

GrantSolutions Login

To begin working with GrantSolutions, navigate to the login screen.

1. From an Internet browser (such as Internet Explorer), go to www.grantsolutions.gov.
2. The “GrantSolutions” Home page appears. Click the **Login** button.

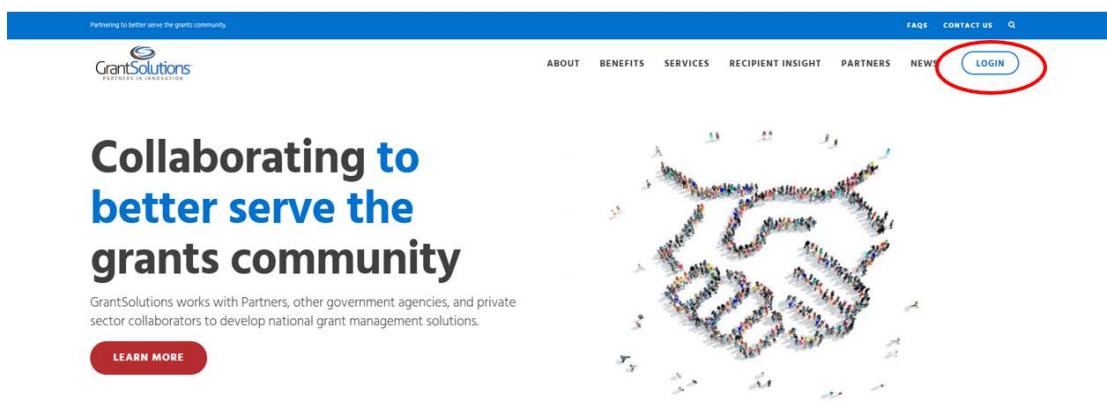


Figure 9: The GrantSolutions Home page – Login button

3. The “GrantSolutions” login screen displays.

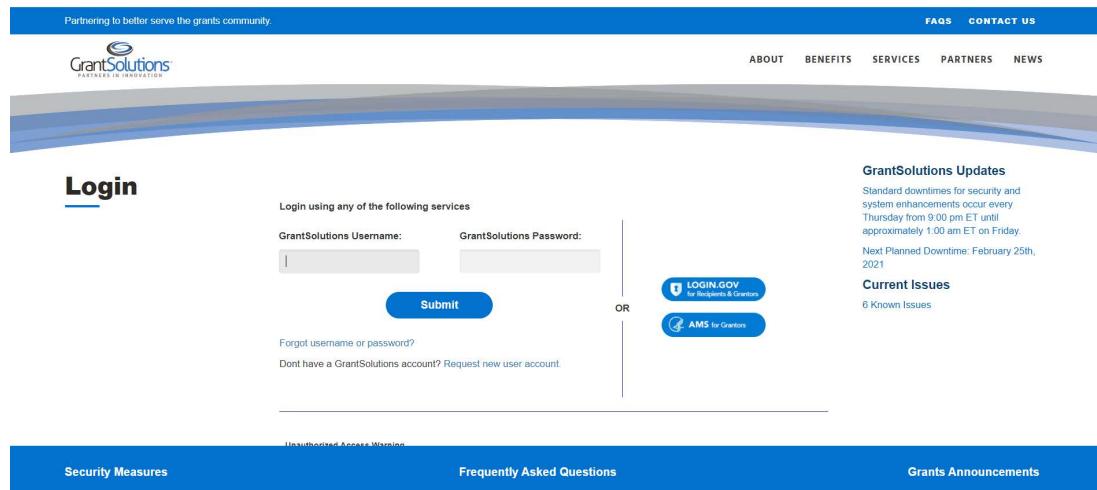


Figure 10: GrantSolutions login screen

GRANTSOLUTIONS LOGIN SCREEN

The GrantSolutions login screen contains useful information, including:

- Planned maintenance schedule
- GMM Priority Known Issues
- Announcements
- Login section
- Forgot Username/Password or Unlock Account link

To log into GrantSolutions GMM:

1. Enter your username in the **Username** field and the password in the **Password** field.
2. Click the **Submit** button.

