Register for an NSF Account to Begin Using FastLane and Research.gov
To submit proposals to the National Science Foundation (NSF) and conduct other award-related activities using NSF systems, you must have an NSF ID. This ID is a unique numerical identifier assigned to users by NSF through the registration process outlined below. Follow the step-by-step process to create a new NSF account.

**Step 1: Confirm you do not have an existing NSF account**
- Access the [NSF ID Lookup](#) page to search for an existing NSF account.
- If you forgot your password for an established NSF account, click here to retrieve it. Note that your email address can only be associated with one NSF account.
- If you do have an existing NSF account and you know your password, you can edit your account profile information by selecting the “My Profile” option located on the top right of Research.gov homepage. Click here for detailed information on “My Profile” functions.
- If you do not have an existing NSF account, proceed to Step 2.

**Step 2: Access the Account Registration page**
- Open Research.gov
- Click “Register” located at the top of the screen. (Figure 1)

**Step 3: Create a new NSF account**
- Input the requested account registration information (Figure 2)
- **Important Note:** Your primary email address will be used for NSF account notifications including password resets. Please make sure you have ongoing access to this email account (e.g., Google email). It is critical that you have continued access to this email account, even if you were to ever change organizations.
- Check the boxes to confirm you are not a robot and that you are at least 13 years of age. (Figure 2)
- Click “Save & Preview.” (Figure 2)
- Verify that your account registration information is correct on the Preview Account Registration screen and then click “Submit.” (Figure 3)
- You will receive an Account Registration Confirmation on the screen. (Figure 4)
- Check the primary email account that you just used for two messages: one containing your new NSF ID and another containing your temporary password.
- Click “Sign In” on Research.gov and enter your new NSF ID and temporary password. (Figure 1)
- Follow the instructions to change your temporary password.
- You have successfully registered for a new NSF account!

**Step 4: Add a New Role**
- Now that you have an NSF account, you can add roles to your account profile. Click here for detailed instructions.

Additional guidance including FAQs and instructional videos can be found on the Research.gov [About Account Management](#) page.
Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
Working at Multiple Organizations or Moving to Another Organization
You do NOT need a separate NSF account for each organization you are affiliated with or a new NSF account when moving to a new organization or working as an Unaffiliated PI

- You can have multiple organizations associated with your NSF account, and you can add new roles from different organizations to your existing NSF account.
  - For more information about adding a role from a new organization or adding the Unaffiliated Principal Investigator role, click here.
- If you are associated with multiple organizations, be sure to update your designated Primary Organization on the “View My Roles” page. For more information on changing your Primary Organization, click here.
- If you are leaving an organization, make sure the primary email address on your NSF account profile is set to an email address you will continue to have access to after your departure (e.g., Google email address). For more information on editing your NSF account profile, click here.

Adding a PI role at a new organization to your existing NSF account

- Click “Sign In” located at the top right of Research.gov page.
- Enter your NSF ID and password and click “Sign In.”
- Click “My Profile” located at the top right of the screen.
- Click “Add New Role” from the left navigation bar.
- To request the Investigator role, click the blue “Add Investigator Role” button located in the “Prepare Proposals and Manage Awards” box and a five-step role request wizard will display. (Figure 1)
- Select “Yes, prepare and manage proposals with an organization” and click “Submit.” (Figure 2)

Step 1: Find Organization

- Enter the organization’s DUNS number and click “Search” (Figure 3). If you already have an organization-approved role at NSF you may select the DUNS number associated with your existing organization from the dropdown menu.
- Verify the correct organization is displayed and click “Next.”

**Note:** For more information about DUNS numbers, please click here or contact your Sponsored Projects Office (SPO).

Cornell DUNS: 872612445
Step 2: Add Information

• Complete the required fields denoted by a red asterisk (*) and click “Next.” (Figure 4)

Step 3: Choose Role(s)

• The “Principal Investigator” role is pre-selected. Click “Next.” (Figure 5)

Step 4: Review

• Review your information for accuracy and click “Next” (Figure 6)

Step 5: Confirmation

• Your role request is sent to the listed Organizational Contacts for review and approval (Figure 7)
• You have successfully submitted a role request!

