



Frequently Asked Questions (FAQs)



Account Management FAQs Topics

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Frequently Asked Questions (FAQs) – NSF Account Functions

#	Question	Answer
1	I already have an NSF account, but I can't remember the NSF ID. How can I find it?	If you remember the primary email address and password associated with your NSF ID, you may use that to sign into Research.gov and obtain your NSF ID from your profile. Otherwise, click on the following link to look up your NSF ID: NSF ID Lookup . Enter your primary email address and then click “ Submit. ” Your NSF ID will be sent to the email address(es) listed for your account.
2	I am a new user to NSF external systems. How do I register for an NSF account?	New users can register for a new NSF account and obtain an NSF ID by selecting the “ Register ” link located on the top right of the Research.gov page. Please refer to the “ Register for a New NSF Account ” job aid for a walk-through of the specific steps. A Register for a New NSF Account video tutorial is also available.
3	I have forgotten my NSF account password and no longer have access to my primary email address to receive a temporary password. What do I do?	A temporary password for password reset can be sent to any of the associated emails with your NSF account. You must know the primary email address or NSF ID to initiate password recovery. Otherwise contact the NSF IT Service Desk at 1-800-381-1532 or rgov@nsf.gov to update your primary email address so you can receive the temporary password for your NSF account.
4	I have an existing NSF account. Why am I being asked to verify my information?	NSF’s Account Management System requires verification of the primary email address and phone number for each existing NSF account. This is a short, one-time process unless the system identifies a data issue with your account.
5	A message appeared saying my email address already exists in the system. What does that mean?	<p>To eliminate the creation of multiple accounts by the same user, the NSF Account Management System only allows a particular email address to be associated with one NSF account.</p> <p>Please sign into the NSF account with the identified email address. If you have forgotten your password for this email account, you may recover the password by selecting the “Sign In” link located on the top right of the Research.gov page and clicking “Forgot Password.” If you require additional assistance, please contact the NSF IT Service Desk at 1-800-381-1532 or rgov@nsf.gov.</p>
6	What does NSF mean by a “primary email address”?	<p>You must have ongoing access to the email address (e.g., a Gmail address) listed as your primary email address to make changes to your account or to reset a password. The primary email address must be unique to you and cannot be a group email alias.</p> <p>NSF does not recommend using a work email address for this purpose since you may move to another organization and have a new work email address. This email address and your NSF ID are linked to your account record and are searchable within NSF systems by the organization Administrators. Changes to this email address can be made on your My Profile page following successful registration.</p>
7	Can I edit my primary email address?	You can change your primary email address by selecting the “ My Profile ” link located on the top right of the Research.gov homepage after signing in. NSF will send a verification email to your new email address and a response is required for verification purposes within four hours from the time the change was made. If the primary email address is not verified within four hours, the last verified primary email address will be restored. You should choose a primary email account that you can maintain access to regardless of where you are working (e.g., Gmail address). Please refer to the “ View and Edit My NSF Account Profile Information ” job aid for a walk-through of the specific steps.



Frequently Asked Questions (FAQs) - NSF Account Functions (continued)

#	Question	Answer
8	I am moving to a new organization? Do I keep my same NSF account?	<p>Yes, the Research.gov Account Management System supports you having multiple organizational affiliations. DO NOT register for another NSF account at the new organization. Instead, you can request that an organization-approved role at your new organization be added to your existing NSF account using the “Add a New Role” function.</p> <p>Please refer to the “Add a New Organizational Role” job aid for a walk-through of the specific steps. You will need the System for Award Management (SAM) Unique Entity Identifier (UEI) for the new organization to start that process. For more information on the SAM UEI, please refer to “Frequently Asked Questions (FAQs) - Organizational Functions, question #2.” Alternatively, you can work with the new organization’s Administrator to assign any needed organization-approved roles at the organization to your existing NSF account.</p> <p>If you are changing organizations, please ensure that the primary email address listed for your NSF account is not dependent on your place of employment. You must have ongoing access to the email address account (e.g., a Gmail address) listed as your primary email address to make changes to your account or to reset a password. You can establish a new work email address in connection with your organization-approved roles at the new organization.</p> <p>Your primary email address can be updated at any time from the “My Profile” link located at the top right on the Research.gov homepage after signing in. Please note that updating the primary email address will require a verification step to confirm that you are the owner of that email account. For more information, please refer to the the “Working at Multiple Organizations or Moving to Another Organization” job aid.</p>