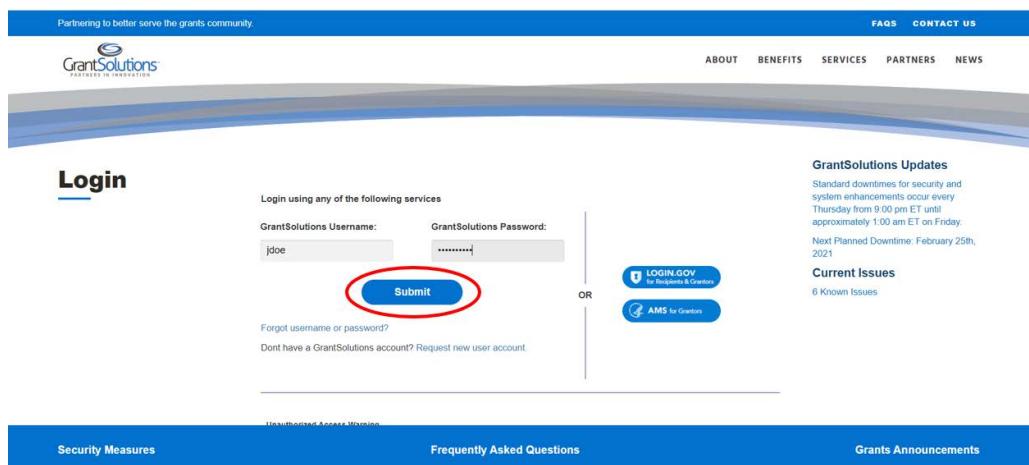


Figure 11: GrantSolutions Login screen

3. The first time a user logs into GrantSolutions, they are presented with the *GrantSolutions Enhanced Security Option* message. Click **Yes** to turn on two-factor authentication or click **No** to continue without enabling the feature.

GrantSolutions Enhanced Security Option

GrantSolutions now provides an enhanced security option for end users. Two-factor authentication provides an extra layer of account security, helping to protect your personal and organizational information. After enabling two-factor authentication, when you log in with your username and password, you will be prompted to enter a passcode. This passcode may be provided to you in 3 different ways: using your smart phone, a voice call-back message, or a text message.

Please select "Yes" to enable this option. Select "No" to turn on from your Update Profile screen at a later time.

For more information about two-factor authentication, go to Appendix A, Two-Factor Authentication.

4. Additionally, first time users are required to change their password for security purposes.

Passwords must comply with the following policy requirements:

- The password must contain at least 8 characters
- At least one upper-case, one lower-case, one number, and one special character must be used. Special characters include: @ # \$ % & * =? < >
- The password cannot be the same from your last 6 passwords, contain dictionary words, contain common names, contain all or part of your username, contain consecutive character strings (abcdefg, 12345678), contain simple keyboard(qwerty), or use special characters to replace letters to spell a word(P@ssword1)

Passwords remain valid for 60 days and users are prompted to change the password as the expiration date draws near.

5. When the “Change Password” screen appears, enter the **New “Temporary” Password**, a **New Password**, and **Confirm New Password**. Click the **Submit** button.

*New "Temporary" Password:

*New Password:

*Confirm New Password:

SUBMIT **CANCEL**

Figure 12: Change Password screen

6. The GrantSolutions “Login” screen reappears. Enter your **Username** and the newly changed **Password**, and then click the **Login** button.



