

The following is a list of Frequently Asked Questions (FAQ) and their associated responses related to the *Eunice Kennedy Shriver* National Institute of Child Health & Human Development (NICHD) Federation Support System (FSS).

FREQUENTLY ASKED QUESTIONS

1. Why was I directed to the NICHD Federation Support System (FSS) Homepage? I am trying to access a different system.

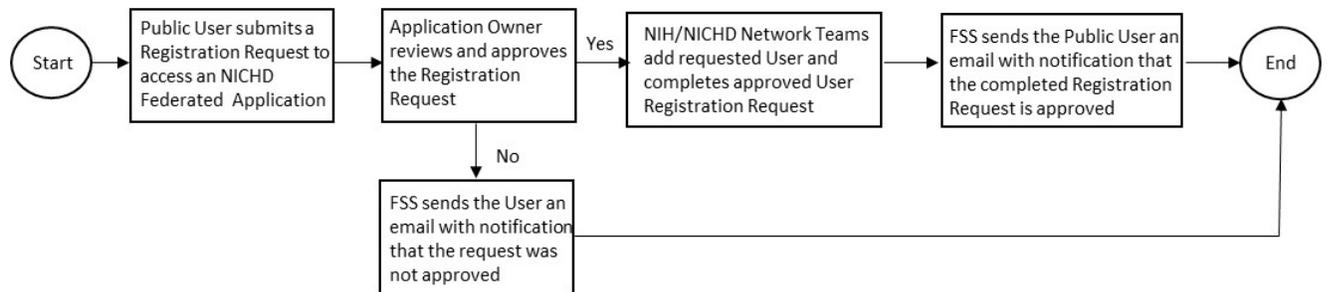
Several of the NICHD applications, such as the Proposal and Application Review System (PARS) and the Diversity Development Database (3D), are referred to as federated systems. If you try to access an NICHD federated system, FSS will re-direct you to the NICHD Federation System Support Homepage. From the FSS Homepage, you will need to login using one of NICHD’s Approved Login Providers (Google, VeriSign, and PayPal) or a Partner Research Organization to authenticate your access and then register for access to a particular system (e.g., PARS, 3D). You need to perform these steps before you will be able to access an NICHD federated system.

2. I do not understand all the steps that are required for me to access the system I requested. Why is it taking so long? Shouldn’t my access be instant?

The registration process has several steps and some of some of them are manual. Exhibit 1 shows a high level overview of the FSS workflow.

The Application Owner and the NIH/NICHD Network Teams will review your registration request. If the Application Owner approves your request, the Network Teams will need to add you as a user. There are several steps involved in this process, so this may take some time to complete. The NIH/NICHD Network Teams will finalize the request (including granting your user membership for the system you requested) and send you an email to notify you that the request is approved. At this point, you have access to the system you requested.

Exhibit 1: High Level Workflow for FSS



3. I submitted my registration request, but I still cannot access the system I requested. Why have I not heard back?

The registration process has several manual steps, including the Application Owner's review and approval of your request. It will take some time for completion of the entire process. Please refer to FAQ #2 for a high level overview of the registration process.

4. Something is wrong with the system I want to access; I tried to register, but I am not able to do so. Who do I contact?

FSS is a separate system from the application you are requesting to access; therefore, the issue you are having is with FSS. Were you able to sign in with an NICHD Approved Login Provider (such Google, VeriSign, and PayPal) or a Partner Research Organization? You must sign in with one of these organizations before you register to request access. If you are still having issues, contact the NIH IT Service Desk at
301-496-4357 (local)
866-319-4357 (toll-free)
301-496-8294 (TTY)

5. I received an email inviting me to register, but the link does not work. What should I do?

If you clicked the link in your email but did not register, the link remains active for 7 days. If the link is inactive, contact the Application Owner who sent you the original email and request a new email invitation.