Frequently Asked Questions (FAQs) - NSF Account Functions (continued)

#	Question	Answer
9	I was a Postdoctoral Fellow and now I am going to work at another organization? Do I keep my same NSF account?	<p>Yes, the Research.gov Account Management System supports you having multiple organizational affiliations, in addition to a role of Proposed Postdoctoral Fellow in your NSF account.</p> <p>DO NOT register for another NSF account at the organization. Instead, you can request that an organization-approved role at the organization be added to your existing NSF account using the “Add a New Role” function.</p> <p>Please refer to the “Add a New Organization-Approved Role - Principal Investigator PI/Co-PI” job aid for a walk-through of the specific steps. You will need the SAM UEI for the organization to start that process. Alternatively, you can work with the organization’s Administrator to assign any needed roles at the organization to your existing NSF account.</p> <p>If you are changing organizations, please ensure that the primary email address listed for your NSF account is not dependent on your place of employment. You must have ongoing access to the email address account (e.g., a Gmail address) listed as your primary email address to make changes to your account or to reset a password. You can establish a new work email address in connection with your organization-approved roles at the organization.</p> <p>Your primary email address can be updated at any time from the “My Profile” link located at the top right on the Research.gov homepage after signing in. Please note that updating the primary email address will require a verification step to confirm that you are the owner of that email account. For more information, please refer to the “Working at Multiple Organizations or Moving to Another Organization” section of the job aid.</p>
10	How do I view and update the time zone that I previously entered when I added the Proposed Postdoctoral Fellow role?	<p>After you requested a Proposed Postdoctoral Fellow role in Research.gov, the role is displayed in the “Active Role(s)” table on the “View My Roles” page. You can view your time zone by accessing “View My Roles” and selecting “Edit Your Contact Info.” Time zone is determined by the time zone you selected during your initial role request. If you are a Proposed Postdoctoral Fellow, and need to update your time zone, you must contact the NSF IT Service Desk at 1 (800) 381-1532 or rgov@nsf.gov for assistance. Changing the Proposed Postdoctoral Fellow work address in Research.gov will not change the time zone. For general guidance on proposal preparation and submission, see the NSF Proposal & Award Policies & Procedures Guide.</p> <p>Please refer to the “View My Organizational Roles – Active Role(s)” job aid for a walk-through of the specific steps.</p>
11	What does NSF mean by a “work email address”?	<p>Your work email address is where NSF will send official communications to you regarding proposals and awards in connection with a particular organization. You can edit your work email address by accessing “View My Roles” and selecting “Edit Your Contact Info.”</p> <p>Please refer to the “View My Organizational Roles – Requested Role(s)” job aid for a walk-through of the specific steps.</p>



Frequently Asked Questions (FAQs) - NSF Account Functions (continued)

#	Question	Answer
12	What does NSF mean by a "secondary email address"?	The secondary email address is optional and can be used as a backup email address for password recovery. Your secondary email address can be your work email address.
13	What does NSF mean by my "primary organization" and can I change my primary organization?	<p>The "primary organization" indicates the organization a Principal Investigator (PI) is associated with for proposal submission. The primary organization defaults to the organization associated with the most recent PI role added to a user's profile.</p> <p>To change your primary organization, sign into Research.gov by clicking "Sign In" located at the top of the screen. Click "View My Roles" located on the left navigation bar. In the "Active Roles" table, locate the organization you wish to designate as your primary organization. Click on the "plus sign (+)" located to the left of the organization name to expand the row. Locate the PI role for the selected organization and click the "Primary Organization" checkbox to the right of the Date Added field.</p> <p>Please refer to the "Working at Multiple Organizations or Moving to Another Organization" job aid for a walk-through of the specific steps.</p> <p>If you are a reviewer, please refer to "Frequently Asked Questions (FAQs) – Provide Reviewer Profile Information, question #17" regarding your primary organizational affiliation.</p>
14	I signed in with my InCommon credentials. Why can't I edit anything on the "My Profile" page?	<p>To migrate your existing NSF account and establish access to features such as "My Profile," you must first sign into Research.gov with your NSF ID and complete a short, one-time account verification process. Once you complete the verification process, you can then subsequently sign into your NSF account in Research.gov using your InCommon credentials. You will also have access to update your profile and can utilize the other Account Management System features.</p> <p>To access the "View / Edit My Profile" page, click "My Profile" located at the top right on the Research.gov homepage after signing in. Then click on "View / Edit My Profile" located on the left navigation bar.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for a walk-through of the specific steps.</p>
15	Will I be able to sign in with my ORCID credentials?	No, there are not currently plans to use ORCID for signing into Research.gov . However, you can store your ORCID iD in an optional field in your NSF account profile data within the Professional Information tab.
16	Can I use a group email alias as my primary, secondary, or work email address? Can group email alias accounts be used at all?	No, email addresses cannot be shared across different NSF accounts. Each NSF account must be associated with a unique email address.