Helpful Tips

• Your primary email address is used for notifications about your NSF account such as password resets.
• Your work email address is associated with all your roles at a particular organization. It is used for role request and approval notifications as well as for proposal and award related notifications.
• The Degree Information section will be prepopulated if you already have a Principal Investigator (PI) role at another organization. If you update this section, the change will be reflected in your PI role at all organizations.
• By default, the latest PI role will be set to primary.
Navigating the Account Management Links
Navigating the Account Management Links

The Account Management system includes pages for Administrators to manage user and organization information and pages for users to self-manage their roles and profile information. Access these pages and the updated functionality by signing in to Research.gov and clicking on the “My Profile” link in the top right.

**Access the left navigation bar in Account Management**

- Open Research.gov
- Click “Sign In” located at the top right of the screen. (Figure 1)
- Enter your NSF ID and password and click “Sign In.” (Figure 2)
- Click on “My Profile” located at the top right of the screen. (Figure 3)

**Where do the left navigation bar links take me?**

<table>
<thead>
<tr>
<th>Account Management Link</th>
<th>Functionality</th>
</tr>
</thead>
<tbody>
<tr>
<td>My Profile / View/Edit My Profile</td>
<td>View and edit your profile information</td>
</tr>
<tr>
<td>View My Roles</td>
<td>View pending and active roles, and edit organizational contact information</td>
</tr>
<tr>
<td>Add a New Role</td>
<td>Request a new role from an organization such as a Principal Investigator role.</td>
</tr>
<tr>
<td>View My Users</td>
<td>You will only see this link if you’re an Administrator of an organization.</td>
</tr>
<tr>
<td></td>
<td>Approve and disapprove role requests, add and remove user roles, add and remove users from your organization, and invite users to create an NSF account so they can join your organization</td>
</tr>
<tr>
<td>About Account Management</td>
<td>Access job aids, instructional videos, and FAQs to guide you through the new Account Management functionality</td>
</tr>
<tr>
<td>Proposals, Awards, &amp; Status</td>
<td>Access the FastLane Proposals, Awards, &amp; Status page. This page will open in a new tab.</td>
</tr>
<tr>
<td>Research Administration</td>
<td>Access the FastLane Research Administration page. This page will open in a new tab.</td>
</tr>
</tbody>
</table>
View and Edit My NSF Account Profile
Information
Once you have a National Science Foundation (NSF) account, you can view and edit your account profile information at any time on your own via the View/Edit My Profile page. Follow the step-by-step instructions below to update your account information including contact information, ORCID iD, and account password.

**Step 1: Access the View/Edit My Profile page**

- Open Research.gov
- Click “Sign In” located at the top right of the screen. (Figure 1)
- Enter your NSF ID and password and click “Sign In.” (Figure 2)
- Click “My Profile” from the top right of the screen. (Figure 3)
- Click “View/Edit My Profile” located on the left navigation bar. (Figure 4)

**Step 2: Edit your NSF account profile information or ORCID iD**

- Click “Edit” at the bottom of the page. (Figure 5)
- Enter your updated information and click “Save.” (Figure 6)

**Important Note:** If you change your primary email address (i.e., the email address used to create your NSF account), NSF will send you a verification email. You must verify the updated email address within four hours or your account email address will revert back to your last verified email address.

**Helpful Tip**

To ensure compliance with NSF’s policy of allowing only one NSF account per user, you will not be able to save any email addresses to your account profile that are associated with another NSF account.

Additional guidance including FAQs and instructional videos can be found on the Research.gov About Account Management page. Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
What do I do if I accidentally delete the verification email sent by NSF?

• Select the “View/Edit My Profile” option. (Refer to Step 1 on the previous page)

• Click “Pending Your Verification” located to the right of the primary email address. (Figure 6)

• Select “Click here to Resend the verification link email.” (Figure 7)

• A new verification email will be sent to your pending primary email address (i.e., the updated email address entered in Step 2 on the previous page).

**Important Note:** NSF will send you a verification email. You must verify the updated email address within four hours or your account email address will revert back to your last verified email address.

*If the four hours have passed, the resend verification email option will not be available and you will need to restart the process by updating your email address again. (Refer to Step 2 on the previous page)*

How do I change my password?

• Select the “View/Edit My Profile” option (Refer to Step 1 on the previous page)

• Click “Change Password” located on the right side of the screen. (Figure 7)

• Update your password and click “Change Password.” (Figure 8)

• Once your password is successfully changed, you will receive a password change notification on the screen. (Figure 9)

• You have successfully changed your password!

