National Science Foundation (NSF) Self-Service Portal User Guide

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Self-Service Portal: Quick Start Guide for Requesting Application Access

The new Self-Service Portal makes it faster and easier for employees to request access to enterprise applications such as ServiceNow, SharePoint, and Confluence. This guide walks you through the process from login to approval.

Before You Begin

- Ensure you have **NSF network credentials**.
- If working remotely, connect to the **NSF VPN**.
- Know the **name of the application** you need access to.

Step-by-Step Instructions

1. **Log In to the NSF Center Staff Portal**
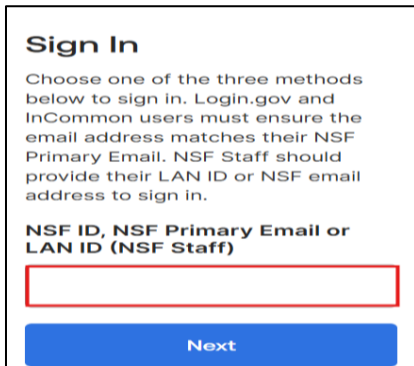   Navigate to the portal homepage and enter your NSF credentials (NSF Login)

Figure 1 Self-Service Portal Login Screen

2. **Select "Request New Access"**
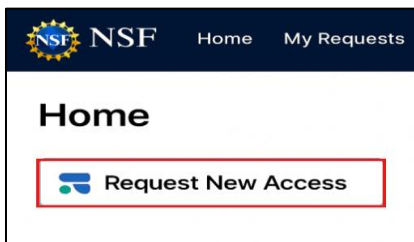   Click **Request New Access** to open the **Access Request Form.**

*Figure 2 **Request New Access** button in the NSF Homepage*

NSF Self-Service Portal

3. **Choose the Application**
   Select the desired application from the list.
   Note: *If your application is not listed, select **Other**.*

Figure 3 Application List Screen

4. **Complete the Access Request Form**
   Fill in required fields such as **Justification** and **Supervisor Approval Contact**.

*Figure 4 Required fields with red asterisk in the **Access Request Form***

5. **Submit the Request**
   Click **Submit**. A confirmation email will be sent to your NSF email address.

6. **Track Your Request**
   Go to **My Requests** in the portal to view the status (Pending, Approved, or Denied).

*Figure 5 **My Requests** button in the NSF Homepage*

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NSF IT Governance Framework Executive Overview

Objective

The NSF IT Governance Framework ensures that technology decisions align with organizational priorities, regulatory requirements, and available resources. It promotes accountability, transparency, and consistent decision-making for all IT initiatives.

Key Components

- **Decision-Making Structure** – Defines how IT priorities are set, reviewed, and approved.
- **Compliance Alignment** – Ensures projects follow federal policies, cybersecurity standards, and accessibility requirements.
- **Roles & Responsibilities** – Clarifies accountability across leadership, IT teams, and end users.

Benefits to NSF

- **Strategic Alignment** – Ensures IT supports business objectives.
- **Risk Management** – Reduces security, compliance, and operational risks.
- **Efficiency** – Improves resource allocation and eliminates redundancy.
- **Transparency** – Increases visibility into IT decisions and spending.

Conclusion

The IT Governance Framework ensures our technology investments are strategic, secure, and value-driven, helping us meet mission objectives efficiently.
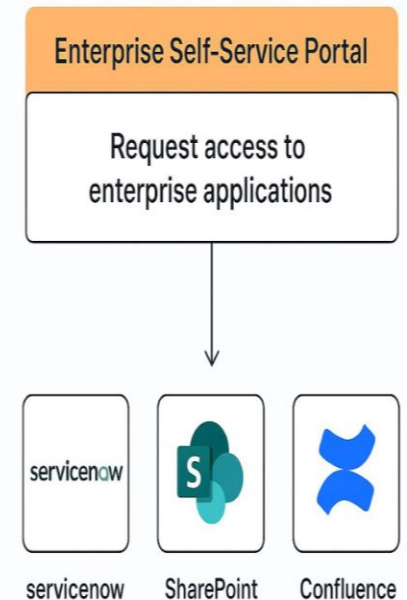
Figure 6 Self-Service Portal Workflow