#	Question	Answer
17	How do I view and edit my demographic information?	<p>If you are a PI, co-PI, Proposed Postdoctoral Fellow, or reviewer and would like to view or edit your demographic information, sign into Research.gov by clicking “Sign In” located at the top of the screen. Click “My Profile” located on the top of the screen.</p> <p>Your demographic information is located on your View/Edit Profile page. Select the “Demographic Information” tab within your profile to view demographic information on your Account Management View/Edit Profile page in Research.gov. Click “Edit” to enter or update your demographic information and click “Save” to capture your changes.</p> <p>Note: Demographic Information is displayed only for individuals with a PI, co-PI or Proposed Postdoctoral Fellow role and for reviewers.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for a walk-through of the specific steps.</p>
18	Do I have to provide my demographic information?	<p>Submission of the requested demographic information is only required for PIs, co-PIs, Proposed Postdoctoral Fellows and reviewers.</p> <p>For PIs, co-PIs and Proposed Postdoctoral Fellows, this information is captured as part of the role request process and is not a precondition of award.</p> <p>For reviewers, this information is captured as part of the one-time process to provide your reviewer profile information.</p>
19	If I do not provide any demographic information or do not provide demographic information for a particular question, what will appear on my profile?	<p>All demographic questions must be answered when requesting a PI, co-PI or Proposed Postdoctoral Fellow role. If demographic information is not provided for all demographic questions, the “Next” button will be disabled in the Role Request wizard until all demographic questions are answered.</p> <p>All demographic questions must also be answered by reviewers as part of the one-time process to provide reviewer profile information. If demographic information is not provided for all demographic questions, the “Next” button will be disabled in the Provide Reviewer Information wizard until all demographic questions are answered.</p>
20	Why is my demographic information being collected?	<p>Demographic Information is only being collected for PIs, co-PIs, Proposed Postdoctoral Fellows and reviewers.</p> <p>NSF asks for demographic data relating to gender, ethnicity/race and disability to gauge whether our programs and other opportunities in science and technology are fairly reaching and benefiting everyone regardless of demographic category; and to ensure that those in under-represented groups have the same knowledge of and access to programs, meetings, vacancies, and other research and educational opportunities as everyone else.</p>



#	Question	Answer
1	How do I register a new prime awardee organization?	<p>If a prime awardee organization is new to NSF, you must first set yourself up as the Administrator for the new organization. You must have an NSF account to start this process.</p> <p>After signing into Research.gov and clicking on the “My Profile” link located at the top right, select the “Add A New Role” menu option in the left navigation bar. Then select the “Add Organizational Role” button. After entering the System for Award Management (SAM) Unique Entity Identifier (UEI), the system will automatically detect that the organization is new and will walk you through setting up the organization and Administrator role.</p> <p>If your organization is already registered and has a new UEI, please do not register the organization again. Instead, please contact the NSF IT Service Desk at 1(800) 381-1532 or rgov@nsf.gov to update the organization’s UEI.</p> <p>Please refer to the “Register a New Organization” job aid and “Register a New Organization with NSF” video tutorial for a walk-through of the specific steps.</p>
2	What is a SAM UEI?	<p>To submit proposals to NSF and conduct other award-related activities in Research.gov and via Grants.gov, organizations must be registered in SAM and have an active and valid SAM UEI.</p> <p>To register in SAM, go to SAM.gov. Please be advised that it may take up to one month to complete the SAM registration process. Please check SAM.gov for information about any delays of SAM.gov registrations, validations and UEI issuance.</p>
3	How do I find my organization’s SAM UEI?	<p>You should be able to obtain SAM UEI information from your organization’s Administrator(s). If you’ve been invited to register for an NSF account by your organizational Administrator, the SAM UEI is included in the invitation email.</p> <p>Alternatively, you can look up your organization’s SAM UEI. Please refer to the “Register a New Organization” job aid for a walk-through of the specific steps.</p>
4	How can updates be made to my organizational information?	<p>If any updates are required after your organization is registered with NSF, your organization’s Administrator can make the updates in SAM.</p> <p>If you are a Proposed Postdoctoral Fellow and need to update the time zone entered as part of registration in Research.gov, please contact the NSF IT Service Desk at 1 (800) 381-1532 or rgov@nsf.gov for assistance.</p>
5	Where is the new organization registration form and where do I send it?	<p>New registrations are submitted electronically as described in the “Register a New Organization” job aid. Once all steps are successfully completed, your organization will be registered with NSF.</p>