The image shows the GrantSolutions Login screen. On the left, there is a large, semi-transparent text block that reads: "In applicable federal laws, term, which includes all or Government-authorized use result in disciplinary action purpose, the government and seize any communication expectation of privacy. Any ed or used for any lawful". Overlaid on this text is the "Login to" form. The form includes a "Warning Notice" message: "Before logging in please read the Warning Notice". It has two text input fields: "Username" with value "jdoe" and "Password" with value "*****". Below the password field is a red rectangular box highlighting the "LOGIN" button. To the right of the "LOGIN" button is another button labeled "HHS PIV". At the bottom of the form is a link "Having trouble logging in?".

Figure 13: GrantSolutions Login screen

7. The “My Grants List” screen displays.

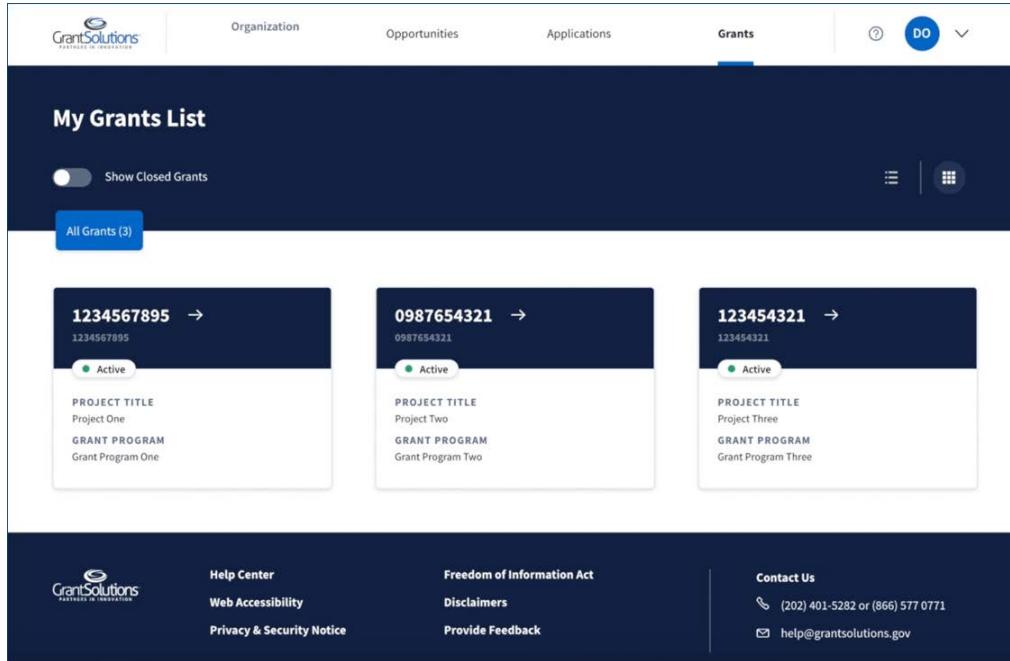


Figure 14: My Grants List screen

PASSWORD/UNLOCK ACCOUNT

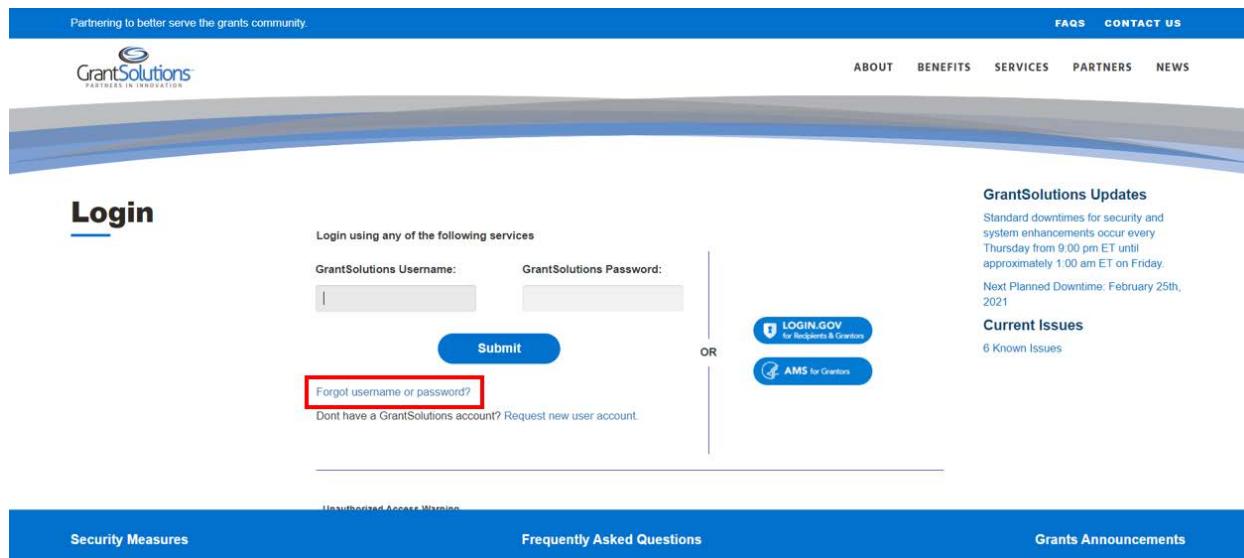
When an incorrect user name and password combination is entered, the system generates a login error. Upon three unsuccessful attempts, the account is locked.

To unlock an account, the user may perform one of the following actions:

- Click the **Forgot Username/Password OR Unlock Account** link from the “Login” screen to unlock their account and reset the password
- Contact the GrantSolutions Help Desk for assistance

To retrieve a username, reset a password, and unlock the account:

