# GRFP Official Frequently Asked Questions (FAQs)

*November 2024,  Version 2.0*

| # | Question | Answer |
|---|----------|--------|
| 1 | *What is an NSF ID?* | 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. |
| 2 | *Do I have to register for an NSF account in Research.gov to access the GRFP Module?* | Yes, all new GRFP Officials must first register for a new NSF account in Research.gov to access the GRFP Module. Registration is a quick and easy one-time process.<br>If you already have an NSF ID, please request a GRFP Official user role from your organization's administrator. |
| 3 | *How do I register for an NSF account to access the GRFP Module?* | Refer to the *How New GRFP Officials Register for an NSF Account to Access the GRFP Module* guide available here for step-by-step instructions and associated screenshots. |
| 4 | *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 complete my required activities?* | After completing the one-time registration in Research.gov and receiving an approved user role from your organization, new and returning Officials will access the GRFP Module going forward using the Research.gov sign-in process with their NSF account credentials. Officials 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.<br>• *Research.gov Sign in Option #1:*<br>  • Open the GRFP Sign In page.<br>  • Click the **Sign In to Research.gov** button.<br>  • Enter your NSF account credentials.<br>• *Research.gov Sign in Option #2:*<br>  • Open Research.gov.<br>  • Click Sign In located at the top right of the screen to enter your NSF account credentials.<br>  • From the Research.gov homepage, select the **Graduate Research Fellowship Program (Applicants, Fellows)** link in the Fellowships & Opportunities tile. |
| 5 | *What do I do if I have forgotten my NSF account password?* | 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. |
| 6 | *What do I do if I have forgotten my NSF account ID or primary email address?* | 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. |

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| 7 | *What do I do if I have forgotten my password or no longer have access to my email to receive a temporary password?* | 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. |
| 8 | *Who do I contact if I have questions or need assistance?* | 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. |