• Click “Continue to Research.gov” to keep working. (Figure 9)

**Helpful Tip**

Passwords are valid for 365 days before required renewal.
Add a New Role
To work on proposal and award activities on National Science Foundation (NSF) systems, a user must have an organization-approved role at an organization registered with NSF. To request a role from your organization, you must sign in to Research.gov and select the “My Profile” link located on the top right of the screen. Select the “Add a New Role” option from the left navigation bar. After requesting a role, your organization’s Administrator will receive the request electronically to approve or disapprove it.

Figure 1 shows the four role categories: Investigator, Organizational, Financial, and GRFP Official. Users should click the appropriate dark blue Add Role button (e.g., Add Investigator Role to request a PI role) to request the specified role and to proceed with the five-step role wizard. Note that beneath each dark blue Add Role button, there is an information link (e.g., Principal Investigator role details) which provides additional information about the specific role. The table below outlines the role request options grouped by category.

<table>
<thead>
<tr>
<th>If you need this role(s)</th>
<th>To perform these functions</th>
<th>Select this “Add Role” Button</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Principal Investigator (PI)</td>
<td>• Prepare proposals</td>
<td>Add Investigator Role</td>
</tr>
<tr>
<td>• Co-Principal Investigator (co-PI)</td>
<td>• Manage awards</td>
<td></td>
</tr>
<tr>
<td>• Unaffiliated Fellowship Principal Investigator</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Administrator</td>
<td>• Add a new organization</td>
<td>Add Organizational Role</td>
</tr>
<tr>
<td>• Sponsored Projects Officer (SPO)</td>
<td>• Approve/disapprove roles</td>
<td></td>
</tr>
<tr>
<td>• Authorized Organization Representative (AOR)</td>
<td>• Assign user roles</td>
<td></td>
</tr>
<tr>
<td>• View Only</td>
<td>• Add/remove users</td>
<td></td>
</tr>
<tr>
<td>• Awardee Preparer</td>
<td>• Prepare and manage financials in Award Cash Management Service (ACM$)</td>
<td>Add Financial Role</td>
</tr>
<tr>
<td>• Awardee Certifier</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Awardee Financial Representative</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Graduate Research Fellowship Program (GRFP)</td>
<td>• Manage GRFP functions</td>
<td>Add GRFP Official Role</td>
</tr>
<tr>
<td>• Coordinating Official (CO)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• GRFP Alternate Coordinating Official (Alt. CO)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• GRFP Financial Official (FO)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Other Authorized User (OAU)</td>
<td>• Assist a PI with proposal preparation</td>
<td>Contact your Administrator to be assigned the OAU role</td>
</tr>
</tbody>
</table>
Role Request Wizard Steps

No matter the role you choose to add, the same five-step process is followed.

Step 1: Find Organization

- Enter your organization’s DUNS number and click “Search” (Figure 2). If you already have an organization-approved role at NSF, you can use the dropdown menu to select the DUNS number associated with your NSF-registered organization.
- Verify the correct organization is displayed in the results section and click “Next.” (Figure 2)
  
  **Note:** For more information about DUNS numbers, please click here or contact your Sponsored Projects Office (SPO).
- If your organization is not registered in the System for Award Management (SAM) go to https://www.sam.gov. Note that completion of the SAM registration process may take up to two weeks.

Step 2: Add Information

- Enter your work phone number. Use the dropdown menu to select a current work email address or add a new work email address. Then click “Next.” (Figure 3)
  
  **Note:** If you are requesting a Principal Investigator role, you will need to enter additional data. Please see the following job aids for detailed instructions: Add a New Role – Principal Investigator and Add a New Role – Unaffiliated Principal Investigator.

Helpful Tips

Each NSF account requires a primary email address and a work email address.

- Your primary email address is used for important notifications about your NSF account such as password resets. It is critical that you have continued access to this email account (e.g., Google email address), even if you change organizations.
- Your work email address is associated with all your roles at a particular organization. This email address is used for role request and approval notifications as well as for proposal and award related notifications.
Step 3: Choose Role(s)

- Select a role(s) and click “Next.” (Figure 4)

**Note:** Depending on the selected role, please be aware that some corresponding roles will also be automatically added. For example, if you select the Administrator role, the Sponsored Projects Officer role and the View Only role will automatically be added to your profile.

