



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

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#	Question	Answer
1	<i>What is the Research.gov Account Management system?</i>	The Research.gov 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 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 rgov@nsf.gov .
3	<i>Do I need to sign into Research.gov each time I want to access the GRFP Module to conduct fellowship activities online?</i>	Yes, Fellows access the GRFP Module using the Research.gov sign-in process with their NSF account credentials. Fellows 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. <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 Research.gov homepage, select the Graduate Research Fellowship Program (Applicants, Fellows) link in the Fellowships & Opportunities tile.
4	<i>How do I update the primary email address for my GRFP account?</i>	Updates to the NSF account primary email are 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 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.
5	<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 page. 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.

#	Question	Answer
6	<i>What do I do if I have forgotten my NSF account password?</i>	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 NSF Account Password Reset Guide .
7	<i>What do I do if I have forgotten my NSF account ID or primary email address?</i>	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 rgov@nsf.gov .
8	<i>What do I do if I have forgotten my NSF account password or 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 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 rgov@nsf.gov .
9	<i>Who do I contact if I have questions or need assistance?</i>	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 rgov@nsf.gov .