Frequently Asked Questions (FAQs) - Organizational Functions (continued)

#	Question	Answer
6	Do subrecipient organizations have to register with NSF?	<p>Any subrecipient named in a proposal is also required to obtain a SAM.gov-issued UEI and register the organization with NSF. Subrecipient(s) named in the proposal, however, do not need to go through the full UEI registration in SAM.gov. Refer to the Proposal & Award Policies & Procedures Guide (PAPPG) Chapter I.G.2.</p> <p>Once the subrecipient obtains the UEI through SAM.gov, the subrecipient must contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) to register the organization with NSF. Please do not attempt to register the subrecipient organization with NSF in Research.gov because the system will generate an error and will not permit the subrecipient registration.</p>



#	Question	Answer
1	I am an organization Administrator. How do I assign roles to users in my organization?	<p>Organization Administrators can assign roles to individual users by going to their “View My Users” dashboard and selecting the “Manage Roles” link to the right of the specific user’s name.</p> <p>Administrators can assign the following roles within their organizations:</p> <ul style="list-style-type: none"> • Principal Investigator (PI/co-PI) • Award Cash Management Service (ACM\$) <ul style="list-style-type: none"> • Awardee Preparer • Awardee Certifier • Awardee Financial Representative • Graduate Research Fellowship Program (GRFP) <ul style="list-style-type: none"> • Coordinating Official • Alternate Coordinating Official • Financial Official • Administrator • Authorized Organizational Representative • Sponsored Projects Officer • View Only • Other Authorized User (OAU) <p>Please refer to the “View My Users – Administrator Dashboard” job aid for a walk-through of the specific steps.</p>
2	If multiple users have an Administrator role at an organization, will each Administrator be emailed when a user requests a new role?	<p>Yes, when a user requests a new role at an organization, all Administrators listed for the organization will receive a notification email at their organization’s work email address. In addition, alerts will be posted on each Administrator’s “View My Users” dashboard in Research.gov.</p>
3	I am an organization Administrator. How do I add users to my organization?	<p>You can add users to your organization by going to your “View My Users” dashboard and selecting the “Add User” button. You will be prompted to search for a particular user by NSF ID or by primary, secondary, or work email address.</p> <p>You can also invite individuals at your organization to register for an NSF account (i.e., NSF ID) if they do not already have one by using the “Add User” button. However, please note that individuals do not need a new NSF account if they are changing organizations. Instead, users should provide you with their current NSF ID, so that organization-approved roles at your organization can be added to the user’s existing NSF account.</p> <p>Please refer to the “View My Users – Administrator Dashboard” job aid for a walk-through of the specific steps.</p>
4	How can Administrators search for users to add to their organization?	<p>Administrators can search for users to add by entering their NSF ID or by primary, secondary, or work email address.</p> <p>Individuals do not need a new NSF account if they are changing organizations. Instead, they should provide the Administrator with their NSF ID, so that organization-approved roles at your organization can be added to the user’s existing NSF account.</p> <p>Please refer to the “View My Users – Administrator Dashboard” job aid for a walk-through of the specific steps.</p>



