

## GRFP Applicant Frequently Asked Questions (FAQs) on Accessing the GRFP Module

*November 2024, Version 2.0*

#	Question	Answer
1	<b>What is the Research.gov Account Management system?</b>	The NSF 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	<b>What is an NSF ID?</b>	The NSF ID is a unique alphanumeric 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, 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 NSF IT Service 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 <a href="mailto:rgov@nsf.gov">rgov@nsf.gov</a> .
3	<b>Do I have to register for an NSF account in Research.gov to access the GRFP Module?</b>	Yes, all new Applicants (i.e., individuals <u>without</u> an existing GRFP account) and previous Applicants (i.e., individuals <u>with</u> an existing GRFP account) must first register for a new NSF account in Research.gov to access the GRFP Module and to start a new fellowship application. Registration is a quick and easy one-time process. Previous Applicants without an existing NSF account only need to register in Research.gov to access the GRFP Module.
4	<b>How do I register for an NSF account in Research.gov to access the GRFP Module?</b>	See the <i>Applicant User Guide to Access the GRFP Module</i> available <a href="#">here</a> for step-by-step instructions and associated screenshots. The first section of the guide has instructions for new Applicants and the second section of the guide has instructions for previous Applicants. Previous Applicants must link their existing GRFP account with their new NSF account to access the GRFP Module (refer to Step 3a or 3b in Section II. of the <i>Applicant User Guide to Access the GRFP Module</i> ).
5	<b>Do I need to sign into Research.gov only when registering for a new NSF account or each time I want to access the GRFP Module to complete, review, or check the status of my application?</b>	<p>After completing the one-time registration in Research.gov, new and previous Applicants will access the GRFP Module going forward using the Research.gov sign-in process with their NSF account credentials. New and previous GRFP Applicants have two options to sign into 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"> <li>• <b>Research.gov Sign in Option #1:</b> <ul style="list-style-type: none"> <li>• Open the <a href="#">GRFP Sign In page</a>.</li> <li>• Click the <b>Sign In to Research.gov</b> button.</li> <li>• Enter your NSF account credentials.</li> </ul> </li> <li>• <b>Research.gov Sign in Option #2:</b> <ul style="list-style-type: none"> <li>• Open <a href="#">Research.gov</a>.</li> <li>• Click Sign In located at the top right of the screen to enter your NSF account credentials.</li> <li>• From the My Desktop page, select the <b>Graduate Research Fellowship Program (Applicants, Fellows)</b> link in the Fellowships &amp; Opportunities tile.</li> </ul> </li> </ul>

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6	<b>How do I update the primary email address for my NSF account?</b>	Updates to the NSF account primary email are made on the Research.gov My Profile page. Any changes to an Applicant's NSF account primary email will be updated automatically in their GRFP account. After signing into 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.
7	<b>How do I update fields that are not editable on the GRFP Module Update My Profile and Personal Information screens?</b>	Updates to fields that are not editable on GRFP Module screens are done on your Research.gov My Profile page after you complete all the steps for either new Applicants or previous Applicants in the <i>Applicant User Guide to Access the GRFP Module</i> available <a href="#">here</a> . Any changes to your NSF account profile will be updated automatically in your GRFP account. After signing into 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.
8	<b>What do I do if I have forgotten my NSF account password?</b>	If you have forgotten your NSF account password, click the "Forgot Password" link after you enter your NSF ID or primary email address and click "Next." For additional guidance, please refer to the <a href="#">NSF Account Password Reset Guide</a> .
	<b>What do I do if I have forgotten my NSF account ID or primary email address?</b>	If you have forgotten your NSF account ID or primary email address, please contact the NSF IT Service Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via <a href="mailto:rgov@nsf.gov">rgov@nsf.gov</a> .
9	<b>What do I do if I have forgotten my NSF ID password or no longer have access to my primary email address to receive a temporary password?</b>	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 IT Service Desk for assistance at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via <a href="mailto:rgov@nsf.gov">rgov@nsf.gov</a> .
10	<b>Will the GRFP Module allow me to submit a new fellowship application after the application period has closed?</b>	No. Once the application period is closed, the system will prevent you from submitting a new application until the next application period opens. However, Applicants are able to access the GRFP Module to check the status of their application after the application submission period has closed.
11	<b>Who do I contact if I have questions or need assistance?</b>	For IT system-related questions including account inquiries, please contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM – 9:00 PM Eastern Time; Monday – Friday except federal holidays) or via <a href="mailto:rgov@nsf.gov">rgov@nsf.gov</a> .  Questions about the GRFP application process and reference writer process should be directed to the GRF Operations Center (website: <a href="https://nsfgrfp.org">https://nsfgrfp.org</a> ) at 1-866-NSF-GRFP (1-866-673-4737) or by email to <a href="mailto:info@nsfgrfp.org">info@nsfgrfp.org</a> .