1. From the GrantSolutions “Login” screen, click the link **Forgot Username or Password**



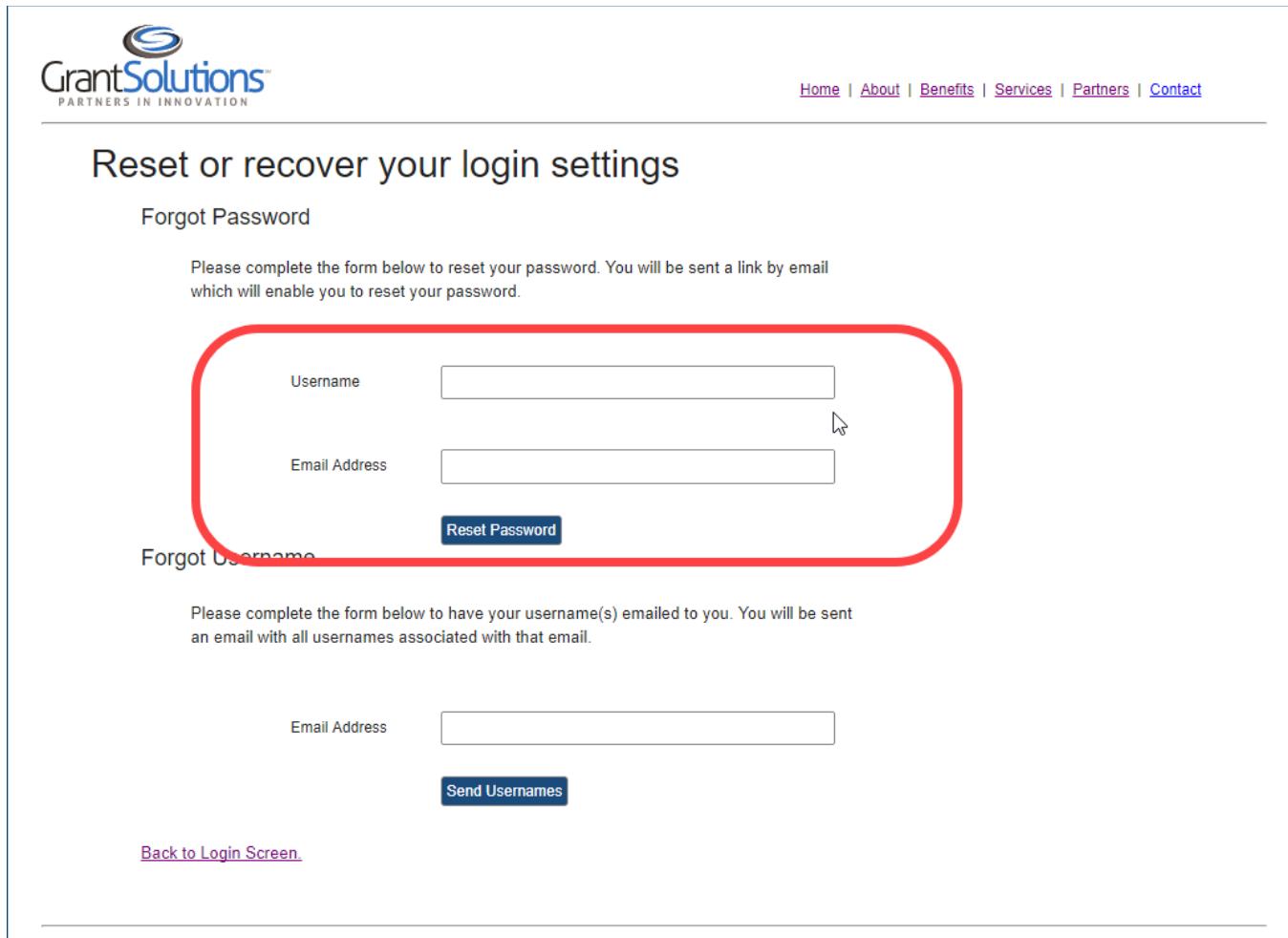
The image shows the GrantSolutions login page. At the top, there is a blue header bar with the text "Partnering to better serve the grants community" on the left and "FAQS" and "CONTACT US" on the right. Below the header is the GrantSolutions logo. The main content area is titled "Login" and contains fields for "GrantSolutions Username" and "GrantSolutions Password". Below these fields is a "Submit" button. To the right of the password field is the text "OR". Below the "OR" text are two buttons: "LOGIN.GOV for Recipients & Grantors" and "AMS for Grantors". At the bottom of the login form, there is a link "Forgot username or password?" which is highlighted with a red box. Below this link is the text "Don't have a GrantSolutions account? Request new user account." At the very bottom of the page, there is a blue footer bar with three links: "Security Measures", "Frequently Asked Questions", and "Grants Announcements".

Figure 15: Forgot Username/Password OR Unlock Account

2. The “Reset or recover your login settings” screen appears.

To reset the password and unlock the account from the *Forgot Password* section, enter your **Username**, registered **Email Address**, and click the **Reset Password** button.

Tip: To retrieve your username, enter the email address on file with GrantSolutions in the *Forgot Username* section, and click the **Send Usernames** button. Your username is then sent to your email address.



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Reset or recover your login settings

Forgot Password

Please complete the form below to reset your password. You will be sent a link by email which will enable you to reset your password.

Username

Email Address

[Forgot Username](#)

Please complete the form below to have your username(s) emailed to you. You will be sent an email with all usernames associated with that email.