#	Question	Answer
5	Why can't I search by name to add a new user?	NSF's policy is to minimize the use of personally identifiable information (PII) for data retrieval.
6	Since users can now self-register, who is responsible for updating their accounts when they move to another organization?	Administrators at the user's previous organization are responsible for removing the user from their organization via the "View My Users" dashboard. The user is responsible for updating any contact information for organization-approved roles at the new organization using the "View My Roles" dashboard. In most cases, the user's profile data, including primary email address, will remain the same. If changes are needed, the user can make updates using the "My Profile" link.
7	How do I remove a user that is no longer affiliated with my organization?	<p>To remove a user from your organization, access the "View My Users" page. In the "Manage User Roles" table, locate the user you want to remove and then click "Remove" located in the Action column for the user record.</p> <p>Please refer to the "View My Users – Administrator Dashboard" job aid for a walk-through of the specific steps.</p>
8	What does "Invite to Register" mean?	The Invite to Register option allows Administrators to send an email to individuals to ask them to register for an NSF account. Individuals must have an NSF account before the Administrator can add them to their organization.
9	What does "Invite to Update Profile" mean?	The Invite to Update Profile option allows Administrators to send an email to individuals to ask them to sign into Research.gov to verify their account information. Individuals must complete the verification process and have their existing account created in FastLane migrated to the Account Management System in Research.gov before the Administrator can modify a user's roles.
10	As an Administrator, how do I remove a user that has not migrated an account created in FastLane to the Research.gov Account Management System?	<p>Administrators can remove users from their organizations who have not migrated to the Account Management System in Research.gov, including those users who have left the organization. Unmigrated users are indicated by the "Invite to Update Profile" link in the View My Users Administrator Dashboard Action column. Note that removing a user from the organization does not in any way impact the user's NSF account or that user's ability to become affiliated with any other organization.</p> <p>To remove a user, sign into Research.gov. Click "My Profile" at the top right of the screen, then click "View My Users" from the left navigation bar. In the Action column, click the "Remove User" link located below "Invite to Update Profile".</p> <p>Please refer to the "View My Users – Administrator Dashboard" job aid for a walk-through of the specific steps.</p>



#	Question	Answer
1	Can users have multiple roles at an organization?	<p>Yes. Administrators can assign additional organization-approved roles to users through the “View My Users” dashboard page, and users can request organization-approved roles at an organization on the “Add a New Role” page.</p> <p>Please refer to the “Add a New Organizational Role” job aid for a walk-through of the specific steps.</p>
2	I am an Administrator. Will I need to request a Sponsored Projects Officer (SPO) and View Only Role?	No. When you add the Administrator role, the SPO and View Only roles will be automatically added to your profile as well.
3	How do I register as an Other Authorized User (OAU)?	<p>To register as an Other Authorized User (OAU), sign in to Research.gov by clicking “Sign In” located at the top of the screen. Access the “Add a New Role” page and click on “Add Investigator or Authorized User Role.”</p> <p>Then select “Other Authorized User (OAU)” and click “Submit.” The system will walk you through a four-step role request wizard.</p>
4	How do I register as a Proposed Postdoctoral Fellow user?	<p>To register as a Proposed Postdoctoral Fellow, sign in to by clicking “Sign In” located at the top of the Research.gov screen. Access the “Add a New Role” page and click on “Add Investigator or Authorized User Role.”</p> <p>Then select “Proposed Postdoctoral Fellow” and click “Submit.” The system will walk you through a two-step process to set up the Proposed Postdoctoral Fellowship role.</p> <p>Please refer to the “Add a New Organizational Role – Proposed Postdoctoral Fellow” job aid for a walk-through of the specific steps.</p>
5	Where is the Financial Administrator role?	There is no longer a Financial Administrator role. However, the related permissions are part of the Administrator role.
6	I am an Administrator, but I can’t sign and submit proposals. Why not?	Proposals must be submitted to NSF by the organization’s Authorized Organizational Representative (AOR). The AOR role is not given to Administrators by default. The AOR role must either be assigned or requested as an additional organization-approved role.



