.</p> <p>See Step 3a of the <i>Fellow User Guide to Access the GRFP Module</i> available here for step-by-step instructions and associated screenshots.</p>
10	<i>What if a Fellow chooses not to use the same email address for their NSF account and GRFP account?</i>	<p>If a Fellow chooses to use a different email address for their new NSF account from the one they currently use on their GRFP account, they will be navigated to a GRFP screen where they will complete a <u>one-time</u> process to link their GRFP account with their new NSF account. NSF account holders can update their NSF account primary email address without NSF Help Desk assistance after registration.</p> <p>See Step 3 b of the <i>Fellow User Guide to Access the GRFP Module</i> available here for step-by-step instructions and associated screenshots.</p>

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11	<i>If I update my NSF account primary email address in Research.gov, is my GRFP account email address updated too?</i>	Once a Fellow registers for a new NSF account and links it to their existing GRFP account following Step 3a or 3b of the <i>Fellow User Guide to Access the GRFP Module</i> available here , any changes to their NSF account primary email address made in Research.gov will be updated automatically in the Fellow's GRFP account.
12	<i>How do I update the primary email address for my GRFP account?</i>	After Fellows complete all the steps in the <i>Fellow User Guide to Access the GRFP Module</i> available here , updates to the NSF account primary email will be made on the Research.gov My Profile page. Any changes to a Fellow's NSF account primary email will be updated automatically in their GRFP account. After signing in to Research.gov, select My Profile from the top right of the screen and then View/Edit Profile from the left navigation menu to make changes to the NSF account primary email address.
13	<i>How do I update fields that are not editable on the GRFP Module Update My Profile and Personal Information screens?</i>	Updates to fields that are not editable on GRFP Module screens are done on your Research.gov My Profile after you complete all the steps in the <i>Fellow User Guide to Access the GRFP Module</i> available here . Any changes to your NSF account profile will be updated automatically in your GRFP account. After signing in to Research.gov, select My Profile from the top right of the screen and then View/Edit Profile from the left navigation menu to make changes to your NSF account profile information.
14	<i>What do I do if I have forgotten my NSF account ID or password?</i>	<p>If you have forgotten your NSF account ID or password to sign in to Research.gov, you can use the Research.gov Forgot ID or Forgot Password feature on the Research.gov Sign In page.</p> <p>The Research.gov Forgot ID and Forgot Password features are for NSF account information only and can be used after you register for an NSF account in Research.gov. Forgot ID and Forgot Password features will not work for Fellow GRFP account emails or passwords prior to linking your GRFP account with the NSF account. Fellows who have forgotten their GRFP account email or password should contact the NSF Help Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov.</p>
15	<i>What do I do if I have forgotten my NSF account password and no longer have access to my primary email address to receive a temporary password?</i>	You must know the primary email address or NSF ID to initiate NSF account password recovery. If you cannot access your NSF account primary email address to receive a temporary password, please contact the NSF Help Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov .
16	<i>What do I do if I don't remember the email address or no longer have access to the email address for my GRFP account?</i>	Please contact the NSF Help Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov .

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17	<i>What do I do if I received an error message indicating my GRFP account email address was not found in the GRFP Module after entering my email in the GRFP Account Email field on the sub awardee Graduate Research Fellowship Program (GRFP) Account page?</i>	<p>Be sure that you have entered your <u>GRFP account email address</u> and not your NSF account primary email address if you used a different email address to register for your new NSF account in Research.gov. You will only complete the <i>Have an existing GRFP account? Link it now</i> section on the Graduate Research Fellowship Program (GRFP) Account page if your emails for your GRFP account and your NSF account in Research.gov do not match. Once you have linked your NSF account and GRFP account, the system will use the primary email address associated with your NSF account in Research.gov for both accounts.</p> <p>You must have access to your GRFP account email to link your GRFP account with your NSF account. If you do not have access to the email address for your existing GRFP account, please contact the NSF Help Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov.</p>
18	<i>How does a Fellow link their new NSF account with their GRFP account?</i>	<p>Refer to Step 3a or 3b of the <i>Fellow User Guide to Access the GRFP Module</i> available here for step-by-step instructions and associated screenshots. Fellows must link their existing GRFP account with their new NSF account to access the GRFP Module.</p>
19	<i>How long is the one-time password valid when linking my new NSF account with my GRFP account?</i>	<p>The one-time password will be valid for 10 minutes or 10 subsequent attempts. When either of these scenarios occurs, the one-time password will no longer be valid. You can generate a new one-time password by clicking on the Generate a New One link on the GRFP Verify Your Account page to complete the linking process. Refer to Step 3b of the <i>Fellow User Guide to Access the GRFP Module</i> available here for details.</p>
20	<i>Who do I contact if I have questions or need assistance?</i>	<p>For IT system-related questions including account inquiries, please contact the NSF Help Desk at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via rgov@nsf.gov.</p>