

## **Quick Sheet: Login.gov Access Restricted**

## Audience: Grantors

## PURPOSE:

Users logging into GrantSolutions through Login.gov using a PIV or CAC ID may encounter an *Access Restricted* error message, preventing log in. This message may appear when the user's Login.gov log in credentials do not match the Grantsolutions log in credentials. Login.gov is configured to store the most recent login method and credentials a user utilized when logging in. If the user has multiple email addresses, the most recent log in credentials used in Login.gov may not match the Grantsolutions log in credentials, and the *Access Restricted* error message may appear when attempting to log into GrantSolutions.

This Quick Sheet provides step-by-step instructions for resolving an *Access Restricted* error message if encountered when logging into Grantsolutions.gov using a PIV or CAC ID.

Key Points to remember:

- An Access Restricted error message may appear when attempting to log into GrantSolutions through Login.gov using a PIV or CAC ID.
- Login.gov stores the user's most recent login method and credentials.



## Resolve Access Restricted Error

To resolve the "Access Restricted" error, perform the following steps:

1. From a browser such as Internet Explorer or Google Chrome, navigate to <u>www.grantsolutions.gov</u> and click the **Login** button.

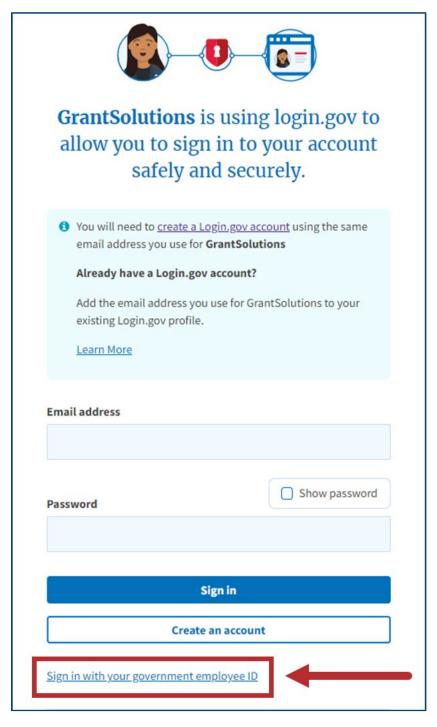


2. The "GrantSolutions Login" screen appears. Click the Login.gov button to initiate the login process.

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Login	Login using any of the following services GrantSolutions Username: GrantSolutions Password: Submit OR Forgot username or password? Dont have a GrantSolutions account? Request new user account. Currently, only recipients who have registered to participate in the Login gov Pilot can access the system through Login gov. If you are interested in participating, please check your eligibility here.	LOGIN.GOV Re Bagiers & Gweles C AMS for Guertes	Maintenance Sched Next Downtime 03/02/2019 Current Issues Updated 02/13/2019



3. The Login.gov "Sign in" screen appears. Existing users click the **Sign in with your government employee ID** link.





4. On the Login.gov "Present your PIV/CAC" screen, click the **Present PIV/CAC card** button.

ILOGIN.GOV GrantSolutions
Present your PIV/CAC Present the PIV/CAC that you associated with your account. Present PIV/CAC card
Don't have your piv/cac card available?
Cancel

5. An Access Restricted error message may appear.

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Login	<ul> <li>Access Restricted: Currently, your agency does not allow you to login through this login mechanism. Please access the system using a different GrantSolutions login mechanisms.</li> <li>If you have any questions about accessing the system please contact the GrantSolutions Help Desk.</li> </ul>	GrantSolutions Updates Standard downtimes for security and system enhancement's occur every Thursday from 9:00 pm EU util approximately 1:00 am ET on Friday. Next Planned Downtime: February 11th, 2021 Current Issues 5 Known Issues
Security Measures	Frequently Asked Questions	Grants Announcements

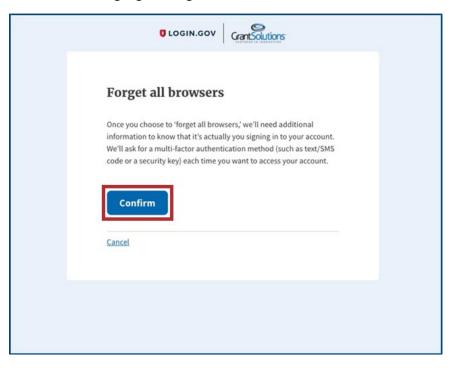


- 6. In the browser URL, enter "Secure.login.gov/account" and press enter to navigate to your account.
- 7. The Login.gov "Your account" screen appears. Click the **Forget all browsers** button in the left menu to clear the browser history.

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	٢	Access your government benefits and services from your login.gov account. Learn more about login.gov	
	Your Account	Your account	
	Add email address Email preferences		
	Edit password	Email addresses + Add email	
	Delete account	Delete	
	Your authentication methods	Delete	
	Add phone number	Language	
	Add authentication apps	English <u>Edit</u>	
	Add security key		
	Add Federal Employee ID		
	Get backup codes	Password	
	Your connected accounts	Edit	
	History		
	Forget all browsers	Phone numbers + Add phone	
	Customer support	default <u>Manage</u>	



8. On the Login.gov "Forget all browsers" screen, click the **Confirm** button.



9. Upon confirmation, click the **Sign out** link in the top right corner of the Login.gov "Your account" screen to sign out of Login.gov.

UOGIN.GOV	Welcome Sign out
	Access your government benefits and services from your login.gov account. Learn more about login.gov
Your Account	Your account
Add email address	Email preferences
Edit password	Email addresses + Add email
Your authentication	Delete
Add phone number	Language
Add authentication ap	Earlish Edit
Add security key	



10. On the Login.gov "Sign in" screen, log back into Login.gov using the email address associated with the PIV ID in the Email address field and enter the Login.gov password in the Password field. Click the Sign in button.

Note: For this step, users must use an email address and password credentials to log in.

Add the email address y existing Login.gov profil	ou use for GrantSolutions to your e.
Learn More	
Email address	
The second second	and the second se
Password	Show password
	Sign in
Crea	te an account
Sign in with your government	employee ID
Back to GrantSolutions	
Forgot your password?	
Security and Privacy Practices	C.



11. On the Login.gov "Present your PIV/CAC" screen, click the **Present PIV/CAC card** button to verify the PIN for access to Grantsolutions.gov

ILOGIN.GOV GrantSolutions
Present your PIV/CAC Present the PIV/CAC that you associated with your account. Present PIV/CAC card
Don't have your piv/cac card available? Choose another authentication method
Cancel

12. Verify the PIN and access GrantSolutions.

**Note:** Upon successful log in, users can click the *Sign in with your government employee ID* link on the Login.gov "Sign in" screen to log in moving forward.