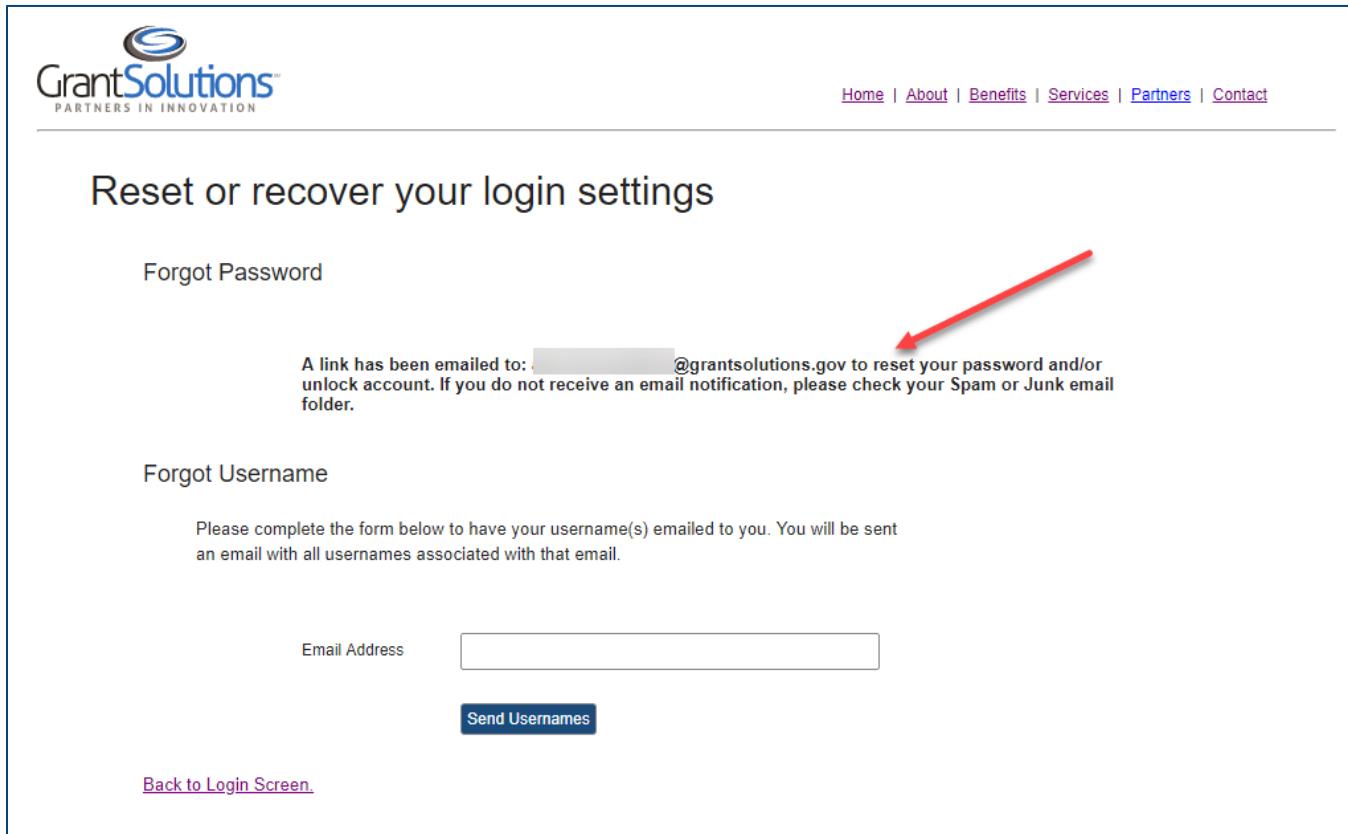
Email Address

[Back to Login Screen](#)

Figure 16: Reset Password/Unlock Account screen

3. The screen refreshes with a message stating:

A link has been emailed to: (email address) to reset your password and/or unlock your account. If you do not receive an email notification, please check your Spam or Junk email folder.



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Reset or recover your login settings

[Forgot Password](#)

[Forgot Username](#)

A link has been emailed to: [REDACTED]@grantsolutions.gov to reset your password and/or unlock account. If you do not receive an email notification, please check your Spam or Junk email folder.

Email Address

[Send Usernames](#)

[Back to Login Screen](#)

Figure 17: Password reset message

4. Go to your email system and open the new **GrantSolutions Password Reset** message from noreply@grantsolutions.gov.

Note: Ensure emails from @grantsolutions.gov are added to your email system's safe list so they do not get blocked or sent to the spam or junk folders.

5. Click the link **Reset Password/Unlock Account**.

Important! Reset your password within 1 hour of receiving the password reset message, otherwise the link expires.