#	Question	Answer
1	Why did I receive an email from NSF with the subject "Review for NSF - Action Needed"	<p>The Account Management system now includes all meeting participants. NSF requires all participants to have an NSF account in Research.gov and complete a simple one-time process to provide their reviewer profile information.</p> <p>To complete the one-time process to provide reviewer profile information, you must do the following:</p> <ul style="list-style-type: none"> • If you do not have an NSF account in Research.gov, you must register for one. Please refer to the "Register for a New NSF Account" job aid for step-by-step instructions with associated screenshots. A Register for a New NSF Account video tutorial is also available. • After signing into Research.gov, you will see a "Reviews & Meetings" tile on the Research.gov homepage. • Click the "Provide Reviewer Profile Information" link in the "Reviews & Meetings" tile to begin the one-time process to provide your reviewer profile information. Information you previously provided to NSF will be pre-populated. After you complete this one-time process and sign into Research.gov the next time, the Provide Reviewer Profile Information link will no longer display in the "Reviews & Meetings" tile on the Research.gov homepage. • Follow the registration instructions in the email to you from NSF (noreply@nsf.gov) with the subject "Review for NSF - Action Needed." If you cannot locate the email, please contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov to have the email re-sent. • Additional guidance is available in the "Provide Reviewer Profile Information" job aid with step-by-step instructions and associated screenshots. • This new process is limited to participants for the specified meeting types and assigned meeting participants as of March, 2023. Participants in NSF meetings and events not part of merit review and/or under Federal Advisory Committee Act (FACA) procedures are not required to complete this process.
2	What should I do if I can't locate or accidentally deleted the email from NSF asking me to provide my reviewer profile information?	<p>The NSF email requesting you to provide your reviewer profile information is sent from the "noreply@nsf.gov" email address with the subject "Review for NSF - Action Needed."</p> <p>If you cannot locate this email or think you may have accidentally deleted it, please contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov to have the email re-sent.</p>



#	Question	Answer
3	Will I receive a reminder email after the initial email is sent from NSF with my invitation code?	<p>Meeting participants will receive a reminder email to complete the one-time process two weeks prior to the start date of the meeting. NSF staff managing the specific meeting can also see if a reviewer has completed the one-time process.</p> <p>If you have any questions about the one-time process or need assistance, please contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov.</p>
4	Where do I find my invitation code to enter on the Provide Reviewer Profile Information screen?	<p>The invitation code is included in an email from NSF (noreply@nsf.gov) with the subject "Review for NSF - Action Needed."</p> <p>You will <u>only</u> receive an email containing an invitation code and instructions to register as a reviewer in Research.gov if you are invited by an NSF staff member to participate in a meeting. If you believe you should have received an email with instructions or if you have received an email with instructions to register in error, please contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov.</p>
5	What do I do if my invitation code needed to register as a reviewer has expired?	<p>Invitation codes are valid for 30 days after NSF sends the email to you.</p> <p>If your invitation code has expired, please request to have another invitation emailed to you by contacting the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov.</p>
6	Why am I being prompted to also enter a one-time passcode to verify my email address after I already entered my invitation code or email address?	<p>You may be prompted to verify your email address after submitting your invitation code or email address by entering a one-time passcode that will be sent to the email address where you received the invitation code.</p> <p>Enter the one-time passcode provided in an email to you from NSF (noreplyadmin@nsf.gov) with the subject "NSF Email Verification - Your One-Time Passcode." If you cannot locate this email, click the "generate a new one" link on the screen or contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov for assistance.</p>
7	What do I do if my one-time passcode has expired?	<p>One-time Passcodes are valid for 10 minutes after NSF sends the email to you.</p> <p>If your one-time Passcode has expired, click the "generate a new one" link on the screen to re-send it or contact the NSF IT Service Desk at 1-800-381-1532 (7:00 AM - 9:00 PM ET; Monday - Friday except federal holidays) or rgov@nsf.gov for assistance.</p>