Step 4: Review

- Review your information for accuracy and click “Next.” (Figure 5)

Step 5: Confirmation

- Your role request(s) are sent to the Administrators that are in the Organization Contacts list for review and approval (Figure 6).
- You have successfully submitted your role request(s)!

Helpful Tips

An email will be sent to the work email address you used to request a role on whether or not your role is approved or disapproved by your organization. You may reach out to the Administrator listed as one of the organization contacts, located on View My Roles page, to follow-up on your role request.
Add a New Role - Principal Investigator PI/Co-PI
To work on proposal and award-related activities on National Science Foundation (NSF) systems, a Principal Investigator (PI)/co-Principal Investigator (co-PI) must have the Investigator role at an organization. After requesting a role, your organization’s Administrator will receive the request electronically to approve or disapprove it. To request a role, you need to sign in to Research.gov and select the “My Profile” link located on the top right of the screen. Select the “Add a New Role” option from the left navigation bar.

Access the Add New a Role page

- To request the Investigator role, click the blue “Add Investigator Role” button located in the “Prepare Proposals and Manage Awards” box and a five-step role request wizard will display. (Figure 1)
- Select “Yes, prepare and manage proposals with an organization” and click “Submit.” (Figure 2)

Five-Step Role Wizard

Step 1: Find Organization

- Enter the organization’s DUNS number and click “Search” (Figure 3). If you already have an organization-approved role at NSF you may select the DUNS number associated with your existing organization from the dropdown menu.
- Verify the correct organization is displayed in the results section and click “Next.”

Note: For more information about DUNS numbers please click here or contact your Sponsored Projects Office (SPO).

Cornell DUNS: 872612445

Additional guidance including FAQs and instructional videos can be found on the Research.gov About Account Management page. Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
Step 2: Add Information

- Complete the required fields denoted by a red asterisk (*) and click “Next.” (Figure 4)

Step 3: Choose Role(s)

- The “Principal Investigator” role is pre-selected. Click “Next.” (Figure 5)

Step 4: Review

- Review your information for accuracy and click “Next” (Figure 6)

Step 5: Confirmation

- Your role request is sent to the listed Organization Contacts for review and approval (Figure 7)
- You have successfully submitted a role request!

Helpful Tips

- Your primary email address is used for notifications about your NSF account such as password resets.
- Your work email address is associated with all your roles at a particular organization. It is used for role request and approval notifications as well as for proposal and award related notifications.
- The Degree Information section will be prepopulated if you already have a Principal Investigator (PI) role at another organization. If you update this section, the change will be reflected in your PI role at all organizations.
- By default, the latest PI role will be set to primary.
Add a New Role – Unaffiliated / Postdoctoral Fellowship Principal Investigator
Add a New Role – Unaffiliated / Postdoctoral Fellowship Principal Investigator

To work on proposal and award-related activities on National Science Foundation (NSF) systems, you must have an Investigator role even if you are working independently and are not affiliated with an organization. To request an Investigator role, you need to sign in to Research.gov and select the “My Profile” link located on the top right of the screen. Then select the “Add a New Role” option from the left navigation bar.

Access the Add a New Role page

- To request the Investigator role, click the blue “Add Investigator Role” button located in the “Prepare Proposals and Manage Awards” box and a three-step process will display. (Figure 1)
- Select “No, prepare and manage proposals independently (e.g. Unaffiliated or post-doctoral fellowship)” and click “Submit.” (Figure 2)

Three-Step Role Wizard

Step 1: Add Information

- Input data into all required fields that have a red asterisk (*) and click “Next.” (Figure 3)

Helpful Tips

- The second option in the “Prepare Proposals and Manage Awards” modal box (Figure 2) is disabled if you already have an Unaffiliated PI role. To view your current Unaffiliated PI role information, click on “View My Roles” and refer to the Active Roles table.
- Your work email address is associated with all your roles at a particular organization. It is used for role request and approval notifications as well as for proposal and award related notifications.
- The Degree Information section will be prepopulated if you already have a Principal Investigator (PI) role at any other organization. If you update this section, the change will be reflected in your PI role at all organizations.
- By default, the latest PI role will be set to primary.
Step 2: Review
• Review your information for accuracy and click “Submit.” (Figure 4)

Step 3: Confirmation
• You have successfully added the Unaffiliated Principal Investigator role! (Figure 5)
View My Roles – Requested Role(s)
The View My Roles page shows the roles you have requested that are pending approval or disapproval from your organization’s Administrator as well as your existing approved roles. You may view Organization Contact(s) and edit your organization contact information by following the step-by-step process below.

