

**Q: I cannot log in to Research.gov and/or FastLane. What should I do?**

A: You may be unable to access your Research.gov or FastLane account for the following reasons:

*Your Research.gov and/or FastLane account was created within the last 30 minutes and is not yet ready to use. If your Sponsored Projects Officer (SPO), or equivalent, has recently created your account, you must wait 30 minutes prior to accessing the site.*

*You reset your password but no longer have access to the registered email address NSF has on file. If this is true, you need to contact your SPO, or equivalent, to update your email address on file. NOTE: If you are a Post Doctorate user and no longer have access to the registered email address on file, please contact the NSF Help Desk by calling 1-800-381-1532 or emailing [rgov@nsf.gov](mailto:rgov@nsf.gov).*

*You may have forgotten or mistyped your password. You can reset your password by going to [www.research.gov](http://www.research.gov). Click "Log In," then "Forgot Password." Enter your NSF ID and click "Send Temporary Password." You will be able to reset your password using the temporary password sent to your email address on file.*

**Q: When I enter my NSF ID to reset my password I get a message saying that I need to upgrade to a supported browser to get a reCAPTCHA challenge. How do I get a reCAPTCHA challenge?**

A: This message only appears if you use Internet Explorer. If you have received this message, you will need to change your Internet Explorer Configuration Settings.

1. Open Internet Explorer by clicking on the Start button.
2. Click the Tools button (the gear icon at the top right of the browser).
3. Select Compatibility View Settings.
4. Uncheck the box "Display intranet sites in Compatibility View."
5. When you are finished, click "Close."
6. Navigate to [www.research.gov](http://www.research.gov), select "Log In," and select "Forgot Password."

**Q: I cannot access my new institution account with my current password. How can I update my password?**

A: You may be unable to access Research.gov and FastLane because your existing password is not valid for your new institution. You will need to reset your password by going to [www.research.gov](http://www.research.gov). Click "Log In," then "Forgot Password." Enter your NSF ID and click "Send Temporary Password." You will be able to reset your password using the temporary password sent to your email address on file.

**Q: I recently changed my last name, and I cannot access my new institution account with my new last name and existing NSF ID. How can I update my password?**

A: You may be unable to access Research.gov and FastLane because your existing password is not valid for your new last name. You will need to reset your password by going to [www.research.gov](http://www.research.gov). Click "Log In," then "Forgot Password." Enter your NSF ID and click "Send Temporary Password." You will be able to reset your password using the temporary password sent to your email address on file.