Frequently Asked Questions (FAQs) - Provide Reviewer Profile Information

#	Question	Answer
8	Why don't I see the "Provide Reviewer Profile Information" link in the "Reviews & Meetings" tile anymore?	<p>If the "Provide Reviewer Profile Information" link no longer displays in the "Reviews & Meetings" tile on the Research.gov homepage, this means that you have already completed the one-time process to provide your reviewer profile information in Research.gov. You can view or update the information you provided at any time via My Profile in Research.gov.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>
9	I completed the one-time process to provide my reviewer profile information. How do I update this information?	<p>After completing the one-time process to provide your reviewer profile information, you can view or update this information at any time via My Profile in Research.gov.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>
10	If I do not complete the one-time process to provide my reviewer profile information, does this prevent me from participating in a meeting?	<p>Meeting participants must complete meeting registration before the meeting begins to participate. You will be blocked from meeting registration in FastLane until you complete the one-time process to provide your reviewer profile information.</p>
11	Do I need to provide my reviewer profile information each time NSF staff adds me as a reviewer or participant in a panel, site visit, advisory committee, subcommittee, or committees of visitors?	<p>No. Completing your reviewer profile information in Research.gov is a one-time process. After completing the one-time process, you can view and update the information at any time via My Profile in Research.gov.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>
12	If I already have an organization-approved role (e.g., PI role) in the Account Management System in Research.gov, will the one-time process to provide my reviewer profile information be different?	<p>No, the one-time process will be the same except that profile information you previously provided to NSF will be pre-populated in your reviewer profile, but it should be reviewed and updated as necessary.</p>
13	Are reviewer organizational affiliations the same as organization-approved roles (e.g., PI role)?	<p>A reviewer's organizational affiliations are provided to NSF after the reviewer has been registered in Research.gov and provided their reviewer profile information. The reviewer can view and update this information at any time via My Profile in Research.gov. Organization-approved roles (e.g., PI) are required for an individual to work on proposal and award activities in Research.gov and Grants.gov. If an individual has one or more organization-approved roles, the approving organization would also be listed automatically as an organizational affiliation for the reviewer during the one-time process to provide reviewer profile information.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid and the "Add a New Organizational Role" job aid for more details.</p>



#	Question	Answer
14	Why do I need to provide a preferred email address and phone number for review/meeting activities?	<p>Since your NSF account in Research.gov includes more than one email address and phone number (i.e., primary email/phone number and work email/phone number), providing reviewer/meeting participant contact preferences will ensure that NSF staff know how you would like to be contacted specifically for reviewer or meeting participant activities.</p> <p>The "Preferred Email Address for Review/Meeting Activities" field email will be the address NSF will use for review activities related to panels, site visits, advisory committees, subcommittees, and committees of visitors only. Adding this preferred email address will not affect your primary, secondary, or organizational email address information in the Account Management System.</p> <p>The "Preferred Phone Number for Review/Meeting Activities" field phone number may be used by NSF staff to contact you during an active proposal review, panel, site visit, advisory committee, subcommittee, or committee of visitors meeting if you are unreachable via email. This is not for texting purposes and will not affect your other contact information in the Account Management System.</p>
15	If I update my Primary Email Address or Phone Number in my NSF account in Research.gov, does this impact my Preferred Email Address and Phone Number for Review/Meeting Activities?	<p>No. Updates to your Primary Email Address or Phone Number do not impact your Preferred Email Address and Phone Number for Review/Meeting activities and vice versa. You can view and update your contact information at any time via My Profile in Research.gov.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>
16	Am I required to have an organizational affiliation to be a participant in a panel, site visit, advisory committee, subcommittee, or committee of visitors meeting?	<p>No. You are not required to have any organizational affiliations to be a participant in a panel, site visit, advisory committee, subcommittee, or committee of visitors meeting. If you do not have any organizational affiliations, you would select "No. I have not been affiliated with any organizations in the past 12 months" in Step One when completing the one-time process to provide your reviewer profile information.</p>
17	When I provide my reviewer organization affiliations, why am I asked to select a Primary Organization?	<p>If you are currently affiliated or have been affiliated with more than one organization in the past 12 months, you must select a Primary Organization from the list to help NSF staff manage reviewer selection for a particular panel, site visit, advisory committee, subcommittee, or committee of visitors meeting. If you have an organization-approved PI role, designating a primary organizational affiliation in your reviewer profile will not change your PI primary organization and will not affect any proposal preparation or submission activities in Research.gov or Grants.gov.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>



#	Question	Answer
18	How do I update my reviewer organizational affiliations if I change organizations?	<p>After completing the one-time process to provide your reviewer profile information, you can view or update this information at any time via My Profile in Research.gov .</p> <p>Select the "Academic/Professional Information" tab and click "Edit" to add your new organizational affiliation. You cannot remove organizational affiliations in your reviewer profile, but you can indicate if you have not been affiliated with a particular organization in the previous 12 months by selecting the checkbox next to the organization.</p> <p>Please refer to the "View and Edit My NSF Account Profile Information" job aid for more details.</p>