Access the View My Roles page

- Open Research.gov
- Click “Sign In” located at the top right of the screen.
- Enter your NSF ID and password and click “Sign In.”
- Click “My Profile” located at the top right of the screen.
- Click “View My Roles” from the left navigation bar.

How do I change my organization contact information for a non-Principal Investigator role?

- Locate the organization and click “Edit Your Contact Info” in the “Action” column located on the right side of Requested Role table (Figure 1)
- Users who have non-Principal Investigator roles will see the screen depicted in Figure 2 and can edit their work phone number and work email address. Then click “Save.” (Figure 2)

Helpful Tips

- The Requested Role(s) table depicted in Figure 1 can be filtered, sorted, and expanded:
  - Filter on any information contained in the table by typing into the Filter Results box in the upper left corner.
  - Sort data in ascending or descending order by clicking the arrows located next to the column names.
  - Expand and collapse the organization name to display and hide roles.
- Each NSF account requires a primary email address and a work email address. (Figures 2 and 3)
  - Your primary email address is used for important notifications about your NSF account such as password resets. It is critical that you have continued access to this email account (e.g., Google email address), even if you change organizations.
  - Your work email address is associated with all your roles at a particular organization. This email address is used for role request and approval notifications as well as for proposal and award related notifications.
How do I change my organization contact information for a Principal Investigator role?

- Locate the organization and click “Edit Your Contact Info” in the “Action” column located on the right side of Requested Role table (Figure 1 on previous page)
- Users who have an affiliated Principal Investigator role will see the screen depicted in Figure 3 and can edit their contact details, degree information, and work address. Then click “Save.”

Who do I contact at my organization for role request questions?

- Locate the organization and click “See Org Contact(s)” in the “Action” column located on the right side of Requested Role table. (Figure 1 on previous page)
- The Organization Contacts modal box will appear. (Figure 4)

Helpful Tips

- Each NSF account requires a primary email address and a work email address. (Figure 2 on previous page & Figure 3)
  - Your primary email address is used for important notifications about your NSF account such as password resets. It is critical that you have continued access to this email account (e.g., Google email address), even if you change organizations.
  - Your work email address is associated with all your roles at a particular organization. This email address is used for role request and approval notifications as well as for proposal and award related notifications.

Additional guidance including FAQs and instructional videos can be found on the Research.gov About Account Management page. Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
View My Roles – Active Role(s)
Account Management

The View My Roles page shows the roles you have requested that are pending approval or disapproval from your organization’s Administrator as well as your existing approved roles. You may view Organization Contact(s) and edit your organization contact information by following the step-by-step process below. You may set your Primary Organization designation if you have a Principal Investigator role at an organization or you are a Unaffiliated Principal Investigator.

Access the View My Roles page

- Open Research.gov
- Click “Sign In” located at the top right of the screen.
- Enter your NSF ID and password and click “Sign In.”
- Click “My Profile” located at the top right of the screen.
- Click “View My Roles” from the left navigation bar.

How do I change my organization contact information for a non-Principal Investigator role?

- Locate the organization and click “Edit Your Contact Info” in the “Action” column located on the right side of Requested Role table (Figure 1)
- Users who have non-Principal Investigator roles will see the screen depicted in Figure 2 and can edit their work phone number and work email address. Then click “Save.” (Figure 2)

Helpful Tips

- The Requested Role(s) table depicted in Figure 1 can be filtered, sorted, and expanded:
  - Filter on any information contained in the table by typing into the Filter Results box in the upper left corner.
  - Sort data in ascending or descending order by clicking the arrows located next to the column names.
  - Expand and collapse the organization name to display and hide roles.
- Each NSF account requires a primary email address and a work email address. (Figures 2 and 3)
  - Your primary email address is used for important notifications about your NSF account such as password resets. It is critical that you have continued access to this email account (e.g., Google email address), even if you change organizations.
  - Your work email address is associated with all your roles at a particular organization. This email address is used for role request and approval notifications as well as for proposal and award related notifications.

Additional guidance including FAQs and instructional videos can be found on the Research.gov About Account Management page. Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
How do I change my organization contact information for a Principal Investigator role?

