Resetting your Illinois.gov Public Account password

Browse to the Grantee Portal at: https://grants.illinois.gov/portal. Click the "Account Help" button…

If you do not remember your username for your Illinois.gov Public Account, click the "Recover your Username" link. If you know your username but do not remember your password the click the "Reset your password" link and follow the onscreen instructions.

At some point you should receive an email from **IdentityManagement@illinois.gov** to the email address associated with your account. If you did not receive the message, check your spam or trash folder.

After you have confirmed you did not receive an email, return to https://grants.illinois.gov/portal and click the "Create Account" button. Fill in the form and follow the onscreen instructions.

If you are informed that there is already an account associated with the email address or you have any other issues with accessing your Illinois.gov account, you will need to contact the Illinois Department of Innovation and Technology (DoIT) help desk for assistance.

Browse here for the DoIT contact information: https://www2.illinois.gov/sites/doit/support/Pages/Contact-Us.aspx

Let me know you are trying to reset your Illinois.gov Public Account.