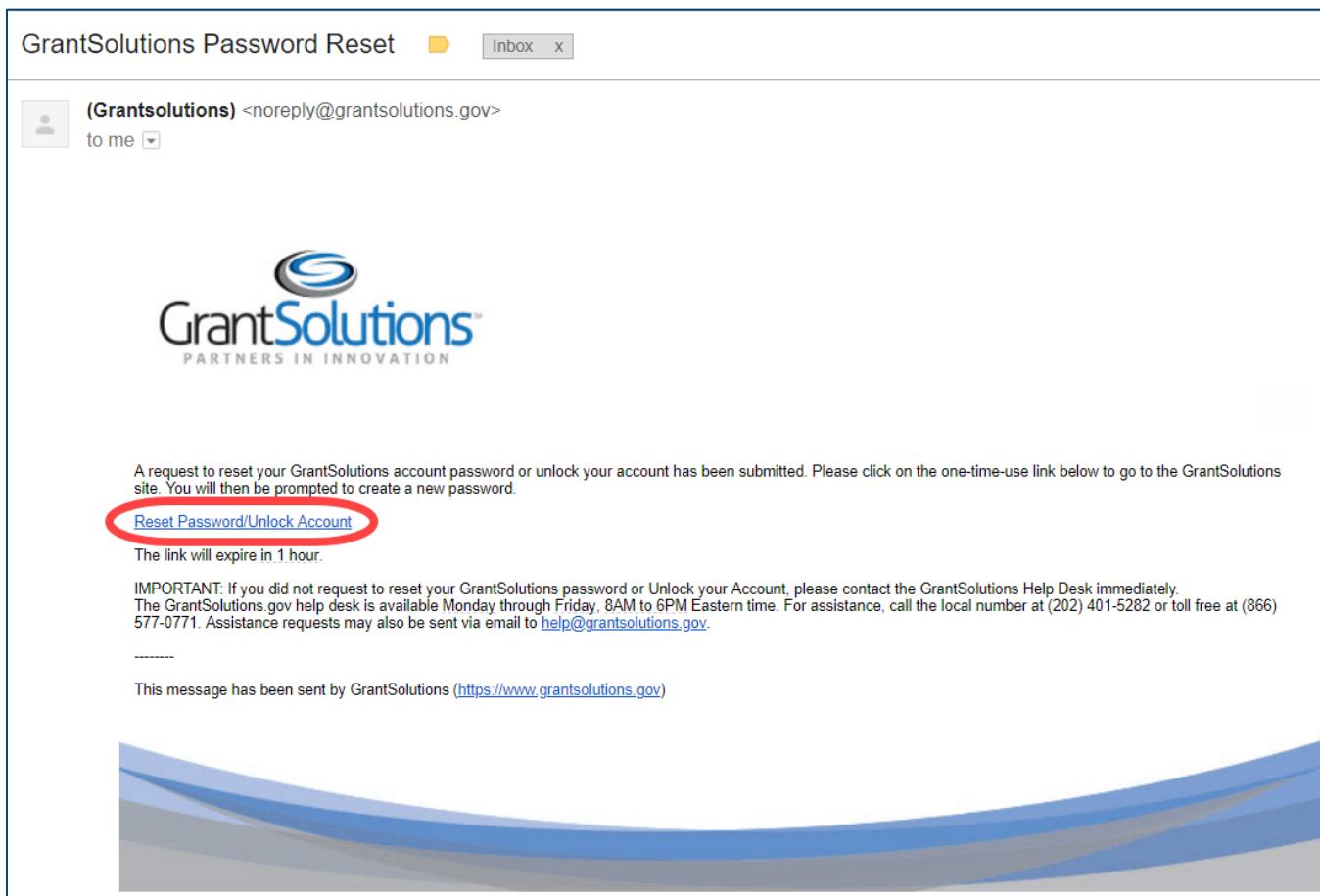


Figure 18: Password reset email message