- Locate the organization and click “Edit” in the “Action” column located on the right side of Requested Role table (Figure 1 on previous page).
- Users who have an affiliated Principal Investigator role will see the screen depicted in Figure 3 and can edit their contact details, degree information, and work address. Then click “Save.”

Who do I contact at my organization for role request questions?

- Locate the organization and click “See Org Contact(s)” in the “Action” column located on the right side of Requested Role table. (Figure 1 on previous page)
- The Organization Contacts modal box will appear. (Figure 4)

Helpful Tips

- Each NSF account requires a primary email address and a work email address. (Figures 2 and 3)
  - Your primary email address is used for important notifications about your NSF account such as password resets. It is critical that you have continued access to this email account (e.g., Google email address), even if you change organizations.
  - Your work email address is associated with all your roles at a particular organization. This email address is used for role request and approval notifications as well as for proposal and award related notifications.
How do I set an organization as my Primary Organization for proposal submissions?

- **Prerequisites:** You must have either an approved Principal Investigator (PI) role with an organization or an Unaffiliated Principal Investigator role before you can designate a Primary Organization.
  - If you don’t have a Principal Investigator role and would like to add one, [click here](mailto:rgov@nsf.gov).
- Open the “View My Roles” page and locate the Active Role(s) table. (Figure 5)
- Locate the organization where you have an approved PI role that you would like to set as your Primary Organization. (Figure 5)
- If your roles at the organization are not already expanded, click on the plus sign next to the organization name to expand the row. (Figure 5)
- Locate the Principal Investigator role. (Figure 5)
- Select the “Primary Organization” checkbox located to the right of the Date Added field. (Figure 5)
- Notice the green check mark and “PI Primary Organization” label under the organization name. (Figure 5)
- You now have set the organization as the Primary Organization. The Primary Organization is the default for your proposal submissions.

![Active Role(s)](image)

**Figure 5**

**Helpful Tips**

- You can only have one Primary Organization.
- Only PIs need to select a Primary Organization.
- By default, the latest PI role added to your profile (including an Unaffiliated PI role) will become the Primary Organization.
Migrate Your Existing NSF Account
To migrate your existing NSF account to NSF’s new account management system, you must verify your account’s primary email address and phone number. If you created your NSF account before March 23, 2018 and your email address is associated with more than one NSF account, you will be prompted to verify information. Depending on the information on file, you may be required to contact the NSF IT Help Desk for assistance.

How will the system prompt me to verify my information so that my account can be migrated?

- You will receive a Verify Your Information pop-up. After you have read it, click “Next.” (Figure 1)
- Select an email address, enter your 10-digit phone number, and click “Next.” (Figure 2)
- Note the information that has been saved as your account’s primary email address and phone number. (Figure 3)
- Click “Go to View My Roles” and you will be directed to the View My Roles page to view current active roles for your organization(s). (Figure 3)

Helpful Tip

For instructions on how to make changes to your account profile information after your existing NSF account has been migrated to NSF’s new account management system, please refer to the View and Edit My NSF Account Profile Information job aid.

Additional guidance including FAQs and instructional videos can be found on the Research.gov About Account Management page. Account management questions may be directed to the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.
What happens when the system prompts me to verify my information but tells me I have multiple accounts that need to be reconciled?

- You will receive a Verify Your Information pop-up. After reading, click “Next.” (Figure 1)
- The “Multiple Accounts Found” pop-up informs you that your email address(es) is associated with more than one NSF ID. (Figure 4)
- Click “Go To My Desktop.” (Figure 4)
- **Important Note:** Please be aware that the system will allow you to access My Desktop functionality for an allotted grace period. NSF has set the grace period initially to 30 days.

My grace period has expired. What do I do?

- You will receive a Verify Your Information pop-up. After reading click “Next.” (Figure 1)
- The “Multiple Accounts Found” pop-up informs you that an update to your account is required in order to restore service. (Figure 5)
- This pop-up will appear each time you sign in until you contact the NSF IT Help Desk to reinstate your access to NSF systems. (Figure 5)
- Click “Close.” (Figure 5)

The system is telling me that my email address is not in the correct format. What do I do?

- You will receive a Verify Your Information pop-up. After you have read it, click “Next.” (Figure 1)
- Notice the “Account Verification Failure” pop-up informing you that your email address(es) is in an invalid format. (Figure 6)
- You must contact the NSF IT Help Desk to address this issue. (Figure 6)
- Click “Close.” (Figure 6)