

# **Migrate Your Existing NSF Account**



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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 <a href="View and Edit My NSF Account Profile Information">View and Edit My NSF Account Profile Information</a> job aid.

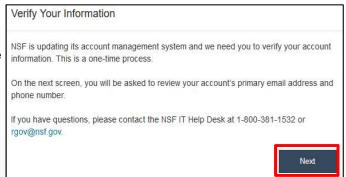


Figure 1

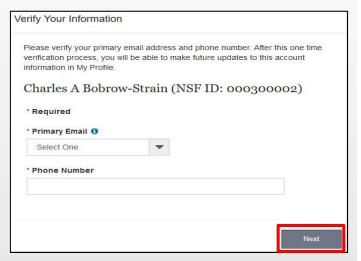


Figure 2

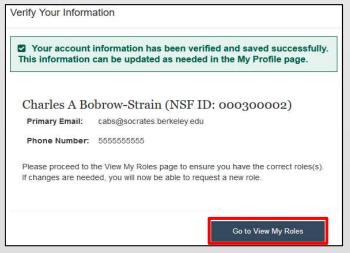


Figure 3



## **Migrate Your Existing NSF Account (continued)**

# 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.

#### Multiple Accounts Found

Your account email address(es) are associated with more than one NSF ID. NSF users should only have one NSF ID account per the NSF Proposal & Award Policies & Procedures Guide (PAPPG).

You may continue work on proposals and awards, however, NSF has logged this discrepancy and will contact you to help reconcile your multiple accounts. Please be aware that these accounts must be reconciled, but there will be a grace period before your system access will cease.

If you have questions, please contact the NSF Help Desk at 1-800-381-1532 or rgov@nsf.gov.

Go To My Desktop

Figure 4

#### 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)

#### Multiple Accounts Found

An information update to your account is required in order to restore service.
 Please contact IT Help Central 1-800-381-1532 or rgov@nsf.gov.

Please contact the HelpDesk

Your account email(s) are associated with more than one NSF ID. NSF users should only have one NSF ID account per NSF Proposal & Award Policies & Procedures Guide (PAPPG).

If you have questions, please contact the NSF Help Desk at 1-800-381-1532 or rgov@nsf.gov.

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)

#### Account Verification Failure

• We are unable to complete the account verification process. Your existing account does not have an associated email address, or the email address is not in the correct format. Please contact the NSF IT Help Desk at 1-800-381-1532 or rgov@nsf.gov.

Close

Figure 6